

SedonaOffice - Cryptography Engine Error Resolution

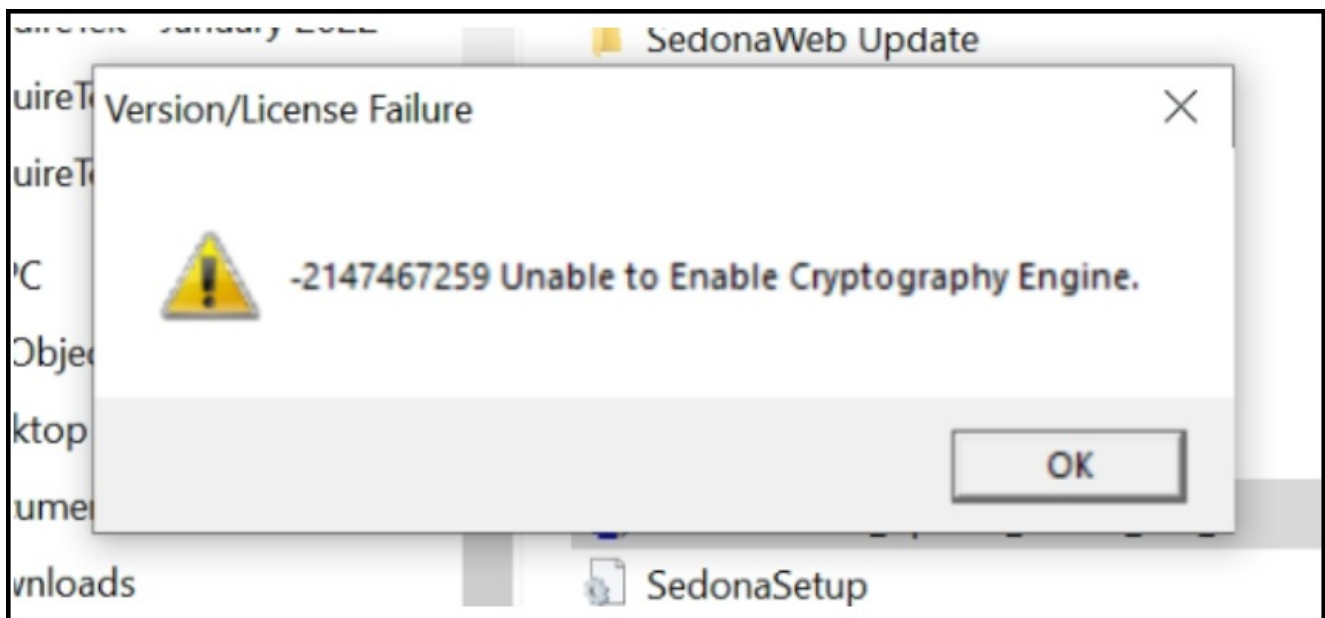
12/28/2023 2:37 pm EST

Description of Issue:

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 due to any one of these changes:

- When a new employee takes over an existing user's profile on a computer [AD name/details changed]
- Migration of a user from one federated domain to another
- Windows update/restore causes a registry mismatch/corruption
- Occasionally after a password change

Reinstalling SedonaOffice will not correct the error since this is a Microsoft cryptography issue. It will be restricted to the affected user's profile only.

