

# ESET Tech Center

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## Single Sign-On (SSO) Access Denied after Windows 10 upgrade

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### Problem

You have SSO enabled and are receiving 'Access Denied' when trying to enter your password at the Pre-boot authentication login after changing your password within the user's Windows profile.

(Please note that the previous password will still work)

### Cause

The Windows 10 update removes a setting that SSO requires.

(Please note this applies to any 'in place' Windows 10 upgrade, including Windows 7 to Windows 10, Windows 10 to Windows 10 Anniversary edition as examples)

### Fix

#### Method 1

From your desktop, Click the **Windows Icon** and type *Programs and Features*.

Click the 'Programs and Features' setting when it is shown to you. Select **DESlock+** and click **Repair** (please see the image below)



#### Method 2

Run a new installation of the MSI from your Enterprise Server over the top of your current installation. Please follow our article here with instructions of how to do this: [KB253 - Installing a managed version of DESlock+](#)

You will be asked by the wizard whether you would like to **Repair** or **Uninstall** DESlock+, please click '**Repair**'



### Method 3

Open an elevated command prompt and enter the following commands as shown in the image below:

cd %ProgramFiles%\DESlock+ (this will open the command prompt in the correct location)

regsvr32 dlpwpflt.dll (this will correct the .dll)

Once completed, a dialog box will appear confirming the .dll has been registered successfully.



### Related Articles:

[KB187 - What is Single Sign-On \(SSO\)](#)

[KB221 - Why does Single Sign-On \(SSO\) not log me in to Windows](#)

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