Uninstalling DESlock+

Anish | ESET Nederland - 2018-03-07 - Reacties (0) - ESET Endpoint Encryption

Please note that once DESlock+ has been uninstalled all data which is encrypted will not be accessible. All fixed disks encrypted using Full Disk Encryption must be decrypted before uninstalling.

Windows 7 / Vista users - Click the **Windows start icon** and then click **Control Panel**.



Windows 8.1/10 users - **Right click** on **Windows icon** and then click **Control Panel**.



Click the **Uninstall a program** link.



Select **DESlock+** in the list of software.
Click **Uninstall**.



You will be asked to confirm you wish to uninstall, click **Yes**.



If User Account Control (UAC) is enabled a dialog will appear asking for you to confirm that the software can make changes. Click **Yes** to proceed.



Once the process is complete you will be prompted to restart Windows. Ensure you save any work then click **Yes** to restart Windows or click **No** to restart later to complete the uninstall process.



Notes

If your system is managed by an Enterprise Server and the option for managed uninstall has been set, the uninstall process is slightly different, see here for

details: KB319 - What is the Managed Uninstall option?

Uninstalling and reinstalling the software will **not** remove your Key-File or licence information. This is intentional to allow the user to upgrade or remove the software temporarily without affecting their licence or access to encrypted granular data.

You should **not** uninstall if you have forgotten your Key-File password. Instead follow the guide here: KB118 - I've forgotten my Key-File password