

# Cryptography Error - How To Clear a User From a Machine

01/05/2024 6:12 pm EST

If a customer reports an issue with the cryptography engine the problem is specific to the machine/profile they are using. The only options are for them to follow the directions below. If the company IT is unable to resolve with the steps provided there will not be anything further that BoldGroup can do as the issue is tied to their Infrastructure (Domain/User Profile/Machine).



Note: Reinstalling Sedona Office does not fix the Microsoft Cryptography issue as the encryption is established between the user profile and the Windows Machine

## Email Response:

Good Day,

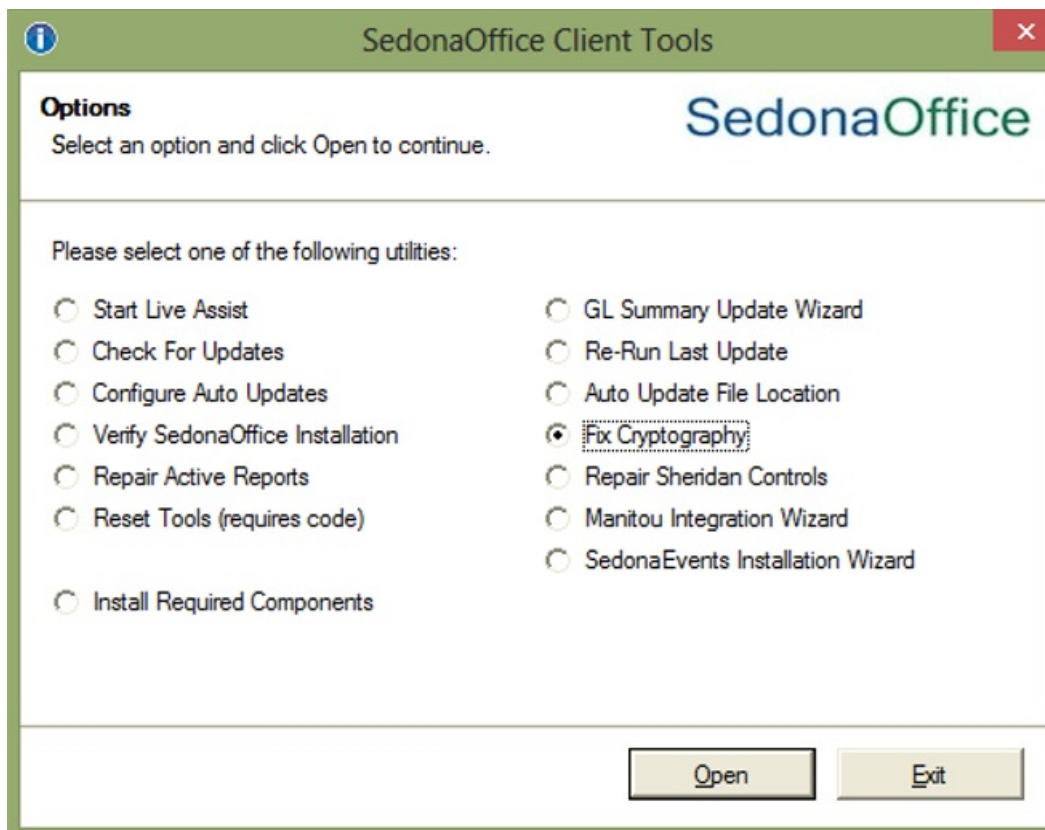
The cryptography error occurs when there is an issue within the specific Windows profile attempting to run Sedona Office and Windows cannot resolve the registry and .dll file connection. It typically occurs when;

- A new employee takes over an existing user profile on a computer[AD name/details changed]
- A migration of a user from one federated domain to another
- Windows update/restore or Software change causes a registry mismatch/corruption with shared .dll library file(s)
- It can also occur after a Windows pw reset

Note: Reinstalling Sedona Office will not correct the error since this is a Microsoft cryptography issue it will be limited to just the affected user's profile. Try the following.

**\*\* Please Note that the User will need to have Local Administrator Privileges on the machine temporarily to run this fix, then can be put back to a standard user.\*\***

Click **Start > All Programs > SedonaOffice > Right Click** on **SedonaOffice Client Tools** and select **Run As Administrator** [it may be in the more section of the context menu]

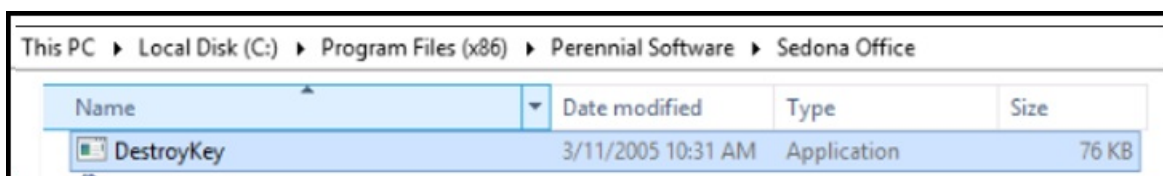


Select Fix Cryptography and click Open.

This will run the cryptography engine fix. It may not seem like anything happens when you click Open, it's fast and small. After you click open, please log off the machine and sign back on for the registry fix to update. Then attempt to recreate the error in SedonaOffice once more.

If the fix from the server utilities does not clear the error, you can try running DestroyKey.exe from the Sedona Directory as admin.

\*\*Note The executable is very quick and will not keep the command prompt or provide a return message of success or failure



If neither the tool/executable resolves the cryptography error the entire local user profile on the machine will need to be deleted and recreated for access to be restored for that profile. **Back up any important files prior** - This will clear out any stored settings and favorites on that profile only since you are deleting their user respective "C:\Users<Username>" folder and their SID entry from the registry [Computer\HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows NT\ProfileList\{SID of Affected User}]. The other alternative is to run Sedona Office from a different profile on the machine.

Note: Bold will not have the ability to resolve individual Windows User Profile Issues

IT Support Specialist / Bold Group Support  
Phone: (719) 593-2829 Fax: (719) 213-2502  
4050 Lee Vance Drive, Suite 250. Colorado Springs, CO 80918

The information contained in this communication from the sender is confidential. It is intended solely for use by the recipient and others authorized to receive it. If you are not the recipient, you are hereby notified that any disclosure, copying, distribution or taking action in relation of the contents of this information is strictly prohibited and may be unlawful. If you have received this email in error, please immediately notify the sender by reply e-mail and destroy all copies of the communication and any attachments.