

ESET Tech Center

[Knowledgebase](#) > [ESET Endpoint Encryption](#) > [Diagnostics](#) > [ESET Endpoint Encryption recovery utility diagnostics](#)

ESET Endpoint Encryption recovery utility diagnostics

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

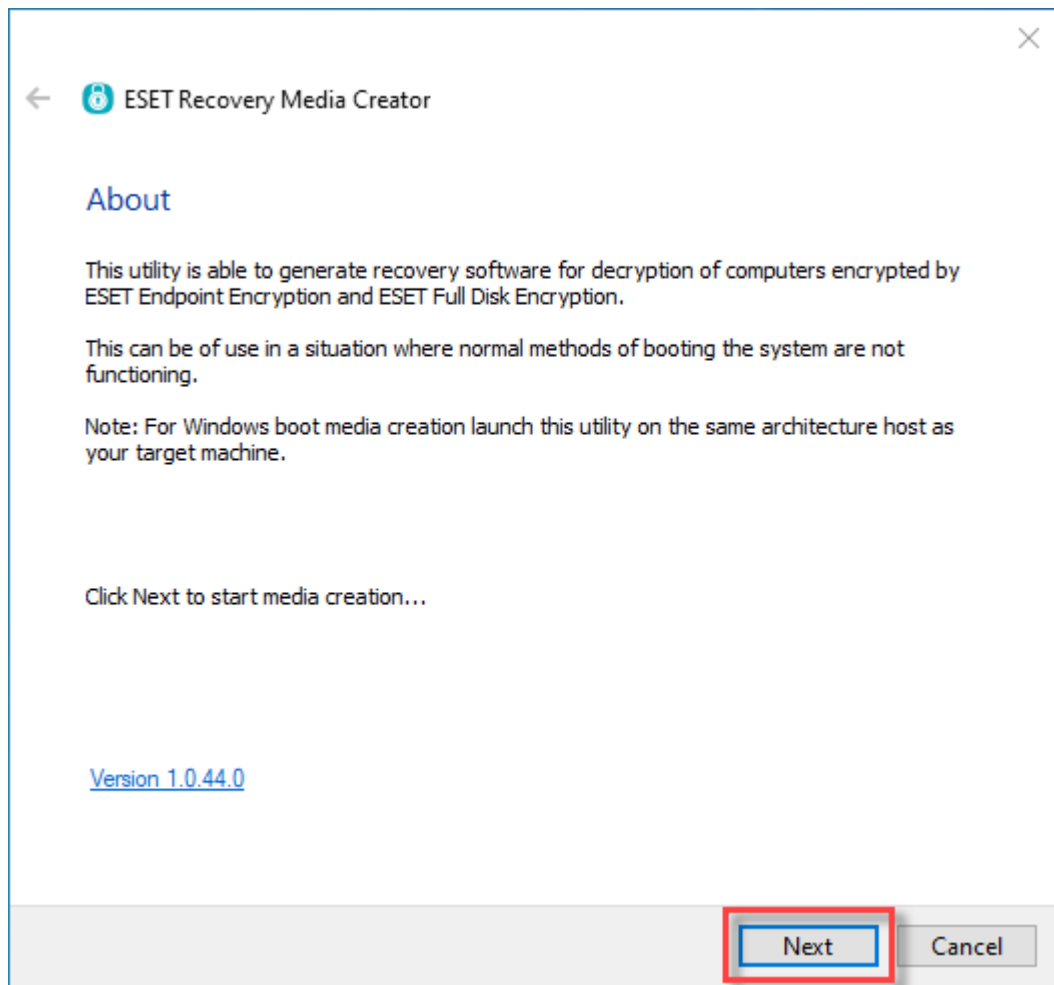
Issue

- You need to run ESET Endpoint Encryption (EEE) recovery utility diagnostics
- [Use the ESET Encryption Recovery Media Creator](#)
- [Use the ESET Encryption Recovery Media](#)
- [Display disk information](#)
- [Search disks for metadata](#)
- [Disk R/W test](#)
- [Obtain the recovery log file](#)

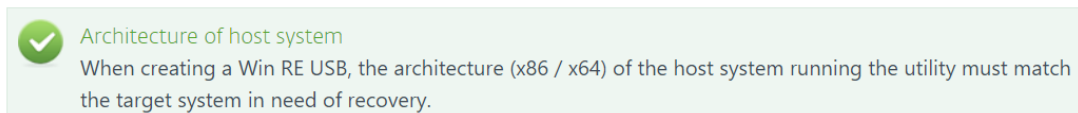
Solution

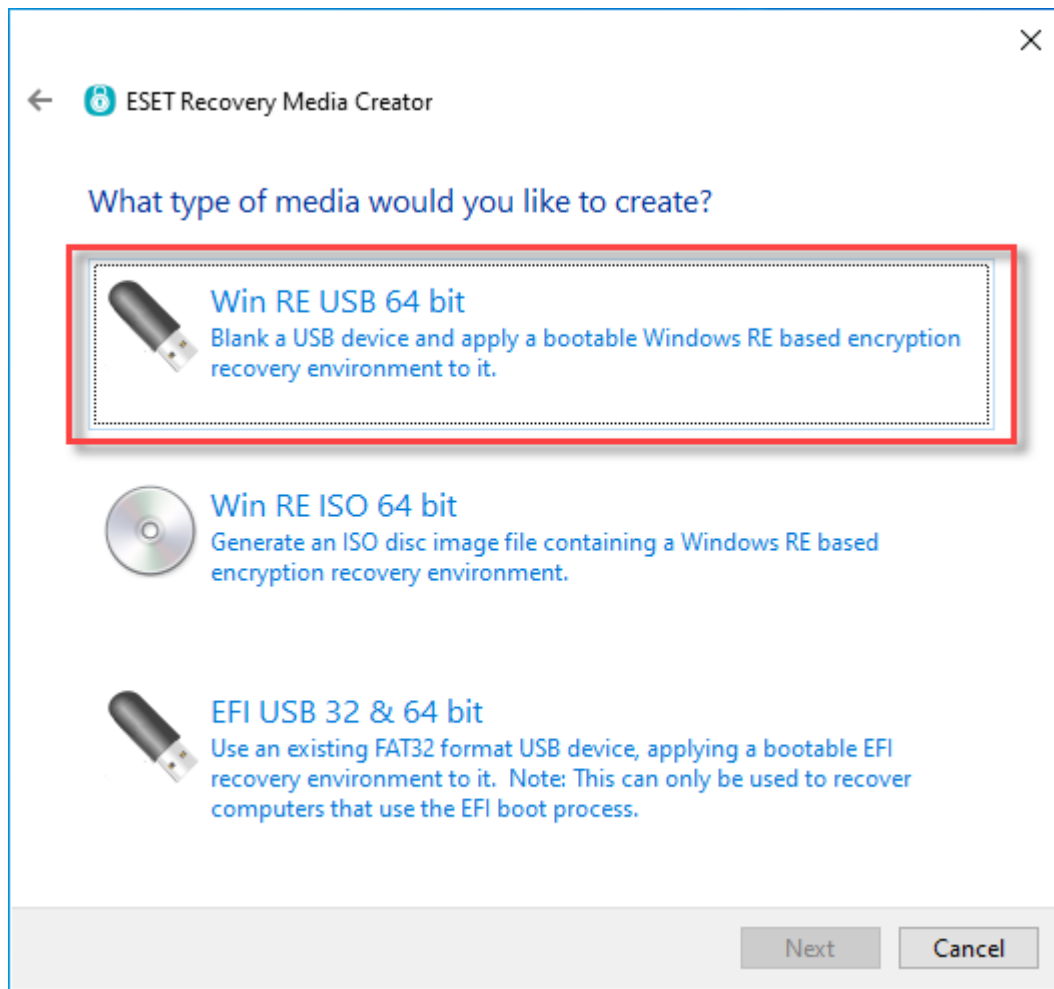
Use the ESET Encryption Recovery Media Creator

1. Insert an empty USB drive into your computer.
2. [Download the ESET Recovery Media Creator](#).
3. Run the utility and click **Next** to continue.

