DESlock+ Go drive letter is unavailable and doesn't mount correctly

Anish | ESET Nederland - 2018-02-12 - Reacties (0) - ESET Endpoint Encryption

Problem

After entering the password to run DESlock+ Go, an error message appears stating:

Z:\ is unavailable. If the location is on this PC, make sure the device or drive is connected or the disc is inserted, and then try again. If the location is on a network, make sure you're connected to the network or Internet, and then try again. If the location still can't be found, it might have been moved or deleted.



Cause

This is caused by Explorer and the DESlock+ Go executable running as different users in the Windows profile. This is most likely caused by Right-clicking the DESlock+ Go executable and selecting 'Run as Administrator' when Explorer.exe is running as the normal User profile.

We are aware that administrative control software, such as Viewfinity, can cause this issue.

Solution

Ensure that both DESlock+ Go and Explorer are run as the Windows User with the same access rights.

If you have an administrator management tool, such as ViewFinity, installed on your machine, then speak to your IT administrator and have them resolve this issue for you.

Keywords: DLPGO, DESlock+, Go, network drive, Z:\ is unavailable, Viewfinity