

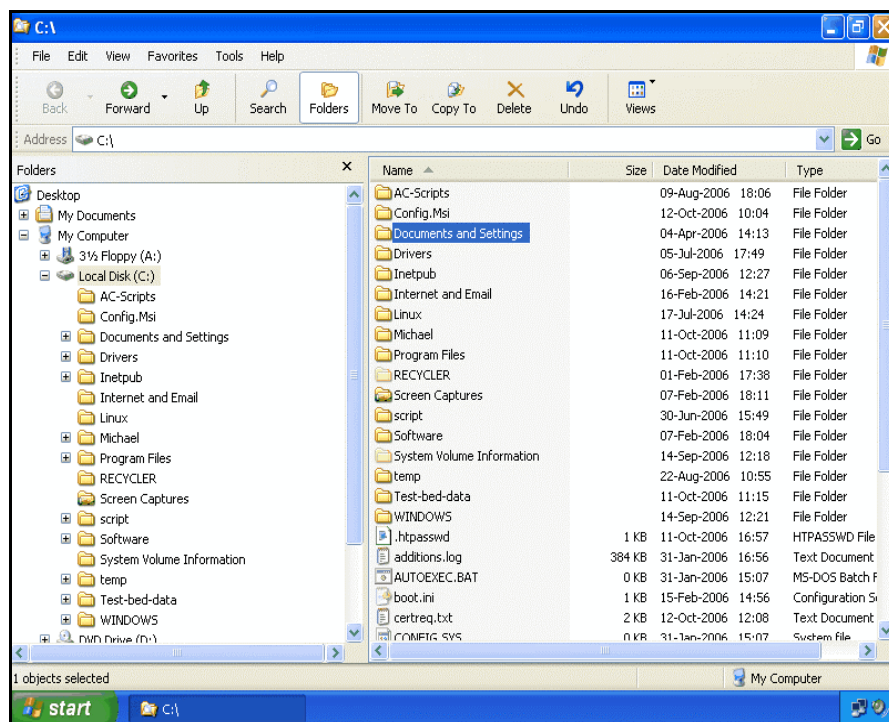
Deleting Cryptographic Keys to prevent Sage Accounts from freezing on the login window

When to use this document

When you open Sage Accounts (Sage Accounting) on a Windows 2000, XP, 2003 computer and the login dialog just hangs / freezes on an otherwise healthy system.

Solving the problem

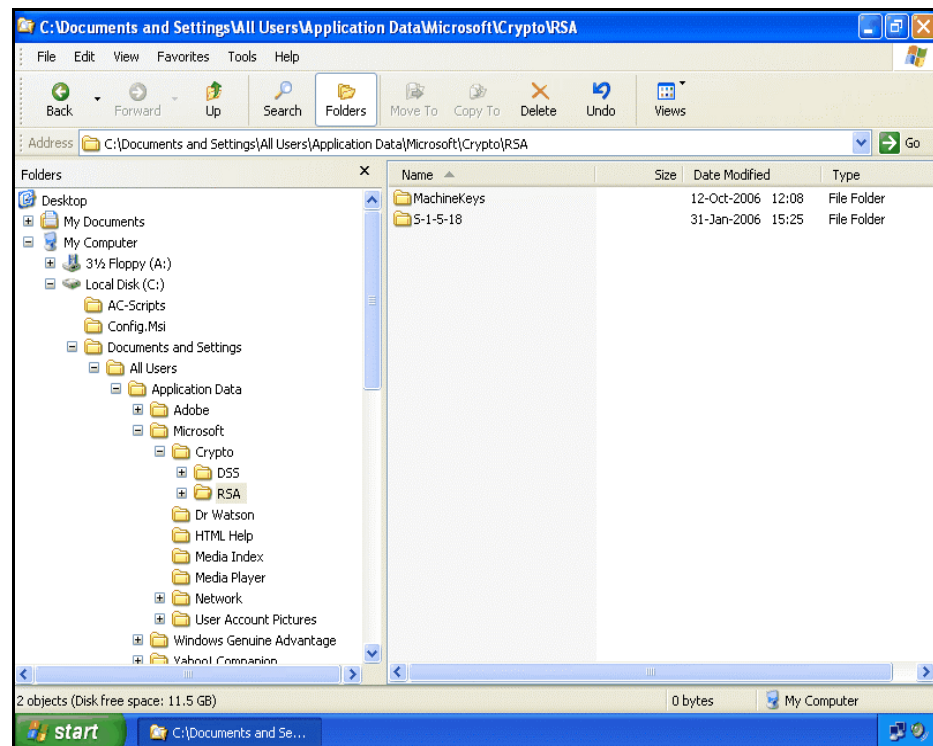
- Firstly, make sure the computer is properly logged in and connected to the server that stores the accounting database.
- If there is not problem with the network connection then this is probably an issue with the Sage Cryptographic Key that encrypts the Sage passwords and temporary data on the workstation. Continue below.
- Open **Windows Explorer**.





