Support on ESET Endpoint Encryption

Background

ESET Endpoint Encryption (EEE) changes history

1. Can't see unencrypted USB when USB encryption is enforced on 31 Jan 2020
2. Can't write file to unencrypted USB when USB encryption still enforced on 7 Feb
3. Can read and write file on unencrypted USB when USB encryption becomes **Optional on 14 Feb**

How EEE auto-enrol?

An EEE activation code has been assigned to all staff and stored in EEE server. When a user using their SSOid logged the PC, its EEE program will try to retrieve an activation code from the server based on the SSOid.

How the encryption becomes Optional?

1. The PC restarted after 14 Feb 2020(NOT only shutdown and power on)
2. It's domain-joined PC
3. Colleagues logged in the PC using SSOid

Support on ESET Endpoint Encryption

Why “Restart” but can’t “Shutdown” and power on?

---------- Forwarded message ---------

From: ISU of ITO

Subject: ESET USB Encryption - "Always Prompt for RESTART Problem" AFTER agent installation

Symptom: Some Win 10 users were requested by “ESET Endpoint Encryption (EEE) Dialogue” to perform RESTART Windows no matter how many times they have SHUTDOWN their PC AFTER we have deployed and installed the EEE Agent last Friday.

Reason: ESET confirmed the problem was caused by “**Windows FAST Startup Mode**” feature (enabled by default in Win 10). Upon SHUTDOWN, the feature will bring Windows PC into a “hybrid of cold shutdown/hibernation” state which inhibit some tasks (that EEE agent needed) during the normal shutdown process.

Solution: The simplest way is to ask user to perform **RESTART** instead of SHUTDOWN.

References:

> The Pros and Cons of Windows 10’s “Fast Startup” Mode

> How to disable Windows 10 fast startup (and why you'd want to)

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EEE Pre-Generated Activation Code

What's EEE Pre-Generated Activation Code (here)?

Note:

Each key able to activate the EEE per user profile, e.g. One PC will require 2 keys when 2 outsiders logged in with different local user account.

EEE Pre-Generated Activation Code could be provided to below scenarios:

1. The students logged in using their SSOid, e.g. Research Assistant
2. The colleagues are using WiFi, e.g. Notebook or AIO PC
3. The outsiders without SSOid and logged in using a local user account, e.g. Clinic staff
4. The computers belong to the department and will be logged in using local user account, e.g. Conference room computers, departmental notebooks and public computers
5. The users using EEE home agent at home

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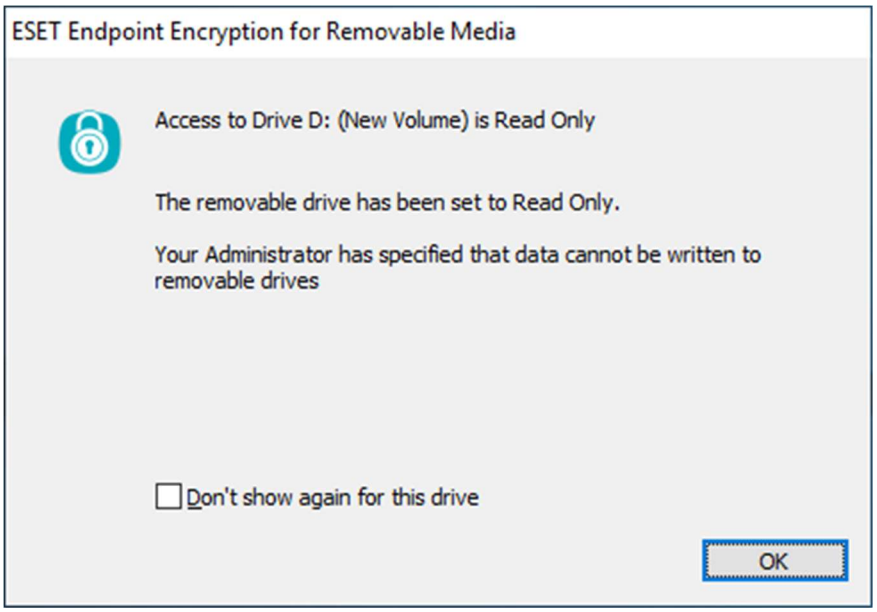
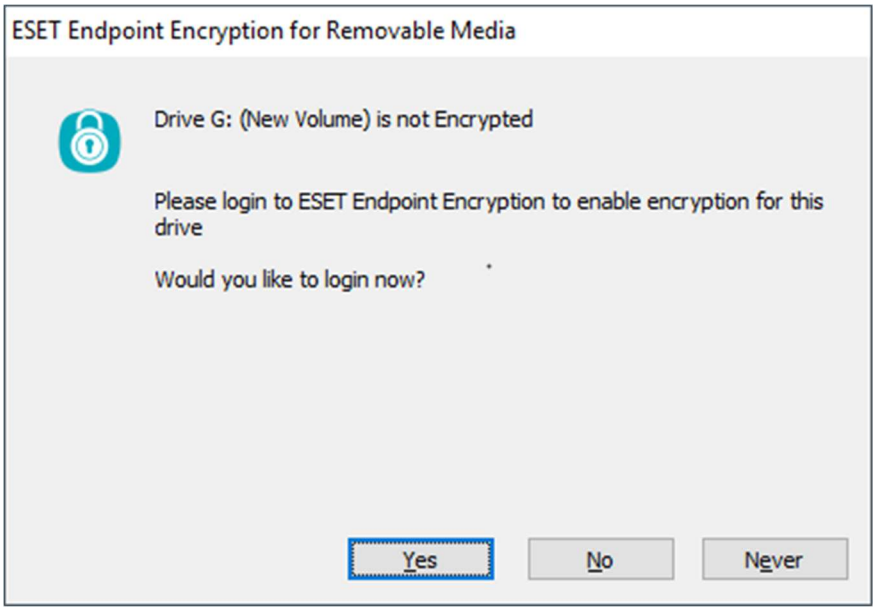
FAQ

