ESET Tech Center

Enterprise Server prior to version 2.5.0 may have mishandled admin FDE login passwords that begin with '0'

Anish | ESET Nederland - 2018-01-23 - Comments (0) - ESET Endpoint Encryption

If you have an Enterprise Server, prior to version 2.5.0, admin FDE login passwords that have a leading '0' (i.e. a zero, character code 40 decimal or 0x30 hex) will have been mishandled and incorrectly sent to the client.

This means:

> You cannot log on locally to the workstation using the admin account
> You cannot initiate full disk decryption from the Enterprise Server
> You cannot initiate full disk decryption using the Windows PE based recovery ISO

However, you can:

> Change the admin password to a new value
> Add and remove normal FDE logins
> Perform recovery on normal FDE logins
> Initiate full disk decryption using the Linux based recovery ISO

To resolve this issue you should post a command to change the admin FDE login password. If you are using an Enterprise Server prior to version 2.5.0 you should use a password that does not start with a '0'. If you are using version 2.5.0 or later, you must still change the password but you will be able to correctly use a '0'.

If you install Enterprise Server 2.5.0 as an upgrade, it will automatically scan the database for FDE logins in this state, and will report to the user when they log in.

Additionally, the CSV file that can be downloaded can also be located in the Enterprise Server scripts folder with the filename kb174.csv.