

# ESET Tech Center

Kennisbank > ESET Endpoint Encryption > Error "The latest Cumulative Update for Windows 10 must be installed" displayed when installing

---

## Error "The latest Cumulative Update for Windows 10 must be installed" displayed when installing

Anish | ESET Nederland - 2018-02-07 - Reacties (0) - ESET Endpoint Encryption

Please see this article for more information on Windows 10 support: [Windows 10 compatibility](#)

### Problem

The DESlock+ installation shows an error and will not continue. The error displayed is "*The latest Cumulative Update for Windows 10 must be installed before DESlock+. Please run Windows Update.*"



### Cause

The release version of Windows 10 has a problem verifying digitally signed drivers during start-up. Microsofts *Cumulative Update for Windows 10*, available via Windows Update, contains their fix.

The DESlock+ installation will not proceed until the update has been installed.

### Solution

Run Windows Update and install the current *Cumulative Update for Windows 10* before installing DESlock+.

### Additional Information

Windows 10 (Build 10240) has a problem verifying digitally signed drivers during start-up, this only affects drivers that were created after a cut off point in Mid July 2015. Members of the Windows Insider program were able to download .ISO images of Windows 10 (Build 10240) from 15th July and currently those are still the images provided by Microsoft. On 29th July, the day

Windows 10 became generally available (GA), Microsoft released a fix for this problem via Windows Update. Subsequent *Cumulative Update for Windows 10* packages incorporate their fix.

DESlock+ includes kernel-mode boot time drivers which were updated and digitally signed after the cut off point in Mid July, installation of our drivers without the *Cumulative Update for Windows 10* installed will cause Windows 10 to not boot.

To counter this, the DESlock+ installation checks whether the required fix is present. Example scenarios where installation will be blocked are:

- Where Windows 10 (Build 10240) has been installed and *Cumulative Update for Windows 10* has not been installed.

- Where Windows 10 (Build 10240) has been installed, but never connected to a network.

- After an Upgrade installation from a previous version of Windows where Automatic Windows Update is disabled.

- When using older Windows 10 Technical Previews.

Although the previous release of DESlock+ v4.7.8 is not supported on Windows 10 this does not cause a problem during start-up as the drivers in that version were signed before the cut off point.

DESlock+ 4.7.85 was a limited availability beta release that did not have this installation check implemented. If the problem described in this article is encountered. Turn off Secure Boot in the UEFI BIOS, boot the machine, and install *Cumulative Update for Windows 10*. Once installation is complete, shut down the machine, turn Secure Boot back on, and Windows 10 will boot successfully.