

ESET Tech Center

Kennisbank > ESET Endpoint Encryption > How to adopt a deleted Full Disk Encrypted Workstation (managed)

How to adopt a deleted Full Disk Encrypted Workstation (managed)

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

If a Workstation has been accidentally deleted from the Enterprise Server and you would like to retake control over it then please follow these steps.

Step 1. Check FDE Credentials

Ensure you have the correct Admin login details for the Workstation's Full Disk Encryption (FDE) preboot authentication login screen. We recommend testing these details on the Workstation by logging into the FDE preboot authentication screen with the Admin credentials and booting to Windows successfully.

Step 2. Reset Activation

Follow this article to reset the activation:

[KB383 - How to reset the activation process of a managed client](#)

Step 3. Adopt the Workstation

To 'adopt' the Workstation follow these steps:

In the Enterprise Server navigate to the **User**, select **Details** and click **Workstations**.

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

Select the workstation and then click **Goto**.



When the Workstation Details are displayed, click the **Adopt** button.



Input the old admin details, new admin details, password attempt settings then click the **Adopt** button. If required the existing admin password can be reused.



First synchronize the Client PC and then synchronize the Enterprise Server

See: [How do I manually synchronise the Enterprise Server and DESlock+ client?](#)

Once the Enterprise Server has synchronized you should see an alert in the lower right corner which reads 'Adopt FDE command processed successfully'.



Keywords: adopt, deleted, managed, workstation