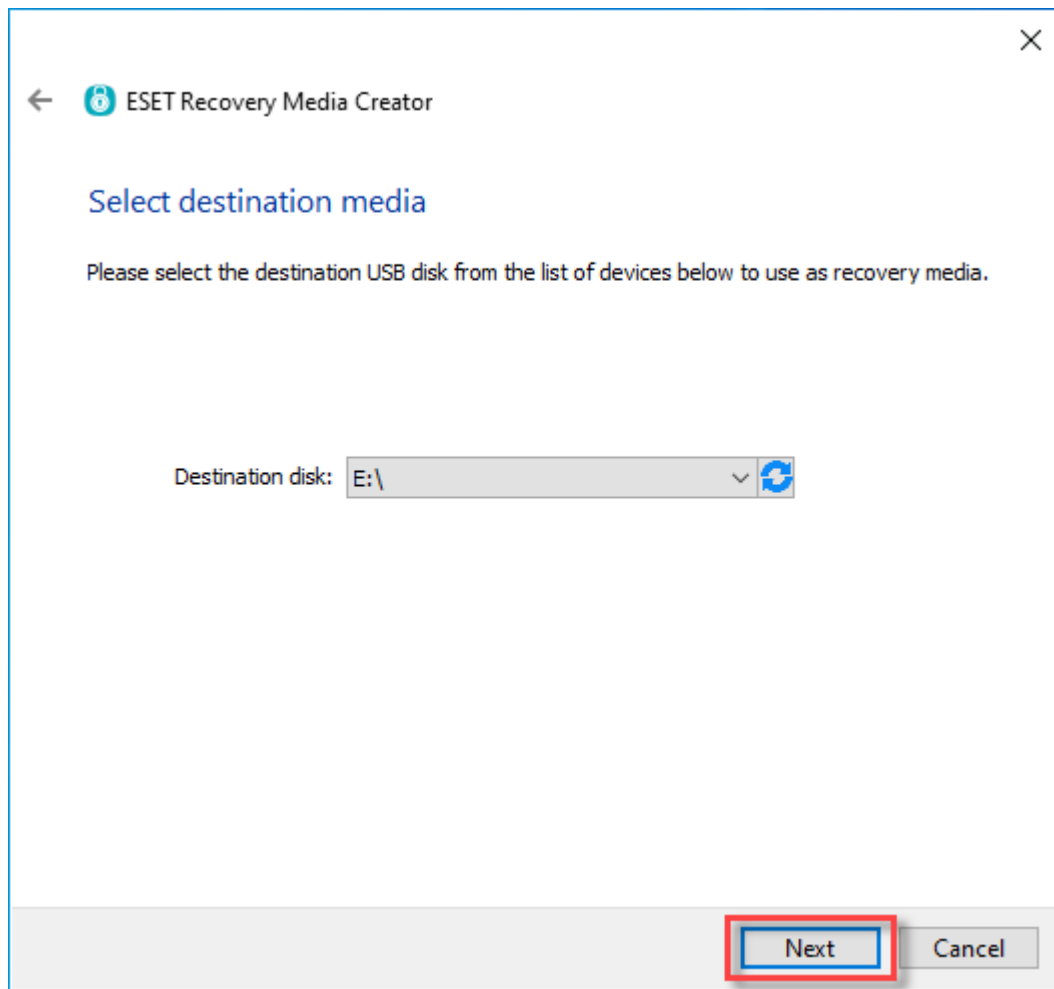


4. Click **Win RE USB 32/64 bit**.

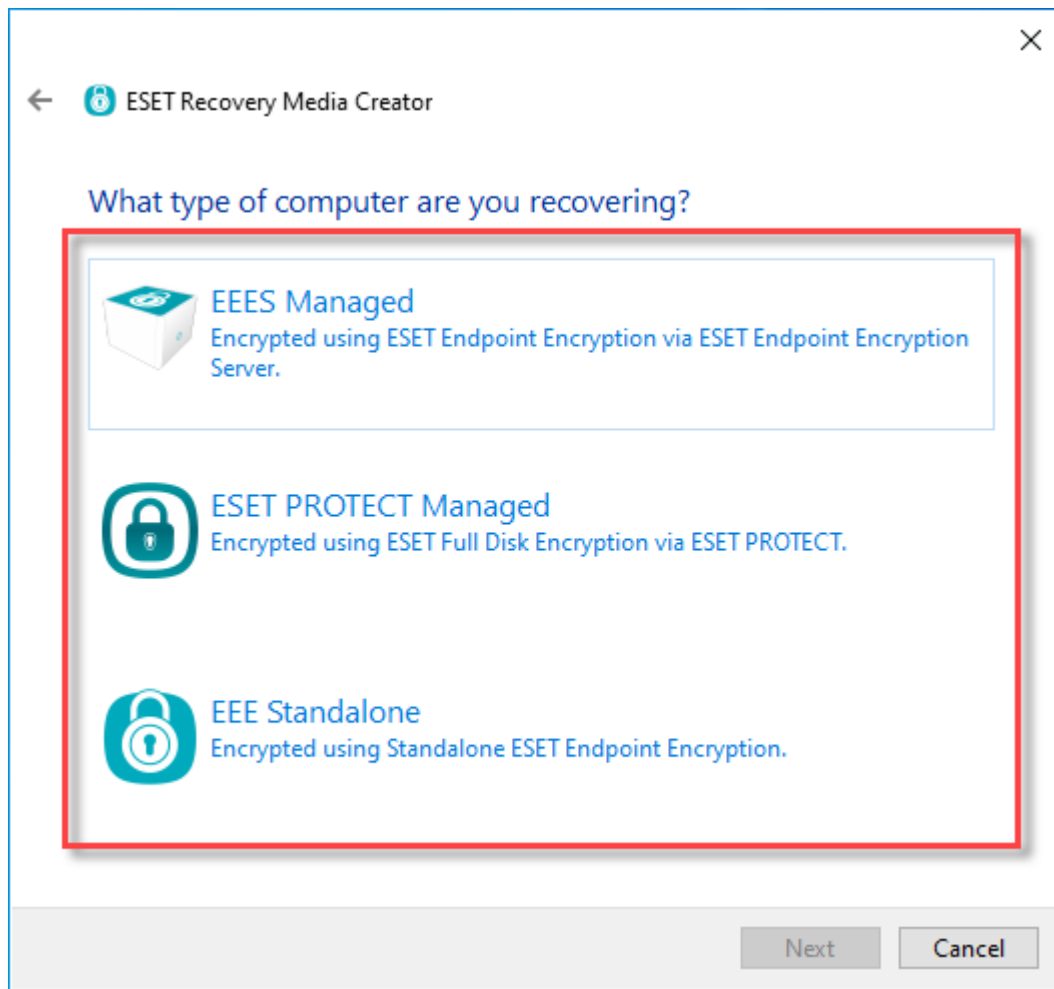




5. Select the **Destination disk** for the recovery media and click **Next**.



6. Select the type of computer you are troubleshooting.



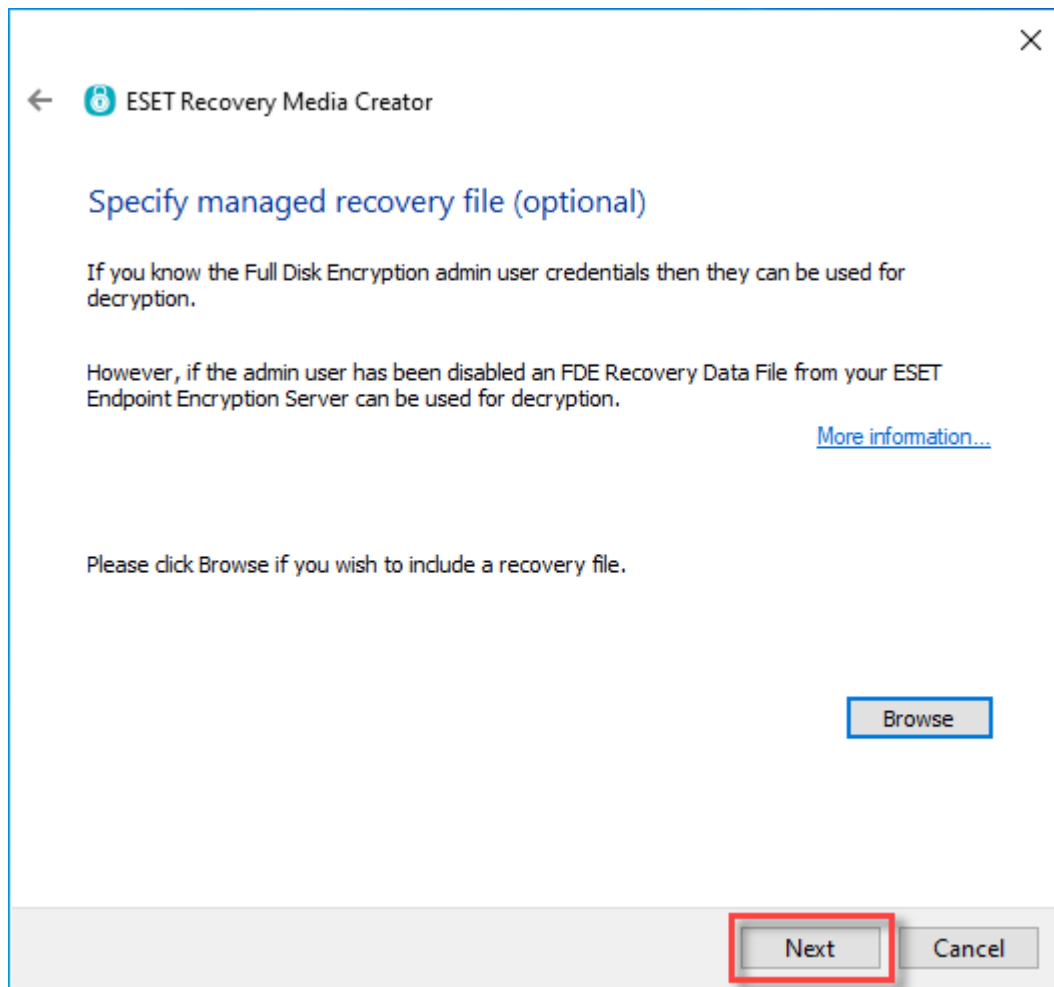
7. Do not specify a managed recovery file. Click **Next**.



