ESET Tech Center

Toshiba / HP - system does not boot following full disk encryption

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Problem

When using full disk encryption on some UEFI based systems you may find the system does not boot correctly once encrypted.

The system will attempt to boot, but after showing the Manufacturer logo will display a black screen then restart again or in some cases simply display a black screen.

This problem has been reported with the following machine models but may affect others with the same behaviour: Toshiba Tecra 40A, Toshiba Tecra 50A, Toshiba Kira i7, HP ProBook 450 G2, HP ProBook 650 G1 & Toshiba Dynabook R63/P.

This problem has been seen with the current v4.8.3 DESlock+ client release on machines using the UEFI boot method.

Workaround

The quickest way to regain access to the system is to use the recovery ISO as detailed in the following articles:

KB211 - How do I decrypt a standalone system that is unable to start Windows?

KB210 - How do I decrypt a managed system that is unable to start Windows?

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?