## **ESET Tech Center**

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## How do I force a user to change their FDE password or Keyfile password (managed)

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This article explains how to force a user to change their FDE password or keyfile 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

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

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Click **Yes** in the confirmation box

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An alert will appear in the bottom right-hand corner

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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.

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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

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

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An alert will appear in the bottom right-hand corner

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

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Keywords: key-file password FDE force