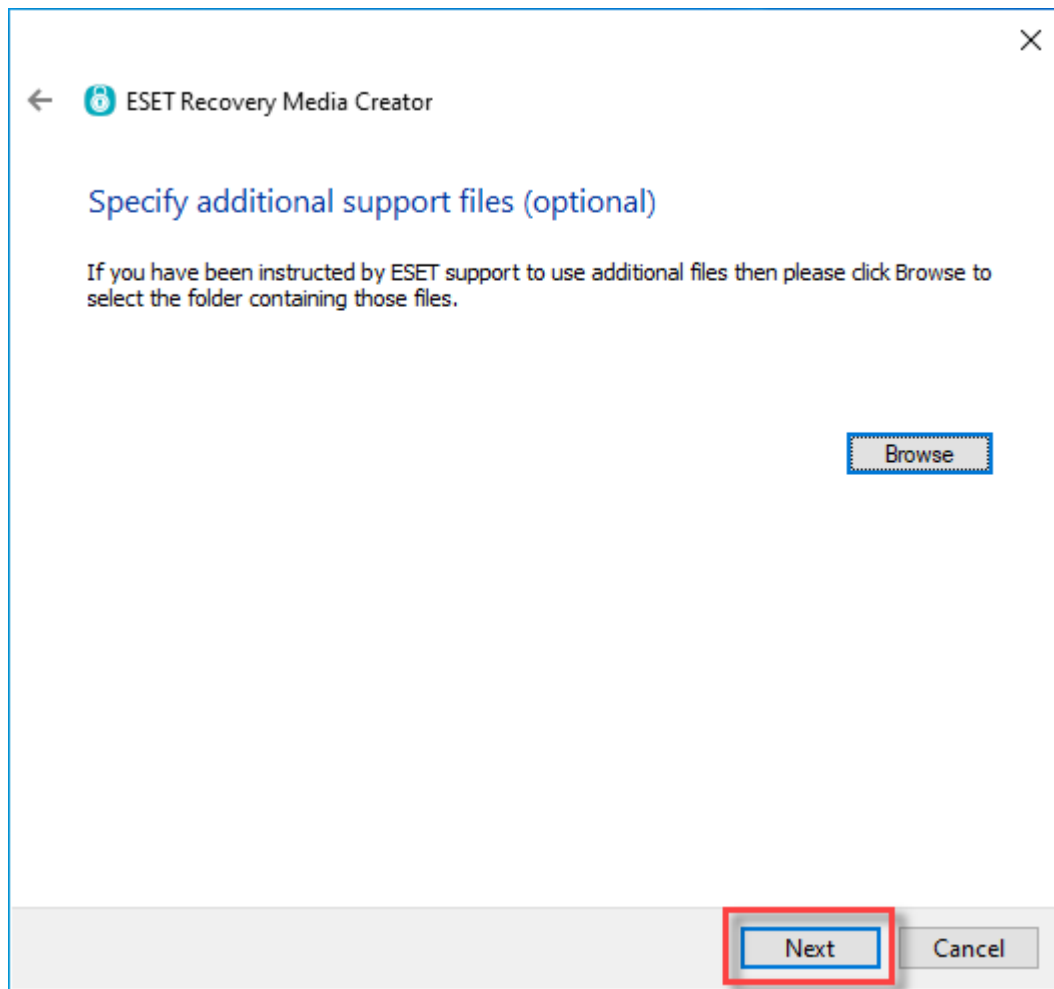
ESET PROTECT Managed users

Systems encrypted using ESET Full Disk Encryption via ESET PROTECT must specify a recovery file.

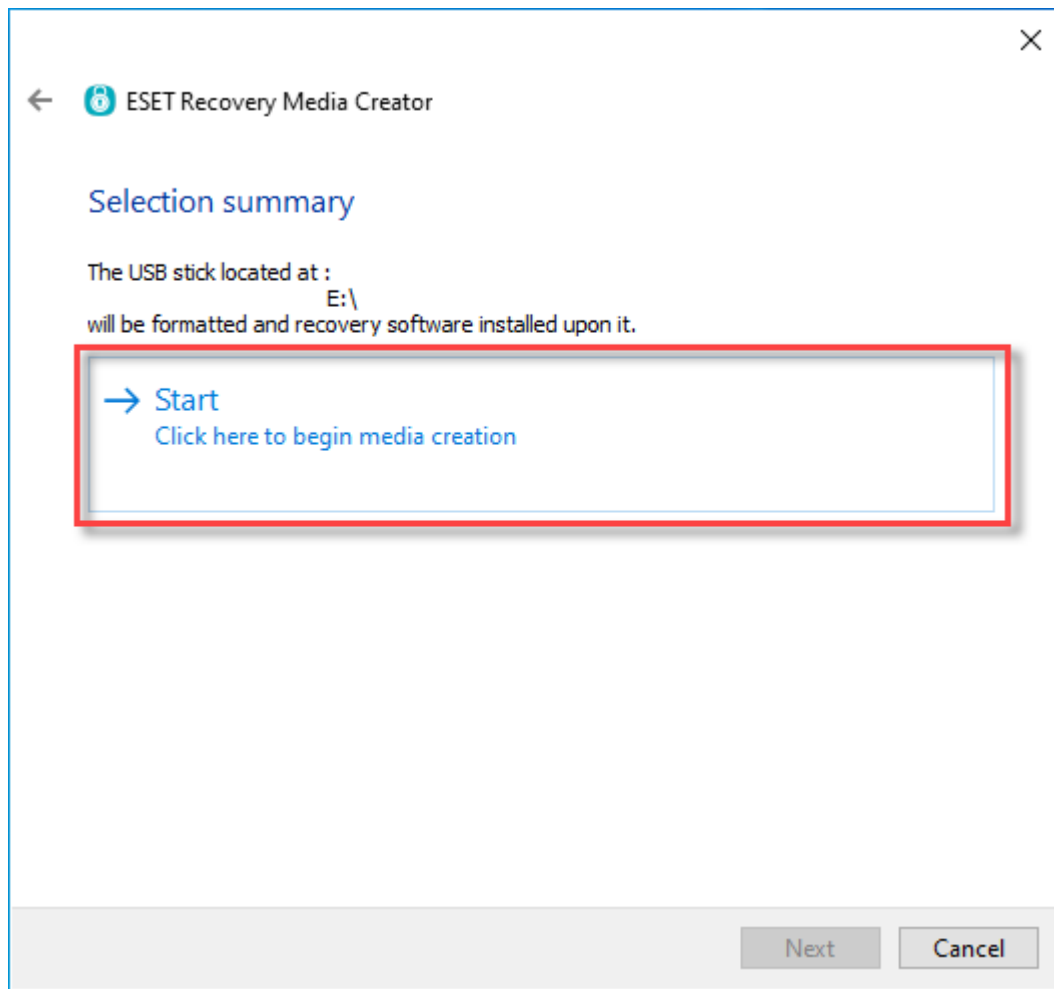
In the **ESET Recovery Media Creator** window, click **Browse**, select the **efderecovery.dat** file and click **Open**. Click **Next**.



