

| How to access Bitlocker Recovery Key

WinMagic Support

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Access Bitlocker Recovery in the local SES

Locate the affected device in the SES and double-click to open the Device Information dialogue shown below

List of devices									
Num	Device Name	Manufacturer	Serial number	Modified	Created	Enc	Deployed State	SFE Status	
1	WD10SC	VMware, Inc.	VMware-56 4d 3e 54 23 1f 93 7b-62 29 2d 30	1/27/2021 12:27:18 PM	1/26/2021 11:59:46 AM		Deployed	Not activated	Se
0	WS19DC	VMware, Inc.	VMware-56 4d 3e 54 23 1f 93 7b-62 29 2d 30	1/27/2021 10:03:19 AM	1/26/2021 11:58:35 AM		Deployed	Not activated	Se

Users having access to the device							
Num	User ID	First name	Last name	email	Key File	Owner	
0	sd.admin	SecureDoc	Admin		Present	No	
1	user1	User	One		Present	Yes	
2	user2	User	Two		Present	No	

Under the Associated Disk tab, highlight the encrypted disk and click on Bitlocker Properties.

General device information

Member of groups

Device name

Serial number

Manufacturer

Model

Location

Property control tag

Type

SES Certificate

Status

SecureDoc profile

IP Address

Port

Last Communicated

Version

Device keys

Key Name

On-Demand

WD10SC key _b4b7d1f855c836a5_

False

Add

Remove

Edit

View FileVault Properties

Applied Folder Encryption Policies

Associated Disks

Boot	Serial Number / Drive ...	Disk #	Model	Firmware	Encryption Type
Yes	d0315bdd6ba71202bc...	1	Virtual disk	VMware	BitLocker

