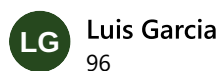




bitlocker needs newer version of windows



Luis Garcia
96

Mar 5, 2021, 3:42 AM

My Intel NUC would not boot. I removed the second HDD and it did boot. When I connected the second HDD as an external drive Windows states that "bitlocker needs newer version of windows". The problem is that the system did not have bitlocker enabled in the first place so it could not have been encrypted. Also: the system is running the latest version of Windows (20H2) including all the latest patches. Is there anything that can be done to access the drive?

Thanks.

Windows 10 Security

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Jenny Feng
13,826

Mar 9, 2021, 1:10 AM

[@Luis Garcia](#)

Hi,

Just checking in to see if the information provided was helpful.

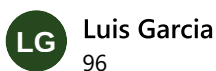
If the reply helped you, please remember to accept as answer.

If no, please reply and tell us the current situation in order to provide further help

0 votes

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✓ Accepted answer



Luis Garcia
96

Mar 10, 2021, 3:39 AM

Thanks for your reply. The drive was never encrypted so using a recovery key was out of the question. After much searching and testing the problem was that the drive was faulty and windows could not recognise it as such so it assumed it was encrypted. Unfortunately there is no way (that I know of) to test the drive within windows if the system thinks it is encrypted. I tested the drive using Ubuntu.

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Jenny Feng
13,826

Mar 7, 2021, 6:45 PM

[@Luis Garcia](#)

Hi,

There are several reasons why that error was happened. A few common causes include out-dated drivers, bugs in your Windows that makes BitLocker unavailable, the difference of the encryption algorithm as well as your Windows versions.

If the HDD drive was encrypted on Windows 7/8.1, then the BitLocker drive cannot be read on Windows 10 because of difference in encryption algorithm. You need to use another Windows 7/8.1 machine in this case.

Try to unlock drive with BitLocker Recovery Key

Step 1: Open Start menu, type: CMD, then click Run as administrator.

Step 2: On the command prompt, type the following command to unlock your BitLocker drive with 48-digit recovery key:

`manage-bde -unlock D: -RecoveryPassword [YOUR-BITLOCKER-RECOVERY-KEY]`

If you can remember your BitLocker password, type the command: `manage-bde -unlock D: -Password`. After pressing Enter, you'll be prompted to enter the user password.

Step 3: Next, turn off BitLocker Encryption with the following command:

manage-bde -off D:

Hope above information can help you.

=====

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