

# ESET Tech Center

Kennisbank > ESET Endpoint Encryption > Error 'Failed to add a connection to the encrypted drive' when using DESlock+ Go

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## Error 'Failed to add a connection to the encrypted drive' when using DESlock+ Go

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

The reason why you may be experiencing this issue is because the WebClient service is not running.

To amend this, you will need to click on your Windows button and type in the search box 'Services.msc', when the services window pops up, scroll down to WebClient. If the status isn't displaying as 'Started', you can either right click the service and select 'Start' or double click the service and when the window opens, click the 'Start' button and then click 'OK'.

Try to access the encrypted data again by double clicking on the dlpgpo.exe icon at the root of your USB memory device to run the DESlock+ Go application and supply your password.