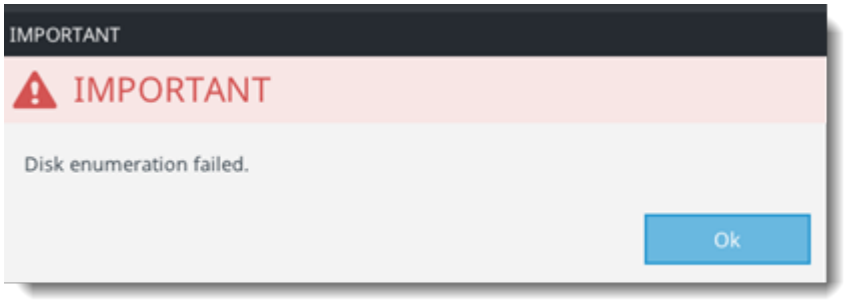
Error "Disk enumeration failed" in ESET Endpoint Encryption or ESET Full Disk Encryption

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



- Change the BIOS Disk Mode
- Use a different media type
- Submit recovery logs

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.

Change the BIOS Disk Mode
After you attempt to decrypt the workstation, update the BIOS Disk Mode back to its original state.

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. Continue creating the recovery tool. 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.