Q1:

EEE prompts the USB **is Read-Only** or **is not Encrypted**





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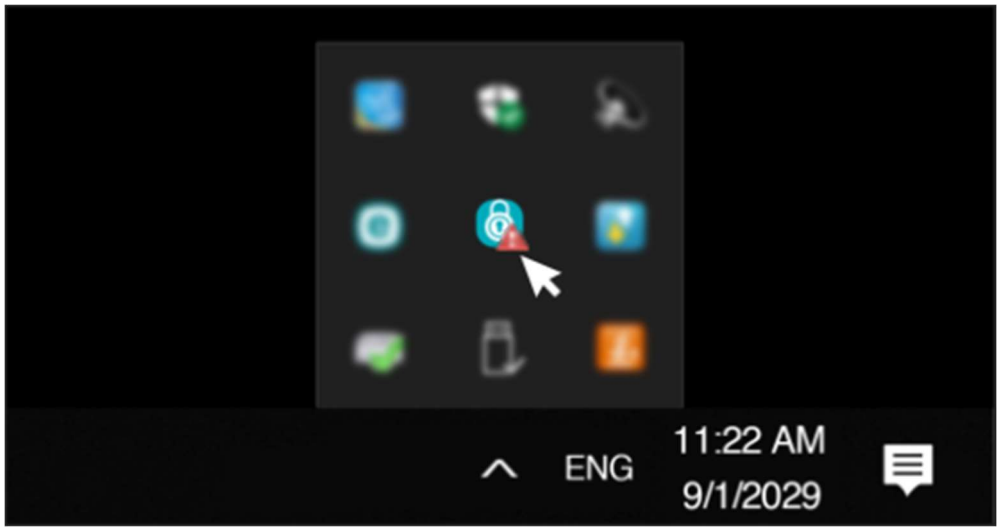
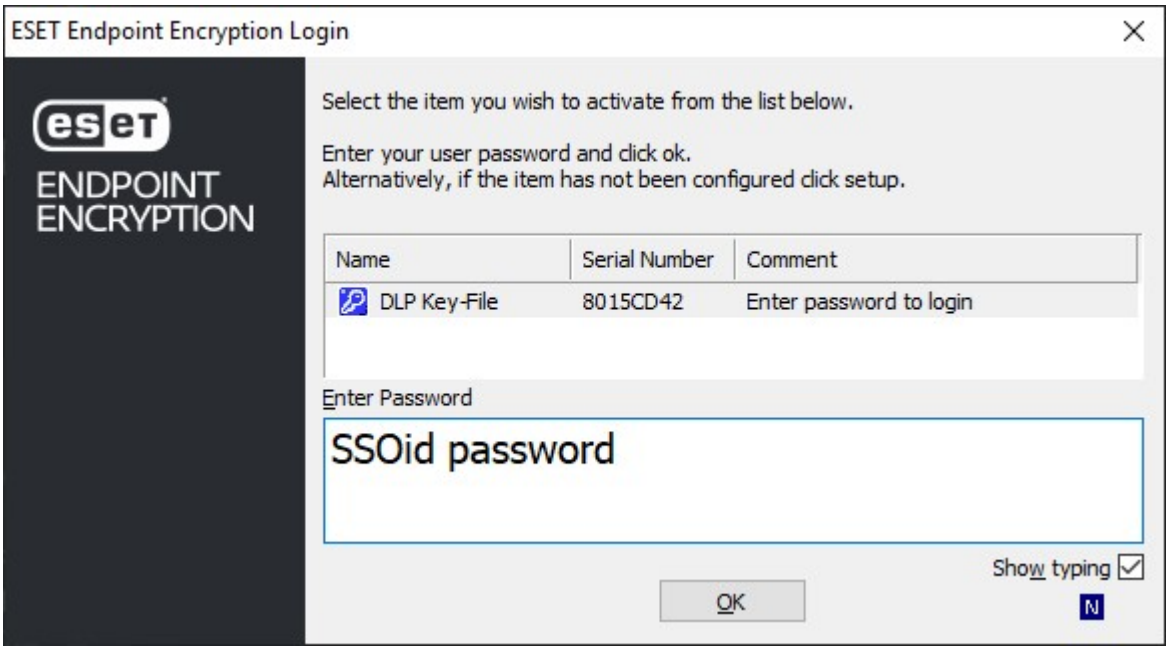
A1:

