

# NVMe Drive hotplug on a machine installed with Blancco Drive Eraser 7 doesn't work.

Created date	Updated date	Affects version	Fix version
22 Dec 2022		7.6.1 and older	7.7.0

## Problem

Hotplugged NVMe Drives are not detected by Blancco Drive Eraser or hotplugged NVMe drive cause other issues to connected NVMe drives erasure.

## Cause

There is a known issue in Blancco Drive Eraser v7.5.1, v7.6.0 and v7.6.1 releases (and on the corresponding Configuration Tool v3.5.1 and v3.6.0) on machines installed with BDE 7. If the machine is an erasure station that can connect NVMe and supports NVMe hotplug, hotplugging NVMe does not work. This is due to missing booting parameters that allow NVMe hotplug.

## Resolution

### Drive Eraser v7.5.1, v7.6.0 and v7.6.1

1. Connect a batch of NVMe and start up the erasure station.
2. Once NVMe Drives erasure is finished, save/send erasure report and shutdown the erasure station.
3. Connect new batch of NVMe drives restart the erasure station.

### Drive Eraser 7.7.0

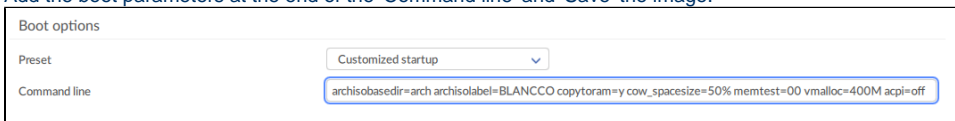
Add below booting parameters to customized boot option on Drive Eraser configuration tool:

- Support NVMe hotplug: "pci=pcie\_bus\_safe,realloc nvme.reconfigure\_before\_reset=1"
- OPTIONAL: Remove freeze locks at boot time and support TCG commands add "flr rd.udev.log-priority=3 loglevel=0 libata.allow\_tpm=1 "

Command line parameter example:

```
archisobasedir=arch archisolabel=BLANCCO copytoram=y cow_spacesize=50% memtest=00 vmlloc=400M flr rd.udev.log-priority=3 loglevel=0 libata.allow_tpm=1 pci=pcie_bus_safe,realloc nvme.reconfigure_before_reset=1
```

1. Load your Blancco Drive Eraser ISO image into the Drive Eraser Configuration Tool.
2. Open OS tab and select 'Customized startup' from Boot options.
3. Add the boot parameters at the end of the 'Command line' and 'Save' the image.



Boot options

Preset: Customized startup

Command line: archisobasedir=arch archisolabel=BLANCCO copytoram=y cow\_spacesize=50% memtest=00 vmlloc=400M acpi=off

- Boot your image on your erasure station (e.g., via a previously prepared USB stick), then manually select the boot option - "Installer" (this is the option that will install Blancco Drive Eraser on the station) and follow the installation steps.
- After the installation, remove the booting media (e.g., your USB stick).

On the next reboots, your default booting option will be "Customized startup" and the added booting parameters that enable NVMe hotplug will be passed consistently to the kernel.