BitLocker Properties

Create Emergency Disk

Export HWE Data

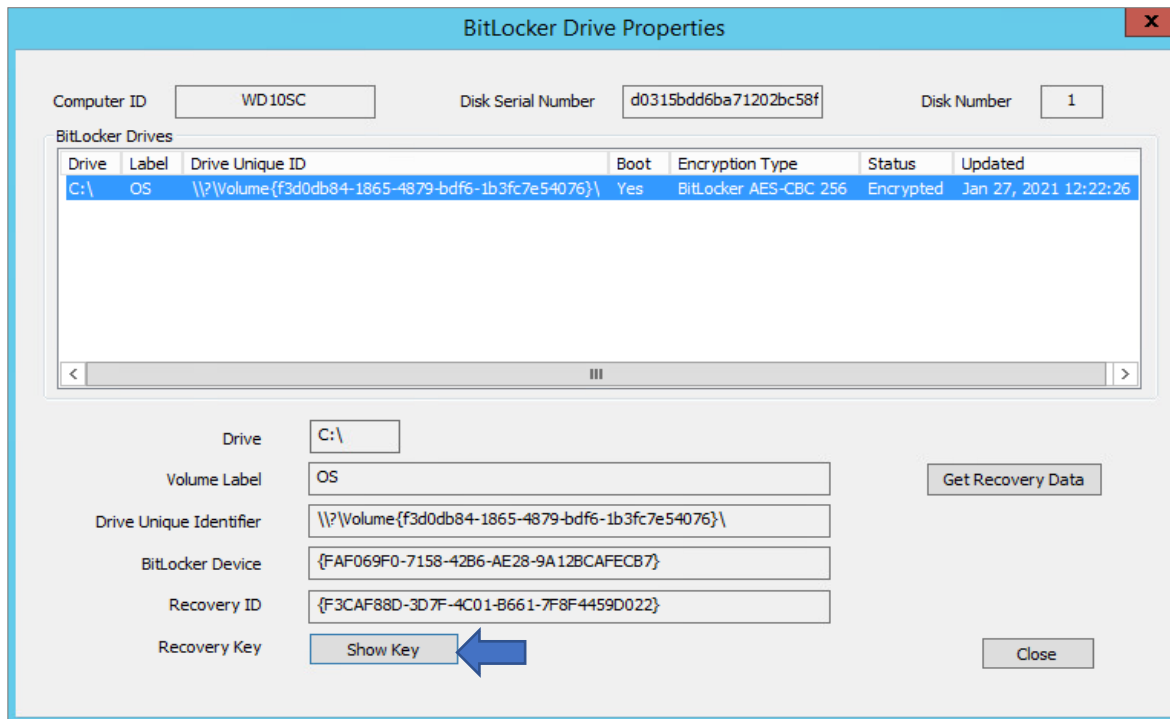
Create Linux Recovery Data

Remove Drive Data

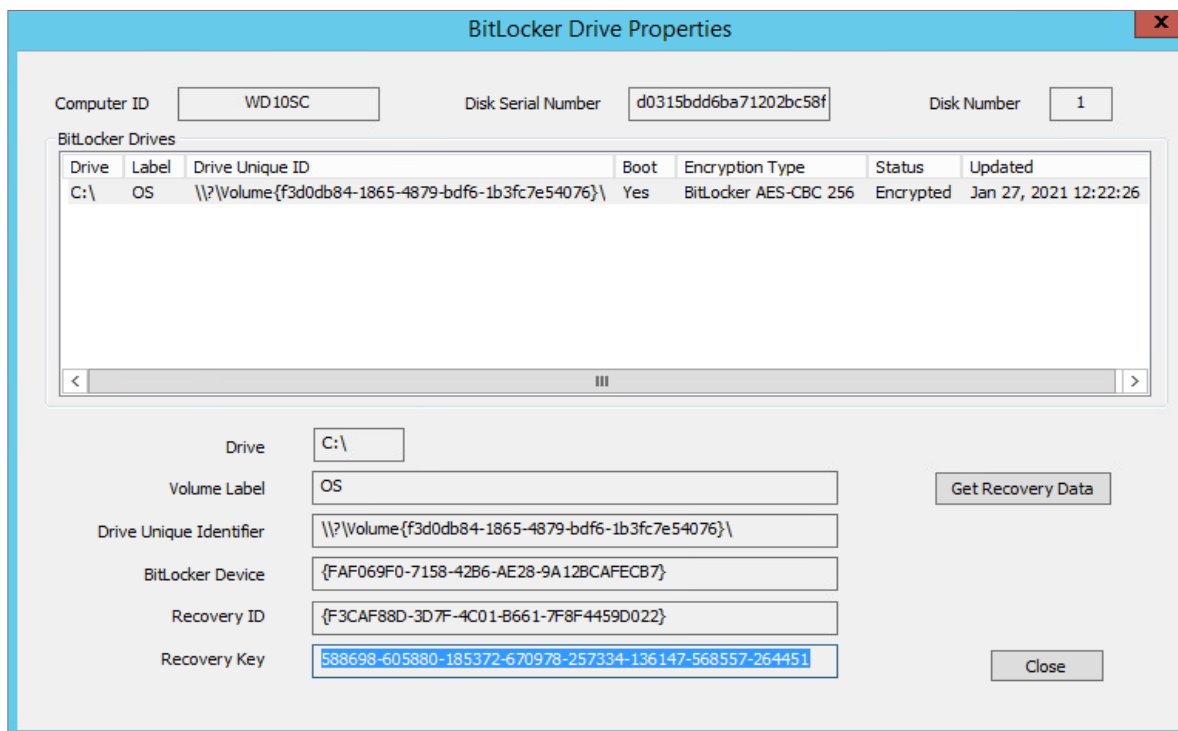
Save

Cancel

This should open a new dialogue with the BitLocker Properties for the drive



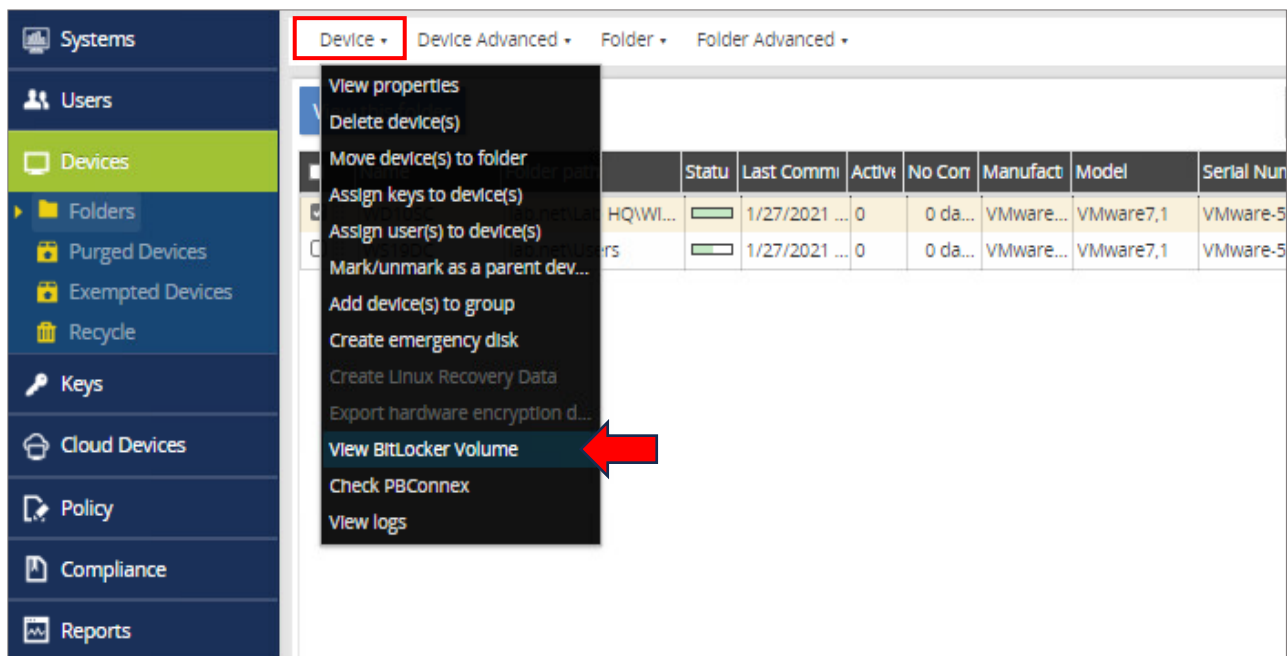
Have the end user confirm the Recovery ID for the drive and once confirmed, hit the Show Key button.



