Troubleshooting BitLocker with TPM

This article will help you troubleshoot Bitlocker with Trusted Platform Manager

1. Verify "MDOP MBAM" exists in Programs and Features.
2. The computer must be in an Active Directory OU that has the MBAM policy applied to it.
   - Have systems team or Matt Dell check.
3. Verify "BitLocker Encryption Options" exists in the control panel.
4. Verify that the TPM chip is enabled and initialized:
   1. Open the "BitLocker Encryption Options" control panel
   2. Expand the "Advanced" group
   3. Click on TPM Administration
   4. Verify the "Initialize TPM..." link in the upper right of the console is greyed out
5. Verify that the MBAM policy has been applied
   1. Open a command prompt as an administrator.
   2. Run "gpupdate /force" and verify the computer computer policy has completed successfully
   3. Run "gpresult /r" and verify the "Computer Settings/Applied Group Policy Objects' includes "MBAM"

If the above is true, reboot the machine again and wait 5 minutes for an encryption notification (typically appears 90 seconds after user login).

If the notification does not appear:

1. Open an Explorer window
2. Navigate to C:\Program Files\Microsoft\MDOP MBAM
3. Launch MBAMClientUI.exe

Known Issues

The TPM chip is on but not initialized:

1. Attempt to initialize it from the control panel.
2. Choose to create the password automatically. (If you are prompted to save or print your recovery key STOP! and cancel. Then reboot)
3. Upon reboot, choose F10 to allow the system to manage the recovery key
4. Upon subsequent reboot, wait 5 minutes for an encryption notification.

The TPM chip is not on:

1. Reboot the system and go into the BIOS setup to verify existence of a TPM chip
2. If exists, enable it and exit BIOS
3. Wait 5 minutes for an encryption notification

NOTE: If setting the password (a subsequent clearing of it) is required in order to have MBAM configure the TPM chip. ITS has seen a small number of cases where the BIOS password has been set but not cleared. If this is the case call Endpoint Engineering for the password.
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