

ESET Tech Center

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How do I adjust the number of password attempts for an FDE Login

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If you need to change how many password attempts a User has when logging into the pre-boot authentication screen, then please follow these steps.

Step 1.

Login to your Enterprise Server and either navigate to the **User Details** for the User you want to change.

[KB333 - How do I view User Details?](#)

Step 2.

Select the **FDE Logins** tab from either User Details or Workstation Details.



Step 3.

Highlight the FDE Username and click **Change**.



How to change the password attempts for a 'Normal FDE Login'

Step 1.

Click **Set Password**, then adjust the **Password attempts** field before pressing **Post Change** to send out the update to the User.



Step 2.

Enterprise Sync the Client machine to receive the update.

[KB195 - How do I manually synchronise the Enterprise Server and DESlock+ client?](#)

How to change the password attempts for a 'SSO Login'

Step 1.

Change the **FDE Login Type** to **Normal login** then press **Set Password** and adjust the **Password attempts**. To send this update out to the User press **Post Change**.



Step 2.

Enterprise Sync the Client machine to receive the update and then **Proxy Sync** the Enterprise Server to complete the response.

[KB195 - How do I manually synchronise the Enterprise Server and DESlock+ client?](#)

Step 3.

Change the **FDE Login Type** back to **Single-sign on (SSO) login** then press **Post Change**.



Step 4.

Enterprise Sync the Client machine to receive the update to change back to an SSO Login.

Keywords: password, FDE, attempts, increase, decrease, login