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
- Can read and write file on unencrypted USB when USB encryption becomes <u>Optional on 14 Feb</u>

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

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 <u>inhibit some tasks (that EEE agent</u> <u>needed) during the normal shutdown</u> 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

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

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
- 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

FAQ

Q1:

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



A1:

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



Enter the SSOid password

ESET Endpoint Encryption L	ogin			×
ENDPOINT ENCRYPTION	Select the item you wis Enter your user passw Alternatively, if the ite	sh to activate from t ord and click ok. m has not been con	he list below. figured click setup.	
	Name	Serial Number	Comment	
	💋 DLP Key-File	8015CD42	Enter password to login	
	Enter Password SSOid passw	word	ΪK	Sho <u>w</u> typing 🗹 N

Q2:

EEE prompt is not supported

nt Encryption for Removable Media
Drive F: (Removable Disk) is not supported
There are a number of possible reasons why the drive is not supported.
* The drive has hardware encryption * The USB device has multiple drives * The drive is of an unknown type
Don't show again for this drive
r

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)**

ESET Endp	point Encryption (Activation Required)	Х			
٢	This computer must be activated to receive ESET Endpoint Encryption updates. Enter your activation code below. This will have been sent to you by your Administrator.				
Enter you	ir activation code				
	ОК				

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

Revo Uninstaller 2.1.1 Portab	le						
😼 🗄 💥		5 💈	E. 🔮	. 0			
Uninstaller Windows Tools H	lunter Mode Options Unir	nstall Refresh	View He	lp Upgrade to	Pro		
🔍 Search	Search by:						
	Name		*				
Application			Size	Version	Туре	Install Date	Company
6 ESET Endpoint Encryption			92.64 MB	5.0.0.0	64-bit	20/2/2020	ESET, spol. s.r.o.
ESET Endpoint Security			177.33 MB	7.1.2053.0	64-bit	11/12/2019	ESET, spol. s r.o.
ESET Management Agent			0 KB	7.0.577.0	64-bit	11/12/2019	ESET, spol. s r.o.

II. Double the entry "ESET Endpoint Encryption"

Application	 Size	Version	Туре
ESET Endpoint Encryption	92.64 MB	5.0.0.0	64-bit

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

Uninst	talling ESET Endp	oint Encryption		-		
Pe	rforming	the initial analys	sis and uninstall.			
	Creating System	Restore Point - done!				
	Analyzing and starting the program's built-in uninstaller for the default uninstall					
	After the progra	m's uninstaller has finished, press	the "Scan" button to start scanning for	leftover files, folders and registry items.		
Scar	nning modes ——— Safe	 Moderate 	O Advanced			
				Scan	Cancel	

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

ile\Folder Path	▲ Size	Date		
C:\Program Files\ESET Endpoint Encryption		19/2/2020 20:03:48		
C:\ProgramData\Microsoft\Windows\Start Menu\Progra	ms\ <mark>ESET</mark>	31/1/2020 19:44:12		
	是(Y)	否(N)		
Deselart All Delate	是(Y)	查(N)	Folders: Filee*	2

XI. Click "OK" to exit the uninstaller

File\Folder Path	Size	Date		^
C:\Program Files\ESET Endpoint Encryption		31/1/2020 19:44:12		
🖮 🕼 C:\Program Files\ESET Endpoint Encryption\BootloaderKeyboard	1.79 MB	9/2/2017 12:22:00		
Image: Selected but remaining files will be constructed by the selected but remaining files will be constructed by the selected	deleted during	g the next system		
ថ ☑ C:\Program Files\ESE ਗ਼ ☑ C:\Program Files\ESE		*EAC		
♂ ♥ C:\Program Files\ESE ③ ♥ C:\Program Files\ESE ③ ♥ C:\Program Files\ESET Endpoint Encryption\DlpComm.dll	188.19 KB	20/2/2019 9:29:16		
C:\Program Files\ESE C:\Program Files\ESE V C:\Program Files\ESET Endpoint Encryption\DlpComm.dll V C:\Program Files\ESET Endpoint Encryption\DlpComm64.dll	188.19 KB 213.69 KB	20/2/2019 9:29:16 20/2/2019 9:29:16		
C:\Program Files\ESET C:\Program Files\ESET C:\Program Files\ESET Endpoint Encryption\DlpComm.dll C:\Program Files\ESET Endpoint Encryption\DlpComm64.dll C:\Program Files\ESET Endpoint Encryption\DlpFE64.exe	188.19 KB 213.69 KB 2.78 MB	20/2/2019 9:29:16 20/2/2019 9:29:16 19/2/2019 13:19:00		v

