Error "Incompatible Software : PGP" displayed even though PGP has been removed

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If you are using DESlock+ Full Disk Encryption on a machine that has PGP encryption installed or it was previously installed and has been removed, you may receive an error when starting encryption as shown below:

Enterprise Server Managed

The compatibility warning dialog displays - *Incompatible Software : PGP*.

Standalone

A dialog appears explaining - *The compatibility check has detected the following driver : PGP Whole Disk Encryption Driver*

Solution

To resolve this problem you must remove the PGP product that is installed. The check within DESlock+ is looking for the existence of the PGPwded driver.

If you have already used the uninstall for PGP and the error is occurring then you should follow the steps on the PGP site appropriate for your product for a complete uninstall. One such guide can be found here: https://support.symantec.com/en_US/article.TECH225605.html

If your system is managed by an Enterprise Server once you have removed the software you must refresh the record of the machine before starting encryption again as detailed here: I made changes to my client configuration, how do I update the Enterprise Servers record of this machine?

Related Articles

DESlock+ Full Disk Encryption compatibility checks

Keywords: incompatible, incompatible software, PGP,