1. Double-click the EEE icon on the Windows taskbar



2. Enter the SSOid password



Q2:

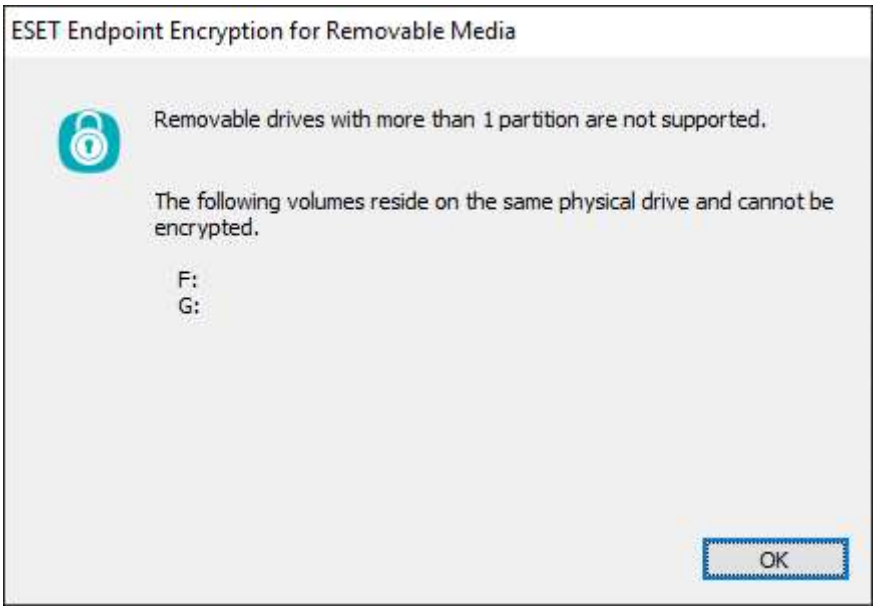
EEE prompt **is not supported**

A2:

The USB still workable after click OK, that's only EEE prompt user about it only support MBR and FAT32.

Q3:

EEE prompt **are not supported**



A3:

The USB still workable after click OK, that's only EEE prompt user about it only support single partition.

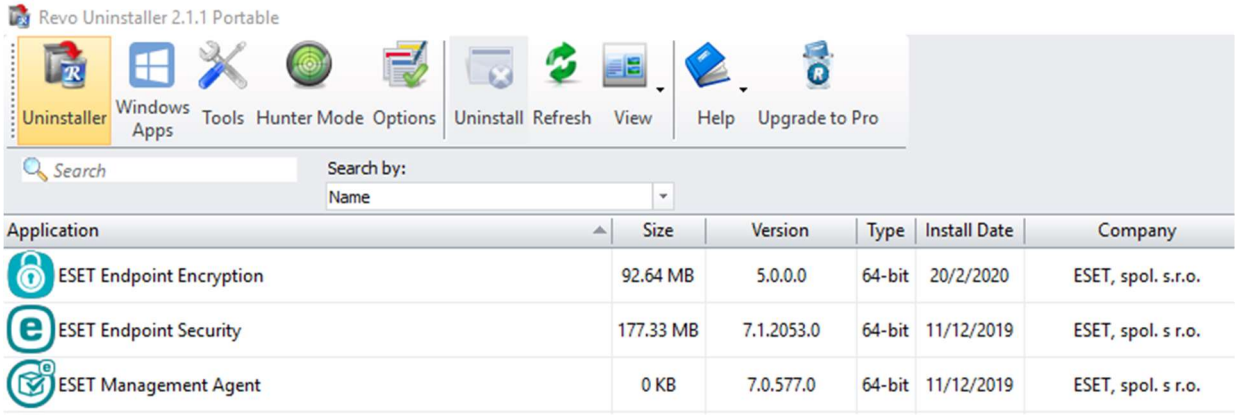
Q4:

When fulfilled all criteria of "How the encryption becomes Optional?", the EEE still prompt **ESET Endpoint Encryption (Activation Required)**

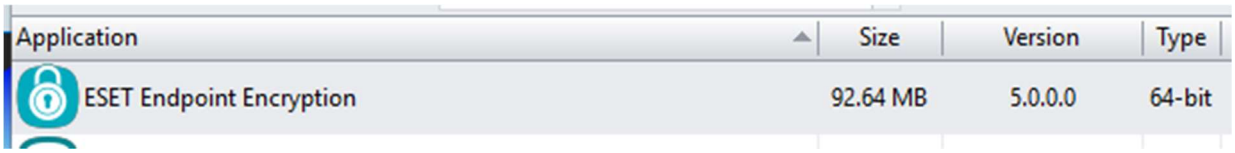
A4:

