ESET Tech Center

I have forgotten my password

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

The DESlock+ software has various password entries. Please see the appropriate section below for advice appropriate to the password entry you are trying to use.

Key-File Login

These are passwords to login to your Key-File as shown below:



If you are a **standalone** user and you have forgotten your Key-File password please see this article: KB336 - Forgotten Password - Key-File (standalone)

If your workstation is **managed** by an Enterprise Server, please see this article: KB86 - How do I reset a users DESlock+ Key-File password?

Full Disk Encryption

Full disk encryption passwords are entered using the **Start System** menu option as shown in the screenshot below:



If you are a **standalone** user and you have forgotten this password please see this article: KB335 - Forgotten password - Full Disk Encryption (standalone)

If you workstation is **managed** by an Enterprise Server then please see this article: KB143 - How do I reset a managed user's Full Disk Encryption password?

Related Article: KB247 - How to start a system that is Full Disk Encrypted

Enterprise Server

Enterprise Servers logins are entered through the website interface pictured below:

If you are unable to login to the Enterprise Server and you are using a normal login account please see this article: KB150 - My Enterprise Server login is locked out, how can I regain access?

If you have locked out the system admin account for the Enterprise Server please see this article: KB8 - I have forgotten the password or locked out the Enterprise Server system admin login

Keywords: Lost FDE Full Disk Encryption blue screen start up screen forgotten password