Error resetting the key-file password for a managed user

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Problem

When trying to reset the key-file password for a managed user with Single Sign-on by following KB86 - How do I reset a users DESlock+ Key-File password? you will see this error dialog stating:

Failed Deactivating : The user cannot be deactivated from the end-point at this time because they have a Full Disk Encrypted (FDE) pre-boot login configured to use SSO, or their login is in a pending state. (0xC01305EE)



Solution

To resolve this issue follow this article:

KB381 - How to reset the key-file password on systems using SSO FDE (managed)

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keywords:0xC01305EE, error, SSO, key-file, passowrd