ESET Tech Center

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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Keywords SSO single sign on access denied fde windows 10 password update domain account sync