



**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.

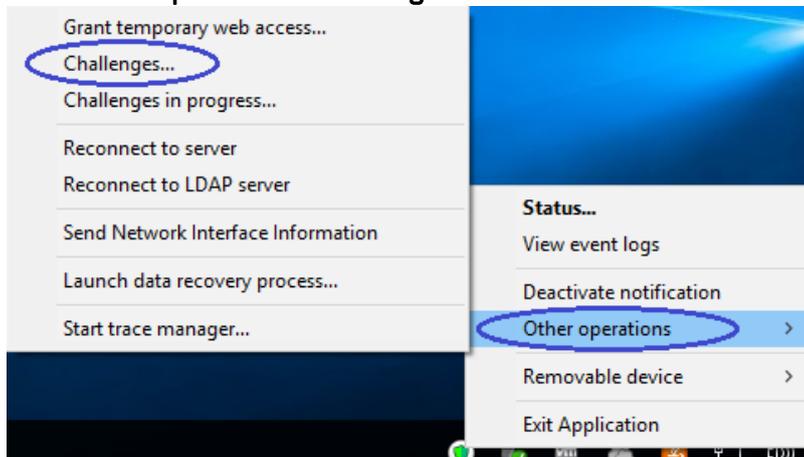
All images in this document are for representational purposes only, actual products may differ.

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

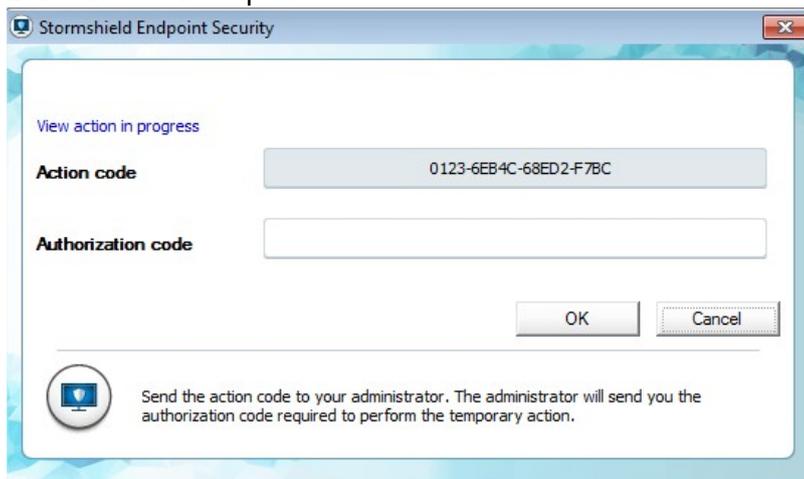
This is useful if SES blocks a user from performing legitimate one-off actions.

### 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.

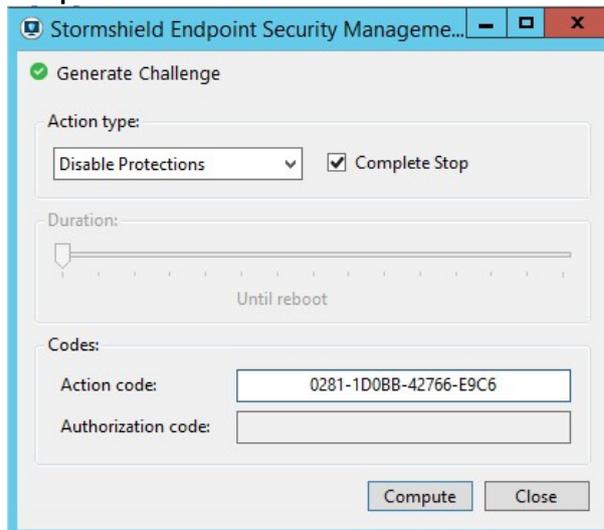
When you have finished working, reactivate the Stormshield Endpoint Security agent by:



- 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.**



The screenshot shows a window titled "Stormshield Endpoint Security Management" with a "Generate Challenge" dialog box. The dialog has a green checkmark icon and the following fields:

- Action type:** A dropdown menu set to "Disable Protections" and a checked checkbox for "Complete Stop".
- Duration:** A slider bar set to "Until reboot".
- Codes:** Two input fields. The "Action code" field contains "0281-1D0BB-42766-E9C6". The "Authorization code" field is empty.

At the bottom of the dialog are two buttons: "Compute" and "Close".

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



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