

ESET Tech Center

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How do I force a user to change their FDE password or Key-file password (managed)

Anish | ESET Nederland - 2018-01-24 - Comments (0) - ESET Endpoint Encryption

This article explains how to force a user to change their FDE password or key-file password.

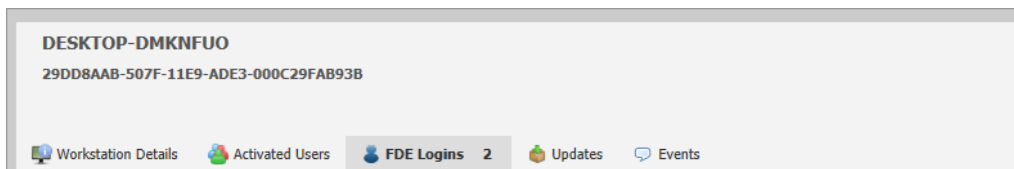
How to Force a FDE Password Change

Please note, for Single Sign-on users you will need to change a user's password through Windows, Active Directory or their domain controller, not Enterprise Server.

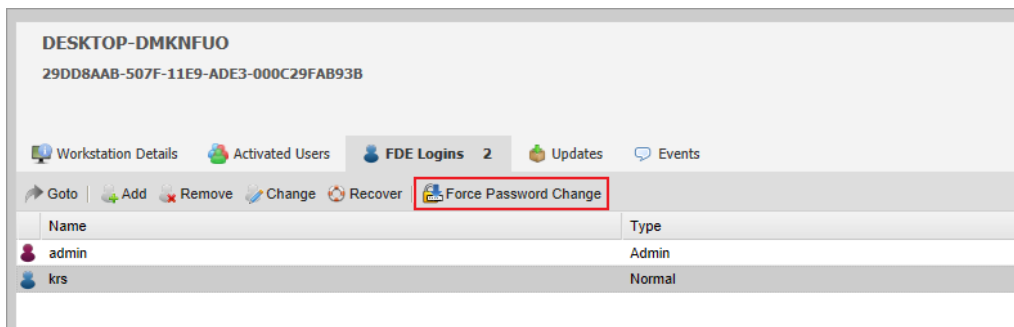
Log into the Enterprise Server and locate the Workstation that you want to update. To do this follow this article:

[KB332 - How do I view Workstation Details?](#)

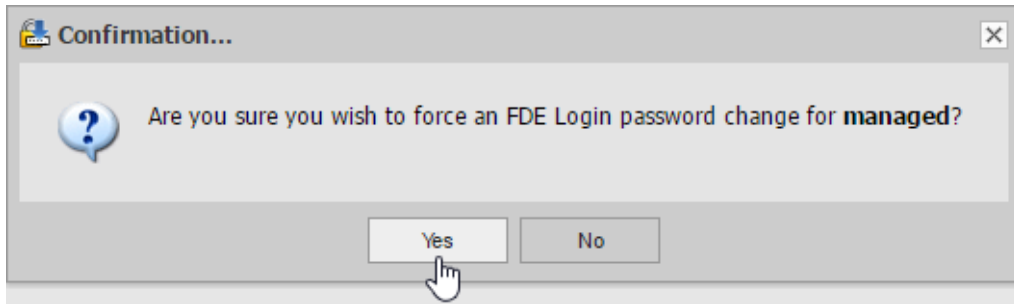
Select the **FDE Logins** tab



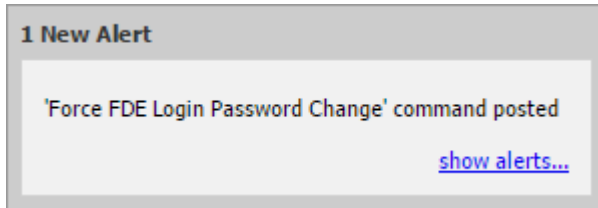
Highlight the username you want to update and click **Force Password Change**



Click **Yes** in the confirmation box

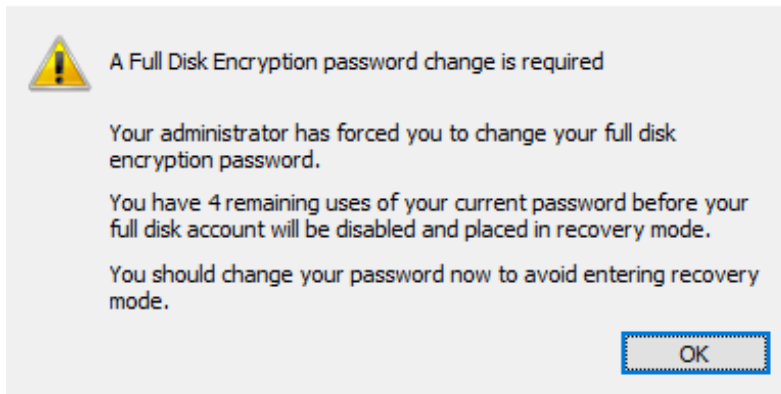


An alert will appear in the bottom right-hand corner




The next time the user logs into their machine, DESlock+ will prompt them to update their FDE password. If they do not update their FDE password, they may only be able to use their old password a pre-set number of times until their account becomes disabled.