Uninstall the EEE by below steps

I. Download and run the 3rd party uninstaller Revo Uninstaller, i.e. [64-bit](#) [32-bit](#) or it [website](#)

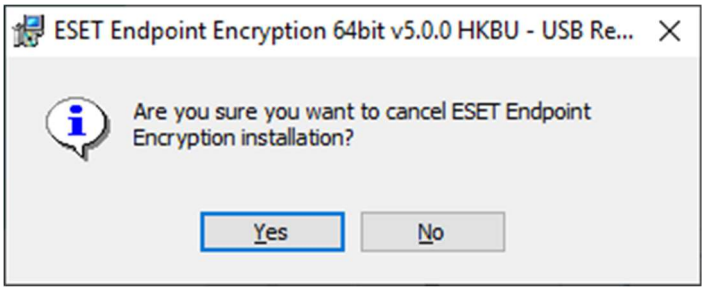


II. Double the entry "ESET Endpoint Encryption"



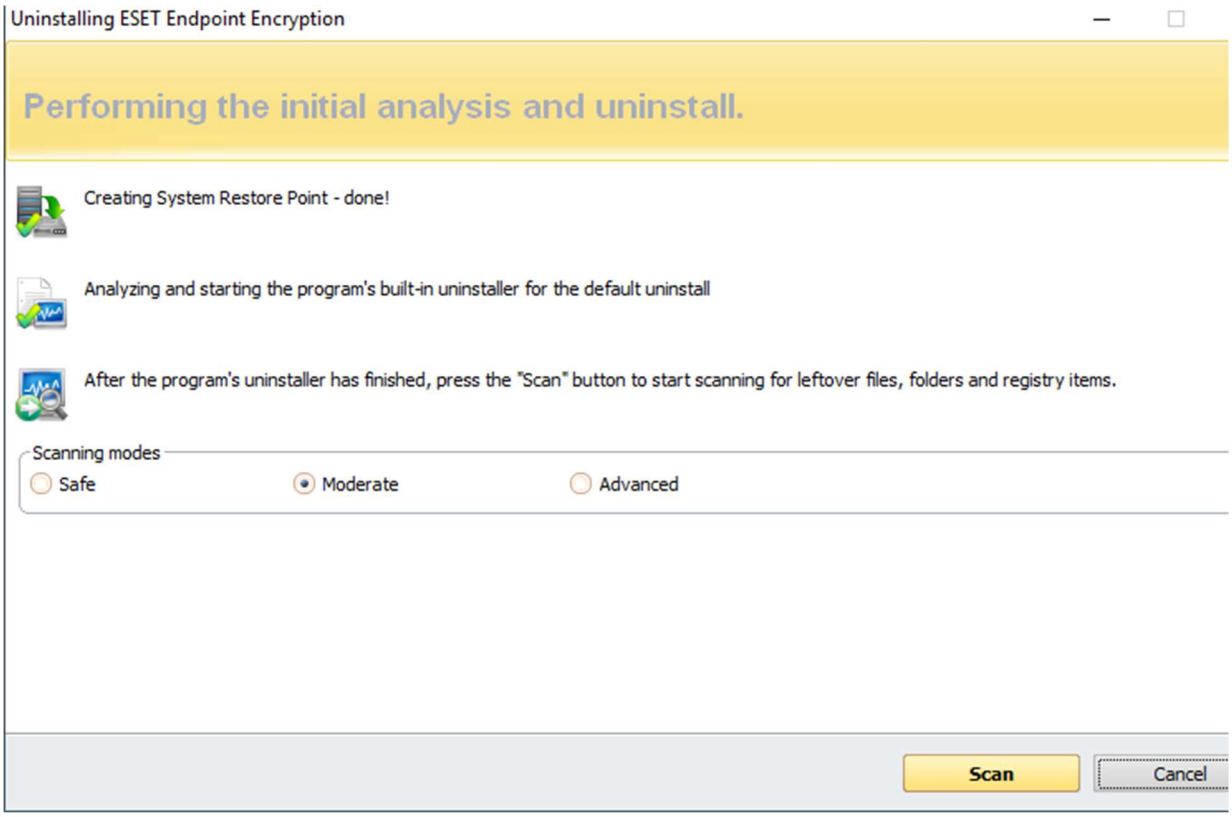
III. The EEE will prompt after several seconds, cleck “Cancel”

