ESET Tech Center

Repairing the DESlock+ Full Disk Encryption MBR using the recovery tool

Anish | ESET Nederland - 2018-03-07 - Reacties (0) - ESET Endpoint Encryption

In some circumstances the DESlock+ Master Boot Record (MBR) can be overwitten, this will cause a Full Disk Encrypted system to not display the DESlock+ pre-boot login screen and therefore stop the system from booting.

To restore the system to a working state, the DESlock+ MBR must be rebuilt. The DESlock+ Recovery Tool includes the ability to repair the DESlock+ MBR, if it has been removed.

How to restore the MBR

Please Note: These steps should only be used to repair a Full Disk Encrypted system that no longer boots and does not present the pre-boot login screen. If you have decrypted the system and the DESlock+ pre-boot screen is still being shown, **do NOT repair the MBR**, please see the section *Restoring the Microsoft MBR* below.

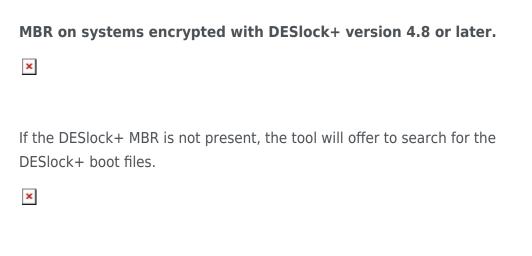The DESlock+ Recovery Tool can be obtained from the following articles:

Systems managed by an Enterprise Server
: http://support.deslock.com/KB210

Standalone Systems : http://support.deslock.com/KB211

Note: For Managed systems using the DESlock+ Enterprise Server version 2.6.2 or earlier, please use the Standalone ISO to repair the MBR.

Follow the instructions in the relevant article and boot the system with DESlock+ Recovery Tool.

Note: Recovery Tool Version 1.7.0 (Build 30) is required to repair the

MBR on systems encrypted with DESlock+ version 4.8 or later.

If the DESlock+ MBR is not present, the tool will offer to search for the DESlock+ boot files.

Choose 'Y' and the tool will begin to search for the DESlock+ boot files.

When the tool finds the DESlock+ boot files, it will offer to repair the MBR.

Choose 'Y' and the MBR will be repaired.

If you wish to use the recovery tool to decrypt the disk, then restart this system and boot the recovery tool again. See the relevant article detailed above for more information on decrypting using the reovery tool.

Restoring the Microsoft MBR

In some rare circumstances the DESlock+ pre-boot screen can still be presented even though the system has been decrypted. In this case, you can simply restore the Microsoft MBR using the FixMbr.
See http://support.microsoft.com/en-us/kb/927392 for more details.

keywords: ISO recover repair fix update bootloader reboot updated bootrec