Navigate to :

“C:\Documents and Settings\All Users\Application Data\Microsoft\Crypto\RSA\”

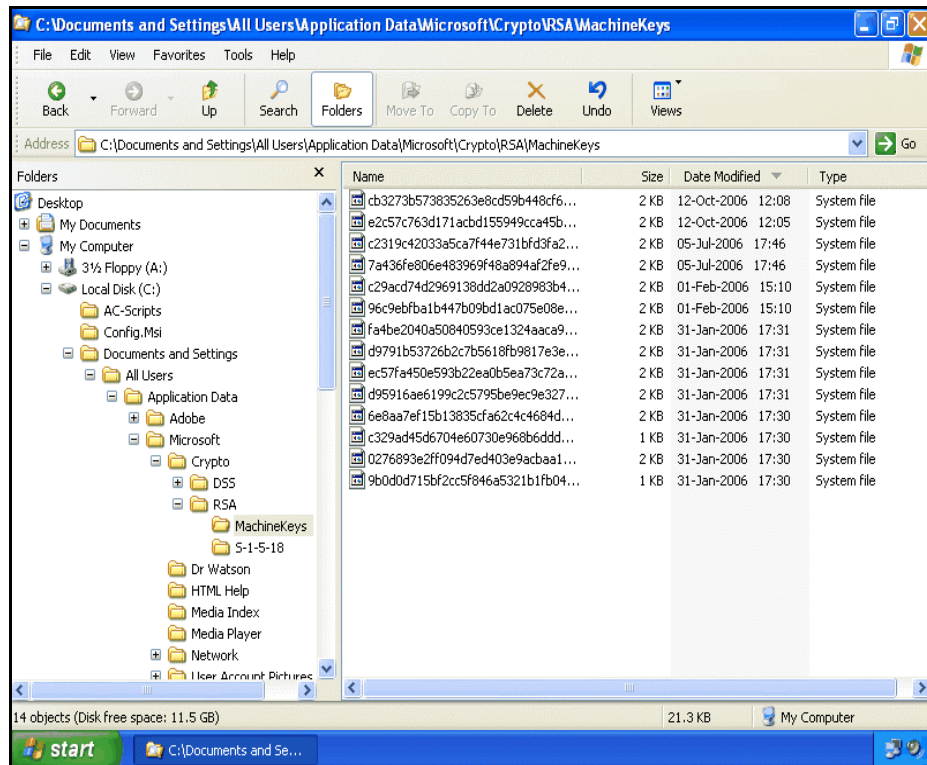


You should now see a folder named **“MachineKeys”**. Open it and you will see some files with seemingly random names – these are the Sage Encryption key files.

Note : At this point, if you are on an XP PC then create a **System Restore Point** either through the normal System Restore Point Windows interface, or with [The Ultimate Troubleshooter](#). If you are running Windows 2000 or 2003 Server, on the other hand, then you do not have that luxury (System Restore) so create a backup of the **MachineKeys** folder.

- Arrange the display to show the files by Date Modified with the most recent files at the top (click on the **Date Modified** column header to rearrange the display) and find the key file that most closely matches the time and date that the user first encountered the problem – Delete that key file.

Note that when you delete a key file from this folder it will not perform the usual Windows standard delete and put it in the Recycle Bin – the key file will be securely deleted instantly, nothing goes to the Recycle Bin – so be sure that you are deleting the right key file.



- Verify the problem has been resolved by opening and logging into Sage.

That's it. You're done.

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