Operating system corruption/upgrade under PGP whole disk encryption

When a system maintenance task is performed on a PGP encrypted boot disk that requires booting off of a CD/DVD or another hard drive, you will first have to decrypt the PGP disk. If the maintenance is required because the operating system will not boot and you cannot decrypt the disk using the PGP Desktop application, then you will need to use a special PGP decryption boot disk.

1. Obtain the PGP Whole Disk Recovery image for your version of PGP directly from UTS Security by contacting them via email at securityteam-l@listserv.emory.edu or via a Remedy ticket.
2. Burn the downloaded ISO file to a CD-Rom as an image using your CD burning software.
3. Insert the CD-Rom and use the CD to boot your computer. If your system does not boot with the CD, you may need to adjust your system's BIOS settings boot order so that it will boot from the CD prior to the hard disk.
4. After the system boots with the CD, the PGP Recovery screen displays and prompt you to press any key to continue.
5. Type your passphrase and press Enter.
6. Press D to begin decryption of your disk.
   a. NOTE: Once you have started to decrypt a disk or partition using a recovery disc or
      diskette, do not stop the decryption process. Depending on the size of the disk being
      decrypted, this process can take a long time.

7. Once the disk is finished decrypting, you can boot from other disks and perform your operating
   system repair or maintenance.

8. After your maintenance is complete, you will need to manually re-encrypt the boot drive to
   restore the PGP protection. To do this, boot your computer, login and run the PGP Desktop
9. Select “Encrypt Whole Disk” under PGP Disk on the left, and choose the drive you wish to encrypt.
10. Click “New Passphrase User” and select “Use Windows Password” (unless you know you are not using Windows Single sign-on for login).
11. Click Next
12. Click Next

13. Enter your Windows username, domain and password, then click Next.
14. Click Finish.
15. Click Encrypt

16. Click Yes to confirm and PGP will begin to encrypt your disk again.