

# CST8202 – Windows Desktop Support

## Lab 3 – Prelab

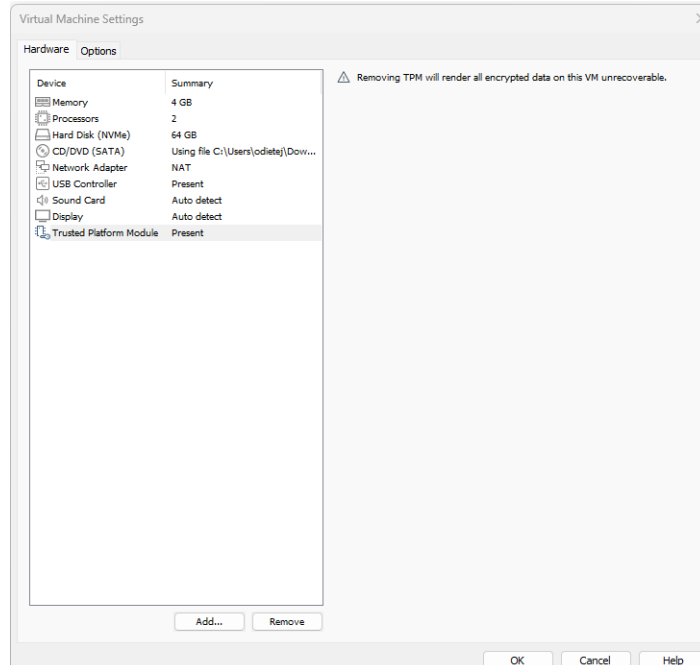
**Purpose:** Because of the encryption on Windows 11, you might encounter some issues in some steps of the Lab 3. To avoid this we have to delete the encryption.

### Equipment/Resources:

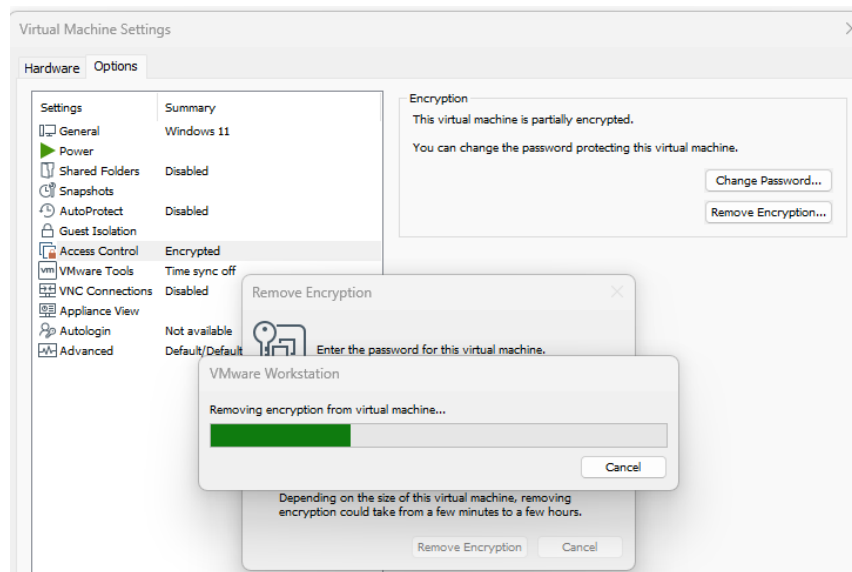
- College Approved BYOD Laptop
- Access To Brightspace
- Windows 11 Virtual Machine
- VMWare Workstation

### Removing the VM encryption:

1. Right click on the VM and click on settings
2. Select “Trusted Platform Module” and click “Remove”



3. Click on “options” Select “accesss control” and click “Remove Encryption”
4. Enter your encryption password and click “Remove Encryption”



5. Click Ok
6. You may restore TPM and encrypt the VM after lab 3 is completed.

## Submission Requirements

There are no deliverables for this lab, however your instructor may need to verify that you have successfully removed encryption.