

# ESET Tech Center

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## Error: There is a problem locating the secure directory. (RME)

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### Problem

On Windows 10 (version 1607), you see the following error message when connecting a removable media device that has been encrypted with File/Folder encryption or DESlock+ GO:

*Pause Encryption of Drive E: (Removable Disk)*

*There is a problem locating the secure directory.*

*This drive will not be accessible*



You will then see the following dialog, ensure that you do **not** format the disk:

*You need to format the disk in drive E: before you can use it.*

*Do you want to format it?*



If you open DESlock+ Removable Media Encryption you will see the following status:



### Cause

The removable media that has been encrypted is missing a partition table which Windows 10 doesn't correctly recognize without the necessary update.

### Solution

By using the Windows update tool (found in Settings), download and install the following Windows update:

Security update for Microsoft Windows (KB3200970)

<https://support.microsoft.com/en-gb/kb/3200970>

Once installed the removable media will work correctly.

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