

ESET Tech Center

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Error 0xC01E001D / 0xC00C001F "specified encryption key could not be located"

Anish | ESET Nederland - 2018-02-12 - [Reacties \(0\)](#) - [ESET Endpoint Encryption](#)

Problem

When opening an encrypted .dlp file the following error is displayed: *"The file could not be decrypted. The specified encryption key could not be located within the current Key-File."*

When the **More** button is clicked the error expands to detail the following:

"Context The file could not be decrypted.

The specified encryption key could not be located within the current Key-File.

(Error 0xC01E001D reported by DESlock+ Message and File API)

Additional Information: The key specified could not be found

(Error 0xC00C001F reported by DESlock+ Service)"



Solution

The error message indicates the encryption key required to decrypt this file is not present within your current key-file. You should ensure you are using a system with the correct encryption key for the data.

One specific situation for standalone users that can cause this issue is if the user has obtained a new machine, setup the software fresh and then attempted to access previously encrypted data.

When the setup process first runs to configure the users Key-File it offers to generate an encryption key. The user may also generate encryption keys after this using the Key Manager. All encryptions keys are unique and generated on

the user's machine. Because of the importance of these encryption keys the user is forced to backup when creating new keys. If the user is setting up a new PC then the backup can be restored providing the same encryption keys as before and allowing access to the encrypted files. There are more details of the restoration process here: [KB65 - I have just bought a new computer/laptop, how do I access my encrypted files/folders on my new workstation?](#)

Related Articles

[KB38 - Why should I make a Key-File backup?](#)

[KB45 - How can I delete a Key-File?](#)