IV. Click “Yes” to cancel EEE installation

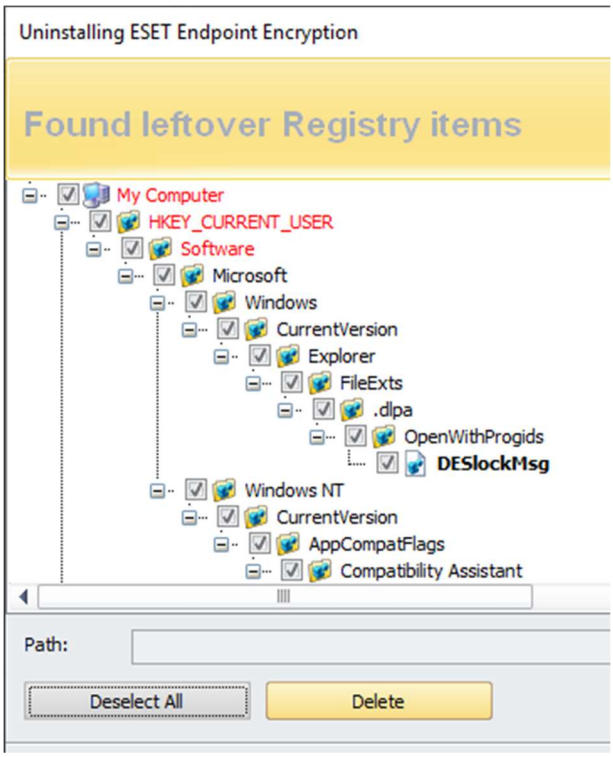


V. Click “Finish” to exit EEE Setup Wizard

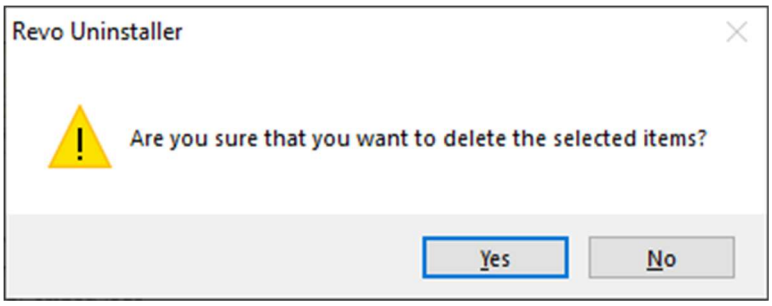
VI. Select “Moderate” as the scanning modes and click “Scan” to run



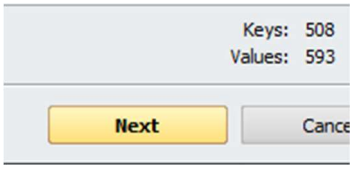
VII. Click “Select All” to select all found EEE registries after the scan is done and click “Delete” to delete selected registries.



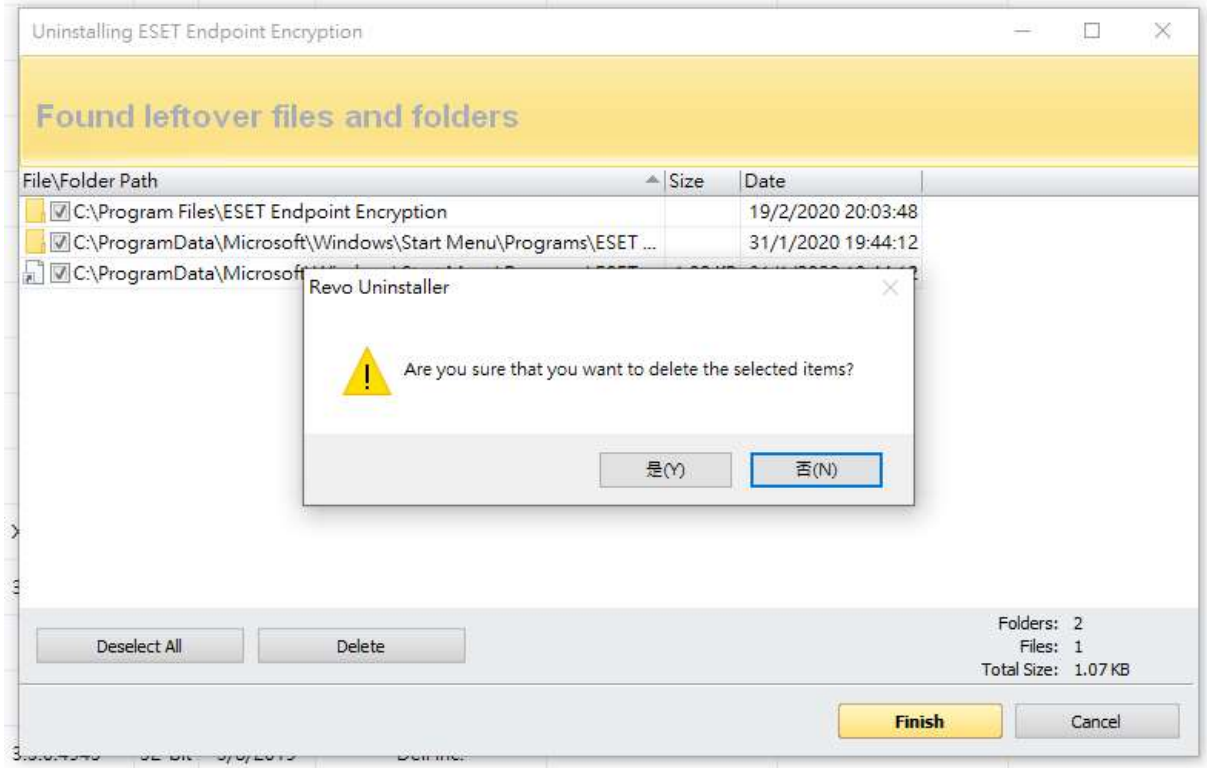
VIII. Click "Yes" to confirm to delete the selected EEE registries



