

# ESET Tech Center

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## Blue Screen (BSOD) in ESET Endpoint Encryption

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### Issue

#### **ESET Endpoint Encryption (EEE) Client and EEE Server are separate products from ESET Full Disk Encryption (EFDE)**

The article below applies only to the EEE Client or EEE Server and not EFDE. Visit [What's new in ESET Full Disk Encryption](#) to view EFDE content.


- You receive the Blue Screen (BSOD) and need to collect information
- [Copy the bug check code from Event Viewer](#)
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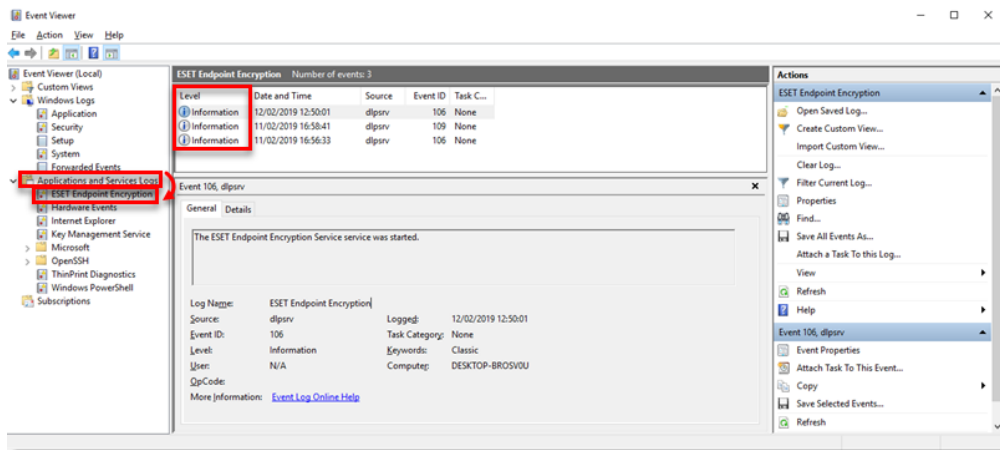
### Details

If your machine has crashed and you receive the Blue Screen (BSOD), collect detailed information regarding the crash, [contact Technical Support](#), and submit the information in your support ticket.

### Solution

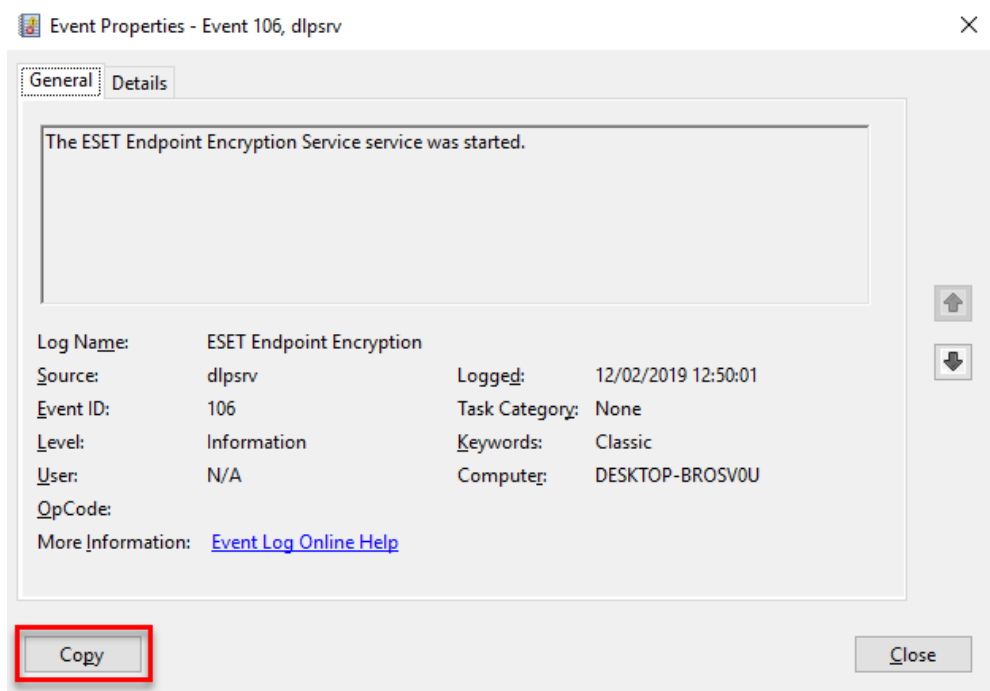
#### **Copy the bug check code from Event Viewer**

1. Press the **Windows key** , type Event Viewer, and then click **Event Viewer**.
2. Expand **Applications and Services Logs** and click **ESET Endpoint Encryption**. Under **Level**, double-click **Error**.



**Figure 1-1**

3. Click **Copy**.




**Figure 1-2**

4. Paste the event log details into the ESET support ticket.

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### Turn off auto-restart to view the entire blue screen message

1. Press the **Windows key** , type View advanced system settings, and then click **View advanced system settings**.
2. Click **Settings** under **Startup and Recovery**.
3. Deselect **Automatically restart** and click **OK**.
4. Restart the computer.

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### Actions during crash

- Include a detailed description of the actions that occurred just before the Blue Screen (BSOD).
- Include recent changes to your machine, including any upgrades.

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### EEE version

Include the [installed EEE version number](#).


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### Diagnostics file

Run the [EEE diagnostics utility](#) on the affected machine, and send the log file with the support ticket.


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### Enable detailed crash dump file

1. Press the **Windows key** , type View advanced system settings, and then click **View advanced system settings**.
2. Click **Settings** under **Startup and Recovery**.
3. Under **Write debugging information**, click the drop-down menu and select **Complete Memory Dump**. If the **Complete Memory Dump** option does not appear, [manually enable the file](#).
4. Click **OK**. If prompted, restart the machine.

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### Manually enable detailed crash dump file

1. Press the **Windows key** , type Regedit, then click **Regedit**.
2. Expand HKEY\_LOCAL\_MACHINE.
3. Navigate to HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Control\CrashControl.
4. Click **StorageTelemetry**.
5. Under **Name**, double-click **DeviceDumpEnabled**, update **Value Data** to **1**, and

click **OK**.

6. In **System Properties**, click **Settings** under **Startup and Recovery**. **Complete Memory Dump** should now be selected under **Write debugging information**.
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#### **Zip the detailed crash dump file**

1. Open **Windows File Explorer** and navigate to C:\Windows\memory.dmp.
2. Right-click the file, click **Send to**, and then click **Compressed (zipped) folder**.
3. Attach the zipped file to the support ticket.

#### **File Size**

If the crash dump file size exceeds 10MB, the file cannot be emailed or attached to the support ticket. Contact tech support for an alternative method of sending the dump file.