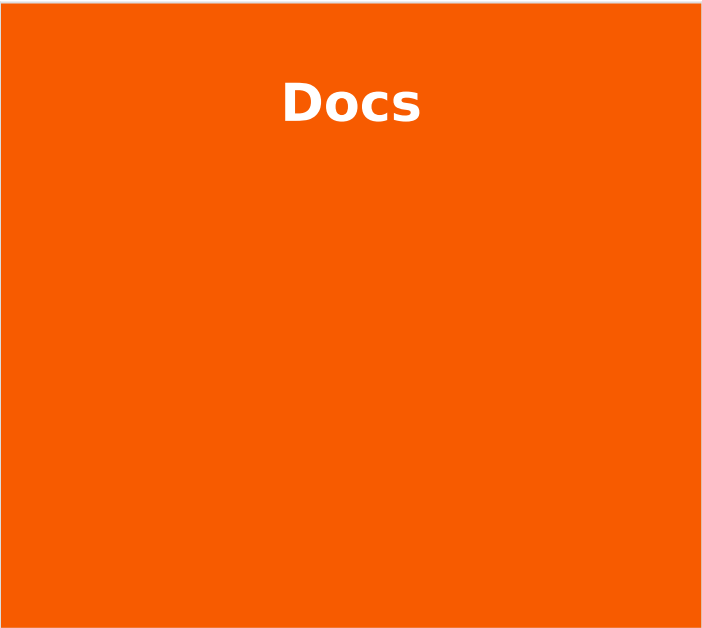
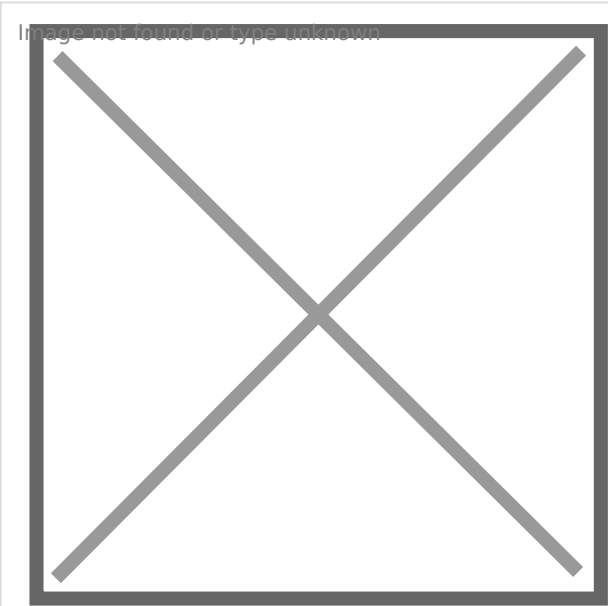


# 65.003 Windows 11 Start Button and Search box unresponsive



## 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), <a href="mailto:neil@safeharboursupport.com">neil@safeharboursupport.com</a>		
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		

