

How to fix Windows Hello PIN error code 0x80090011 on Windows 11

Windows Hello error code 0x80090011 mainly appears when the container or key is not found. But there are many more causes that can cause the problem.

Windows 11 offers many different ways to sign in to a device, but one of the most advanced methods is to use Windows Hello. It allows users to log in with biometric authentication, such as with a fingerprint. However, while setting up Windows Hello, you may encounter error 0x80090011.

Thankfully, it's easy to troubleshoot this error code. Just follow the fixes below to get rid of the problem for good.

What causes Windows Hello error code 0x80090011?

Windows Hello error code 0x80090011 mainly appears when the container or key is not found. But there are many more causes that can cause the problem. Please test them first before getting into the fixes.

If there is any inconsistency in Azure AD, you may face problems.

1. The problem may appear due to the damaged Ngc folder.
2. An unexpected system crash or shutdown can also trigger this error message.
3. And finally, error 0x80090011 may appear if TPM is disabled on the system.

Now let's dive into all the potential fixes that could get rid of the error code.

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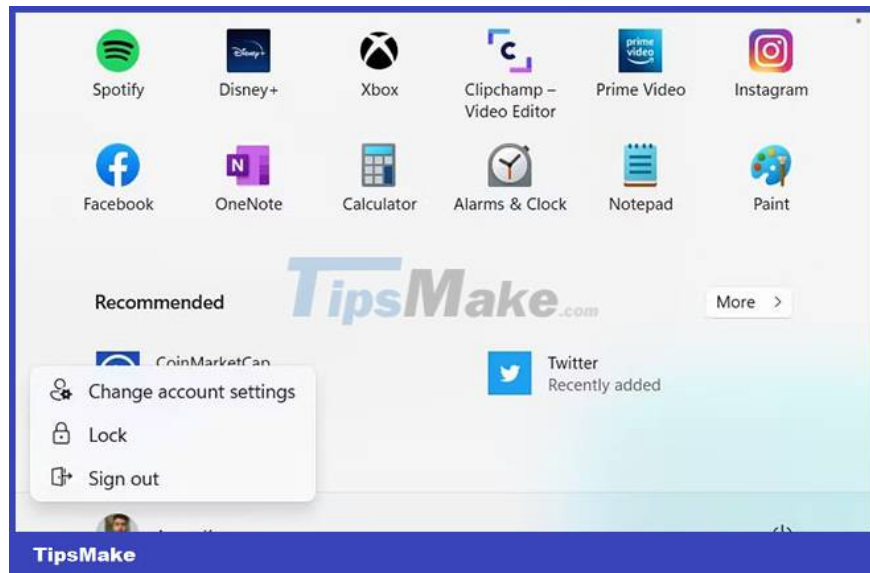
1. Sign back in to your Microsoft account

For many users, the error code turned out to be just a temporary glitch in their Microsoft account. Therefore, consider signing out and signing in to your Microsoft account. Here's how to do it:

Step 1: Press the Win key to launch the Start menu.

Step 2: Click on the account name in the bottom left corner.

Step 3: Select Sign out from the context menu.



Step 4: You will be directed to the Windows lock screen.

Step 5: Select your account, enter a password, if applicable, and click the Sign-in option.

Try setting up Windows Hello and check if you still have the problem.

2. Rejoin Azure AD

Microsoft Azure Active Directory, or Azure AD, is part of Microsoft Entra. This is a cloud-based identity that gives administrators the power to manage end-user identities.

Unfortunately, Windows Hello errors are common among users who have joined Azure AD. If you've joined Azure AD before, try leaving and rejoining. Here's how to do it.

Step 1: Open Settings with the Win + I hotkey.

Step 2: Click System > About.

Step 3: Select the Disconnect from the organization option.

Step 4: Click Continue to confirm your choice.

Step 5: Enter alternate account information and click OK.

Next, follow the onscreen instructions to restart your PC and sign in with an alternate account. Then rejoin Azure AD and set up a Windows Hello PIN.

3. Delete Ngc . folder

The Ngc folder on a Windows PC has data related to the Windows PIN. If the contents of the folder are corrupted, it will be difficult for you to log in to your computer with a PIN.

You will have to delete the contents of the Ngc folder to solve the problem. Here's how to do it.

