

ESET Tech Center

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Why do I need an admin password?

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When commencing Full Disk Encryption on a standalone system (one not managed by an Enterprise Server) you will be prompted to save an administrator password file.

This password has several purposes:

- To act as an emergency password if you forget your normal FDE user login details.

- To provide the ability to initiate decryption of a full disk encrypted machine.

- For use with our recovery software in the event of a Windows error.

The default filename of the admin password files is either 'adminpassword.txt' (4.6.4 and earlier client) or 'adminpassword.htm' (4.6.6 or later clients).

Due to the importance of this password file you should store it in a safe place. However it should NOT be stored on the machine itself or encrypted storage as it needs to be accessible in the event of a problem with the system.

You might like to take a printed copy of the password file for storage. The latest DESlock+ client includes the ability to print the file when commencing encryption.

The password contained within the file is associated with the username 'admin' without quotes.

Using the admin login is similar to a normal user. Simply select '**Start System**' from the blue DESlock+ bootloader screen as usual but enter the username as '**admin**' without quotes and the password from your admin password file.

Note: All full disk encryption passwords are case sensitive.

It is your responsibility to keep your admin password safe. Decryption and recovery operations require this password.

DESlock Limited are unable to recover your password if lost.

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adminpassword