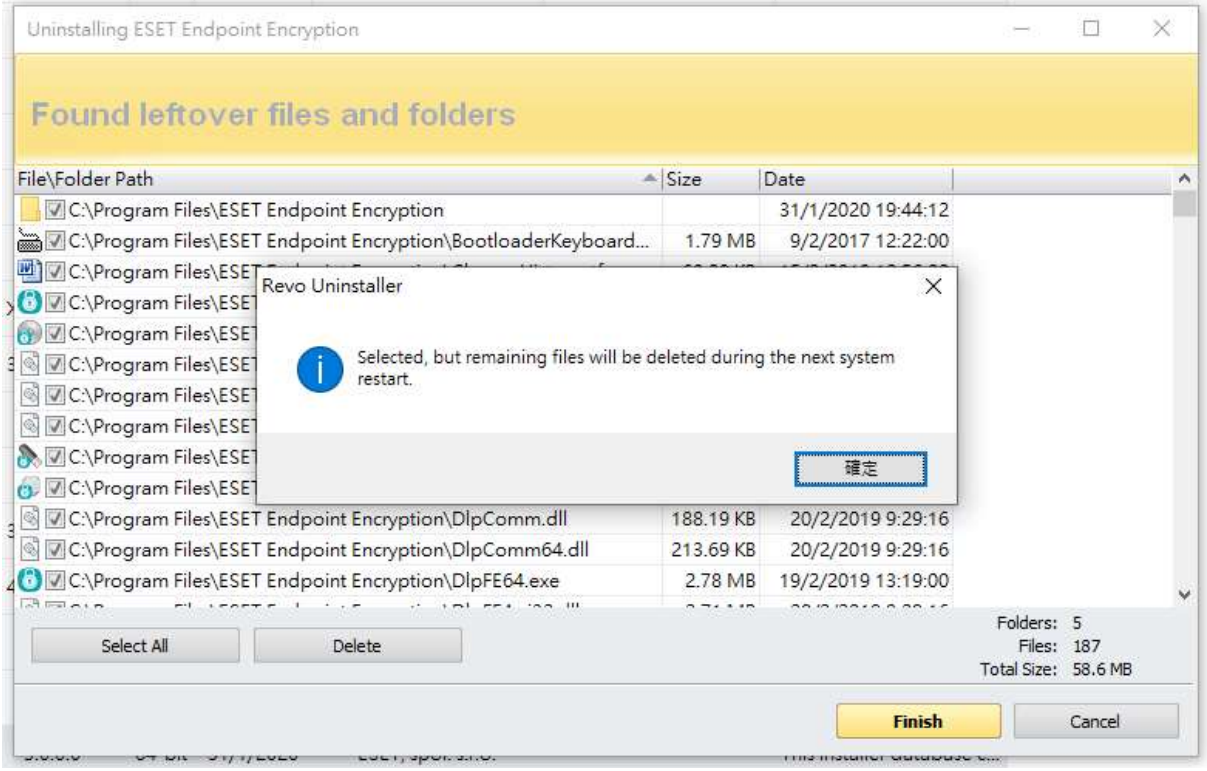
IX. Click "Next" to go to the next process



X. Click "Select All" to select all found EEE files and folders and click "Delete" to delete selected files and folders. Click "Yes" when it's prompt to confirm the deletion. Click "Next" to go to the next process



