

ESET Tech Center

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My keyboard isn't working properly at the FDE login screen

Anish | ESET Nederland - 2018-03-07 - Reacties (0) - ESET Endpoint Encryption

Problem

Your keyboard is not responding when using the Full Disk Encryption Pre-Boot screen as pictured below.



In all cases, you should make sure you have the latest version of the client software, to check please see our article below:

[KB27 - How do I find which version of DESlock+ is installed?](#)

If you don't currently have the latest version of DESlock+, please see our articles below:

[KB203 - How to upgrade DESlock+ \(managed\)](#)

[KB209 - How to upgrade DESlock+ \(standalone\)](#)

Cause

I have a Bluetooth keyboard

Bluetooth keyboards cannot be used in the full disk encryption (FDE) login screen due to the required bluetooth stack not running until Windows starts.

I have a Wireless keyboard

If your Wireless keyboard isn't responding, this may be caused by your BIOS settings not being set to allow **Legacy USB Emulation**.

I have a Docking keyboard

If you have a docked keyboard that isn't responding, this may also be caused by your BIOS settings not being set to allow **Legacy USB Emulation**.

Solution:

You may need to ensure that the BIOS settings allow **Legacy USB Emulation**. If not, you should use an external keyboard or enquire with your manufacturer as to whether your device supports your keyboard at Pre-Boot in the BIOS.

I have a Touchscreen keyboard

If you have a device that has a touchscreen e.g. (Microsoft Surface devices) and other touch based input PCs, you should enquire with your manufacturer whether your device supports this feature at Pre-Boot in the BIOS.

I have an External Keyboard

If your physically connected keyboard isn't responding:

In some cases a particular BIOS configuration will attempt to speed up machine boot times by missing out USB initialisation. This is commonly labelled as **Fast Boot**, however this may be termed differently depending on the manufacturer. Other terms include but not limited to: **Quick Boot, USB emulation, Port Initialisation, Device Initialisation**.

Solution:

In many cases **Fast Boot** can be disabled from within the BIOS settings as shown in the images below.

note: You may find a slight increase in boot times due to disabling this feature as your BIOS will not skip other initialisation tasks.



If your physically connected keyboard is missing special characters e.g. (@#£%&^)

Solution:

You should check your keyboard layout and ensure your BIOS is up to date. Please see our articles below:

[Keyboard layout - How to start a system that is Full Disk Encrypted](#)

[Can I upgrade the BIOS of a machine that has DESlock+ installed?](#)

If you're still experiencing issues with your keyboard

Please submit a support ticket here: [KB213 - How do I create a DESlock+ Support ticket?](#)

Related articles:

[KB343 - UEFI Systems - Keyboard entry issue when starting system after full disk encryption](#)

[KB283 - Keyboard Layouts supported by DESlock+ Pre-boot Authentication \(Bootloader\)](#)

[KB284 - DESlock+ Pre-boot Authentication Keyboard Support](#)

[KB228 - Using DESlock+ with Microsoft Surface devices](#)

key words: keyboard unresponsive isn't responding can't type special characters