

Recovery data

Data recovery allows admin to access personal items for selected users.

The point is to recover a secret which is no longer accessible due to the owner's unavailability.
Consequently, in this mode it is only possible to copy a personal secret's identifier, a personal secret's password, or to export the personal vault.
No other action is possible.

There are 4 prerequisites:

- Data recovery must be enabled in the administration page
- At least one user must have data recovery rights.
- At least one user must have the rights to manage data recovery quorum.
- The quorum must be defined.



The workflow will be as follows:



1. An admin requests the access to a specific user account
2. The quorum members are notified and accept the request
3. The admin is notified and reload his user app: he has access to the user personal items

Shared Vaults are not accessible through data recovery.


Enable Data recovery

1. Go to the **Enterprise Vault admin app**
2. Go to **Settings**
3. Enable the line **Authorize data 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". 

Authorize data recovery

Data recovery allows you to read data from a user's account. 

The length of time for which the request is valid when accepted can also be set here.
The default setting is 12 hours.

Add data 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_data
kind: bool
value: true

Attributes

Attributes	SOURCE	NAME	KIND	VALUE
	Trustelem	recovery_data	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


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



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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

Add quorum 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_data_workflow
kind: bool
value: true

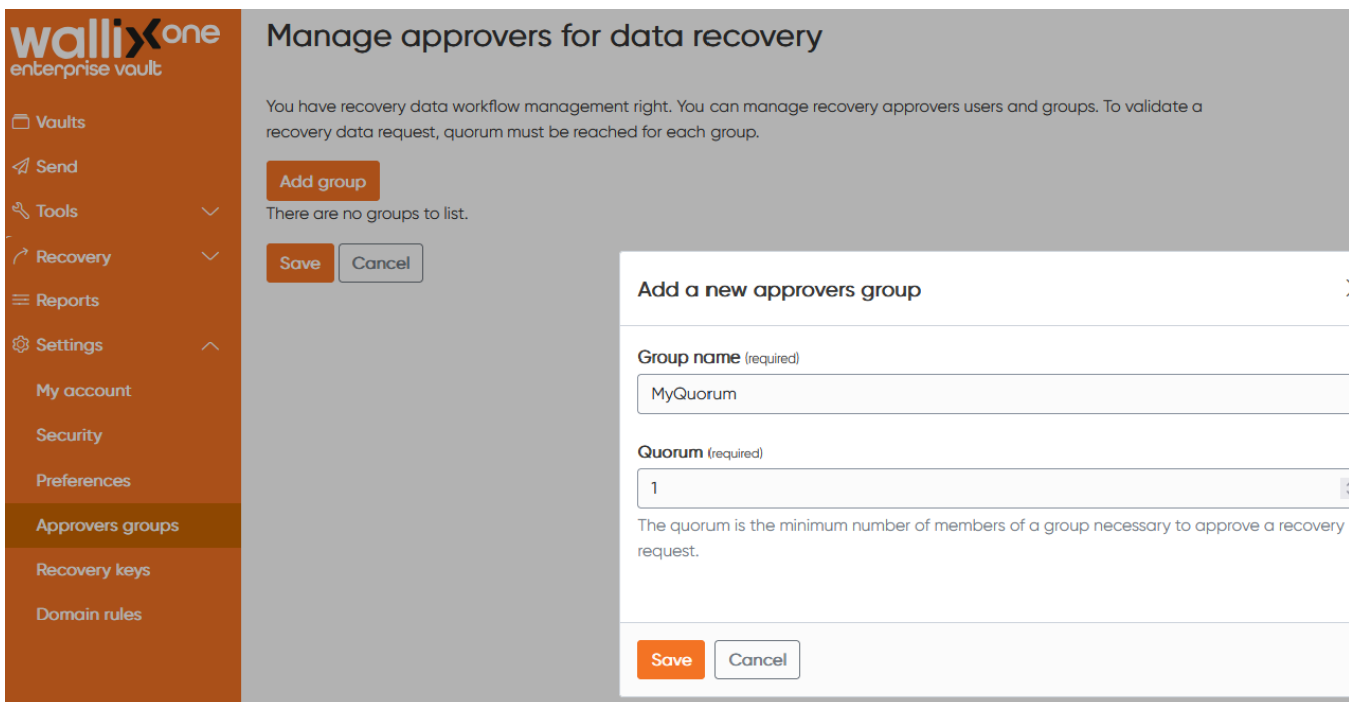
Attributes

Attributes	SOURCE	NAME	KIND	VALUE
	Trustelem	recovery_data_workflow	bool	true

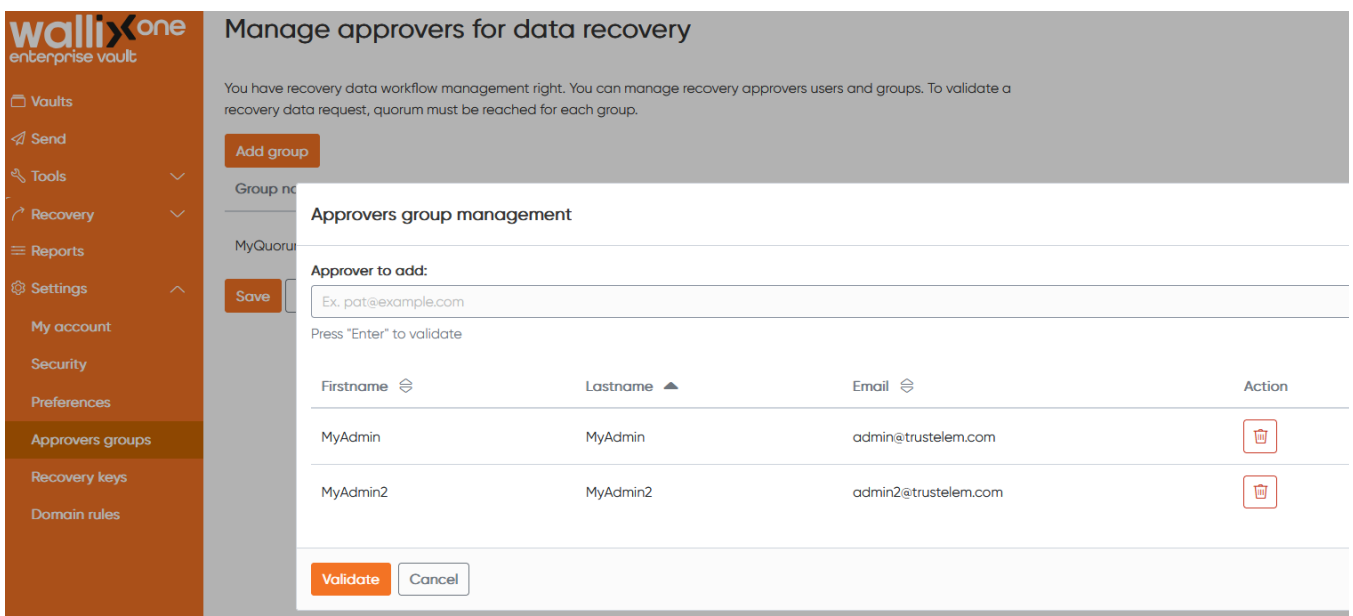
Define the quorum

1. Go to your **Enterprise Vault user app** with an admin who has the quorum rights
2. Go to **Settings**, then **Approvers groups**

3. Click **Add group**
4. Choose a name and a quorum number (number of validation needed to accept the request), then click **Save**



5. Click **+** on the Users column, then provide the approvers email address then click **Validate**
Press "Enter" if you want to add multiple approvers



6. Click the **Group name** the **Quorum** or the **Users** if you need to change an information

Manage approvers for data recovery

You have recovery data workflow management right. You can manage recovery approvers users and groups. To validate a recovery data request, quorum must be reached for each group.

Add group

Group name	Quorum	Users	Action