XI. Click “OK” to exit the uninstaller



XII. Restart the PC (NOT Shutdown and power on)

XIII. Download and install the EEE by the downloaded standalone package, i.e 64-bit or 32-bit

XIV. Restart is required after EEE installed, log in the PC using SSOid after PC restarted.

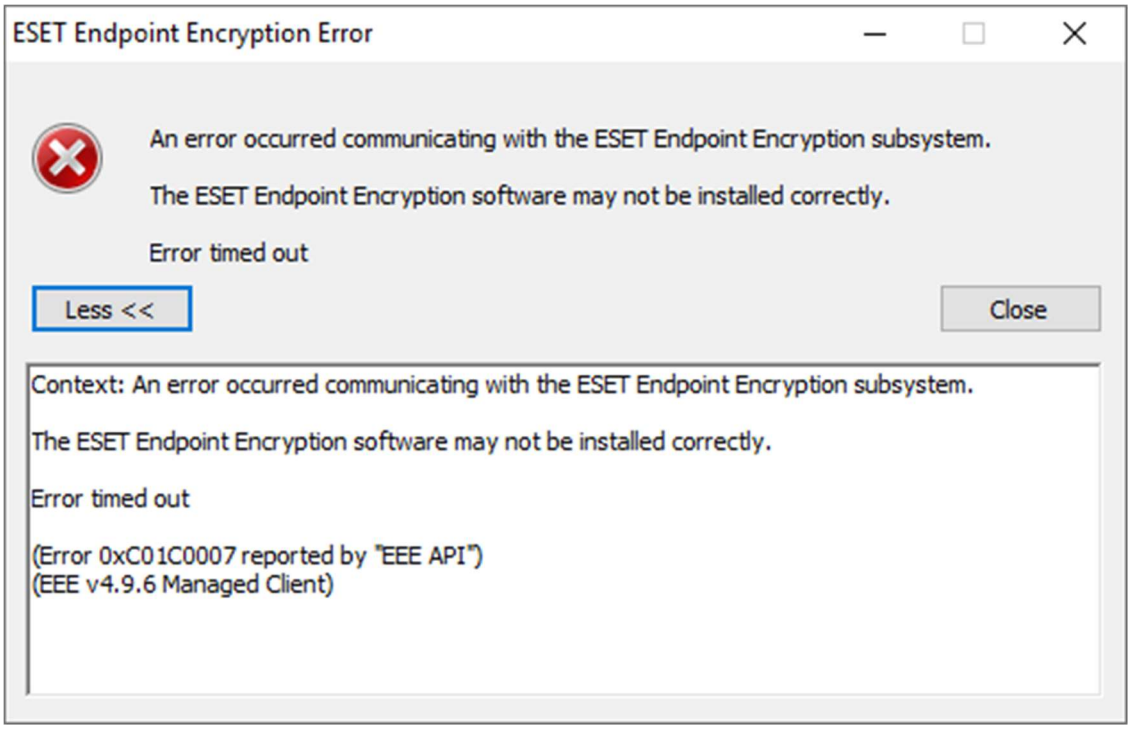
XV. If the EEE prompt still exist, enter the activation code provided by ISU

XVI. Restart the PC (NOT shutdown and power on)

XVII. If the EEE prompt still exist, mark the Hostname and IP address of the PC

Q5:

EEE prompt **ESET Endpoint Encryption Error**



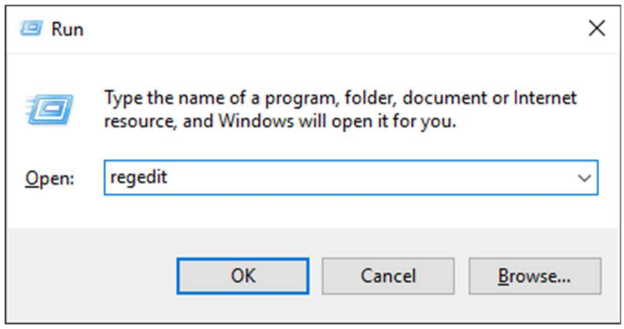
A5:

1. Download the EEE standalone package, i.e 64-bit or 32-bit

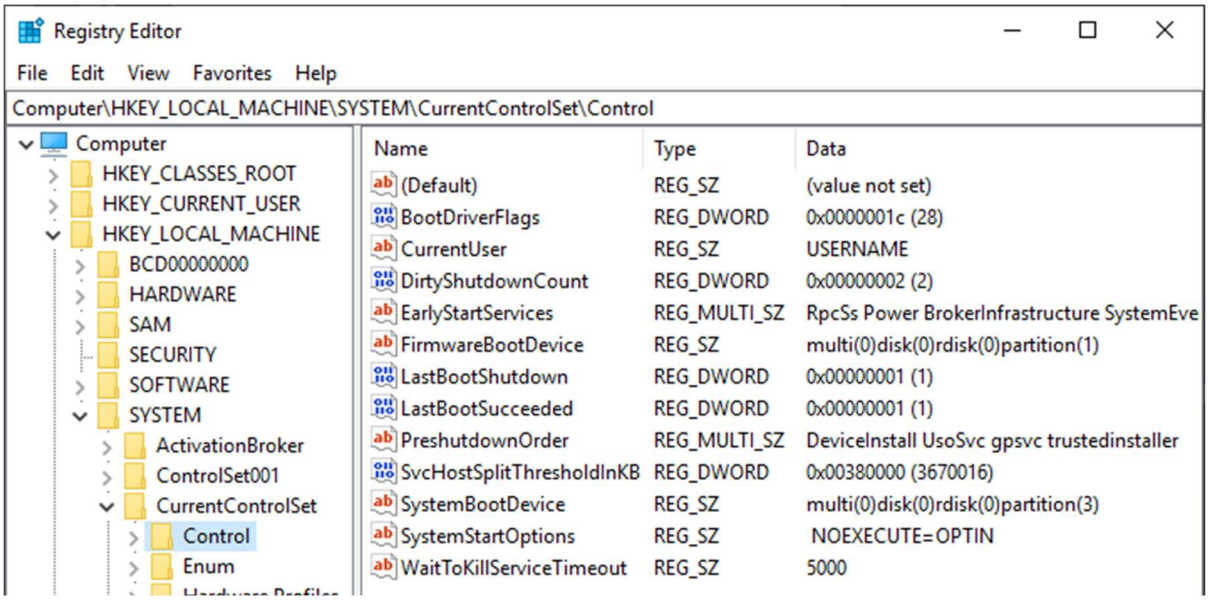
2. Click repair when the package launched