- XII. Restart the PC (NOT Shutdown and power on)
- XIII. Download and install the EEE by the downloaded standalone

package, i.e <u>64-bit</u> or <u>32-bit</u>

- 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

ESET Endp	oint Encryption Error	-		×
Less <	An error occurred communicating with the ESET Endpoint Encrypt The ESET Endpoint Encryption software may not be installed corr Error timed out	tion subsy ectly.	ystem. Clos	se
Context: The ESET Error time (Error 0x) (EEE v4.9	An error occurred communicating with the ESET Endpoint Encryptio Endpoint Encryption software may not be installed correctly. ed out C01C0007 reported by "EEE API") 0.6 Managed Client)	n subsys	tem.	

A5:

1. Download the EEE standalone package, i.e <u>64-bit</u> or <u>32-bit</u>

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

🏥 Registry	Editor			- 🗆 X
File Edit	View Favorites Help			
Computer\H	KEY_LOCAL_MACHINE\SY	STEM\CurrentControlSet\Contro	d .	
🗸 💻 Comp	outer	Name	Туре	Data
> HK	EY_CLASSES_ROOT	(Default)	REG_SZ	(value not set)
	EY_CURRENT_USER	🕫 BootDriverFlags	REG_DWORD	0x0000001c (28)
	BCD0000000	ab CurrentUser	REG_SZ	USERNAME
	HARDWARE	nityShutdownCount	REG_DWORD	0x00000002 (2)
	SAM	ab EarlyStartServices	REG_MULTI_SZ	RpcSs Power BrokerInfrastructure SystemEve
	SECURITY	ab FirmwareBootDevice	REG_SZ	multi(0)disk(0)rdisk(0)partition(1)
>	SOFTWARE	20 LastBootShutdown	REG_DWORD	0x00000001 (1)
× .	SYSTEM	LastBootSucceeded	REG_DWORD	0x00000001 (1)
>	ActivationBroker	ab PreshutdownOrder	REG_MULTI_SZ	DeviceInstall UsoSvc gpsvc trustedinstaller
>	ControlSet001	SvcHostSplitThresholdInKB	REG_DWORD	0x00380000 (3670016)
~	CurrentControlSet	ab SystemBootDevice	REG_SZ	multi(0)disk(0)rdisk(0)partition(3)
	> Control	ab SystemStartOptions	REG_SZ	NOEXECUTE=OPTIN
	> - Enum	ab WaitToKillServiceTimeout	REG_SZ	5000
	Larduara Drafilar			

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

"ServicesPipeTimeout"

Edit DWORD (32-bit) Value	×
Value <u>n</u> ame:	
ServicesPipeTimeout	
<u>V</u> alue data: 240000	Base <u>H</u> exadecimal <u>e</u> cimal
	OK Cancel

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"

BervicesPipeTimeout

REG_DWORD

0x00000000 (0)

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

ServicesPipeTimeout'

Edit DWORD (32-bit) Value	×
Value <u>n</u> ame: ServicesPipeTimeout	
<u>V</u> alue data: 240000	Base <u>H</u> exadecimal <u>D</u> ecimal
	OK Cancel

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 <u>http://support.deslock.com/KB29</u> 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.



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 (<u>64-bit</u> or <u>32-bit</u>), 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 (<u>64-bit</u> or <u>32-bit</u>), 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

(<mark>zivchan@hkbu.edu.hk</mark>) with users SSOid, the computer name and IP address.

End 20200316