ESET Tech Center

Blue Screen (BSOD) in ESET Endpoint Encryption

Anish | ESET Nederland - 2020-11-27 - Comments (0) - ESET Endpoint Encryption

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**.
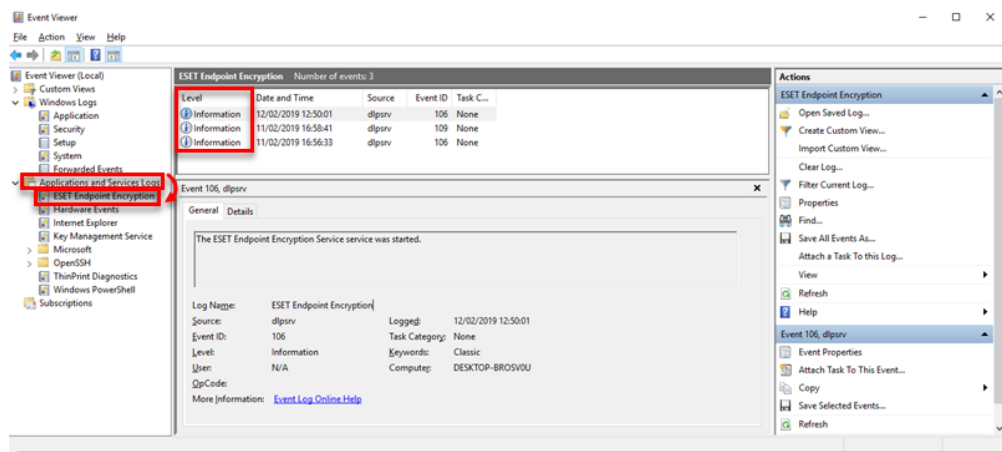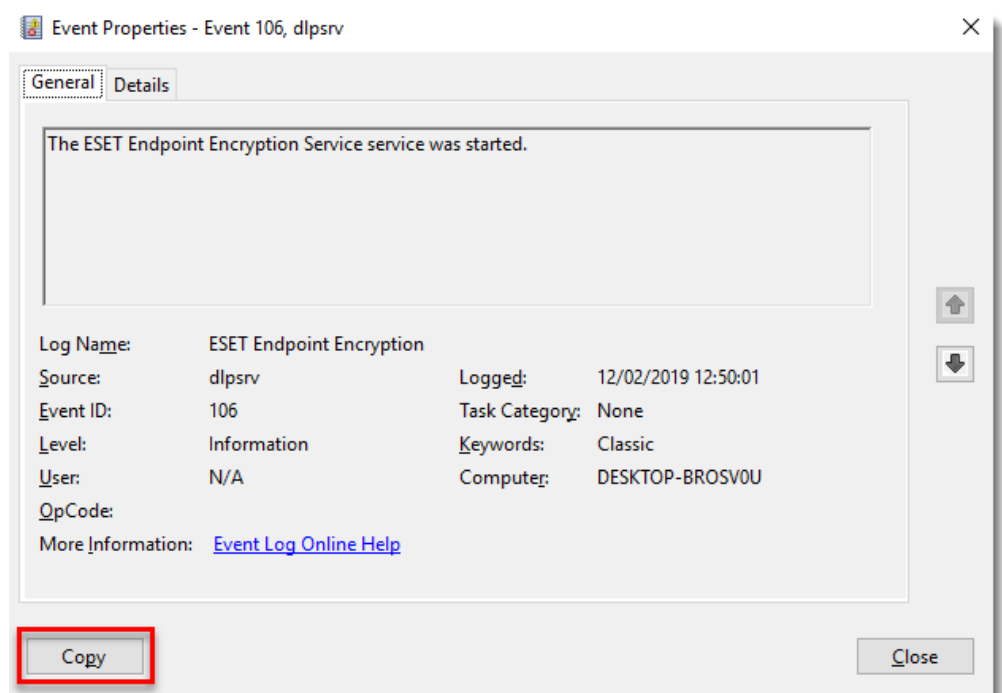
Figure 1-1

3. Click **Copy**.

Figure 1-2

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

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.

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.

EEE version

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

Diagnostics file

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

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.

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\CrashContr ol`.

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**.

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.