3. If the error still exists after the repair, progress below steps:

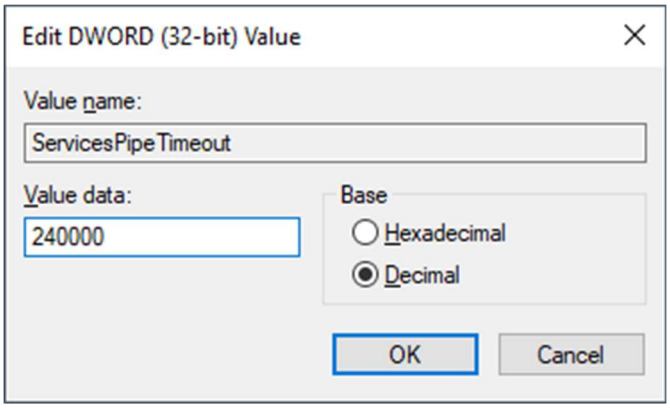
3.1 Run “regedit”



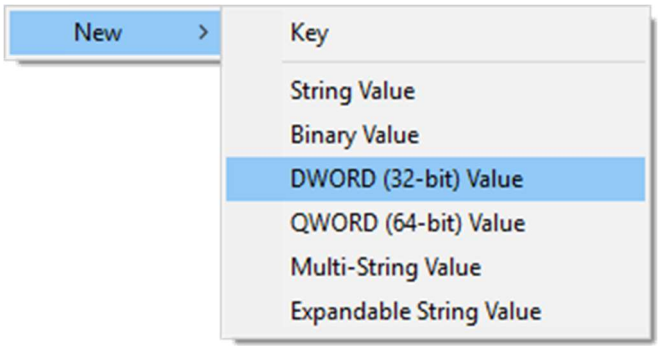
3.2 Navigate to Computer\HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control



3.3 Right-click to modify value data to 240000, Decimal of the “ServicesPipeTimeout”

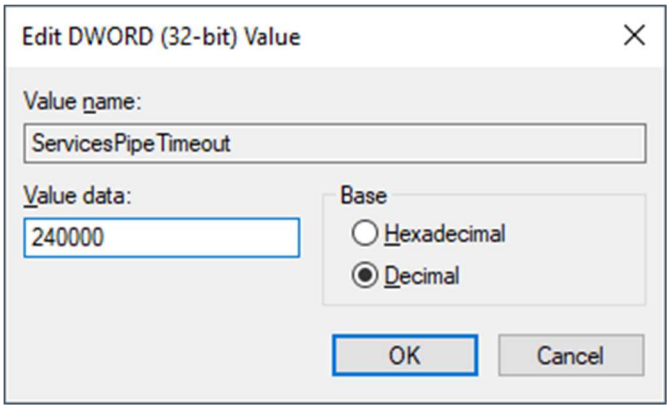


3.4 If it doesn't exist, right-click on space area to new create a DWORD (32-bit) Value



3.5 Name it to "ServicesPipeTimeout"

3.6 Right-click to modify value data to 240000, Decimal of the "ServicesPipeTimeout"



3.7 Restart the PC

Q6:

How to generate EEE diagnostic log from the affected computer?

A6:

You may run the ESET Endpoint Encryption Diagnostics utility from http://support.deslock.com/KB29 once the utility has finished working, a ZIP file will be created on the users Desktop with a filename beginning '**eediag_log**' followed by the current time and date. Please submit this file to ISU for investigation.

Support on ESET Endpoint Encryption

Q7:

What should we do when the EEE installed but its icon doesn't appear on Windows taskbar and the computers USB working abnormally?

A7:

1. **[Check EEE installation status]**

   Check EEE installation status at Start > Setting > App > Programs and Features.

2. **[Restart the computer]**

   If EEE installed, Restart (NOT shutdown and power on) the computer several times.

3. **[Repair EEE with standalone package]**

   If the problem still exists after the computer Restarts, download the EEE standalone package (64-bit or 32-bit), run it and process Repair to try try.

4. **[Reinstall EEE with standalone package]**

   If the problem still exists after the repair, download and save the EEE standalone package (64-bit or 32-bit), run it and process Remove, Restart the computer after EEE removal. Run the saved EEE standalone package again and process Installation, Restart the computer after EEE installed.

5. **[Generate EEEDiagLog for exclusion]**

   If the problem not solved, please download the EEE Diagnostics Logs (See Q&A6) of the computer and email it to Ziv (zivchan@hkbu.edu.hk) with users **SSOid**, the **computer name** and **IP address**.

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End 20200316