

Hard drive(s) not detected with Drive Eraser

Created date	Updated date	Affects version	Fix version
10 Feb 2017	09 Sep 2021	Drive Eraser - all versions	N/A

Sometimes Blancco Drive Eraser might not detect connected hard drives even though the drives are fully functional and detected on the machine BIOS level.

SATA drives

- This can happen if the hard drives have been set to IDE/ATA mode in BIOS.
 - SATA drives need to be set in either "AHCI" or "SATA native" mode (or similar) from BIOS/UEFI.

NVMe drives

Some devices require the BIOS/UEFI to be switched from RAID to AHCI mode in order to successfully present the drive to the system. Usually this setting is available through "SATA Operation Mode" or "SATA Controller" (or similar) option in the BIOS.

If the device's controller doesn't support AHCI mode, you can remove the drive from the machine and run the erasure by connecting the drive to a supported machine. You can find more information from this page: [No hard drive\(s\) detected and unable to configure BIOS to AHCI mode](#).

Most commonly the issue is caused by the lack of required drivers needed to support the RAID mode properly on Blancco Drive Eraser. This issue has been identified at least for the following devices:

System manufacturer	System model	Disk model(s)
Dell	Latitude 3400	BC501 NVMe SK hynix 256GB
Dell	Latitude 3410	N/A
Dell	Latitude 5400	N/A
Dell	Latitude 7370	THNSN5256GPUK NVMe TOSHIBA 256GB
Dell	Latitude 7390 2-in-1	KXG50ZNV512G NVMe TOSHIBA 512GB PC401 NVMe SK hynix 256GB
Dell	Precision 7720	KXG50ZNV512G NVMe TOSHIBA 512GB
Dell	Precision 7740	PC400 NVMe SK hynix 512GB KXG50PNV1T02 NVMe TOSHIBA 1024GB Micron 2200S NVMe 1024GB PM981a NVMe SAMSUNG 2048GB
Dell	OptiPlex 7050	THNSN5256GPUK NVMe TOSHIBA 256GB
Dell	XPS 13 9365	PM961 NVMe SAMSUNG 256GB
Lenovo	Miix 720	SK hynix HFS256GD9TNG-62A0A
Lenovo	Yoga 910	SAMSUNG MZVLB512HAJQ-000L2 SAMSUNG MZVLB512HBJQ-00007 SAMSUNG MZVLV512HCJH-000L2 SAMSUNG MZVLW512HMJP-000L2 SAMSUNG MZVLV256HCHP-000L2 SAMSUNG MZVLW256HEHP-000L2