

ESET Tech Center

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Lenovo ThinkPad displays NO_STR when performing Full Disk Encryption Safe Start

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Problem

When using DESlock+ v4.8.3 and performing a Safe Start Full Disk Encryption process on a **ThinkPad** machine the SafeStart countdown screen shows the text **NO_STR** and the version number in the upper right corner is **Version 2.8**. When Windows loads, the Safe Start process will fail returning the error *SafeStart detected compatibility issues 0xC00B003D*.



Cause

While the workstation is reporting to the Operating System and the Enterprise Server as being a UEFI booting system, the boot process is in fact set to first boot using Legacy Boot (MBR) mode causing the Safe Start process to fail.

The **Boot Mode** will be listed as **UEFI** in the **Workstation Details** display if you are using an Enterprise Server.



Solution

Reboot and enter the BIOS of the machine by pressing **F1** at boot time. Use the arrow keys to select the **Startup** section of the BIOS. If the options are set as detailed below this solution will **not** work for your system and you should contact our support team with details of your problem: [KB213 - How do I create a DESlock+ Support ticket?](#)

UEFI/Legacy Boot is set to **UEFI**

or

UEFI/Legacy Boot is set to **Both** and the **UEFI/Legacy**

Priority option is set to **UEFI**

If the **UEFI/Legacy Boot** option is set to **Both** and **UEFI/Legacy Priority** option is set to **Legacy** or **UEFI/Legacy Boot** is set to **Legacy**, change the setting to **UEFI/Legacy Boot** option to **UEFI** then save the change to the BIOS and exit.

Verify that the system still boots into Windows successfully. If Windows does not start, revert the change and contact the support team with details of your problem: [KB213 - How do I create a DESlock+ Support ticket?](#)

Ensure you have a current backup of the system.

If the system is managed by an Enterprise Server refresh its record using the steps here: [KB182 - I made changes to my client configuration, how do I update the Enterprise Servers record of this machine?](#)

Start the Safe Start encryption process again.

Keywords: T540p, think, pad, lenovo, ibm