ESET Tech Center

How do I reset a users DESlock+ Key-File password?

If you are a managed DESlock+ user (i.e. you have been given your DESlock+ software by a member of your IT department) and you have forgotten your password to log in to DESlock+ then this can be resolved by getting in touch with your system administrator.

Enterprise Server administrators need to perform the following steps;

Log into the Enterprise Server
Find the affected user within and double click on them.
When the window pops up, click on the 'Workstations' tab
Click on the workstation listed in the main view which relates to the machine on which the user has forgotten their DESlock+ login
Click on the 'Deactivate' button

When the 'Deactivate User' window appears, put a check in the check box which reads 'Are you sure you want to Deactivate this user?'

Click the 'Deactivate' button.
You will now need to click 'Close' on the users workstation window and the click 'Proxy Sync' in the bottom left hand corner of the Enterprise Server.
The icon next to your user should now be blue (unless they are activated on a second machine, in which case they will be green)
With the user highlighted, click on 'Generate activation code' and click 'Okay' to send the new code to the user.
The user will need to right click on their grey '+' in the system tray and when the menu appears, they will need to click 'Enterprise Sync'
The use will now have an activation box appear in the middle of their screen and will need to input their activation code and click 'Okay'
They will now be required to input a password and confirm this password.
This will be their new DESlock+ login password.