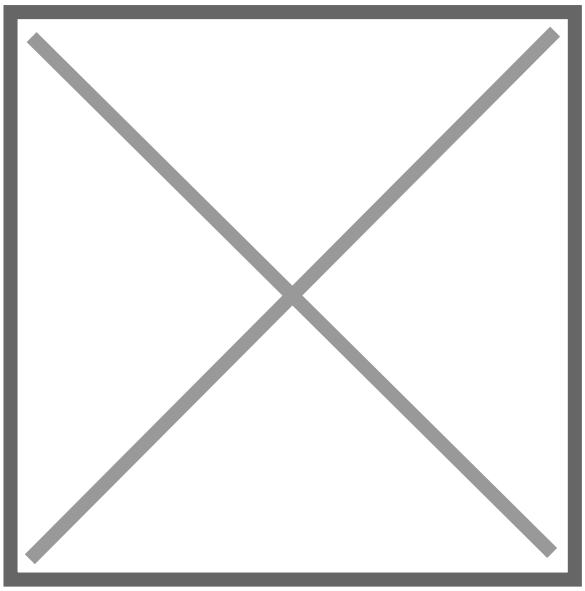
# 65.003 Windows 11 Start Button and Search box unresponsive



**Docs**

### Document Control

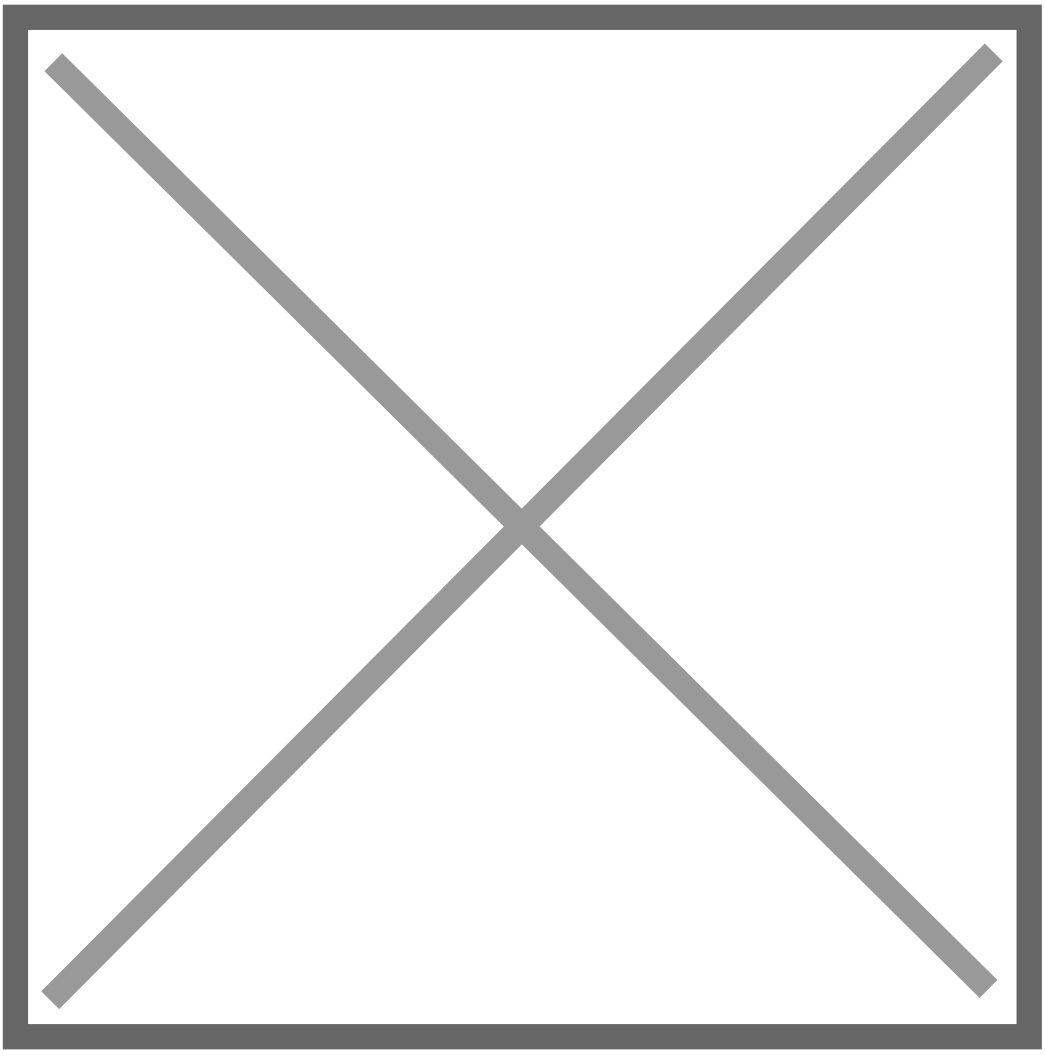
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|---|---|---|---|
| **Document Name** | 65.003 Windows 11 Start Button and Search box unresponsive | | |
| **Version** | v1.0 Current | | |
| **Author** | Neil Tancock, IT Services (Safeharbour Support Ltd), neil@safeharboursupport.com | | |
| **Approval** | 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 |

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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.



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 enabl

# 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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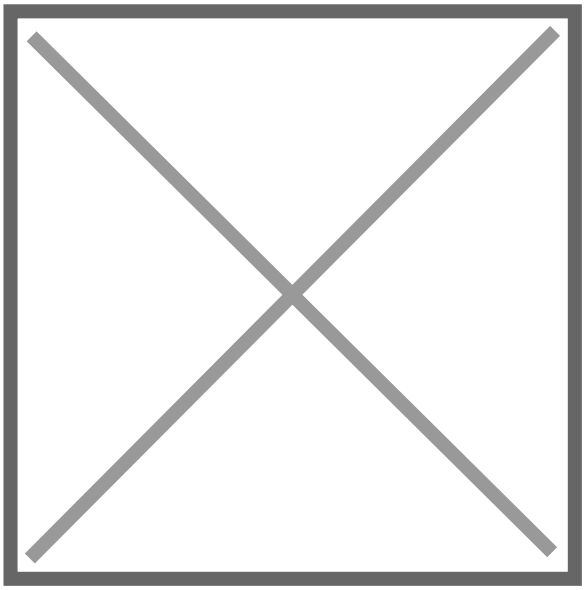
**Need help? Get in touch!**

You can call us on 01752 373000, 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



Created 2025-02-20 16:55:39 UTC by Neil Tancock
Updated 2025-02-21 08:41:18 UTC by Neil Tancock