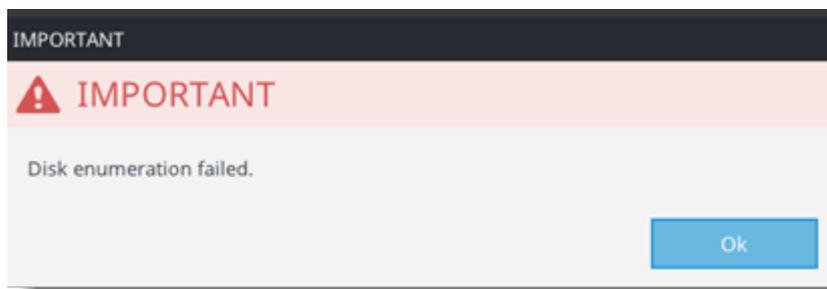


Error "Disk enumeration failed" in ESET Endpoint Encryption or ESET Full Disk Encryption

Mitch | ESET Nederland - 2022-11-29 - [Comments \(0\)](#) - [ESET Endpoint Encryption](#)

Issue

- You receive the error "Disk enumeration failed." in ESET Endpoint Encryption or ESET Full Disk Encryption



- [Change the BIOS Disk Mode](#)
- [Use a different media type](#)
- [Submit recovery logs](#)

Solution

While decrypting a workstation using the ESET Recovery Media Creator USB/ESET Recovery Tool, you receive the error "Disk Enumeration Failed."

Change the BIOS Disk Mode

1. Update the BIOS Disk Mode/SATA Mode from **RAID** to **AHCI**.
2. Decrypt the workstation.
3. If you cannot decrypt the workstation, use a different media type.



Change the BIOS Disk Mode

After you attempt to decrypt the workstation, update the BIOS Disk Mode back to its original state.

Use a different media type

Users that selected **Win RE USB 64 bit** when creating the recovery tool can select **EFI USB 32 & 64 bit**.

1. Insert an empty USB drive into your computer.

2. [Download the ESET Recovery Media Creator](#).
 3. Run the utility and click **Next**.
 4. Click **EFI USB 32 & 64 bit**.
 5. [Continue creating the recovery tool](#). Decrypt the workstation.
 6. If you cannot decrypt the workstation, submit your recovery logs.
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Submit recovery logs

If you still cannot decrypt the workstation, contact technical support and provide recovery logs for further assistance.

1. Navigate to `USB:\\EFI\\Boot\\logfiles\\`.
 2. Download the recovery logs.
 3. Contact technical support and submit the recovery logs.
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