ESET Tech Center

What to do when a users state is 'User requires an updated key-file'?

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Problem

Your user's icon is red in colour and the state listed for them is **User requires an updated Key-File**.



Solution

This status indicates that modifications have been made to the group policy settings of the user, or the encryption keys that they have been assigned. The Enterprise Server will not automatically push out changes, this is so that you can make multiple changes and push them together to the user as one update.

Providing you are aware of the changes that have been made and are happy with the new settings assigned to the user, you should use the **Post Key-File** button to send an update to the affected user(s) as detailed below.

If you want to post a key-file to all users, then simply do **not** highlight a user before pressing the **Post Key-file** button. Alternatively, you can individually select the user(s) you wish to update that have red coloured icons in the Users list.
Click the **Post Key-File** button.



If you wish to allow the user to postpone the update set the checkbox **Allow user to postpone**.
Click the **Post** button.



The update will be processed automatically overtime and the user icon will return to the normal green colour in the Enterprise Server. Please see this article if you wish to speed up the process: How do I manually synchronise

[the Enterprise Server and DESlock+ client?]

Keywords: user, update, key-file, key, file