<input type="text" value="MyQuorum"/>	<input type="text" value="1"/>	<ul style="list-style-type: none">admin@trustelem.comadmin2@trustelem.com	

Save

7. Click **Save**

Workflow

The admin requests the access to a specific user account

- The admin goes to his **Enterprise Vault user app**
- He clicks on **Recovery** then **Data recovery**
- He selects a user, then click **Send**
- The request appears in the history

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Create recovery data request

You can create a request to read data of a user. Your request will be submitted for approval.

Username

Send

Data recovery requests history

Created	Updated	Status	User to recover	Action
Jan 3, 2025, 11:48:54 AM	Jan 3, 2025, 11:48:54 AM	Waiting for administrator validation	user@trustelem.com	

The quorum members are notified and accept the request

- A quorum user goes to his **Enterprise Vault user app**
- He clicks **Recovery** then **Approbation requests**
- He clicks **Approve** or **Dismiss**

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Manage recovery requests

Browser extension setup

MM

In progress Ended

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

You have recovery data management right. You can manage recovery data requests.

Created	Updated	Last name	First name	Email	Status	Request type	IP	Location	Approbations	User to recover	
Jan 3, 2025, 11:48:54 AM	Jan 3, 2025, 11:48:54 AM	MyAdmin	MyAdmin	admin@trustelem.com	Waiting for administrator validation	Data recovery			0 ✓ 0 ✗ 2 ?	user@trustelem.com	<input type="button" value="Approve"/> <input type="button" value="Dismiss"/>

The admin has access to the user personal items

- The admin **logout** from his web client then perform a new authentication
- He clicks his profile
- He selects the user account

Browser extension setup

New

MM

Owner

Logged in as MyAdmin MyAdmin

vault-documentation.criticalnetworks.eu

Logged in as user@trustelem.com

Account settings

Get help

Get the apps

Browser extension

Lock now

Log out

There are no items to list.

+ New item

- He has access to the user's personal items

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user@trustelem.com data is currently displayed

All vaults

Browser extension setup

New

Export vault

FILTERS

Search vault

All vaults

- My vault
- MyTeam
- New shared vault

All items

- Favorites
- Login
- Card
- Identity
- Secure note

All	Name	Owner
<input type="checkbox"/>	4cloud-Item1 4cloud-Item1	Me
<input type="checkbox"/>	4cloud-Item2 4cloud-Item2	Me
<input type="checkbox"/>	Item1 item	Me
<input type="checkbox"/>	Item2 item	Me

As mentioned in the introduction, it is only possible to retrieve secrets from the personal vault.

Any other action will display an error, which indicates that it is prohibited.

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