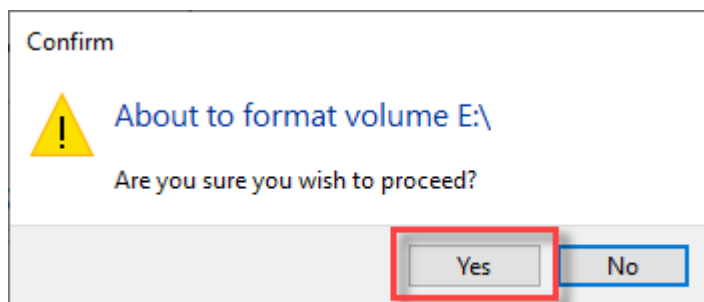
8. Do not specify additional support files. Click **Next**.



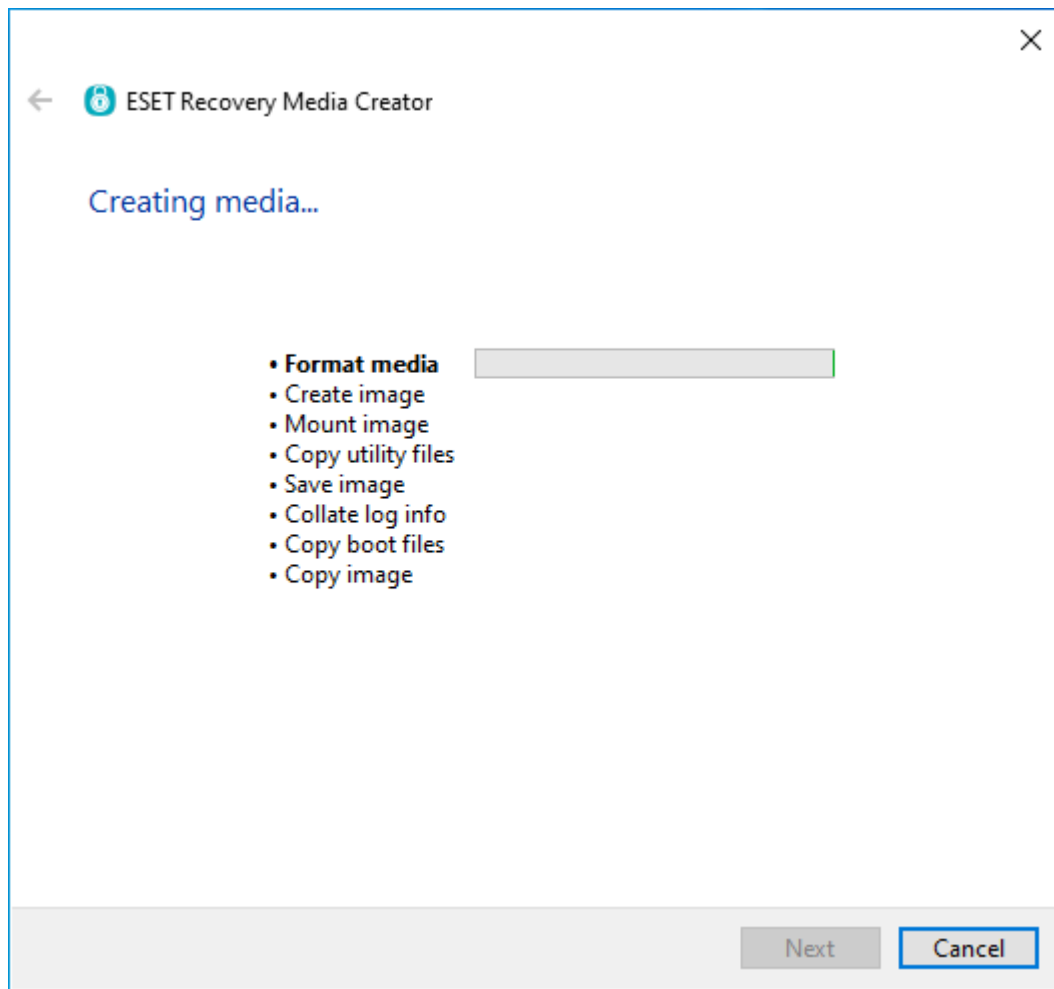
9. Click **Start** to create the recovery media.



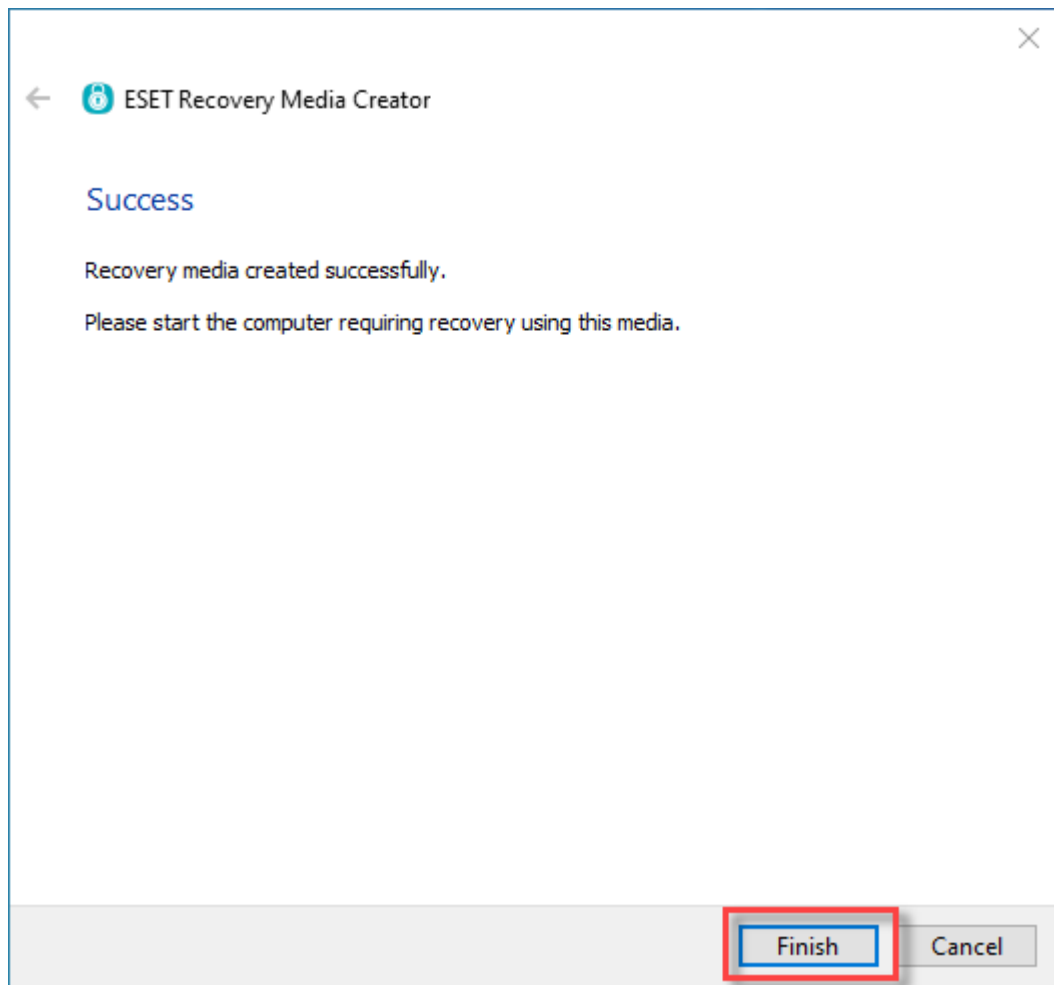
10. A format dialog will appear, click **Yes** to format the USB drive and create the recovery media.