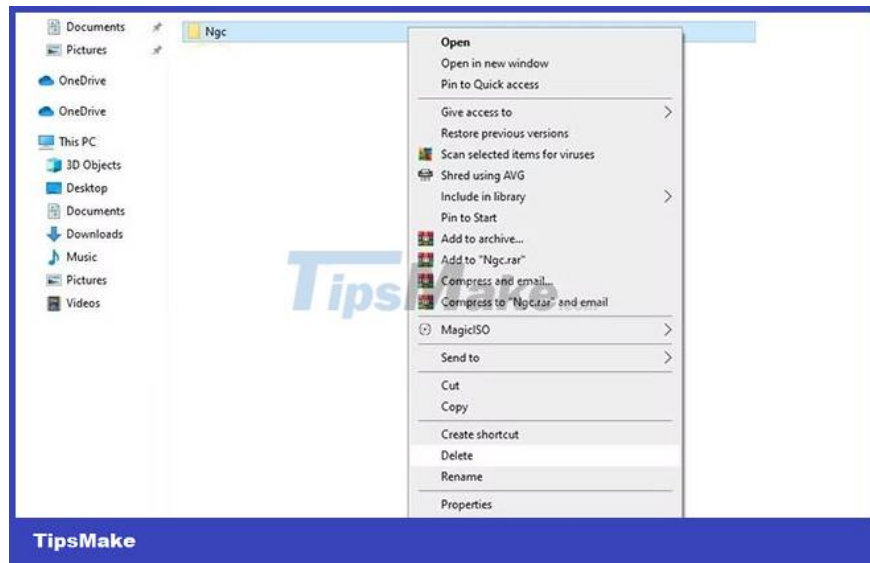
Note: Before you start, make sure you are using an admin account

Step 1: Open the Run dialog box with the Win + R hotkey.

Step 2: Type the following location and press Enter.

`C:\Windows\ServiceProfiles\LocalService\AppData\Local\Microsoft`

Step 3: Right-click on the Ngc folder and select Delete from the context menu.



Step 4: Confirm your choice by clicking Yes on the pop-up window.

Step 5: Next, reboot the system and check if the problem persists.

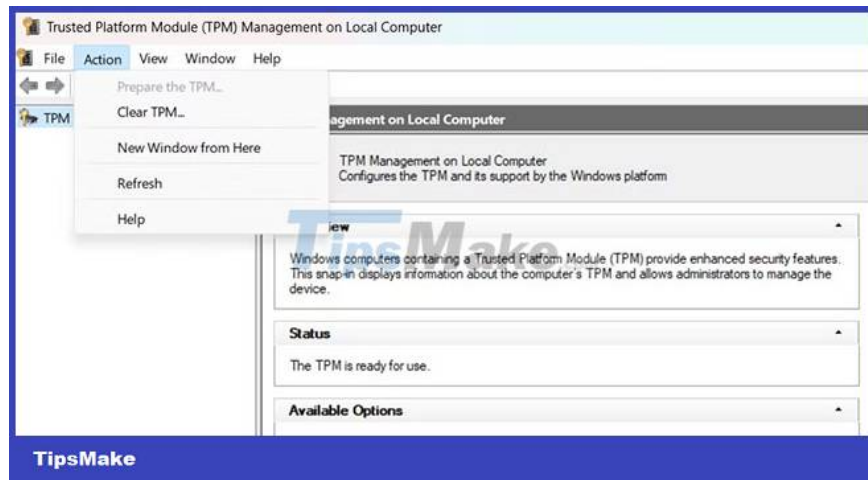
4. Change TPM CODE settings

TPM or Trusted Platform Module uses cryptographic keys to keep your system safe and secure. To use Windows Hello, you must ensure that TPM hardware layer encryption is enabled. You can enable it by accessing the TPM management window. Here's how to do it.

Step 1: Open the Run dialog box, type `tpm.msc` and press Enter.

Step 2: If UAC appears, click Yes.

Step 3: Click Action in the top bar and select Prepare the TPM.



To save the changes, reboot the system. If the "Prepare the TPM" option is grayed out, don't worry; it just means that TPM is already configured on the system.

5. Enable convenient PIN login

The next solution on the list is to enable the convenient PIN sign-in feature in the Local Group Policy Editor. If this policy is disabled, you will not be able to set up or use a convenient PIN.

