

## User is still in recovery mode

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### Problem

After recovering an SSO enabled user's FDE login you have received the following error when you have clicked 'Update Recovery' within the Enterprise Server.



### Cause

The User is currently in a 'Recovery Mode' and will not process the 'Update Recovery' command.

This is because the system has been started with the recovery details and not with the user's credentials.

### Solution

The User must reboot their machine and log in successfully at the FDE pre-boot screen using the 'Start System' option.

key words: recovery mode recovery enterprise server sso reset