

# ESET Tech Center

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## An error occurred communicating with the DESlock+ subsystem

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The DESlock+ software includes a service component. If this service is not started then 3 minutes after DESlock+ is launched an error will appear detailing "An error occurred communicating with the DESlock+ subsystem. The DESlock+ software may not be installed correctly."



### 1. Old version of DESlock+ being installed on newer operating system

The most common cause for this error is when an out of date DESlock+ client is installed on newer Operating Systems.

Installing DESlock+ versions older than v4.7.5 on Windows 10, or on Windows 8.1 with the November 2014 rollup, will exhibit this problem.

Installing the current, most recent version of DESlock+ will fix this issue.

If you still see the error after updating to the latest available version of DESlock+ then you should check to see if the DESlock+ service is present and running. To do this follow the steps below:

Press **Windows Key + R**.

In the **Run** prompt enter the text **services.msc** then click **OK**.

In the list of installed services there should be an entry called **DESlock+ Service**

Depending on the state of the DESlock+ service entry try the solutions provided below.

### 2. Service not present

If the entry is not present then you should open the **Programs and Features** Windows control panel.

Select the **DESlock+** entry in the list of installed software.

Click the **Repair** button.

Allow the DESlock+ Installer to repair the system and restart.

### 3. Startup type incorrect

The Startup Type of the service should be listed as **Automatic**. If the Startup Type is incorrect follow these steps:

Right click the **DESlock+ Service**.

Click the **Properties** item from the context menu.

Use the drop down selection to change the **Startup Type** to **Automatic**.

Click the **OK** button.

You should now start the service as detailed below.

### 4. Service not started

If the service Status is blank or Stopped start the service using these steps:

Right click the **DESlock+ Service**.

Click the **Start** item from the context menu.



The Status should change to **Started**.

If the DESlock+ front end is running exit it by right clicking the DESlock+ tray icon and selecting **Exit**.



Run DESlock+ again by clicking its entry from the **All Programs\DESlock+** section in the Windows Start Menu.



### 5. Create/adjust a registry key to adjust the service start-up time allowance

If starting the service manually and rebooting the machine does not fix the problem, then perform these steps:

Open the **Run** dialog by holding the **Win+R** and enter **regedit**



Navigate to the following

location: **HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Control**

Check for a value called **ServicesPipeTimeout**

If it doesn't exist, then create a **DWORD (32bit) Value** and name it **ServicesPipeTimeout**

Set the decimal value to **120000**



**Restart** Windows for the change to take effect

Please contact DESlock+ Support and notify them of making this change.

## 6. Other solutions

We have seen cases where some anti-malware and anti-virus systems incorrectly flag the DESlock+ service and prevent it from being installed. You should check the logs of any such utilities to verify this is not the cause of the problem you are experiencing. If the software is being incorrectly flagged you should ensure that the DESlock+ software is white listed and the install repair process performed.

We have seen rare instances where other software being installed recently prevents the DESlock+ service from starting. You should ensure you restart Windows again if this is the case as it may resolve the problem.

If the client in question is managed by an Enterprise Server you should also check the logs of any Firewall software to see if it has blocked the DESlock+ Service from starting.

If you are still experiencing problems after following the processes above, please create a support ticket ensuring you include a diagnostic file from the system experiencing the problem as detailed here: [Where can I find the diagnostic program?](#).

Related article: [KB200: Recovering from a bluescreen caused by installing DESlock+ on Windows 8.1 with November 2014 Rollup.](#)

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