

ESET Tech Center

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Resetting the PC date/time generates an error when attempting to activate DESlock+ with a trial Key-File

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

The Key-File uses a licence which can be obtained on a 60-day trial period. DESlock+ is designed to detect significant changes to the date and time in order to remain in compliance with this trial period. It allows forward date movements, but turning the clock back will cause errors.

If the clock is moved back and DESlock+ encrypted data cannot be accessed, the clock should be moved forward to the date/time it was originally set to. The only way to completely overcome the error is to upgrade to a full licence, from the 60 day timed trial licence. Once this has been done, encrypted data can still be accessed regardless of any time/date changes.

The upgrade must be performed with DESlock+ in a 'working' state, that is with the clock set forward of the original date/time that was being used. The clock can then be changed to any date other once the upgrade has been completed and DESlock+ will continue to work.

Please note, that this is a slight possibility that this error may occur, even if using a full license, when using DESlock+ prior to version 3.1.1. You should upgrade to version 3.1.1 or later if you do encounter this problem.