

ESET Tech Center

Kennisbank > ESET Endpoint Encryption > Error 'paused due to a verified read/write failure' is displayed when performing full disk encryption

Error 'paused due to a verified read/write failure' is displayed when performing full disk encryption

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

When performing Full Disk Encryption on a workstation you may receive the error text below and the encryption process will halt:

'Paused due to a verified read/write failure (code 10)'

This error message indicates a problem verifying the write of the encrypted sector to the disk. It is usual that this error is highlighting a potential problem with the disk itself that may have a physical fault that is being shown up by the encryption operation. As a precaution DESlock+ detects this problem and pauses the encryption process.

The nature of DESlock+ Full Disk Encryption means that all sectors (including empty ones) are accessed during the process. This can show problems with disks that have not been seen yet during normal use.

For this reason it would be prudent if this error is seen to backup any files that you do not have a current backup of already.

With that done you should find that by using an identical size and specification disk you can use sector level copying software booted from outside of Windows to clone the entire disk in its current state to a new disk. Replace the new drive in place of the problem one in the machine, then the encryption process should resume from where it left off without problem.

Alternatively if a matching disk cannot be found the disk can be decrypted from its current position, cloned to a replacement disk then encryption commenced again. The recovery CD detailed in these knowledgebase articles can be used to perform the decryption process:

[How do I decrypt a managed system that is unable to start Windows?](#)

[How do I decrypt a standalone system that is unable to start Windows?](#)

Keywords: hardware, faulty, bad, S.M.A.R.T