11. Allow the utility to complete the creation process.



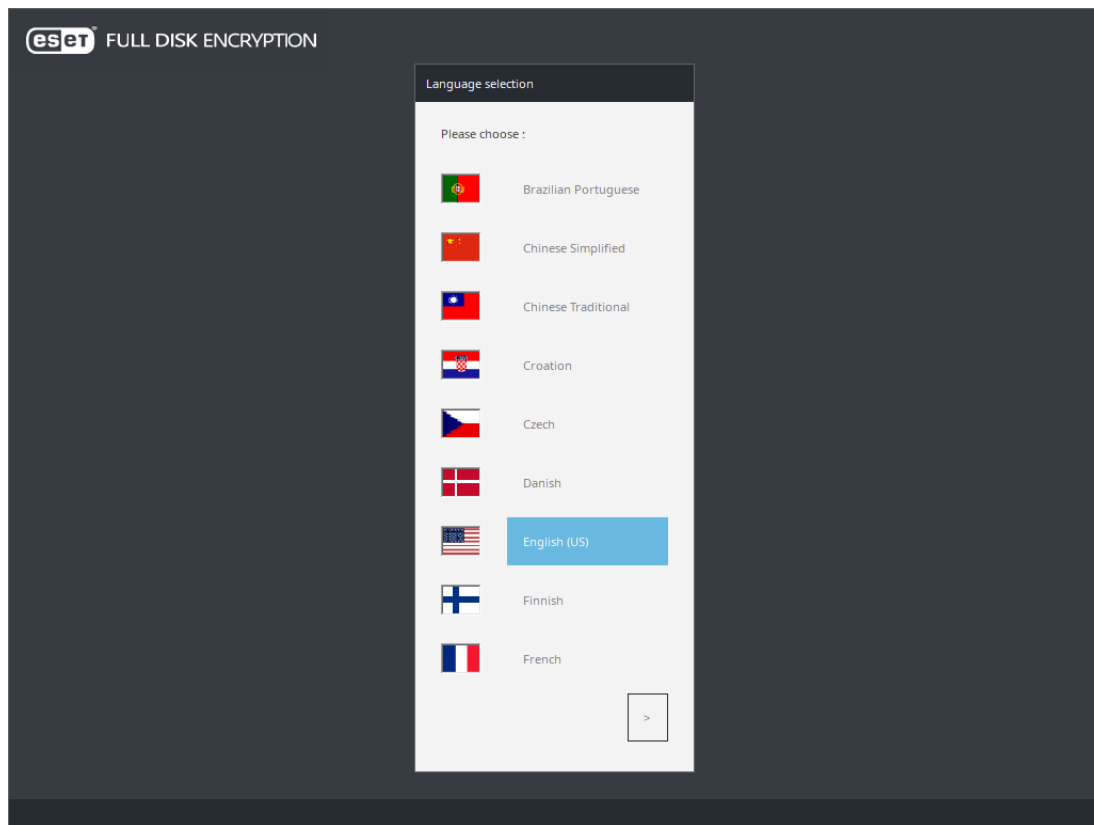
12. Click **Finish**.



13. Safely eject the USB drive.

Use the ESET Encryption Recovery Media

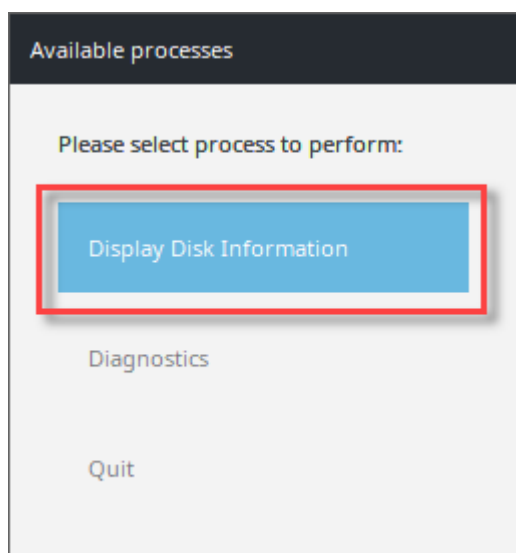
1. Insert the ESET Encryption Recovery USB drive and boot the Workstation from the USB.
2. If the device has booted correctly, you will see the image below.



3. Select the desired language to continue.

Display disk information

1. Click **Display Disk Information**.

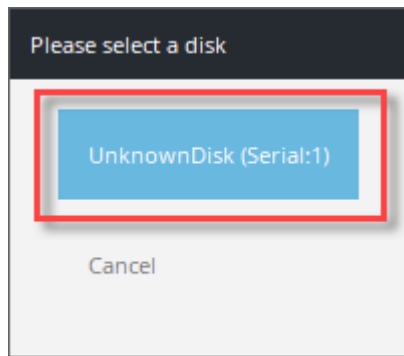


2. Select the desired disk.

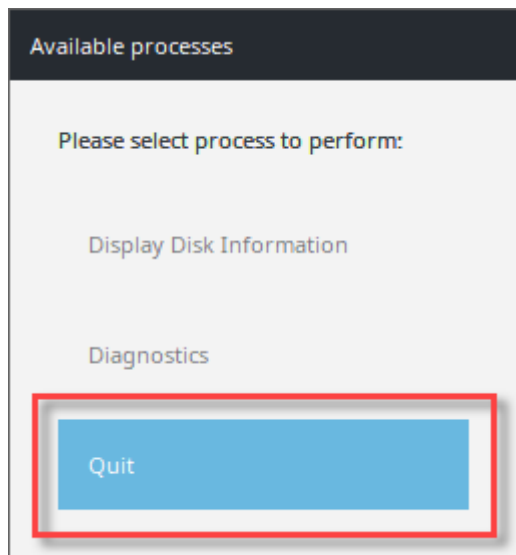


Disk information

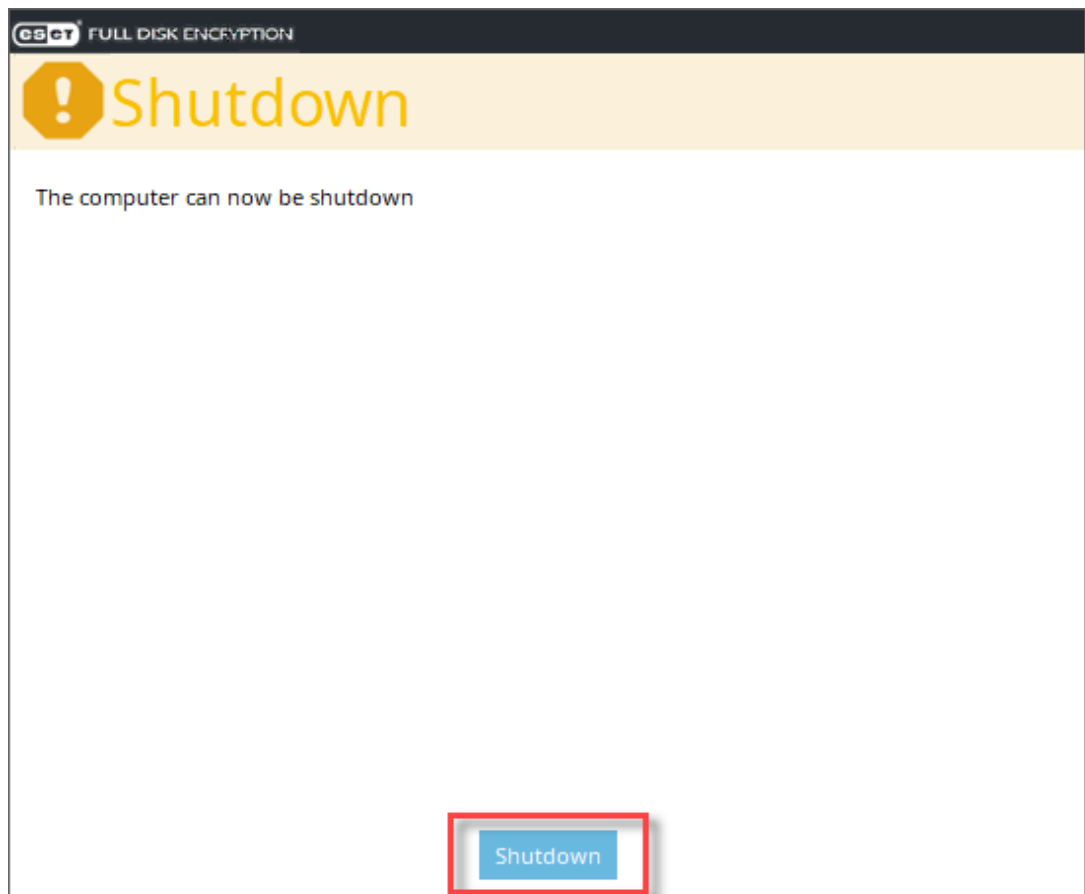
In our example, the disk information is not shown.



3. Click **Ok**. It will return you to the disk selection menu.
4. Either click **Cancel** or repeat steps two and three for additional disks.
5. Click **Quit** to exit the utility.