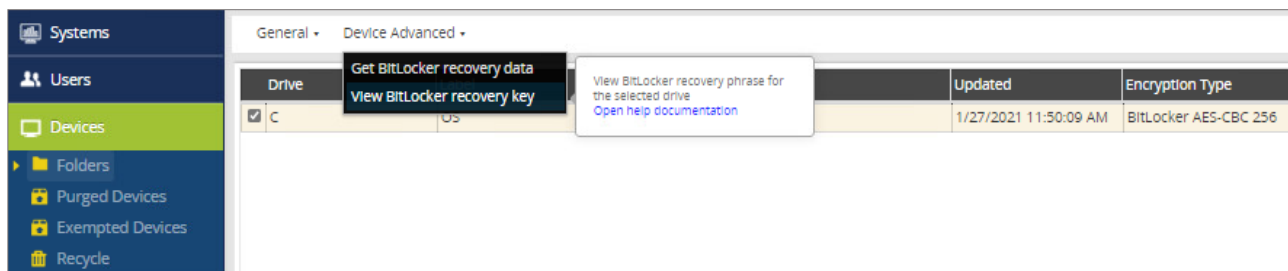
Provide the user the Recovery Key to unlock the disk and access the Operating System

Access Bitlocker Recovery in SDWeb

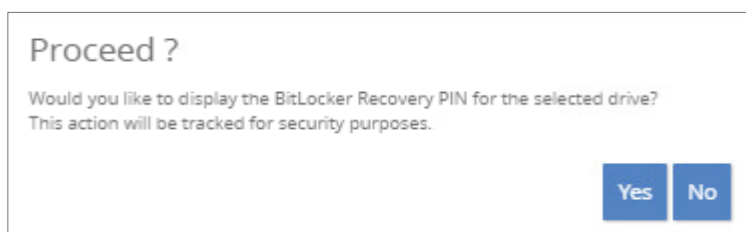
Search for the affected device under the Devices tab, then check the computer and go to Device drop down menu. This will display device properties, select View Bitlocker Volume.



