

# ESET Tech Center

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## UEFI Systems - Keyboard entry issue when starting system after full disk encryption

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### Problem

When starting a system after Full Disk Encryption, keyboard input is either not possible or produces unexpected results.

Examples of this behaviour are detailed below:

- Keyboard not responding to input
- Shift or Caps Lock key presses inserting characters in password entry
- Individual key presses filling username or password entry with the pressed character
- Special characters (@, ", ! etc.) unable to be entered
- Additional space characters being added on entries

The problem is caused by specific machine models. The following devices have shown some of these behaviours: HP EliteBook Revolve 810 G3, ASUS ROD GL552VM, Microsoft Surface 2, Dell Inspiron 5000, Gigabyte B85M-D3H.

This problem has been seen with the current v4.8.3 DESlock+ client release.

This report relates only to systems that are using the **UEFI** boot method. You can verify this by looking at the upper right corner of the DESlock+ pre-boot screen. If it shows a version number that has two decimal places and ends in a U character then the system is booting using UEFI, e.g. 2.3.24U

### Cause

This issue is caused by an incorrect implementation of the keyboard handler within the UEFI firmware of the computer.

## Solution

To resolve this issue:

Download install v4.8.4 or later which can be found here: [DESlock+ Download Page](#).

Please use this link to create a ticket if further assistance is required: [KB213 - How do I create a DESlock+ Support ticket?](#)

## Related articles

[KB325 - Toshiba / HP - system does not boot following full disk encryption](#)

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