

# ESET Tech Center

Knowledgebase > ESET Endpoint Encryption > Error resetting the key-file password for a managed user

---

## Error resetting the key-file password for a managed user

Anish | ESET Nederland - 2018-01-23 - Comments (0) - ESET Endpoint Encryption

### Problem

When trying to reset the key-file password for a managed user with Single Sign-on by following [KB86 - How do I reset a users DESlock+ Key-File password?](#) you will see this error dialog stating:

*Failed Deactivating : The user cannot be deactivated from the end-point at this time because they have a Full Disk Encrypted (FDE) pre-boot login configured to use SSO, or their login is in a pending state. (0xC01305EE)*



### Solution

To resolve this issue follow this article:

[KB381 - How to reset the key-file password on systems using SSO FDE \(managed\)](#)

---

keywords:0xC01305EE, error, SSO, key-file, passowrd