

ESET Tech Center

Knowledgebase > ESET Endpoint Encryption > Error: There is a problem locating the secure directory. (RME)

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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