ESET Tech Center

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ESET Endpoint Encryption recovery utility diagnostics

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

Issue

- You need to run ESET Endpoint Encryption (EEE) recovery utility diagnostics
- <u>Use the ESET Encryption Recovery Media Creator</u>
- <u>Use the ESET Encryption Recovery Media</u>
- Display disk information
- Search disks for metadata
- Disk R/W test
- Obtain the recovery log file

Solution

Use the ESET Encryption Recovery Media Creator

- 1. Insert an empty USB drive into your computer.
- 2. Download the ESET Recovery Media Creator.
- 3. Run the utility and click $\ensuremath{\textbf{Next}}$ to continue.

÷	6 ESET Recovery Media Creator	×	
	About		
	This utility is able to generate recovery software for decryption of computers encrypted by ESET Endpoint Encryption and ESET Full Disk Encryption.		
	This can be of use in a situation where normal methods of booting the system are not functioning.		
	Note: For Windows boot media creation launch this utility on the same architecture host as your target machine.		
	Click Next to start media creation		
	Version 1.0.44.0		
	Next Cance	:I	

4. Click Win RE USB 32/64 bit.

Architecture of host system When creating a Win RE USB, the architecture (x86 / x64) of the host system running the utility must match the target system in need of recovery.



5. Select the **Destination disk** for the recovery media and click **Next**.

			×
←	🟮 ESET Recovery Media	Creator	
	Select destination r	media	
	Please select the destinatio	n USB disk from the list of devices below to use as recovery media.	
	Destination disk:		
		L Next Cancel	

6. Select the type of computer you are troubleshooting.

÷	6 ESET Recovery Media Creator	×
	What type of computer are you recovering?	
	EEES Managed Encrypted using ESET Endpoint Encryption via ESET Endpoint Encryption Server.	
	ESET PROTECT Managed Encrypted using ESET Full Disk Encryption via ESET PROTECT.	
	EEE Standalone Encrypted using Standalone ESET Endpoint Encryption.	
	Next Cancel	

7. Do not specify a managed recovery file. Click **Next**.



		×
←	6 ESET Recovery Media Creator	
	Specify managed recovery file (optional)	
	If you know the Full Disk Encryption admin user credentials then they can be used for decryption.	
	However, if the admin user has been disabled an FDE Recovery Data File from your ESET Endpoint Encryption Server can be used for decryption.	
	More information	
	Please click browse if you wish to include a recovery file.	
	Browse	
	Next Cancel	

8. Do not specify additional support files. Click Next.

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		×
÷	6 ESET Recovery Media Creator	
	Specify additional support files (optional)	
	If you have been instructed by ESET support to use additional files then please click Browse to select the folder containing those files.	
	Browse	
	Next Cancel	

9. Click **Start** to create the recovery media.

÷	🔞 ESET Recovery Media Creator	×
	Selection summary	
	The USB stick located at : E:\ will be formatted and recovery software installed upon it.	
	→ Start Click here to begin media creation	
	Next Cancel	

10. A format dialog will appear, click \mathbf{Yes} to format the USB drive and create the recovery media.



11. Allow the utility to complete the creation process.



12. Click Finish.

÷	🔞 ESET Recovery Media Creator	×
	Success	
	Recovery media created successfully.	
	Please start the computer requiring recovery using this media.	
		_
	Finish Cancel	

13. Safely eject the USB drive.

Use the ESET Encryption Recovery Media

1. Insert the ESET Encryption Recovery USB drive and boot the Workstation from the USB.

 $2. \ \mbox{If the device has booted correctly, you will see the image below.}$

ESET FULL DISK ENCRYPTION			
	Language sele	ction	
	Please choo	ise :	
		Brazilian Portuguese	
	*2	Chinese Simplified	
		Chinese Traditional	
		Croation	
		Czech	
		Danish	
		English (US)	
	Æ	Finnish	
		French	
		>	

3. Select the desired language to continue.

Display disk information

1. Click Display Disk Information.



2. Select the desired disk.

Disk information

In our example, the disk information is not shown.

Ple	ase select a disk	١
	UnknownDisk (Serial:1)	l
	Cancel	

- 3. Click $\boldsymbol{Ok}.$ It will return you to the disk selection menu.
- $4. \ Either \ click \ Cancel \ or \ repeat steps two \ and \ three \ for \ additional \ disks.$
- 5. Click **Quit** to exit the utility.



6. Click **Shutdown** to turn the machine off.



7. Provide the recovery log files to support further analysis.

Search disks for metadata

1. Select **Diagnostics**.



2. Select Search disks for metadata.

A	vailable processes
	Please select process to perform:
	Search disks for meta data
	Disk R/W test
	Cancel

3. Read the warning dialog. Press \boldsymbol{Yes} to continue.



4. Wait for the search to complete.

Searching	
Searching sector 12307456 of 73400319	Cancel
Estimated time remaining 1h 18m 01s	

5. After the metadata search has finished, press **Cancel**.



6. Click Quit to exit the utility.



7. Click ${\bf Shutdown}$ to turn the machine off.



8. Provide the recovery log files to support further analysis.

Disk R/W test

1. Select **Diagnostics**.



2. Select Disk R/W test.

Available processes	
Please select process to perform:	
Search disks for meta data	
Disk R/W test	
Cancel	

3. Press **Yes** to continue.



4. Select the desired disk.

Disk information In our example, the disk informatio	n is not shown.
Please select a disk	
UnknownDisk (Serial:1)	
Cancel	

5. Press Ok.



6. Press Cancel.



7. Click **Quit** to exit the utility.



8. Click ${\bf Shutdown}$ to turn the machine off.

GSCT FULL DISK ENCEYPTION
Shutdown
The computer can now be shutdown
Shutdown

9. Provide the recovery log files to support further analysis.

Obtain the recovery log file

1. After using the ESET Encryption Recovery Media to collect diagnostic information, connect the USB drive to another machine and navigate to the root of the **REC_WIN_USB** drive.

2. Locate the **recoverylog_TIME_DATE.txt** file and provide this to Technical Support for further investigation.

Log file The recovery	/ log file is time/date stamped.				
	USB (E:)			_	_ ×
$\begin{array}{c c} \hline File & Home & Share \\ \hline \leftarrow & \rightarrow & \checkmark & \hline \blacksquare & REC \\ \end{array}$	C_WIN_USB (E:)	ٽ ~		SB (E:)	~ 0
^	Name	Date modified	Type	Size	^
📌 Quick access	sk-SK	19/03/2021 15:33	File folder		
📃 Desktop 🛛 🖈	sI-SI	19/03/2021 15:33	File folder		
👆 Downloads 👒	sources	19/03/2021 15:33	File folder		
🛱 Documents 🖈	sv-SE	19/03/2021 15:33	File folder		
Pictures 🕜	tr-TR	19/03/2021 15:33	File folder		
h Music	uk-UA	19/03/2021 15:33	File folder		
	zh-CN	19/03/2021 15:33	File folder		
Videos	zh-TW	19/03/2021 15:33	File folder		
OneDrive	🗋 bootmgr	11/05/2020 06:39	File	405 KB	
	📄 bootmgr.efi	07/12/2019 09:08	EFI File	1,506 KB	
This PC	ESETRecoveryMediaCreator	11/06/2020 12:59	Text Document	0 KB	
REC_WIN_USB (E:)	recoverylog_15-38-31_19-03-2021	19/03/2021 15:48	Text Document	11 KB	
×	runfile	19/03/2021 15:38	Text Document	1 KB	~
42 items 1 item selected	10.7 KB				