

Recovery account

Account recovery allows users to request a reset of their master password if they have lost it.

There are 3 prerequisites:


- Account recovery must be enabled in the administration page
- At least one user must have account recovery rights.
- The user must have a valid email address

The workflow will be as follows:


1. User requests master password reset
2. Admin accepts reset
3. User sets new master password

Enable account recovery

1. Go to the **Enterprise Vault admin app**
2. Go to **Settings**
3. Enable the line **Authorize account recovery**
4. Click **Save** button

 **Recovery** ^

These options allow you to control the activation of recovery for all users. Users capable of trapping must be configured with an additional attribute according to the user documentation. The recovery key must also be shared with them so that they can access the functionality.

Authorize account recovery
Account recovery allows you to unblock users who have lost their master password. Recovery users must have the additional attribute "recovery_account". 

The length of time for which the request is valid can also be set here.
The default setting is 2 hours.

Add account recovery rights to a user

1. Go to your **WALLIX ONE IDaaS admin page**
2. Go to **Users** and select an existing user
3. Click **Edit** then **Add an attribute**
4. Provide the following attribute:
name: recovery_account

kind: bool
value: true

▼ Attributes

Attributes	SOURCE	NAME	KIND	VALUE
	Trustelem	recovery_account	bool	true

When this user will log in the Enterprise Vault user app, and if he is the first one with recovery rights(data or account), he will have the following message:

Create account

A recovery policy has been activated. Recovery keys will be created at form validation.

Master password (required)

••••••••••

👁

Important: Your master password cannot be recovered if you forget it!
12 character minimum

Strong

Re-type master password (required)

••••••••••

👁

Master password hint

my hint

A master password hint can help you remember your password if you forget it.

☒ Check known data breaches for this password

Create account



→ Cancel

In fact, specific encryption keys are required to carry out recovery operations. These are created when the first admin is authenticated. Consequently, for subsequent admins, an admin who has the keys must share them.

1. Go to your **Enterprise Vault user app** with an admin who has the recovery key
2. Go to **Settings**, then **Recovery keys**
3. Click **Activate access** for the new admins

Share recovery encryption keys

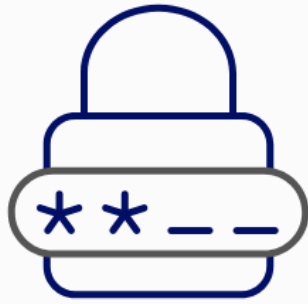
You can share recovery encryption keys with other user who have recovery right. They cannot do any recovery operation whitout having an access to recovery keys.

Name	Email	Status	Recovery access	Action
MyAdmin MyAdmin	admin@trustelem.com	Active	Access validated	 Remove access
MyAdmin2 MyAdmin2	admin2@trustelem.com	Active	Waiting	 Activate access

Workflow

User requests master password reset

- The user clicks **Start a password reset procedure**



Your vault is locked

Master password (required)



Logged in as user@trustelem.com on vault-documentation.criticalnetworks.eu.

[Get master password hint](#)

[Start a password reset procedure](#)



Unlock

Log out

If the button "Start a password reset procedure" is not displayed, causes can be:

- The "recovery account" option is not enabled in the admin page
- No admin has the right "recovery account"
- The user has not been logged in since the recovery account option was activated.

- Then he defines a reset code, which will be used later to complete the procedure

Your password will be reset after validation by an administrator.

Create your reset code

052309

Enter a code that you will be asked for when creating your new password. Don't forget it!

You will receive an email when your request has been validated.

Submit

Cancel

- Finally, he receives a confirmation email about his request

Admin accepts reset

- The admin is alerted by email
- He goes to his **Enterprise Vault user app**
- Then he clicks **Recovery**, an **Approbation requests**
- He can click **Approve** or **Dismiss**

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In progress

Ended

You can approve or deny account recovery requests for users who have reported losing their Master Password.

Created	Updated	Last name	First name	Email	Status	Request type	IP	Location	Approbations	User to recover
Jan 2, 2025, 5:43:49 PM	Jan 2, 2025, 5:43:49 PM	MyUser	MyUser	users@trustelem.com	Waiting for administrator validation	Master password	62.35.227.82	Albertville, France		

Approve

Dismiss

User sets new master password

- When the master password reset request is validated, the user receive an email with a reset link
- He clicks the link, and arrives on the reset page
- He provides the initial reset code
- He can define the new master password

Reset your master password

Enter your reset code

052309

Enter the code you set during the recovery request

⚠ WARNING

Proceeding will log you out of your current session, requiring you to log back in. Active sessions on other devices may continue to remain active for up to one hour.

New master password

.....

Confirm new master password

.....

Important: Your master password cannot be recovered if you forget it! 12 character minimum

Strong

☒ Check known data breaches for this password

New master password hint (optional)

my hint

Change master password

Log out

Revision #11

Created 2 January 2025 15:34:44 by WALLIX Admin

Updated 6 January 2025 19:33:51 by WALLIX Admin