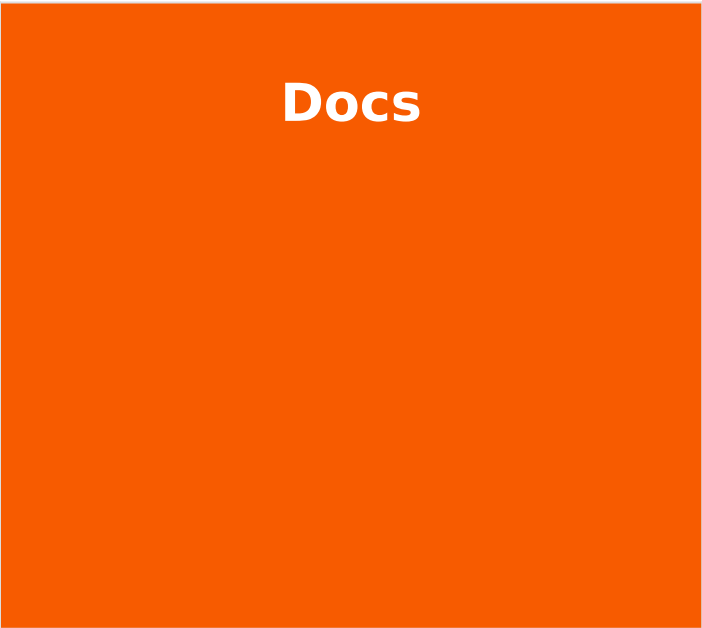
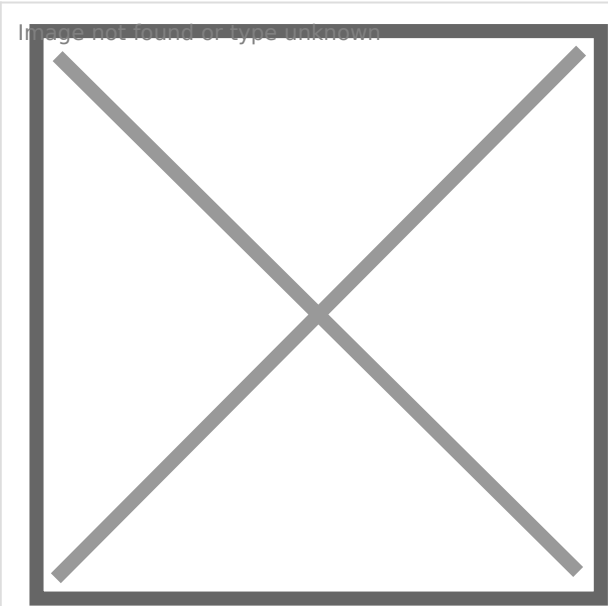


65.003 Windows 11 Start Button and Search box unresponsive



Document Control

Document Name	65.003 Windows 11 Start Button and Search box unresponsive		
Version	v1.0 Current		
Author	Neil Tancock, IT Services (Safeharbour Support Ltd), neil@safeharboursupport.com		
Approval	Safeharbour Support		
Approval date	01-JAN-2025	Review date	31-DEC-2027
Absract	process StartMenuExperienceHost.exe crashes Acronis Device Control		
Scope	This document applies to all clients of Safeharbour Support Ltd		
Inputs	None		
Outputs	None		

