How to Reset the Workstation Private Key

Brief Overview

At the very beginning of the boot process, when a user is signed in, Workstation generates a unique key for the user that is being used to encrypt the Apps Integrations access tokens and any personal information.

The private key is stored locally and promises that personal information won't be discoverable by others, even in the event of a database leak.

This article explains how to remove the private key, known as "the salt", from Windows and macOS machines.

Private Key in Windows Machines

For Windows, Workstation saves the private key in a system application called "Credential Manager". You can access the Credential Manager by following the <u>Microsoft official guide</u>.

Removing Existing Private Keys in Windows

Private keys are being stored per system, per user in different records.

If a user is signed into a Workstation system that is associated with company A, the moment he/she signs in into company B, there will be two records in the Credential Manager.



Credential Manager

| rol Panel Home | Back up Credentials Restore Credentials | | | | | |
|----------------|---|------------------------------------|--|--|--|--|
| | Windows Credentials | Add a Windows credential | | | | |
| | No Windows credentials. | | | | | |
| | Certificate-Based Credentials | Add a certificate-based credential | | | | |
| | No certificates. | | | | | |
| | Generic Credentials | Add a generic credential | | | | |
| | DriveFS_109491137655144361785 | Modified: Today 📀 | | | | |
| | @walkme.com. | Modified: 8/4/2022 🕟 | | | | |
| | WALKME_NATIVE | Modified: 8/4/2022 📀 | | | | |
| | WALKME_NATIVE_ | Modified: 3/28/2022 📀 | | | | |
| | WALKME_NATIVE_ | Modified: 4/20/2022 😔 | | | | |
| | WALKME_NATIVE | Modified: 3/9/2022 📀 | | | | |
| | WALKME_NATIVE | Modified: 3/31/2022 🕟 | | | | |
| | | Modified: 7/3/2022 📀 | | | | |
| | | Modified: 8/2/2021 😔 | | | | |
| | | Modified: Today 😔 | | | | |
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Workstation private keys can be removed by following these steps:

- 1. Make sure that the Workstation is closed and the process isn't running (use Task Manager to validate)
- 2. Open the <u>Credential Manager</u>
- 3. Remove any record that starts with **WALKME_NATIVE** or **walkme-pkk**
- 4. Reopen Workstation (you'll be required to re-sign in)

Private Key in macOS Machines

For macOSs, Workstation saves the private key in a system application called "Keychain Access". You can access Keychain Access by following <u>Apple's official guide</u>.

Removing Existing Private Keys in macOS

Private keys are being stored per system, per user in different records.

If a user is signed into a Workstation system that is associated with company A, the moment he/she signs in into company B, there will be two records in the Keychain Access.



| • • • | Keychain Access | (| ゴ ① Q walkme | -pkk | | | |
|---|--|----------------------|-------------------------|---------|----------|--|--|
| fault Keychains | All Items Passwords Secure Notes My Certificates Keys Certificates | | | | | | |
| Local Items stem Keychains System | walkme-pkk Kind: application password Account: @walkme.com Where: walkme-pkk Modified: 24 Apr 2022 at 10:08:37 | | | | | | |
| System Roots | Name | ∽ Kind | Date Modified | Expires | Keychain | | |
| | 2. walkme-pkk | application password | 24 Apr 2022 at 10:08:37 | | login | | |
| | 2. walkme-pkk | application password | 24 Apr 2022 at 14:51:17 | | login | | |
| | 🛴 walkme-pkk | application password | 1 May 2022 at 14:54:11 | | login | | |
| | 🛴 walkme-pkk | application password | 9 May 2022 at 16:46:42 | | login | | |
| | 🛴 walkme-pkk | application password | 19 May 2022 at 15:21:50 | | login | | |
| | 🛴 walkme-pkk | application password | 26 Jun 2022 at 17:44:55 | | login | | |
| | 💪 walkme-pkk | application password | 6 Jul 2022 at 13:44:24 | | login | | |
| | 💪 walkme-pkk | application password | 24 Aug 2022 at 17:31:22 | | login | | |
| | 🛴 walkme-pkk | application password | Today, 10:08 | | login | | |
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| • • • | Keychain Access | 0 | Z 🛈 🔍 WALKM | E_NA | | | | |
|--|--|----------------------|-------------------------|---------|----------|--|--|--|
| fault Keychains | All Items Passwords Secure Notes My Certificates Keys Certificates | | | | | | | |
| Login Local Items stem Keychains System | WALKME_NATIVE Kind: application password Account: @valkme.com# Where: WALKME_NATIVE Modified: Yesterday, 15:27 | 68904/3655 | | | | | | |
| System Roots | Name | ∧ Kind | Date Modified | Expires | Keychain | | | |
| | KALKME_NATIVE | application password | Yesterday, 15:27 | | login | | | |
| | . WALKME_NATIVE_ | application password | 18 Apr 2022 at 10:41:58 | | login | | | |
| | / WALKME_NATIVE_ | application password | 18 Apr 2022 at 10:42:42 | | login | | | |
| | WALKME_NATIVE_ | application password | 18 Apr 2022 at 10:03:37 | | login | | | |
| | | | | | | | | |
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Workstation private keys can be removed by following these steps:

- 1. Make sure that Workstation is closed and the process isn't running (use Activity Monitor to validate)
- 2. Open the <u>Keychain Access</u>
- 3. Remove any record that starts with WALKME_NATIVE or walkme-pkk
- 4. Reopen Workstation (you'll be required to re-sign in)