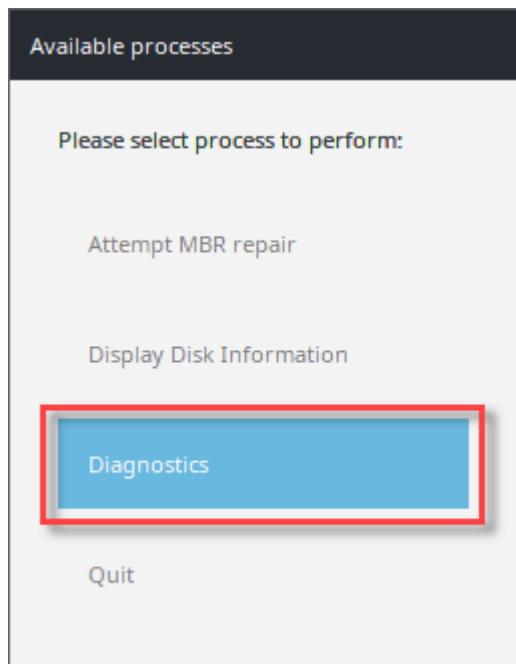
6. Click **Shutdown** to turn the machine off.



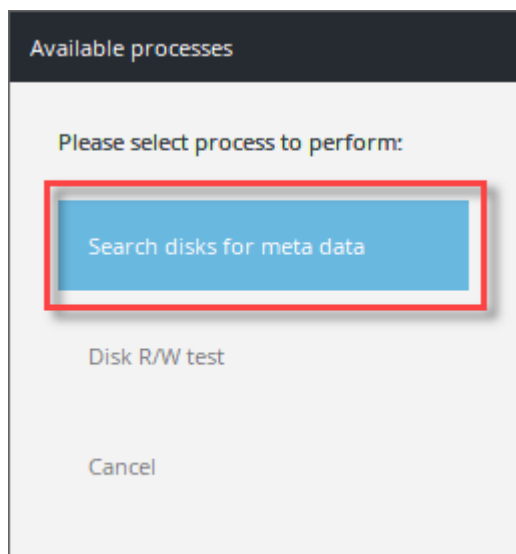
7. Provide the recovery log files to support further analysis.

Search disks for metadata

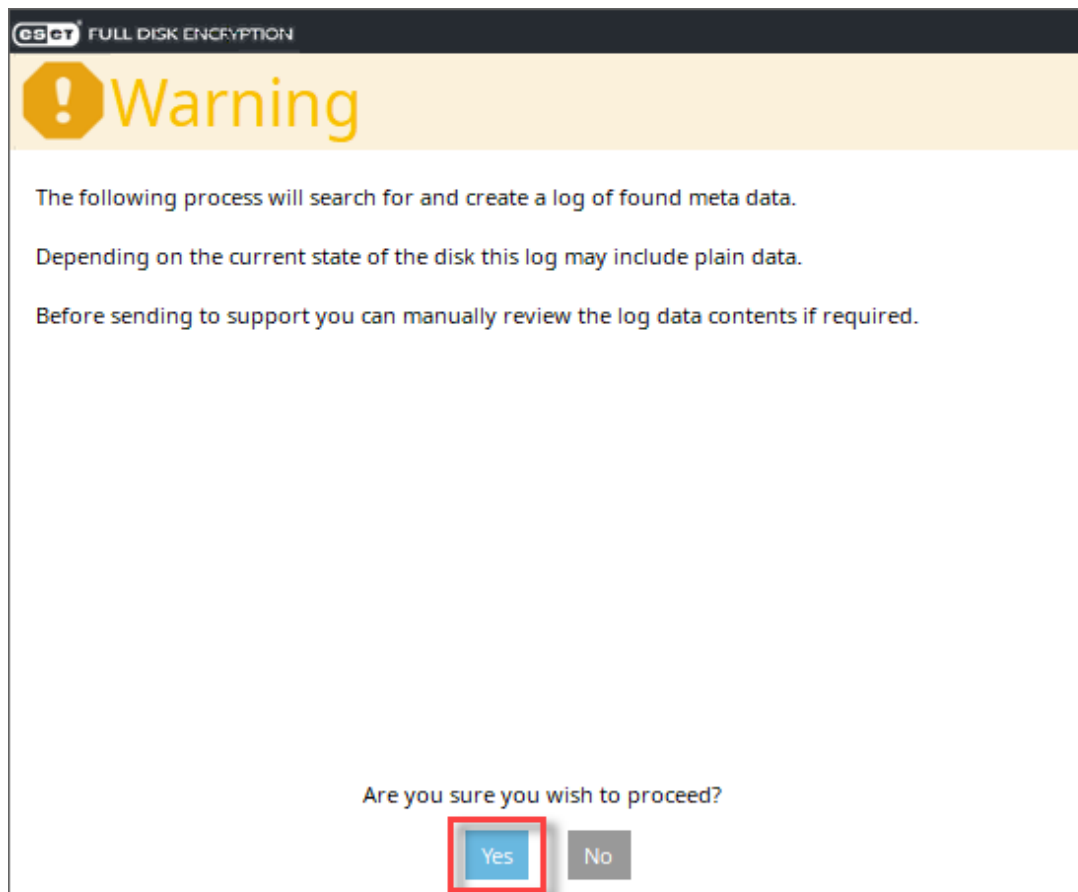
1. Select **Diagnostics**.



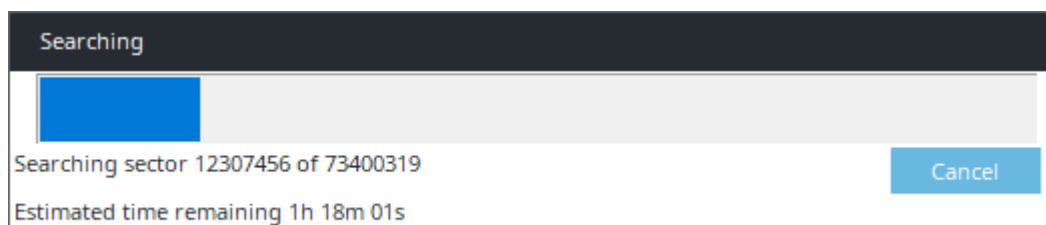
2. Select **Search disks for metadata**.



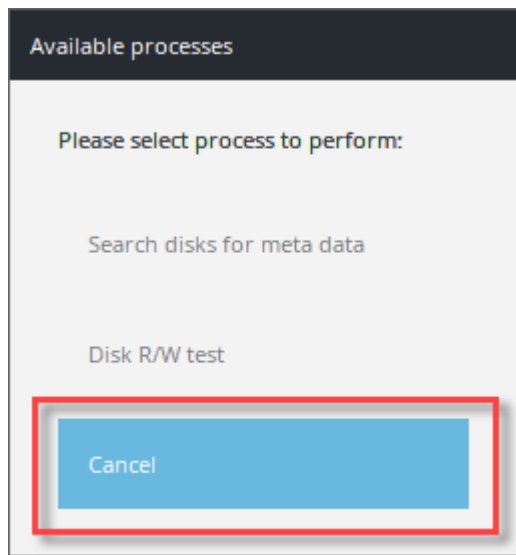
3. Read the warning dialog. Press **Yes** to continue.



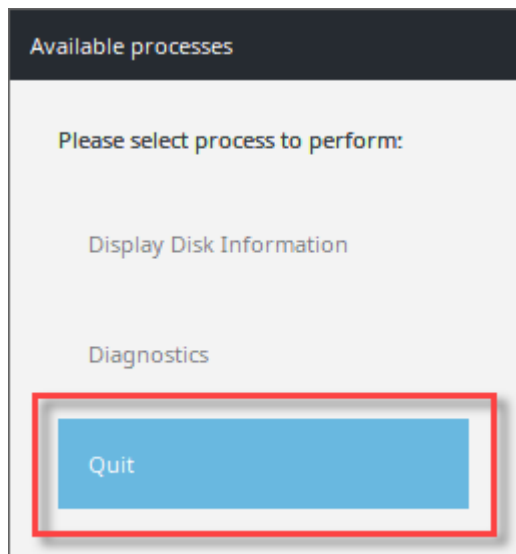
4. Wait for the search to complete.



