

GSD. Hardware - Bitlocker Recovery Key Provision

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General Information:

Possible symptoms/errors:

How to provide Bitlocker Recovery Key.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

If the user needs a manual password reset, he needs to be authenticated

Solution:

User Authentication for manual reset: Ask the user for his manager and compare the data with the entered manager in Service Now. The password can only be reset manually if this detail match.

If the manager field is empty or the data is incorrect user should get it amended by requesting personal data update as described in KB0039571GSD. General – PDB Maintenance of user data in ServiceNow instead of phonebook.

Bitlocker is an encryption feature that Microsoft implemented since Windows Vista. Company assets like those provided by Fresenius have this feature. In some cases, users may forget their Bitlocker pins that will keep them from logging on their device. This may require Bitlocker recovery key provision.

Three scenarios may occur that involves Bitlocker pin issues:

The user forgot their pin.Recovery key prompts on boot.Pin entered is not accepted or incorrect.

This article will guide agents in handling this issue.

Details:

1. Go to MBAM's Drive Recovery page to begin with Bitlocker key provision.

2. Fill out the following fields:

User Domain: You can get this through the user's login ID. For example, if the user's ID is fnc/dj1234x, the domain is FNC.User ID: This is the alphanumeric ID. In the example above, the User ID is dj1234x.Key ID: First eight characters of the recovery key written on the user's computer highlighted on the screenshot below. You will get this from the user. If the user cannot see the page with recovery key id, ask them to press the ESC key.

Reason for Drive Unlock: Click the dropdown button to select the reason why unlock is needed.

Options are the following:

Operating System Boot Order changed BIOS changed Operating System files modified Lost startup key Lost PIN TPM Reset Lost Passphrase Lost Smartcard Other

3. Click Submit.

4. Provide the Drive Recovery Key to the user. They should type this on the recovery key field on their computer.

5. Ask the user to press Enter after entering the recovery key then wait for the computer to restart. If the user knows his or her PIN, they should be able to work normally on their machine.

6. If the user forgot their PIN, provide the steps on the How to Reset Bitlocker Pin article to proceed with PIN reset or change.

7. Confirm if the issue has been resolved and proceed with ticket closure with user's approval.

8. In case of any issues with the Bitlocker, gather the information from the user as per below and assign the ticket to the Ext_WW_Physical-Workplace_SLS_Capgemini team in Service Now:

The affected machine's hostname Problem description Username User's contact number User's location details

Assignment Group:

Ext_WW_Physical-Workplace_SLS_Capgemini

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

MBAM's Drive Recovery page:

<http://pfncmbaap001.ads.fresenius.com/helpdesk/KeyRecoveryPage.aspx> How to Reset Bitlocker

Pin: https://fmcna.service-now.com/sp?id=kb_article&sysparm_article=KB0039791