

# ESET Tech Center

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## Error 0x801F0015 displayed when encrypting removable media

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### Problem

When attempting to encrypt removable media using DESlock+ the following error is displayed:

*Failed to Write Encryption Media Bock for Drive*

*The system could not find the instance specified.*

*(Error 0x801F0015 reported by "Windows System Error")*



### Cause

This error occurs due to an incompatibility caused by the presence of the File Encryption component of Kaspersky Endpoint Security 10 for Windows.

### Solution

Removing the File Encryption facility from the Kaspersky software will resolve this issue. You should first ensure you have decrypted or do not require access to anything encrypted by the Kaspersky file encryption component.

The instructions below are for a default standalone installation of v10 of the software. For more details on this process or for alternative configurations such as managed clients please consult the vendor's documentation for the appropriate process.

Open the **Programs and Features** Windows Control Panel.  
Select the Kaspersky Endpoint Security 10 for Windows entry.  
Click the **Change** button.



Click the **Modify** button.



Click the icon next to File Encryption and change its setting to **Feature will be unavailable**.



Follow the steps through the wizard to complete the process.

Restart Windows.

You should now be able to encrypt removable media using DESlock+.

**Note:** If you do not have this Kaspersky software installed and are experiencing this error then please submit a ticket supplying details of the problem by clicking [here](#).

Keywords: klvfs.sys