

## FAQ

Q: My USB stick has not been found.

A: Make sure the USB Flash Drive is found in Windows. This can be done by opening "My Computer" and looking for your USB Flash Drive there. Did you find nothing? Disconnect the USB flash drive from your computer and plug it into another USB port. If this doesn't work too, try to format the USB stick. It may be that your USB flash drive or USB port is broken. Is your USB flash drive found in Windows? Format your USB flash drive again and then copy a file to the USB flash drive. Does this not work? Then pick another USB flash drive.

Q: When I start my computer it blocks immediately, even if my unlock device is in my computer.

A: Try the steps in the first question again at your unlock device and check your USB port / sata connector etc.

Q: When I try to configure an Unlock Device I get the following error: "Unlock device [ ] is not working properly. Format the drive (to FAT32 or exFAT) or try another USB flash drive."

A: This error is caused by an error in the drive's filesystem. Such an error can be caused by multiple things. The easiest and best option to fix this error is by formatting the drive.

Q: How will I be able to unlock my PC, when I lose my Unlock Device?

A: You should've noted/remembered your password. With your password, you can unlock your PC.

Q: What should I do when someone has stolen my Unlock Device?

A: Change the keys. You can do this by pressing "More Settings" and then pressing "Change Keys". Here, you press "Generate Keys" and then "Save". All Unlock Devices have been deleted now.

Q: The following error message appears and I can't uninstall KeyLock.



A: Download and execute "[fix-uninstall.bat](#)" and try again.