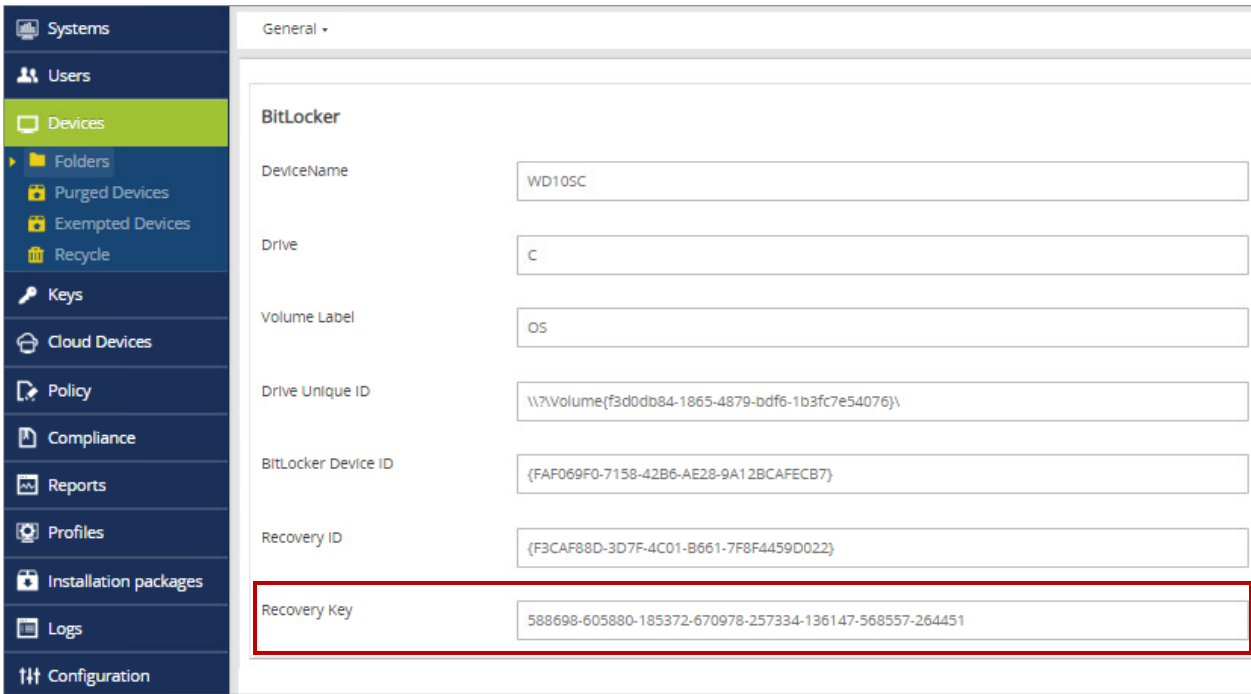
Check the volume and click on Device Advanced drop-down menu to View Bitlocker Recovery Key.



Select Yes to confirm



Have the end user confirm the Recovery ID for the drive and once confirmed, hit the Show Key button.



General	
BitLocker	
DeviceName	WD10SC
Drive	C
Volume Label	OS
Drive Unique ID	\\?\Volume{f3d0db84-1865-4879-bdf6-1b3fc7e54076}\
BitLocker Device ID	{FAF069F0-7158-42B6-AE28-9A12BCAFECB7}
Recovery ID	{F3CAF88D-3D7F-4C01-B661-7F8F4459D022}
Recovery Key	588698-605880-185372-670978-257334-136147-568557-264451

Provide the user the Recovery Key to unlock the disk and access the Operating System

NOTE: The BitLocker Recovery Key is sensitive information as it is a PIN that can by-pass BitLocker pre-boot. Due to this sensitivity, it's important that accessing the Bitlocker Recovery Key in SDWeb and using the Bitlocker Recovery key to access a device will result in a new BitLocker Recovery Key being created.