

100 Remapped Sectors on multiple drives of the same make and model

Created date	Updated date	Affects version	Fix version
30 Dec 2022		N/A	N/A

Problem

Blancco is aware of certain makes and models of drives being manufactured with a set amount of sectors that have "faults" and shown as remapped sectors within the erasure report.

This issue seems to highly effect Toshiba drives based on previous reports from users.

This has been investigated by the Blancco Drive Eraser Development team, they have confirmed that the remapped sectors are being provided to the Drive Eraser software from the drive's raw data, based on this, the fault would need to be fixed by the manufacturer as this cannot be fixed from the software side.

If the remapped sectors are erased or removed successfully there should not be any trace of persistent data that would be recoverable

Cause

Based on the investigation by the Blancco Drive Eraser Development team, it is thought that the drives are being manufactured in a way that causes the drives to have a set amount of remapped sectors, please note that this has not been confirmed or commented on by the drive manufacturers at the time this article was created.

Resolution

It would be best to report this issue to the manufacturer of the drive, giving as much information as possible, this may potentially help removing this issue for newer drives in the future.

In most instances, the Drive Eraser Software is able to erase the remapped sectors as long as the drive supports the required firmware based erasure commands. If the software is unable to erase them, it may be worth trying a firmware update for the drive or erasing it in another system as the firmware based commands might be blocked by the system that it's in. If you are unsure of the best practice and require advice, please raise a support ticket using the instructions below.

This issue has been reported at least following drives encountering this issue:

Vendor	Model
TOSHIBA	KSG60ZMV256G M.2 2280 256GB
TOSHIBA	KSG60ZSE256G SATA 256GB
TOSHIBA	THNSNK128GVN8 M.2 2280 128GB
TOSHIBA	THNSNK256GVN8 M.2 2280 256GB.
TOSHIBA	THNSNK128GCS8 SATA 128GB
TOSHIBA	THNSNK256GCS8 SATA 256GB
SANDISK	SD7SB2Q512G1001 512GB SATA (X300s)
SANDISK	SD7SB3Q128G1001 128GB SATA (X300s)

Please raise a ticket with the technical support team by "reporting an incident" from the Blancco Support Portal, if you are seeing this issue and the drive is not shown in the above list