ESET Endpoint Encryption



Change FDE Password ✕



Current FDE User

Original Password

New Password

Confirm New Password

Keyboard United Kingdom Show Typing

Password Policy - hover for details

If the user account is disabled you will need to use the recovery steps in order to log the user back in. For more information see this article:

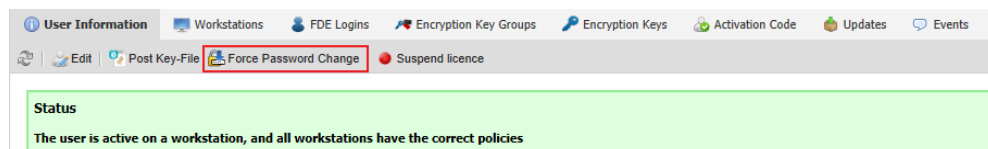
[KB143 - How do I reset a managed user's Full Disk Encryption password?](#)

How to Force a Key-file Password Change

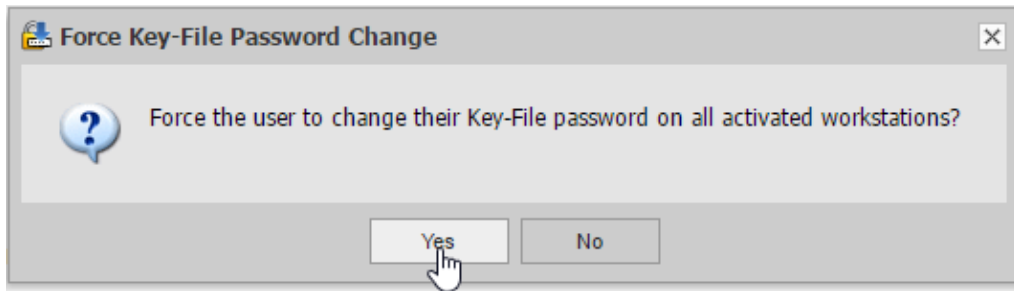
Log into the Enterprise Server and select the User's **Details** that you want to update. To do this follow this article:

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

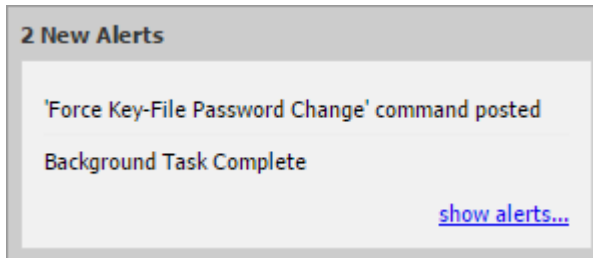
Click **Force Password Change**



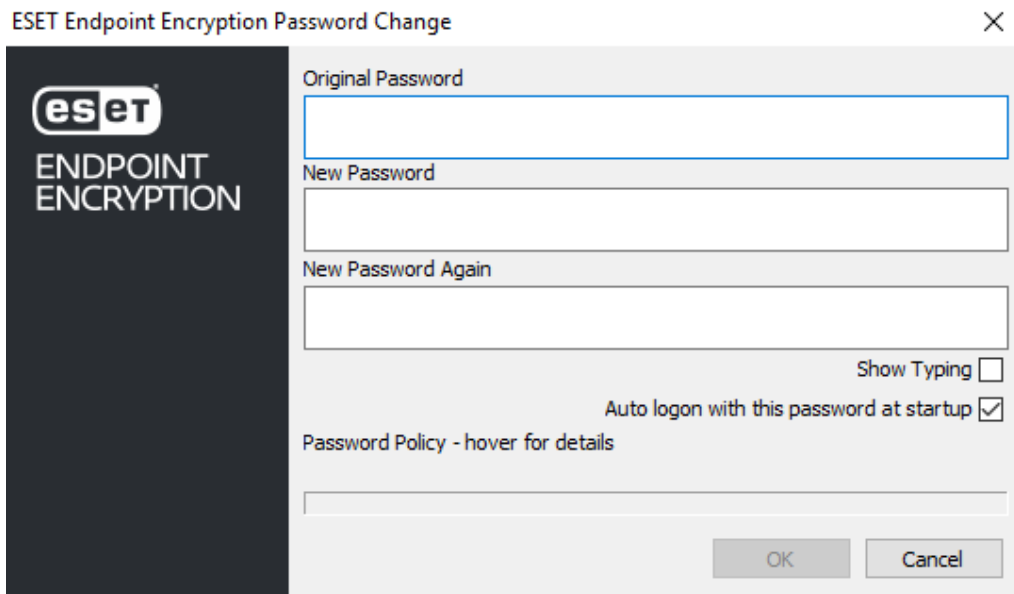
Click **Yes** to the Key-file password change confirmation



An alert will appear in the bottom right-hand corner



The next time the user synchronizes with the Enterprise Server, they will be forced to update their key-file password.



Keywords: key-file password FDE force