ESET Tech Center

FDE Lost Details help text

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If a user has forgotten their password or has been disabled, the administrator can append text to the FDE Lost Details page, for when a user attempts FDE recovery.

This can be used to provide contact information in order to obtain a recovery password.

Note: The Workstation policy must be set before the Full Disk Encryption command is sent.

This can be achieved by editing the Workstation Policy **Full Disk Encryption** from the Enterprise Server interface.

To configure the **FDE Lost Details help text** please follow the article below and add the text that you wish the users to see in the panel:

KB229 - How do I modify workstation policy?

When the Full Disk Encryption process is started, the text will be shown when a user attempts to the recovery procedure as shown below.

UEFI Workstations

Image showing a normal recovery window without any appended text.

Image showing a recovery window with appended text.

Legacy Workstations

Image showing a recovery window with appended text.

Related Articles

[KB143 - How do I reset a managed user's Full Disk Encryption password?](#)

Keywords: customise customised help desk fde recovery password