ESET Tech Center

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Blue Screen (BSOD) in ESET Endpoint Encryption

Anish | ESET Nederland - 2020-11-27 - Reacties (0) - ESET Endpoint Encryption

lssue

ESET Endpoint Encryption (EEE) Client and EEE Server are separate products from ESET Full Disk Encryption (EFDE)

The article below applies only to the EEE Client or EEE Server and not EFDE. Visit <u>What's</u> <u>new in ESET Full Disk Encryption</u> to view EFDE content.

- You receive the Blue Screen (BSOD) and need to collect information
- Copy the bug check code from Event Viewer
- Turn off Auto-restart to view the entire blue screen message
- Actions during crash
- ESET Endpoint Encryption (EEE) version
- Diagnostics file
- Enable detailed crash dump file
- Manually enable detailed crash dump file
- Zip the detailed crash dump file

Details

If your machine has crashed and you receive the Blue Screen (BSOD), collect detailed information regarding the crash, <u>contact Technical Support</u>, and submit the information in your support ticket.

Solution

Copy the bug check code from Event Viewer

- 1. Press the **Windows key** *b*, type Event Viewer, and then click **Event Viewer**.
- 2. Expand **Applications and Services Logs** and click **ESET Endpoint Encryption**. Under **Level**, double-click **Error**.

Event Viewer							- 0	×
Eile Action View Help								
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Event Viewer (Local)	r (Local) ESET Endpoint Encryption Number of events: 3					Actions		
> Custom Views	Level	Date and Time	Source Event ID	Task C		ESET Endpoint Encryption		
Anelication	() Information	12/02/2019 12:50:01	dlosry 106	None		🧃 Open Saved Log		
Security	(1) Information	11/02/2019 16:58:41	dlpsrv 109	None		Create Custom View		
Setup	() Information	11/02/2019 16:56:33	dlpsrv 106	None		Impact Custom View		
System	_					import custom view		
Forwarded Events		Clear Log						
 Applications and Services Logs 	restens Event 106, dipsrv ×							
- Eser Endpoint Encryption	General Dutvilu	Properties						
Internet Explorer	Details	PD Find						
Key Management Service	The ESET Endpo	oint Encryption Service servi	Save All Events As					
> iii Microsoft						Attach a Task To this Log		
> OpenSSH ThisPrint Disconstice						View		-
Windows PowerShell	in Degroups					C Refresh		
Subscriptions	Log Name:	ESET Endpoint Encryption						
	Sources	dlpsrv	Logged	12/02/2019 12:50:01		Melp		- 1
	Event ID:	106	Task Category:	None		Event 106, dlpsrv		
	Level:	Information	Keywords:	Classic		Event Properties		
	User	N/A	Computer	DESKTOP-BROSV0U		This Event		
	OpCode:					Ba Copy		
	More Informatio	n: Event Log Online Help						- î -
						her save selected events		
	1					G Refresh		~

Figure 1-1

3. Click Copy.

🛃 Event Properties - Event 106, dlpsrv										
General Details The ESET Endpoint Encryption Service service was started.										
, <u>S</u> ource: <u>E</u> vent ID: <u>L</u> evel: <u>U</u> ser: <u>O</u> pCode: More Information:	ESET Endpoint Encryption dlpsrv 106 Information N/A <u>Event Log Online Help</u>	Logge <u>d</u> : Task Categor <u>y:</u> <u>K</u> eywords: Compute <u>r</u> :	12/02/2019 12:50:01 None Classic DESKTOP-BROSV0U	•						
Соду				<u>C</u> lose						



4. Paste the event log details into the ESET support ticket.

Turn off auto-restart to view the entire blue screen message

- Press the Windows key *b*, type View advanced system settings, and then click View advanced system settings.
- 2. Click Settings under Startup and Recovery.
- 3. Deselect Automatically restart and click OK.
- 4. Restart the computer.

Actions during crash

- Include a detailed description of the actions that occurred just before the Blue Screen (BSOD).
- Include recent changes to your machine, including any upgrades.

EEE version

Include the installed EEE version number.

Diagnostics file

Run the <u>EEE diagnostics utility</u> on the affected machine, and send the log file with the support ticket.

Enable detailed crash dump file

- Press the Windows key *view*, type View advanced system settings, and then click View advanced system settings.
- 2. Click Settings under Startup and Recovery.
- Under Write debugging information, click the drop-down menu and select Complete Memory Dump. If the Complete Memory Dump option does not appear, <u>manually enable the file</u>.
- 4. Click **OK**. If prompted, restart the machine.

Manually enable detailed crash dump file

- 1. Press the Windows key 輝, type Regedit, then click Regedit.
- 2. Expand HKEY_LOCAL_MACHINE.
- 3. Navigate
 to HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\CrashContr
 ol.
- 4. Click **StorageTelemetry**.
- 5. Under Name, double-click DeviceDumpEnabled, update Value Data to 1, and

click **OK**.

6. In System Properties, click Settings under Startup and Recovery. Complete Memory Dump should now be selected under Write debugging information.

Zip the detailed crash dump file

- 1. Open **Windows File Explorer** and navigate to C:\Windows\memory.dmp.
- 2. Right-click the file, click **Send to**, and then click **Compressed (zipped) folder**.
- 3. Attach the zipped file to the support ticket.

File Size

If the crash dump file size exceeds 10MB, the file cannot be emailed or attached to the support ticket. Contact tech support for an alternative method of sending the dump file.