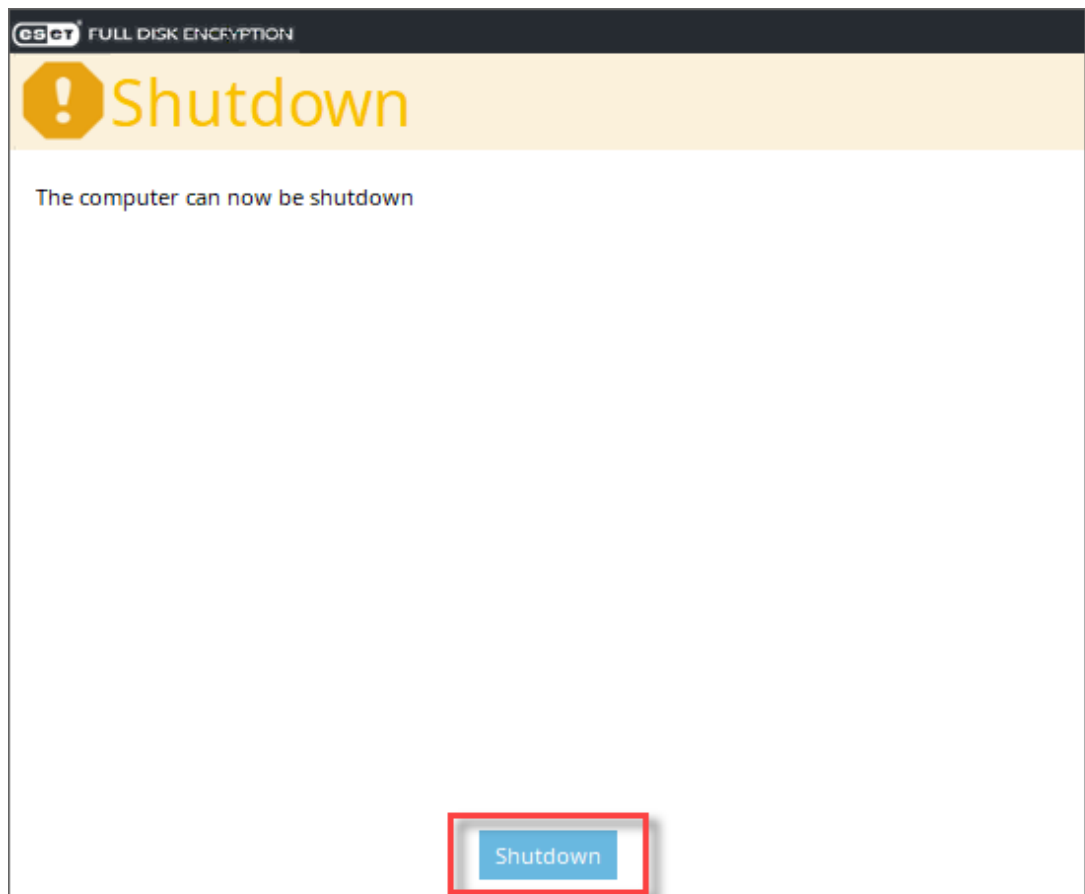
5. After the metadata search has finished, press **Cancel**.



6. Click **Quit** to exit the utility.



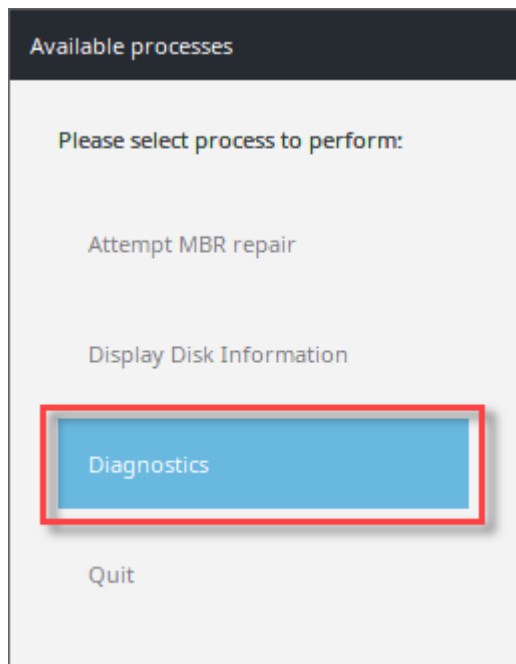
7. Click **Shutdown** to turn the machine off.



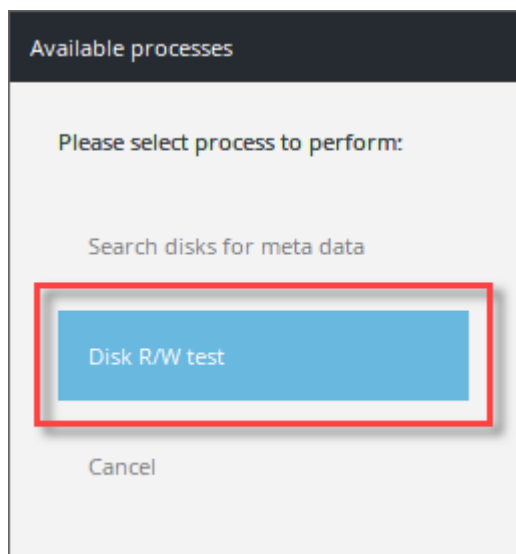
8. Provide the recovery log files to support further analysis.

Disk R/W test

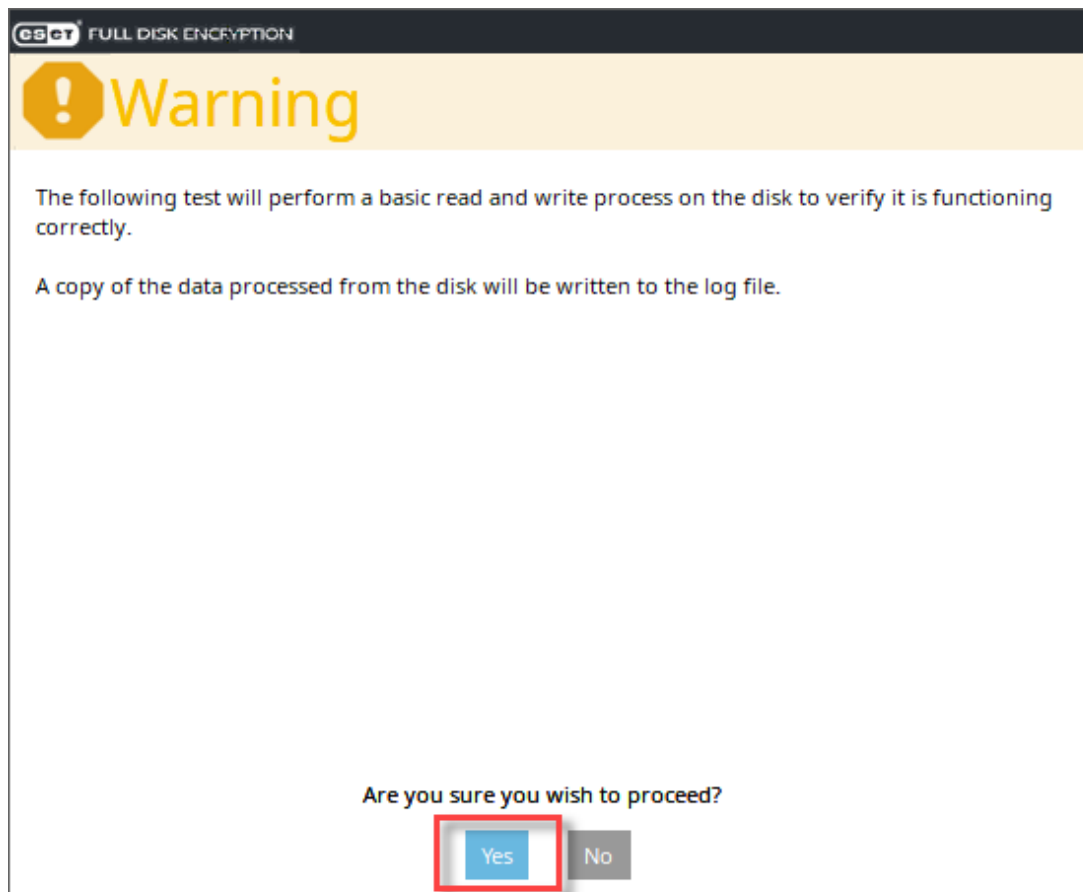
1. Select **Diagnostics**.



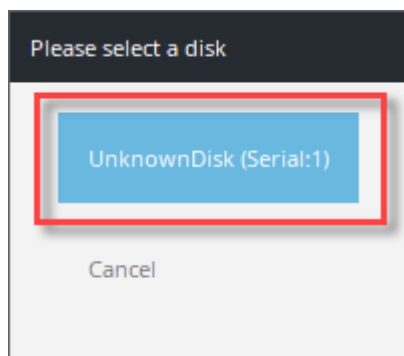
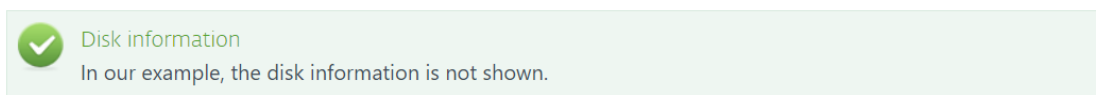
2. Select **Disk R/W test**.



