

# ESET Tech Center

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## Error "0xC001000D A required bootloader file could not be created" displayed when starting full disk encryption

Anish | ESET Nederland - 2018-02-12 - Comments (0) - ESET Endpoint Encryption

### Problem

Either the Standalone client or the Enterprise Server reports that Full Disk Encryption failed to start with error code 0xC001000D, "A required bootloader file could not be created".

This article covers 3 different possible causes, only 1 of which is likely to be applicable.

### Cause 1

This error simply means that DESlock+ could not create a file on the client machines hard drive.

DESlock+ must be able to find 4 megabytes of disk space in a contiguous block, that is where all the disk sectors are next to each other, to store Full Disk Encryption data.

Having free disk space may not be sufficient and the solution steps should be followed.

### Cause 2

This error can occur because your System and Boot drives are on different disks, similar to the image below.



This can occur if you install a second disk and reinstall Windows on it, leaving

the original disk with some of the Windows boot components or partitions in place.

## Cause 3

In some circumstances, the error is reported when trying to encrypt an additional physical disk and the Boot/System drive is not on Disk 0 and there is a CD/DVD-ROM drive installed.

A layout similar to the image below can be seen in the computers Disk Management interface



In this scenario, the bootloader file is unable to be written to the correct location, even though there is a lot of free disk space.

## Solution to Cause 1

Running a defragmentation program will normally fix the issue, however, this may also require you to free more disk space so that the defragmentation works effectively.

The built-in Windows defragmentation tool requires at least 15% free disk space before it will work correctly, other 3rd party tools may work with less free space.

### How to run the Windows Defragmentation tool

#### Windows 8.1

Open Charms bar (Win+C), click **Search**, enter **defragment** and click the offered "**Defragment and optimise your drives**"

## Windows 8

Open Charms bar (Win+C), click **Settings**, then click **Control Panel**, open the **Administrative Tools** and run **Defragment and Optimise Drives**

## Windows 7 and XP

Open the Start Menu, click **All Programs**, click **Accessories**, click **System Tools**, click **Disk Defragmenter**

## Windows 10

Search for **defragment** and click the offered "**Defragment and optimise your drives**"

If you need to free more disk space, a good place to start is running the Windows Disk Cleanup utility.

## How to run the Windows Disk Clean-up tool

### Windows 8.1

Open Charms bar (Win+C), click **Search**, enter **disk cleanup** and click the offered "**Clear disk space by deleting unnecessary files**"

### Windows 8

Open Charms bar (Win+C), click **Settings**, then **Control Panel**, open the **Administrative Tools** and run **Disk Clean-up**

### Windows 7 and XP

Open the Start Menu, click **All Programs**, click **Accessories**, click **System Tools**, click **Disk Cleanup**

Windows 10

Search for **disk clean** and click the offered "**Disk Clean-up**"

Alternatively, you can uninstall unused applications or delete unnecessary files manually.

## Solution to Cause 2

There is currently no solution for this within DESlock+ itself. However it is possible this may change in a future update.

Until then, the only available option is to reinstall Windows using one of the following methods

- Delete all partitions on the disk you are going to install Windows on, delete the System partition from the Boot disk
- Physically remove all the disks from the machine leaving only the one you are going to install Windows on

## Solution to Cause 3

This has been addressed and a fix will be available in the next DESlock+ release.

However, if an immediate solution is required, you can reinstall Windows and follow the guidelines below

- Delete all partitions on all disks
- Install Windows on Disk 1 but do NOT create any partitions on Disk 0
- After Windows is installed, change the drive letter for the CD/DVD-ROM drive
- Create partitions on Disk 0

Assuming 1 partition on each Disk, this should give you a layout with C: on Disk 1 and D: on Disk 2

You should then be able to encrypt both Disks.