ESET Tech Center

Why does Single Sign-On (SSO) not log me in to Windows

Anish | ESET Nederland - 2018-02-20 - Comments (0) - ESET Endpoint Encryption

There are some cases where DESlock+ Full Disk Encryption (FDE) configured for Single Sign-On (SSO) does not log you in to Windows when you might expect it to.

If your issue is not one of the ones described below, please raise a support ticket.

Hibernate

If you Hibernate your PC, the FDE Pre-Boot authentication will be shown as expected.

However, when Windows resumes, you are left at the login screen.

This is normal.

When resuming from Hibernate, Windows does not process its Automatic Logon feature, as a result, DESlock+ SSO is ignored.

Cold Boot

If you Shutdown your PC and boot it from a "cold" state, the FDE Pre-Boot authentication is shown as expected.

However, when Windows reaches the login screen, nothing happens.

On Windows 8 or greater, this behaviour is caused by a feature called Fast Start-up.

With Fast Start-up enabled, Windows makes use of hibernate to speed up loading Windows.

This makes Windows behave as if you have hibernated the PC instead of

shutting down.

As with Hibernate above, this is normal, but in the case of Windows 8, you can disable Fast Start-up and SSO will then work normally.

Please see this article for details on disabling Fast Start-up: KB293 - How to disable Windows Fast Start-up

Related Articles:

KB207 - What happens when the network password is changed for a user with an SSO FDE login?

KB396 - Single Sign-On (SSO) Access Denied after Windows 10 upgrade

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Keywords: SSO login password single sign access denied domain account sync