



**STORMSHIELD**



HOW TO

**STORMSHIELD ENDPOINT SECURITY**

# UNBLOCKING A USER

Product concerned: SES

Date: November 29, 2018

Reference: ses-en-how\_to\_unblock\_a\_user



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In the documentation, Stormshield Endpoint Security is referred to in its short form: SES.



## How to unblock a user


This document applies to versions 7.2 and higher of Stormshield Endpoint Security.

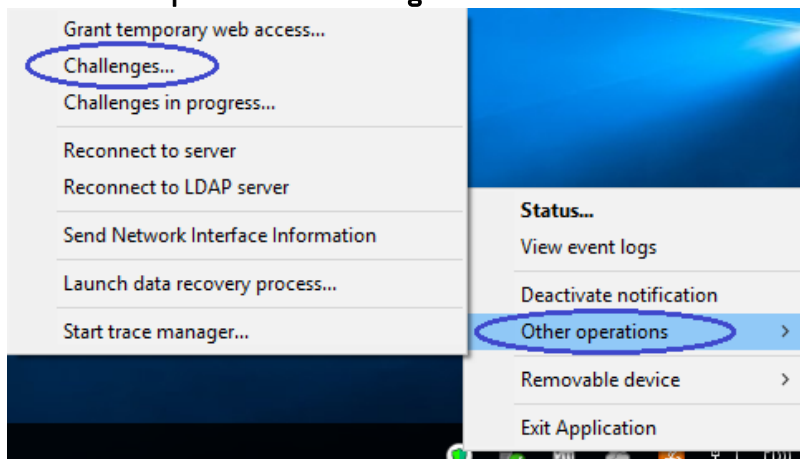
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The user must request a challenge and ask the administrator to disable protection with a complete stop.

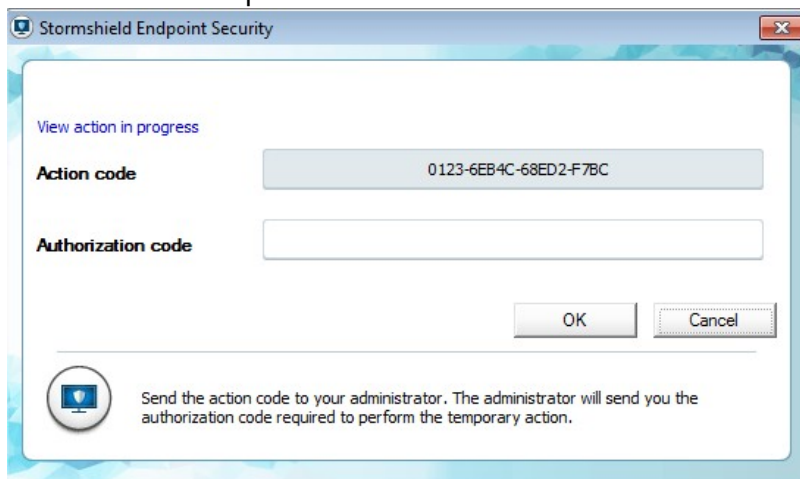
This is useful if SES blocks a user from performing legitimate one-off actions.



### User actions

1. Right-click on SES icon .
2. Select **Other operations > Challenges**.




3. Give the **Action code** to the administrator (by phone or email) and ask them to Disable protections with **Complete stop**. Leave this window open.



4. Enter the **Authorization code** that the administrator gives you. Click on **OK**. The SES icon becomes grey , and no protection is applied to future events. The Security agent status is **Deactivated** . [Activate >>](#)
5. You must now close your Windows sessions and start a new one to ensure that all security has been removed. Do not reboot.

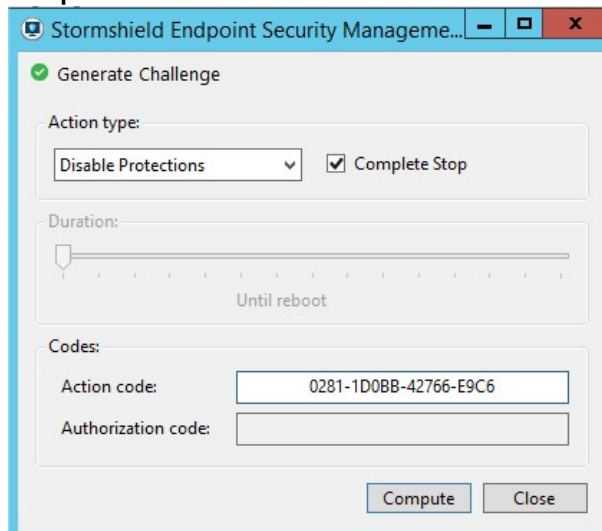
When you have finished working, reactivate the Stormshield Endpoint Security agent by:



- Rebooting your PC, or
- Right-clicking on  **Status, Activate.**

## Administrator actions

1. From the SES Management Console, select **Tools > Manage Challenges**.
  - a. Select Action type **Disable Protections** and **Complete Stop**.
  - b. Paste the **Action code** in the field.
  - c. **Compute**.



2. Give the **Authorization code** to the user.



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