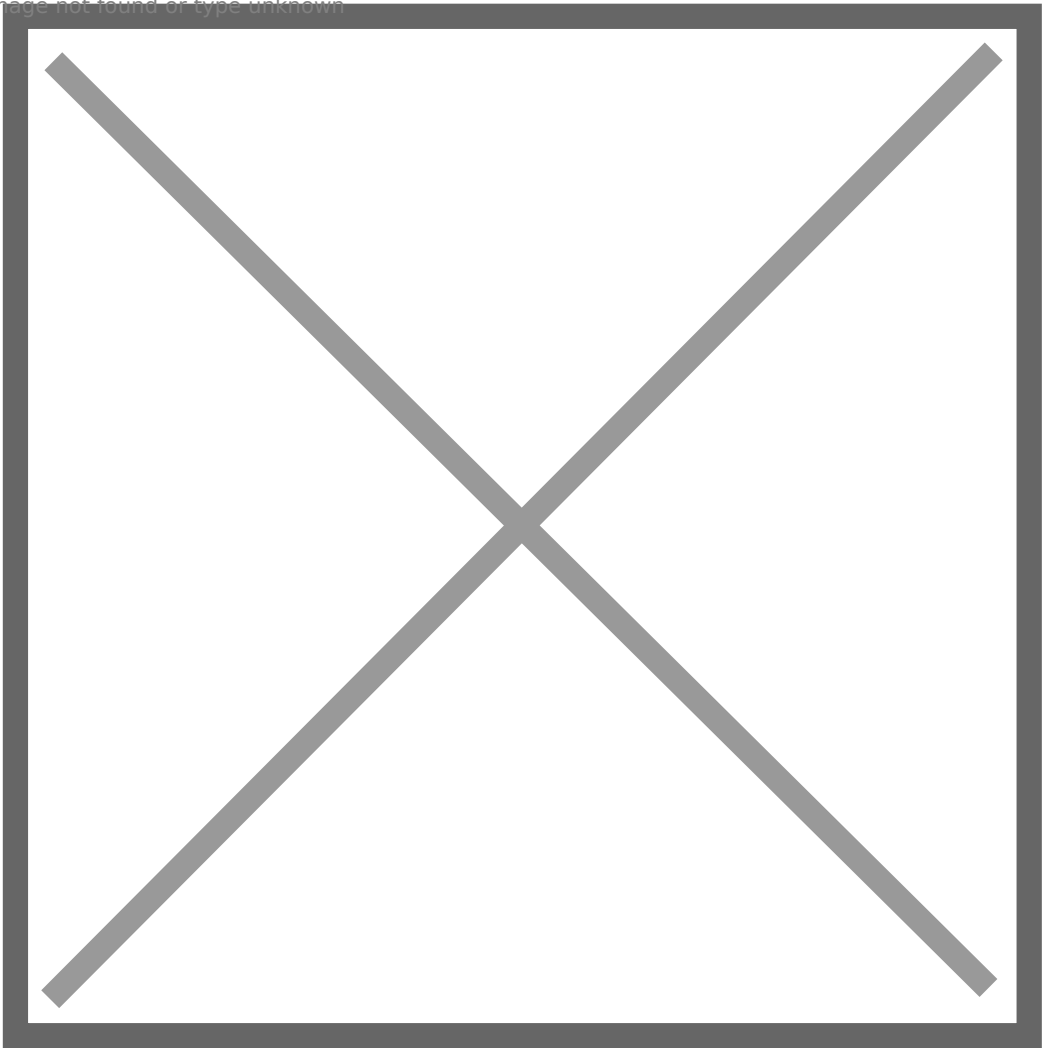
Change Control

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.

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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!

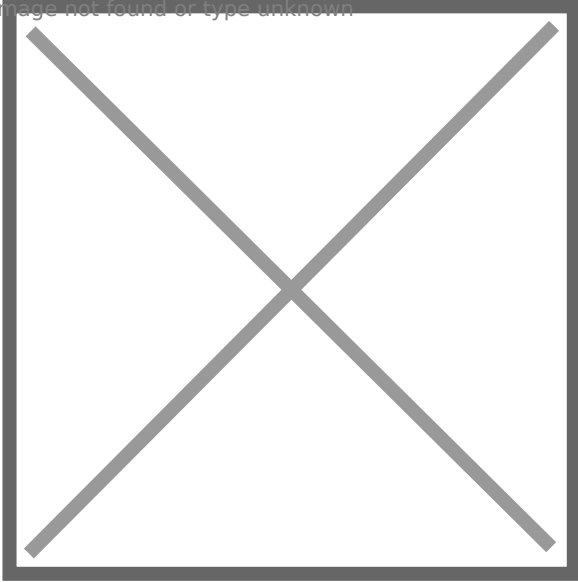
You can call us on [01752 373000](tel:01752373000), option 2 or, if you are on Number Club, just call extension 3001

You can email us at [hub@safeharboursupport.com](mailto: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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Revision #5

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