BITLOCKER KB

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Document Name

Contact Assistance Request Task

Author(s)

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Document Purpose

BITLOCKER

Overview

BitLocker is a computer hard drive encryption and security program released by Microsoft Corporation. It is designed to protect data by providing encryption for entire volumes.

Required information

The following information is required when creating the Contact Assistance Request Task:

1. Caller Name – Name of person you are trying to reach.

2. Contact Number – Phone number of person you are trying to reach.

3. E-Mail Address – E-Mail address of person you are trying to reach.

4. EMP ID – EMP id of person you are trying to reach.

5. Issue – Short description of Issue the Caller is experiencing.

6. Reason for request – Short description of why you are attempting to reach the caller and what information you require from the caller.

Other Information

NA

Process

To get the Bit Locker recovery key, please use the below link.

https://apc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fddpemgmtpd01.corp.ad.fmcna.com%3A8443%2Fwebui%2Fapp%2Flogin&data;=05%7C01%7Csggireesh.kumar%40hcl.com%7Cd69c1986ecf0488548fe08da21f722ef%7C189de737c93a4f5a8b686f4ca9941912%7C0%7C0%7C637859642572666840%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata;=MSJOrSShj6bKktE7rVTy3qEA9OP3myr

s2sSUoroX3Gs%3D&reserved;=0

Once the page is opened, enter username as "FMCNA email ID" and password as "FMCNA Password".

Once you enter the credential and click on "sign in", you will get the below screen.

Select "management".

Enter "Recover Data and click on "Manager".

Enter the Recovery Key / Host Name [User will be able to see the recovery key on the computer screen]

Click on "Get Recovery Password".

You will receive a password on the screen, provide the same password to the user.

The escalation point of contact is DTI-EUX-FSS Ticket Allocation - L1 for these issues.