ESET Tech Center

Error "Incompatible Software : SafeBoot" displayed

Anish | ESET Nederland - 2018-01-23 - Comments (0) - ESET Endpoint Encryption

When attempting to start full disk encryption you may receive the following error:

Enterprise Server Managed

The compatibility warning dialog displays - *Incompatible Software : SafeBoot*

Standalone

A dialog appears detailing *The compatibility check has detected the following driver:* **SafeBoot Solo Driver** *This product is not compatible with Full Disk Encryption and must be removed before attempting to encrypt your disks.*

Solution

This error message indicates the machine has the **HP Protect Tools** software installed. This will need to be uninstalled before you can use DESlock+ Full Disk Encryption on the system.

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: hewlett, packard, safe, boot, incompatible, incompatible software,