Trusted Platform Module (TPM) Recovery

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Username and Password Recovery

If you are currently using Username and Password authentication mode, please follow the article below:

KB143 - How do I reset a managed user's Full Disk Encryption password?

PIN Code Recovery

If you are currently using PIN Code authentication mode, please follow the steps below:

If your user has forgotten or incorrectly entered their PIN code too many times, you will need to recover it using the Enterprise Server. To do this you will need to perform the following steps:

From the Enterprise Server, you will need to find the user's workstation by either clicking **Workstations** or the team within which the user's machine is located in the navigation tree.
Click on the workstation in the right hand window to highlight it.
Click the **Details** button.



Click **TPM Recovery** from the **Tools** menu.



The **Recovery Code** and **Recovery Index** will be shown. You will need to make sure the **Recovery Index** matches with the information on the client Workstation.



On the client Workstation, press **F1** at the pre-boot login in order to reach the recovery section.
Enter the **Recovery Code** ensuring that you include the dashes (-).

Enter the new **PIN Code**.
If the operation is successful, the Workstation will reboot and allow use of the new PIN Code.

Keywords: Full Disk Encryption tpm transparent pin recovery lost password recover