

Fix Cryptography

02/13/2024 12:17 pm EST

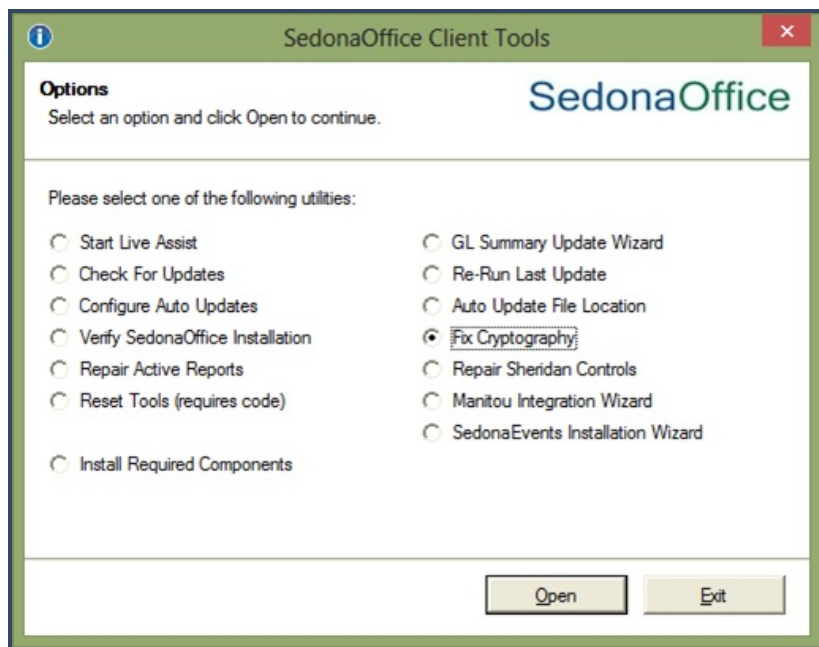
Good Day,

The cryptography error occurs when 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 causes a registry mismatch/corruption, it can also occur occasionally after a password change. Reinstalling Sedona Office will not correct the error since this is a Microsoft cryptography issue it will be restricted to just the affected user's profile. Regardless, have them 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.

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



****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 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.

Regards,

Sedona Cloud Support Team

These steps should only be completed by Bold if a Hosted Customer

If Enterprise – these steps should be completed by their company IT/MSP for security/liability reasons

1. Delete the user folder from C:\Users\
2. Delete the corresponding SID from Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\ProfileList\

The example demonstrates with a user of ScottH

Users			
File	Home	Share	View
This PC > Local Disk (C:) > Users >			
Name	Date modified	Type	Size
ScottH	12/8/2021 12:34 PM	File folder	

