

ESET Tech Center

Kennisbank > ESET Endpoint Encryption > Error "The encrypted drive is not DESlock+ Go compatible" displayed when trying to enable DESlock+ Go

Error "The encrypted drive is not DESlock+ Go compatible" displayed when trying to enable DESlock+ Go

Anish | ESET Nederland - 2018-02-16 - Reacties (0) - ESET Endpoint Encryption

You are seeing this message because when the device was encrypted the Full Disk Encryption method was chosen. DESlock+ Go only works with removable media using the File mode.

Please see this article for details of the different methods of encryption: [KB322 - What are the removable media encryption modes - \(file / full disk\)?](#)

If you wish to change the disk from using Full Disk mode to File Mode so you can use the DESlock+ Go feature you will need to decrypt then encrypt the device using file mode as detailed in the articles linked below:

[KB324 - How do I decrypt a memory stick or external disk?](#)

[KB323 - How do I encrypt a memory stick or external disk?](#)