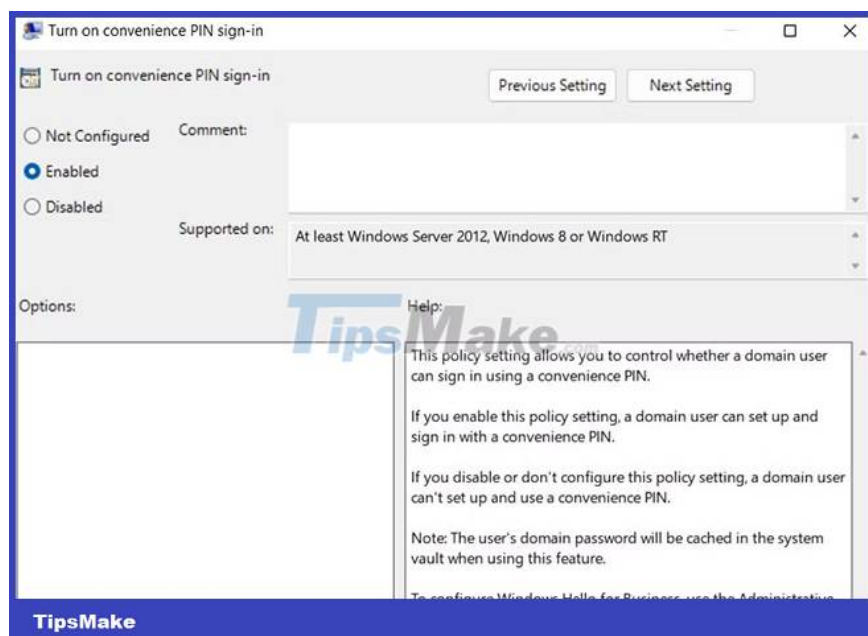
Here's how to set up convenient PIN sign-in:

Step 1: To open the Local Group Policy Editor, type gpedit.msc in the Run dialog box and press Enter.

Step 2: Go to Local Computer Policy > Computer Configuration > Administrative Templates > System > Logon.

Step 3: Locate and double-click Turn on convenience PIN sign-in.

Step 4: Click Enable.



Step 5: Click Apply > OK.

6. Enable IPsec Policy Agent

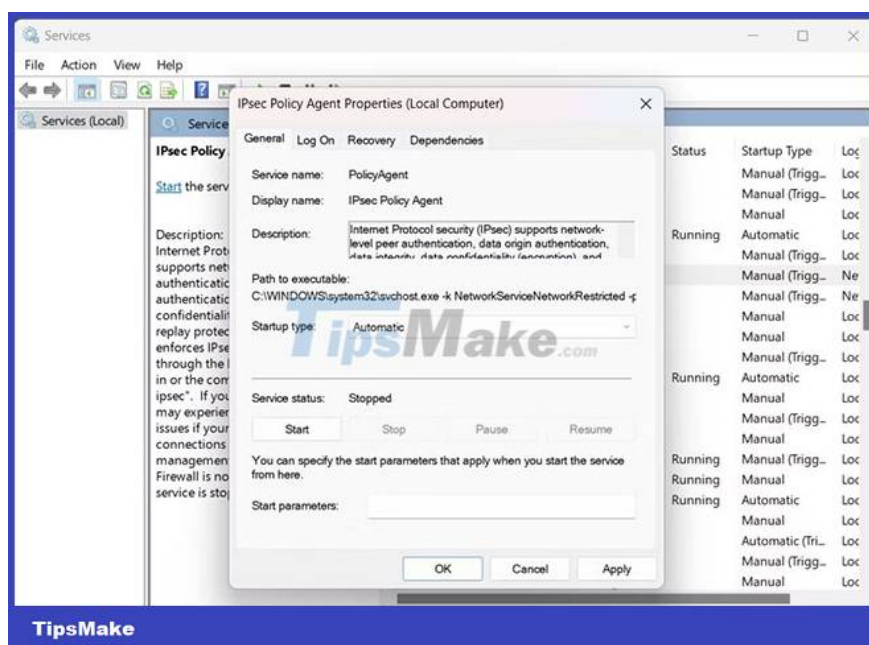
Errors may appear if the IPsec Policy Agent service is not running. Try changing IPsec's startup type and running state to see if that fixes the problem. Here's how to do it.

Step 1: Open the Start menu, type Services and press Enter.

Step 2: Locate and double-click IPsec Policy Agent.

Step 3: Change the Startup type to Automatic.

Step 4: Click Start in Service status.



Step 5: Click Apply > OK to save the changes.

Now reboot the system and check for the problem. If it persists, try the next solution in the list

7. Update Windows

Microsoft rolls out new updates to fix minor issues and improve overall system performance. And from what it looks like, Windows Hello error code 0x80090011 could be caused by an outdated version of Windows. If a new version of Windows is available, try downloading it to see if that fixes the error.

8. Disable antivirus and malware scanning

Sometimes an anti-virus software can cause the error to appear. The solution is to try shutting down the program.

If that doesn't work, scan for the virus and see if it makes any changes. If you use Windows' built-in antivirus, you can run an offline scan using Microsoft Defender and check if it detects any malware.

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