ESET Tech Center

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Error "Disk enumeration failed" in ESET Endpoint Encryption or ESET Full Disk Encryption

Mitch | ESET Nederland - 2022-11-29 - Reacties (0) - ESET Endpoint Encryption

Issue

• You receive the error "Disk enumeration failed." in ESET Endpoint Encryption or ESET Full Disk Encryption

IMPORTANT	
Disk enumeration failed.	
	Ok

- Change the BIOS Disk Mode
- <u>Use a different media type</u>
- <u>Submit recovery logs</u>

Solution

While decrypting a workstation using the ESET Recovery Media Creator USB/ESET Recovery Tool, you receive the error "Disk Enumeration Failed.".

Change the BIOS Disk Mode

- 1. Update the BIOS Disk Mode/SATA Mode from RAID to AHCI.
- 2. Decrypt the workstation.
- 3. If you cannot decrypt the workstation, use a different media type.

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Change the BIOS Disk Mode
After you attempt to decrypt the workstation, update the BIOS Disk Mode back to its original state.
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Use a different media type

Users that selected Win RE USB 64 bit when creating the recovery tool can select EFI USB 32 & 64 bit.

1. Insert an empty USB drive into your computer.

- 2. Download the ESET Recovery Media Creator.
- 3. Run the utility and click Next.
- 4. Click EFI USB 32 & 64 bit.
- 5. <u>Continue creating the recovery tool.</u> Decrypt the workstation.
- $6. \ \ If you \ cannot \ decrypt \ the \ workstation, \ submit \ your \ recovery \ logs.$

Submit recovery logs

If you still cannot decrypt the workstation, contact technical support and provide recovery logs for further assistance.

- 1. Navigate to USB:\\EFI\Boot\logfiles\.
- 2. Download the recovery logs.
- 3. Contact technical support and submit the recovery logs.