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Addendum to KB200 for Workstations without System Restore enabled

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Background

This article describes how to recover from the issue described in the <u>KB200</u>: Recovering from a bluescreen caused by installing <u>DESlock+ on Windows 8.1 with November 2014 Rollup</u> when the Workstation does not have System Restore enabled.

If the Workstation has System Restore enabled we recommended you follow the steps described in KB200.

Recovery Steps

note: If the workstation is encrypted it *must* be decrypted using a DESlock+ recovery iso before any recovery can take place.

After resetting the machine that bluescreens at startup, Windows will boot and will enter the Windows Recovery Environment.

From the Choose an option screen choose Troubleshoot.



In the Troubleshoot screen, choose Advanced options.

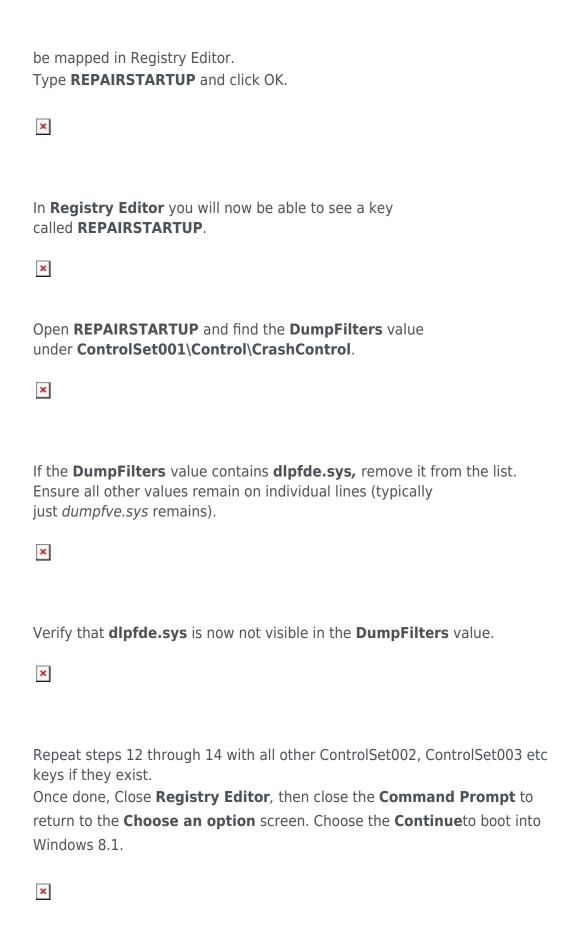


Open the **Command Prompt** from the **Advanced options** screen.



After providing any credentials required the **Command Prompt** will be displayed. In the Command Prompt type **bcdedit** | **find** "**osdevice**" In the output the drive containing the actual Windows installation is shown in the output text. Example output: osdevice partition=C: In this case, C:. Take note of this. × In the Command Prompt type regedit. × **Registry Editor** runs. × Select **HKEY_LOCAL_MACHINE**. × Using the **File** menu choose **Load Hive**. × Browse to the drive you noted in Step 4. Then browse to \Windows\System32\config and open the file SYSTEM. ×

In the **Load Hive** dialog we need to name the key under which the hive will



Once Windows starts it is expected that an error will be shown saying that DESlock+ is not installed correctly.

The error displayed is:

An error occurred communicating with the DESlock+ subsystem.

The DESlock+ software may not be installed correctly.

Error timed out

Additionally when *More* >> is clicked will show the error (*Error 0xC01C0007 reported by "DESlock+ API"*).

To remedy this install DESlock+ v4.7.5 or newer (if available).



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