ESET Tech Center

Recovering from a bluescreen caused by installing DESlock+ on Windows 8.1 with November 2014 Rollup

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Background

An update within the optional November Rollup pack for Microsoft Windows 8.1 (KB3000850) will cause a bluescreen at startup after installing DESlock+.

> This only affects Workstations that had the November Rollup pack already installed prior to installing or upgrading DESlock+.
> Applying the rollup after DESlock+ has been installed will not cause the problem.
> This problem affects all versions of DESlock+ prior to the v4.7.5 release that fixes the issue.
> With versions prior to v4.7.4 this issue does not cause a blue screen, but a error after installation stating DESlock+ may not be installed correctly (as seen in the last recovery step on this page). The solution is to install v4.7.5 or newer.

This article details how to recover workstations affected by this issue.

Recovery Steps

note: If the workstation is encrypted it *must* be decrypted using a DESlock+ recovery iso before any recovery can take place.

This article describes a process that depends upon System Restore being enabled. KB201 is an addendum to this article which contains instructions on how to perform a recovery manually.

> [KB201: Addendum to KB200 for Workstations without System Restore enabled](#)

Follow the steps below to boot the machine and install DESlock+ v4.7.5 or later.

A bluescreen will show on the first attempt to boot the system after installing DESlock+ v4.7.4 or earlier.

After resetting the machine, Windows will boot and will enter the Windows Recovery Environment.
On the **Automatic Repair** screen click the **Advanced Options** button.

On the **Choose an option** screen click the **Troubleshoot** tile.

On the **Advanced Options** screen click the **System Restore** tile.

If **System Restore** is not available we have an addendum article which explains how to recover when there is no System Restore point.

[KB201: Addendum to KB200 for Workstations without System Restore enabled](#)
After providing any credentials required the System Restore wizard will be displayed.

Select the restore point with the description "**Installed DESlock+**" then click the **Next** button.

Once the System Restore is complete, the workstation will boot back into Windows.

Once Windows starts it is expected that an error to show saying that DESlock+ is not installed correctly.

The error displayed is:

An error occurred communicating with the DESlock+ subsystem.

The DESlock+ software may not be installed correctly.

Error timed out

Additionally when *More >>* is clicked will show the error *(Error 0xC01C0007 reported by "DESlock+ API")*.

To remedy this install DESlock+ v4.7.5 or newer (if available).

keywords: BSOD SYSTEM_THREAD_EXCEPTION_NOT_HANDLED, blue, screen, windows update