



ASSOCIATED MATERIALS®
I N C O R P O R A T E D

WindowExpress

Windows 10

Cryptography Error

Troubleshooting Guide

PLEASE NOTE:

**Admin rights are necessary to perform the WindowExpress troubleshooting functions.
If user does not have admin rights, the customer's IT personnel should be contacted to follow the troubleshooting guide**

An Autoloader error message will tell the user to check the Autoloader Log file.

Once the autoloader log is opened, the following cryptography error will be at the bottom of the log file:

```
autoloader - Notepad
File Edit Format View Help
3/22/2018 11:23:26 AM] Versioning information initialized: enabled=False server(v:3037.12.0.0 cv:3037.5.0.0) local(v:3034.12.0.0 cv:3034.4.0.0) mapping(AutoloaderServices=6,
3/22/2018 11:23:27 AM] Data caching is not enabled because it is turned off in the config. (AutoloaderLib.LoadDataCacheOptions)
3/22/2018 11:23:30 AM] Failed to get installed localizations list: The Microsoft Jet database engine cannot find the input table or query 'Localizations'. Make sure it exist
3/22/2018 11:23:35 AM] Updates available, starting Autoloader (AutoloaderManager.CheckForUpdates)
3/22/2018 11:23:37 AM] Versioning information initialized: enabled=False server(v:3037.12.0.0 cv:3037.5.0.0) local(v:3034.12.0.0 cv:3034.4.0.0) mapping(AutoloaderServices=6,
3/22/2018 11:23:37 AM] Autoloader.exe is launched programmatically. (Autoloader.Main)
3/22/2018 11:23:38 AM] Exception has occurred: Access is denied.

mscorlib
at System.Security.Cryptography.CryptographicException.ThrowCryptographicException(Int32 hr)
at System.Security.Cryptography.Utils.CreateCSP(CspParameters param, Boolean randomKeyContainer, SafeProvHandle& hProv)
at System.Security.Cryptography.Utils.CreateProvHandle(CspParameters parameters, Boolean randomKeyContainer)
at System.Security.Cryptography.RSACryptoServiceProvider.get_PersistKeyInCsp()
at System.Security.Cryptography.RSACryptoServiceProvider.set_PersistKeyInCsp(Boolean value)
at ASI.AutoloaderLib.Asymmetric.GetRSAProvider()
at ASI.AutoloaderLib.Asymmetric.GenerateNewKeyset(String& publicKeyXML, String& privateKeyXML)
at ASI.AutoloaderLib.Asymmetric.GenerateNewKeyset(PublicKey& publicKey, PrivateKey& privateKey)
at ASI.AutoloaderLib.AsymmetricKeyContainer..ctor(Int32 KeySize)
at ASI.AutoloaderLib.AutoloaderWebDataAccess.AuthenticateUserSimple2(String username, String password, Guid& userID, String& sessionId, String AuthenticationKey, DateTime&
at ASI.AutoloaderLib.DataAccessManager.AuthenticateUserSimple(String username, String password, Guid& userID, String& sessionId, String AuthenticationKey, DateTime& password
system.Exception
at ASI.AutoloaderLib.DataAccessManager.AuthenticateUserSimple(String username, String password, Guid& userID, String& sessionId, String AuthenticationKey, DateTime& password
at AutoloaderLogin.Login.DoLogin()
at AutoloaderLogin.Login.LoginHelper()
at AutoloaderLogin.Login.InitiateLogin()
at ASI.AutoloaderLib.Autoloader.DoLogin(String args)
at ASI.AutoloaderLib.Autoloader.Main(String[] args) (Autoloader.Main)
3/22/2018 11:23:44 AM] ----- START Failure Summary -----
---FAILURE AT [3/22/2018 11:23:38 AM] Exception has occurred: Access is denied.

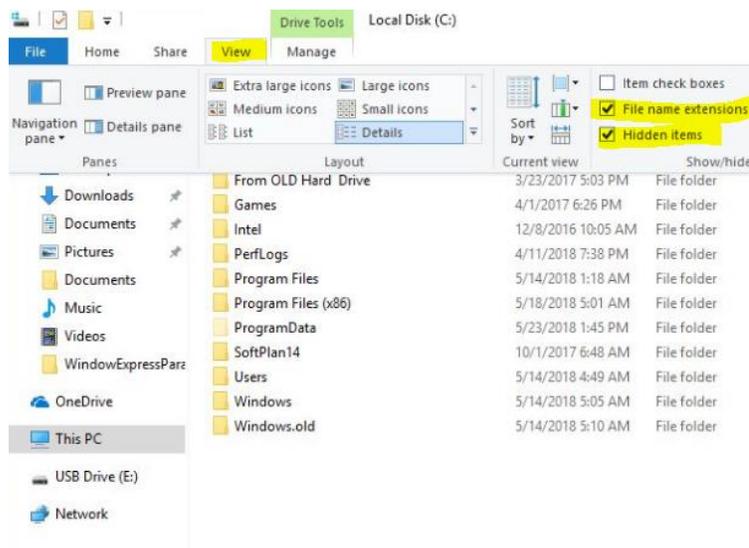
mscorlib
at System.Security.Cryptography.CryptographicException.ThrowCryptographicException(Int32 hr)
at System.Security.Cryptography.Utils.CreateCSP(CspParameters param, Boolean randomKeyContainer, SafeProvHandle& hProv)
at System.Security.Cryptography.Utils.CreateProvHandle(CspParameters parameters, Boolean randomKeyContainer)
at System.Security.Cryptography.RSACryptoServiceProvider.get_PersistKeyInCsp()
at System.Security.Cryptography.RSACryptoServiceProvider.set_PersistKeyInCsp(Boolean value)
at ASI.AutoloaderLib.Asymmetric.GetRSAProvider()
```

