

ESET Tech Center

Kennisbank > ESET Endpoint Encryption > Addendum to KB200 for Workstations without System Restore enabled

Addendum to KB200 for Workstations without System Restore enabled

Anish | ESET Nederland - 2018-02-07 - Reacties (0) - ESET Endpoint Encryption

Background

This article describes how to recover from the issue described in the [KB200: Recovering from a bluescreen caused by installing DESlock+ on Windows 8.1 with November 2014 Rollup](#) when the Workstation does not have System Restore enabled.

If the Workstation has System Restore enabled we recommended you follow the steps described in KB200.

Recovery Steps

note: If the workstation is encrypted it *must* be decrypted using a DESlock+ recovery iso before any recovery can take place.

After resetting the machine that bluescreens at startup, Windows will boot and will enter the Windows Recovery Environment.

From the **Choose an option** screen choose **Troubleshoot**.



In the **Troubleshoot** screen, **choose Advanced options**.



Open the **Command Prompt** from the **Advanced options** screen.



After providing any credentials required the **Command Prompt** will be displayed.

In the Command Prompt type ***bcdedit | find "osdevice"***

In the output the drive containing the actual Windows installation is shown in the output text.

Example output:

```
osdevice partition=C:
```

In this case, C:. Take note of this.



In the **Command Prompt** type **regedit**.



Registry Editor runs.



Select **HKEY_LOCAL_MACHINE**.



Using the **File** menu choose **Load Hive**.



Browse to the drive you noted in Step 4. Then browse to **\Windows\System32\config** and open the file **SYSTEM**.



In the **Load Hive** dialog we need to name the key under which the hive will

be mapped in Registry Editor.
Type **REPAIRSTARTUP** and click OK.



In **Registry Editor** you will now be able to see a key called **REPAIRSTARTUP**.



Open **REPAIRSTARTUP** and find the **DumpFilters** value under **ControlSet001\Control\CrashControl**.



If the **DumpFilters** value contains **dlpfde.sys**, remove it from the list. Ensure all other values remain on individual lines (typically just *dumpfve.sys* remains).



Verify that **dlpfde.sys** is now not visible in the **DumpFilters** value.



Repeat steps 12 through 14 with all other ControlSet002, ControlSet003 etc keys if they exist.

Once done, Close **Registry Editor**, then close the **Command Prompt** to return to the **Choose an option** screen. Choose the **Continue** to boot into Windows 8.1.



Once Windows starts it is expected that an error will be shown saying that DESlock+ is not installed correctly.

The error displayed is:

An error occurred communicating with the DESlock+ subsystem.

The DESlock+ software may not be installed correctly.

Error timed out

Additionally when *More >>* is clicked will show the error (*Error 0xC01C0007 reported by "DESlock+ API"*).

To remedy this install DESlock+ v4.7.5 or newer (if available).



Keywords: BSOD blue screen bluescreen