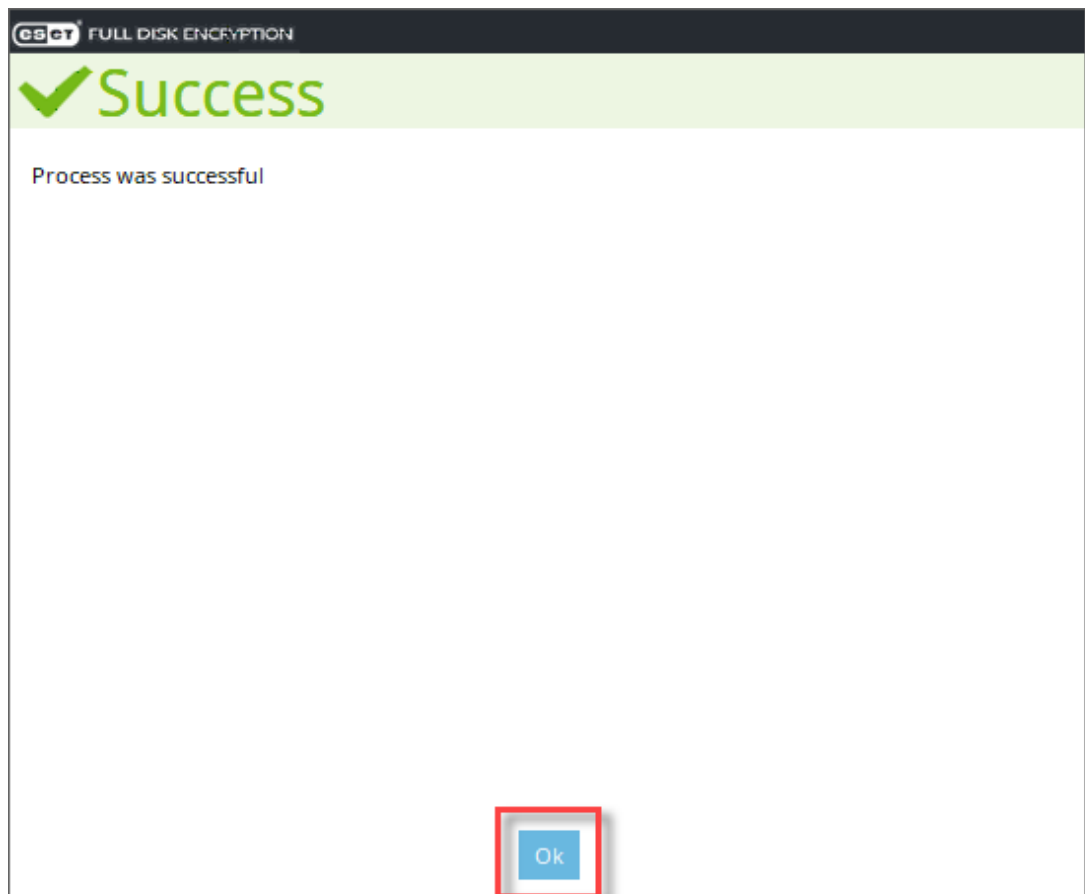
3. Press **Yes** to continue.



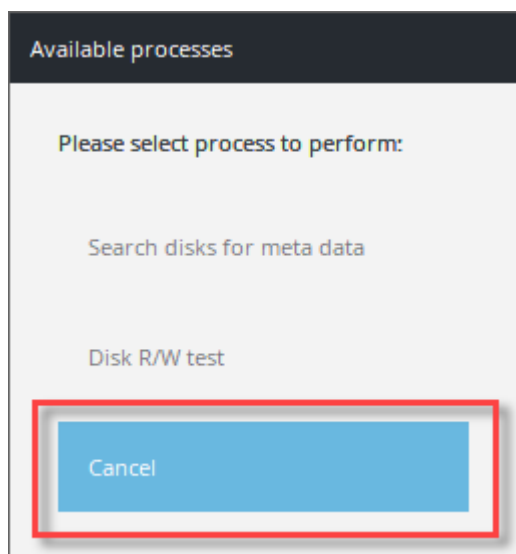
4. Select the desired disk.



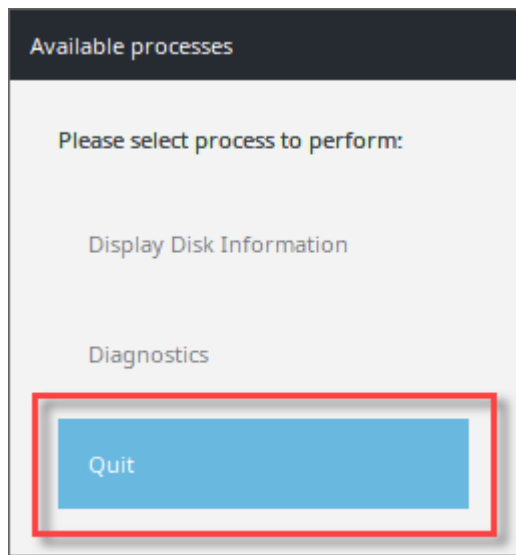
5. Press **Ok**.



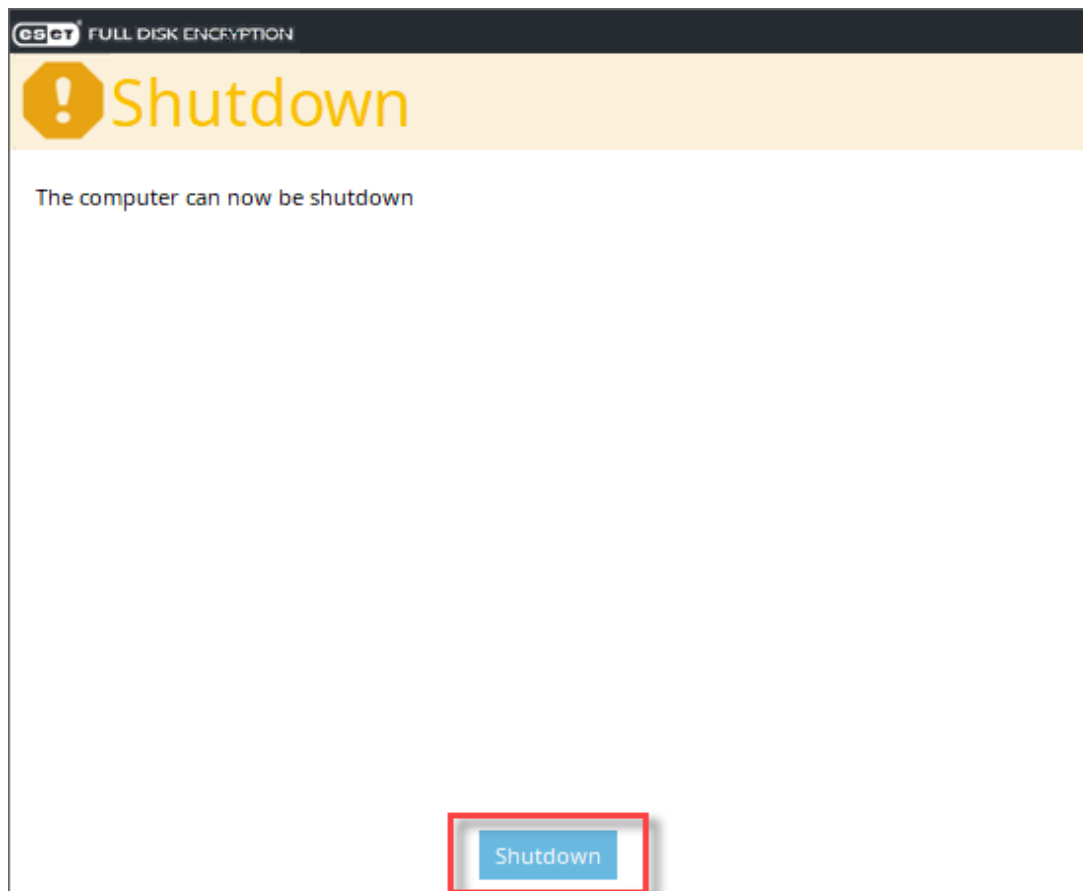
6. Press **Cancel**.



7. Click **Quit** to exit the utility.



8. Click **Shutdown** to turn the machine off.



9. Provide the recovery log files to support further analysis.

Obtain the recovery log file

1. After using the ESET Encryption Recovery Media to collect diagnostic information, connect the USB drive to another machine and navigate to the root of the **REC_WIN_USB** drive.
2. Locate the **recoverylog_TIME_DATE.txt** file and provide this to Technical Support for further investigation.