When there is a cryptography error, the following steps should be executed:

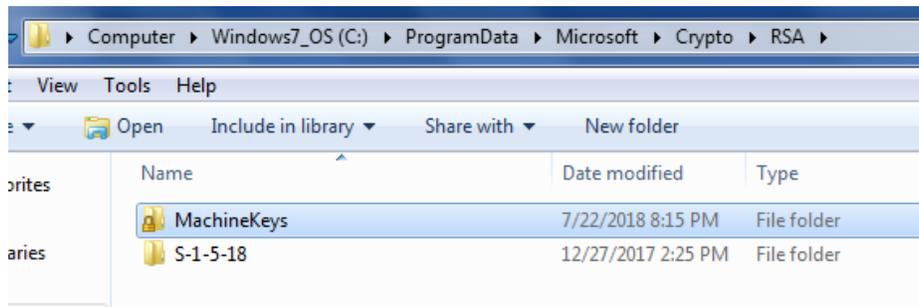
1. Navigate to **C:/ProgramData/Microsoft/Crypto/RSA**

***** If the ProgramData folder is not visible in the C: drive, proceed with the following steps first *****

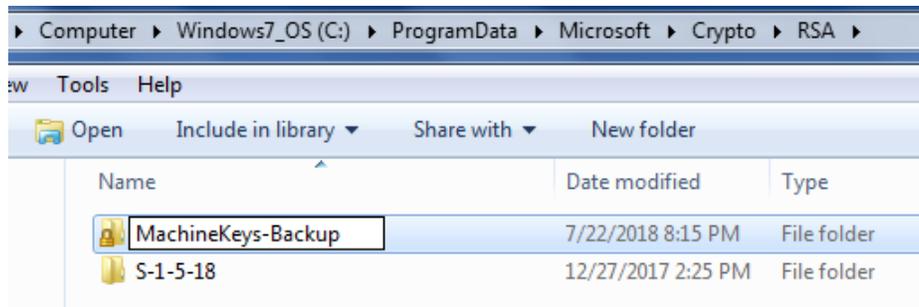
- Navigate to the **C:** drive
- Click on the **View** tab
- Select **Hidden Items**
- Select **File Name Extensions**



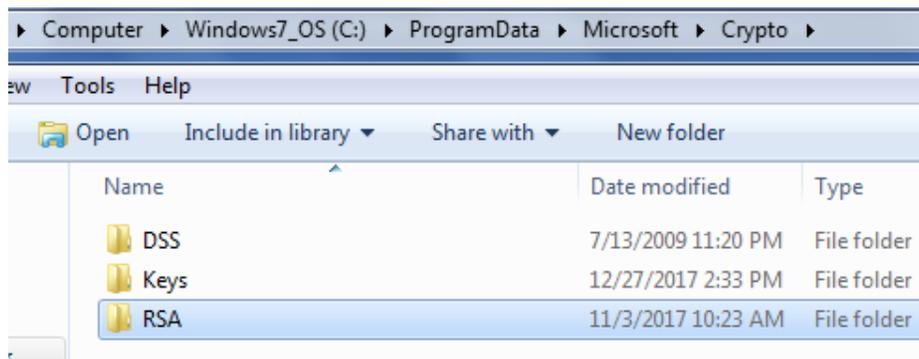
2. Change the folder name from **MachineKeys** to **MachineKeys-Backup**



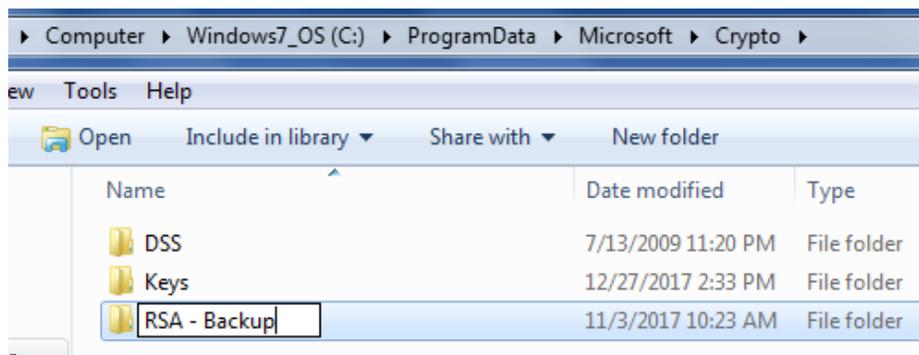
- Right click on the **MachineKeys** folder and select **Rename**
- Change the folder name to **MachineKeys-Backup**



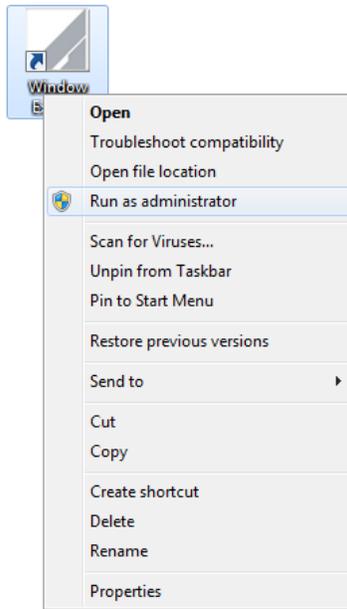
3. Navigate to **C:\Users\<Your Username>\AppData\Roaming\Microsoft\Crypto\RSA**



- Right click on the **RSA folder** and select **Rename**
- Change the folder name to **RSA-Backup**



4. Right click on the **WindowExpress** icon on the desktop and select **Run as Administrator**



5. Enter **User Admin** login information

6. Log into **WindowExpress** & download the latest updates