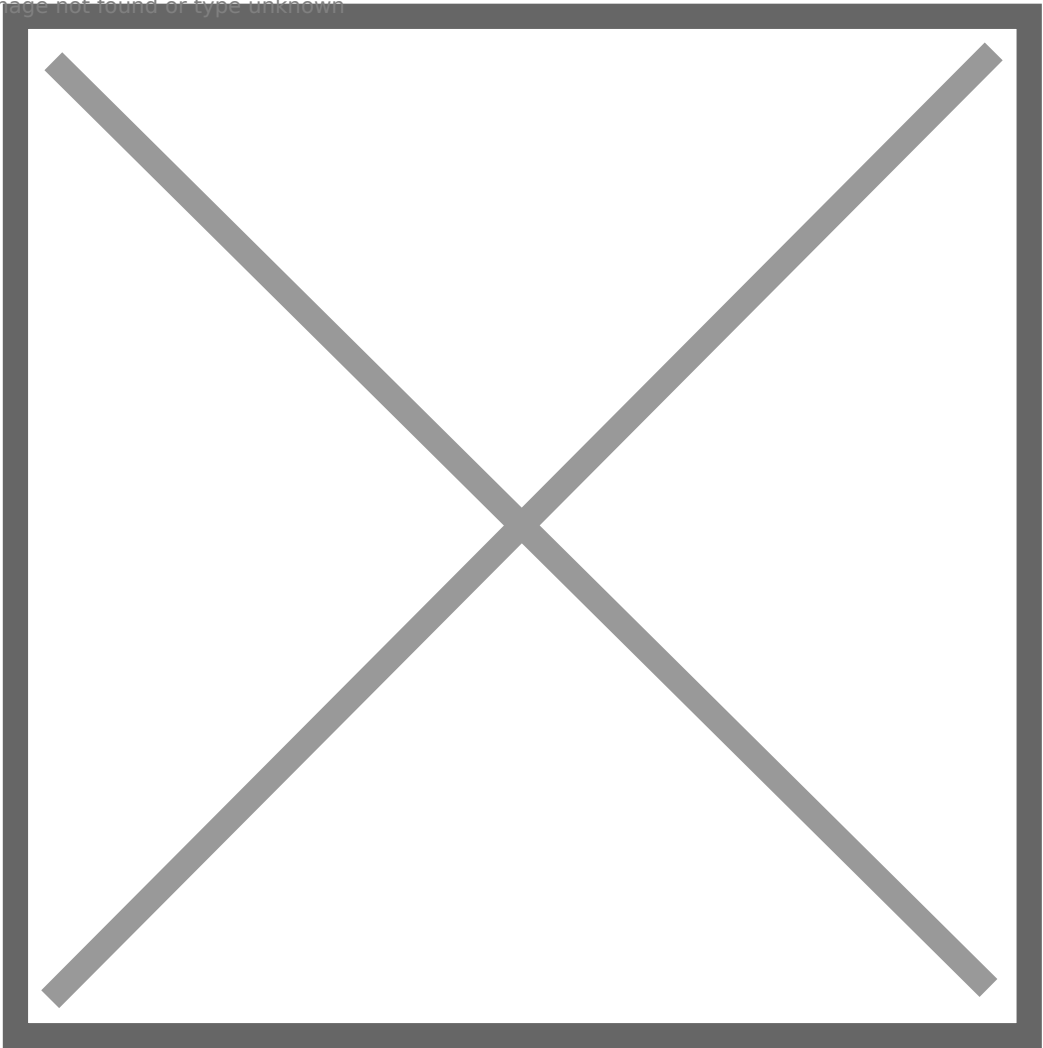
Change Control

Date	Author	Version	Change
02-DEC-2024	Neil Tancock	0.0	First version
01-JAN-2025	Neil Tancock	1.0	Approved

-----<START OF DOCUMENT> -----

If you're running Windows 11 and the Start Button & Search Box are unresponsive, it's likely that the Start Menu Experience process is crashing.

Image not found or type unknown



This was, in this case, caused by a bug in Acronis backup tool, specifically the Device Control feature. Acronis are working on a fix but it's advisable to disable Device Control in the Acronis portal. The Start Menu and Search Box will work normally after.

<https://kb.acronis.com/content/72828>

72828: Acronis Cyber Protect Cloud: Windows Start button and Find not working after Windows update KB5030219 if Advanced DLP or Device Control service is enabled

Symptoms

- Cyber Protect Cloud Agent is installed on physical Windows 11 machines
- **Advanced DLP** or **Device Control** feature is enabled in the protection plan
- After updating Windows to **KB5030219**, the Start button and Find are no longer working.

Cause

Issue in the product.

Acronis Development team is working on a fix.

This issue will be resolved in one of the upcoming releases.

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Need help? Get in touch!

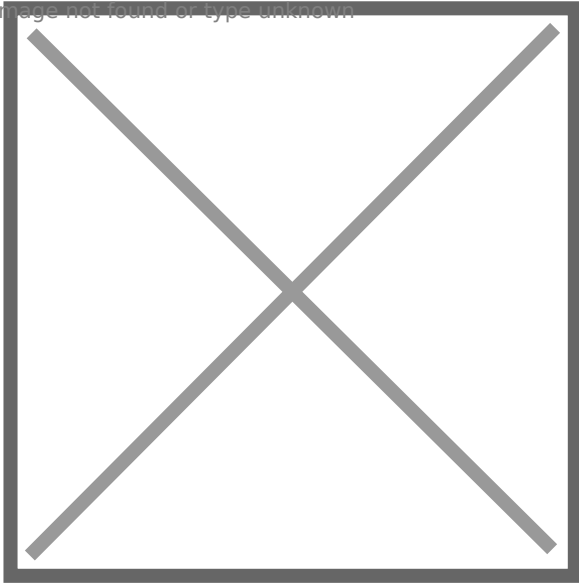
You can call us on [01752 373000](tel:01752373000), option 2 or, if you are on Number Club, just call extension 3001

You can email us at hub@safeharboursupport.com

You can chat & Collaborate with us at <https://kite.wildix.com/nc-a12/3001>

You can Whatsapp us right here: <https://wa.me/441752373000>

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