

# Appendix D

## Troubleshooting

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## Introduction

This chapter gives answers to commonly asked support questions. In the majority of cases no additional software is needed, and a full explanation of the reason behind the problem can be found by referring to the preceding chapters of this manual. A brief explanation of the problem is given here.

If a problem persists, or is not mentioned below, then telephone or fax your local support office, as listed on the inside front cover of this manual. **Please also refer to chapter 8, 'Managing the System' which also covers configuration issues and file recovery procedures.**

In certain situations you may need to fax a copy of the PC's CONFIG.SYS, AUTOEXEC.BAT, SYSTEM.INI and WIN.INI files and possibly sections of the Registry, plus any network configuration/batch files. Please ensure that you have access to these.

**Key - Q: Question A: Answer R: Reason**

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## Installing Extended Boot Protection

- Q:** When I install Extended Boot Protection I get the error message 'An Error was detected while writing to the first sector of your hard disk'.
- A:** Check that no virus checker is running. If it is, REM it out, then re-run the installation program.  
If the problem persists then check that there is no Anti-Virus option enabled in the BIOS. Again, if there is, disable it until EBP has been installed.
- R:** When you install Extended Boot Protection, it writes to the boot sector of the hard disk. Any anti-virus product will believe that the system is under attack, and act accordingly to prevent the changes from being written to the drive.

## Virus Checkers



**Q:** I installed Extended Boot Protection and my anti-virus program asks me if I want to restore the original boot block.

**A:** **DO NOT** restore the original boot block!! Accept the new one.

**R:** Extended Boot Protection modifies the boot block.

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## System Locked

**Q:** The system has locked up when the wrong password was entered, and rebooting the machine does not clear it.

**A:** Leave the machine switched on but untouched for the lockout period - this is whatever value is set in 'Logon Restrictions' on the Logon window of the System & User Configuration program. The default is one minute. (See chapter 3 for further details).

**R:** If you reboot your PC before the system has been released, the timeout count will start again at zero.

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## Invalid Logon Attempt

**Q:** When I logon, the message 'INVALID LOGON ATTEMPT' is displayed.

**A:** Logon attempts can be rejected for a variety of reasons.

**R:** Here are some of the more common reasons for rejection:

- The user name given does not match any user profile.
- The password given does not match that in the user profile.
- The user name given is that for a non-administrator, but logon has been restricted to administrators only, due to file corruption or system clock changes.

Whatever the reason, there is usually a limit to the number of invalid logon attempts tolerated before the PC locks up and waits for a period of time before inviting further attempts. The message 'SYSTEM TEMPORARILY LOCKED - PLEASE WAIT' is displayed at this point.

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## Restricted Logon

**Q:** The normal logon screen has been replaced by one entitled 'ADMINISTRATOR LOGON ONLY'.

**A:** Logon could be restricted for a variety of reasons.

**R:** Here are some of the more common reasons:

- If a Stoplock file is found to be corrupt (but not so much that logon is blocked).
- If the system clock is found to have been put back such that it affects the system date.

Logon proceeds as in the normal case, except of course that an attempt by a non-administrator to log on is rejected.

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## User Deactivated

**Q:** A user has been deactivated when his or her status was originally active - why?

**A1:** The user rebooted instead of changing his or her password when prompted. The user must be reactivated by an administrator (refer to chapter 3 for more information).

**A2:** The user is a 'Temporary' user and his/her password has expired.

**R1:** The password had expired and was not changed at the last opportunity. Stoplock deactivates the user account in order to enforce the password policy.

**R2:** Temporary users are automatically deactivated once their passwords expire.

## De-installation

When Stoplock de-installs, it automatically sets all drives to type 'Open'. By setting a drive to type 'Open', all files are automatically decrypted. However, if the key of any file encrypted under a user has been lost because the user has been deleted, then decryption cannot take place and Stoplock will refuse to change the drive type.

Because nobody has access to such a file, it cannot be deleted, so you might think you are stuck with a configured drive. The solution is to temporarily add a user with the same name as the one which had been deleted - the Encrypt column in Stoplock's File Manager will display the user name the file is currently encrypted under.

This will give you access to the file so that you can delete it, after which you should have no problem in successfully de-installing Stoplock.

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## EBP Error Messages

This section covers the most common error messages generated by Extended Boot Protection. Certain error conditions are common to all the EBP programs and are caused by not heeding the warnings about prerequisite conditions for running the programs. Any response to the error screens causes the program to terminate.

### Error Screen

This screen is displayed when an error has occurred. For example:

```
**** ERROR ****
```

**Stoplock Extended Boot Protection is already active.**

You are running the program while EBP is active. EBP should not be active, since you should have booted from a floppy disk.

### **Error 0003 writing to sector <0000,00,01>**

An anti-virus monitor is active either in memory or in BIOS and is preventing access to parts of the hard disk.

## **Installation**

If Extended Boot Protection is already installed but **not** active the message displayed is:

### **EBP of active partition has the wrong format**

This occurs because you are trying to install Extended Boot Protection where it already exists or your PC has a configuration error.

If EBP is not compatible with your PC an error message will appear informing you to contact the PCSL Help Desk for upgrade information.

### **Unable to determine the geometry of your hard disk**

Your hard disk is accessed using a non-standard disk BIOS extension and it is not possible to determine the geometry of the disk.

PCSL recommend you continue only if you have a compatible SCSI hard disk. Contact the PCSL Help Desk for assistance.

## **Re-Configuration & De-installation**

If either of the EBPCONF or UNPROT programs are run when Extended Boot Protection is not installed the error message displayed is:

### **Stoplock Extended Boot Protection is not installed on the hard disk**

You are asked to enter the program password before you can use either of these programs. If the passwords match but an incorrect password was supplied then the error message displayed is:

### **Decrypted hard disk partition table has incorrect format. You are using an incompatible version of EBP or the wrong password**