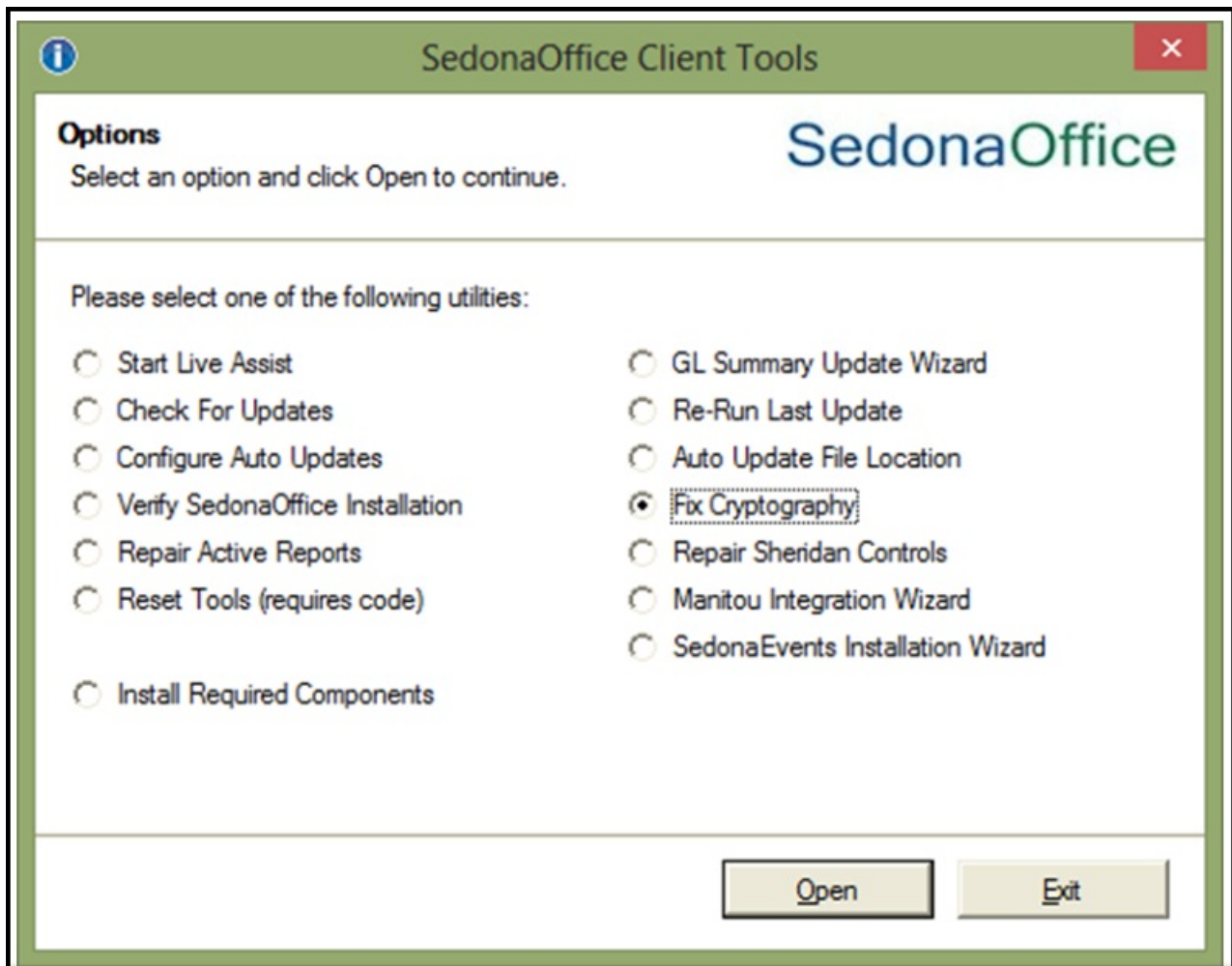


Fixes:

Fix Cryptography

NOTE: 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, as it is fast and small. After you click Open, log off the machine and sign back on for the registry fix to update. Then attempt to re-create the error in SedonaOffice once more.

DestroyKey.exe/Delete User Profile

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.

This PC ▶ Local Disk (C:) ▶ Program Files (x86) ▶ Perennial Software ▶ Sedona Office			
Name	Date modified	Type	Size
 DestroyKey	3/11/2005 10:31 AM	Application	76 KB

If neither the tool/executable resolve 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. The other alternative is to run Sedona Office from a different profile on the machine.