



Unable to boot after installing Mac OSX 10.7.3 on a PGP WDE encrypted disk

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Technical Solution for PGP Desktop Storage, PGP Desktop Home, PGP Desktop Professional, PGP Whole Disk Encryption, PGP Desktop Corporate, PGP Desktop Email

Problem

There is an conflict with the Mac OSX 10.7.3 combo update package and Symantec PGP Whole Disk Encryption software. It is important to note, that at the time that this tech article was written. The update is still in beta.

The symptoms are:

- After installing the 10.7.3 update on a PGP WDE encrypted disk and then rebooting you are unable to boot the operating system
- It goes to a spinning wheel with the Apple logo like it's booting
- You are presented with a circle with a line through it

Symantec is aware of this issue and working to resolve the matter

Environment

PGP Desktop 10.2 MP3

Mac OSX 10.7.2 ---> 10.7.3 update

Cause

Symantec has identified the issue as a problem. Apple made some changes to their code for the new update which required us to change the way that we copy the bootguard files to the machine after the update.

Solution

UPDATE: Symantec has released a PGP Desktop release to address this problem. Please update to PGP Desktop 10.2 MP4 (build 2526) or newer. We will also have this problem addressed in our PGP Desktop 10.2.1 release of the product as well.

Temporary Workaround (if you are on a prior version):

You can download the 10.2 recovery images here:

<http://www.symantec.com/docs/TECH176187>

- 1) Burn the ISO to a writeable cd or dvd disc using CD burning software
- 2) Boot off the recovery CD and when prompted, press any key to continue

DO NOT PRESS D TO DECRYPT! THIS COULD TAKE A VERY LONG TIME ON A LARGE DISK

- 3) Once you are prompted for the passphrase at BootGuard enter that in
- 4) The mac will then boot into the operating system
- 5) Leave the Mac running for several minutes and then eject the recovery CD
- 6) Reboot
- 7) Put in your passphrase and BootGuard
- 8) Subsequent reboots should work correctly

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