

ESET Tech Center

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Cannot install DESlock+ due to ESET Secure Data

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Problem

You see the following error when attempting to install DESlock+.



Setup has detected ESET Secure Data is installed. DESlock+ cannot be installed at the same time as ESET Secure Data.

Cause

You cannot install DESlock+ on the same machine where ESET Secure Data (a feature of ESET Smart Security Premium) is already installed.

Solution

Fully remove ESET Secure Data from the machine before performing the DESlock+ installation again. Please contact ESET support if you require assistance in removing ESET Secure Data.

Note: You will not be able to re-install Secure Data after DESlock+ has been installed.

Keywords: secure data, installation, install, msi, ESET, smart security