

# ESET Tech Center

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## Error "The text could not be decrypted because it is not a supported or valid format" when using DESlock+ Reader

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### Problem

When using the DESlock+ Reader to decrypt text, the error message is displayed *"The text could not be decrypted because it is not a supported or valid format"*.



### Solution

The most common cause for this error is that when copying and pasting the text into the reader the **-----DLP BEGIN MSG-----** and **-----DLP END MSG-----** tags were not included. These are required for the reader to be able to identify the encrypted text block correctly in order to decrypt it.

This error could also be caused by the text block itself becoming corrupt during transmission. If this is the case you should resend the message to the user.

### Related Articles

[KB18 - How to send an encrypted email or attachment](#)

[KB69 - What is the DESlock+ Reader and where can I download it?](#)

Keywords: outlook, email, dlpreader