

Pacific Islands Area – Toolkit Issues & Resolutions

1. Encrypting Toolkit Folders

Ever received this error message while trying to check-in a Toolkit Folder?



Background:

“Thaddeus.W.Uccello” (fictional “super user”) is the only account that has permissions to write to the local servers to ensure data security. All other users impersonate “Thaddeus” when they are writing folders back to the local servers during check-in. When some files in a customer folder within the “My Customer Files Toolkit” folder are encrypted while the rest are not, confuses “Thaddeus” while writing to the local server.

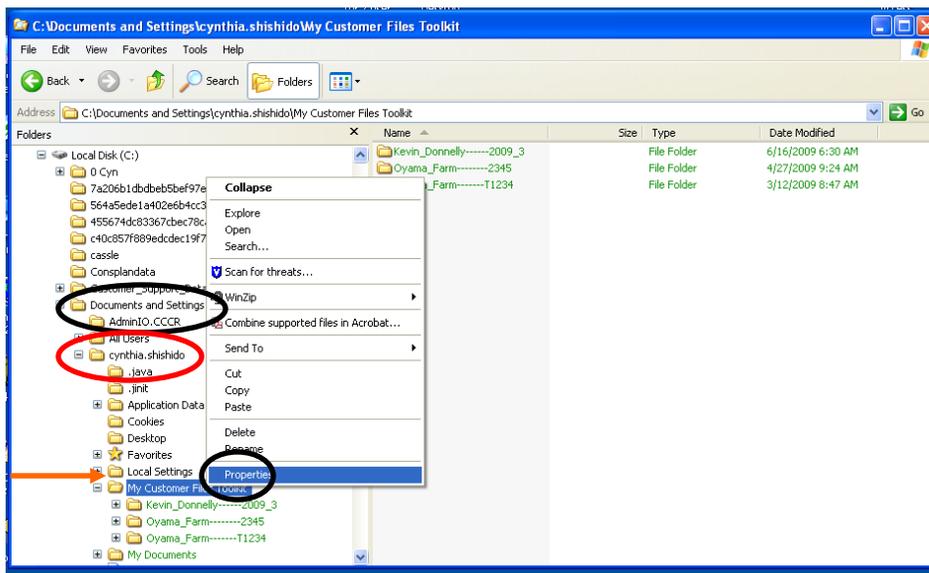
Encrypted files and unencrypted files are handled differently. Encrypted files are moved to a staging folder and decrypted there before being copied to the local server, while unencrypted files are copied directly to the local server. When there are both types of file in the customer folder, “Thaddeus” is unable to decide which file-handling method is appropriate.

Usually the entire “My Customer Files Toolkit” folder is encrypted. However occasionally, some of these files may lose overall encryption causing partially encrypted files.

FIX:

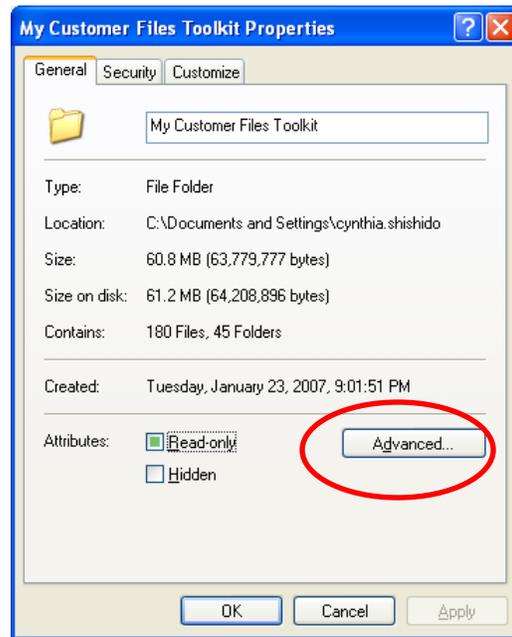
Re-encrypt “My Customer Files Toolkit”.

1. Navigate to **C:\Documents and Settings\<user.name>**
2. Right-click on the **“My Customer Files Toolkit”** folder name, and select **[Properties]**.

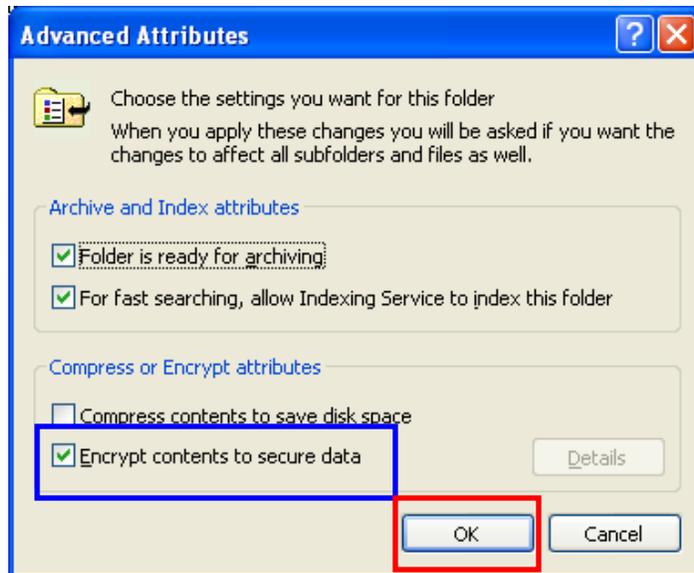


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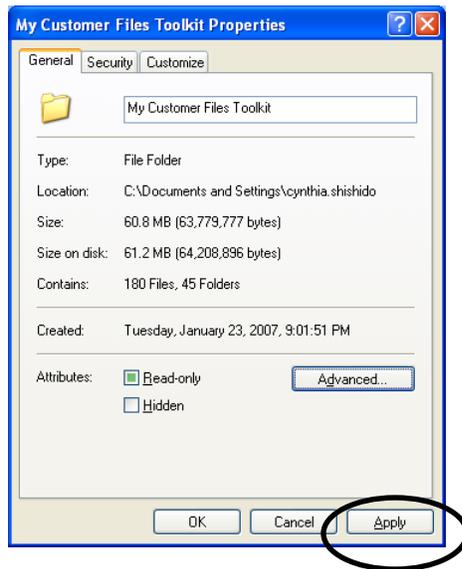
3. Click the **[Advanced]** button.



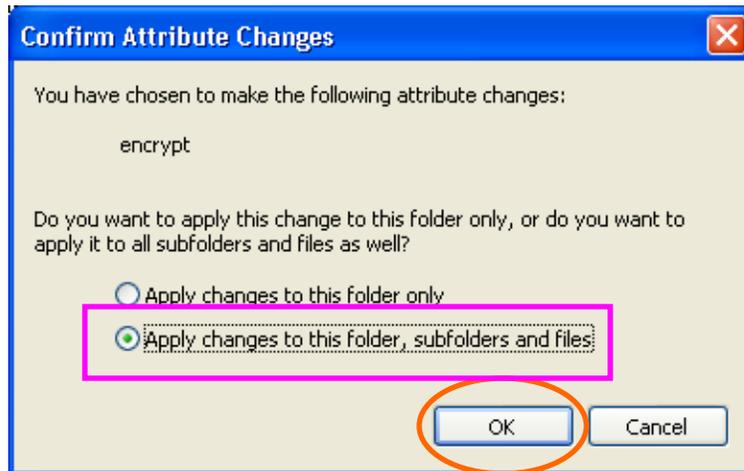
4. Check the **[Encrypt contents to secure data]** option at the bottom, **[OK]**



5. Click **[Apply]**



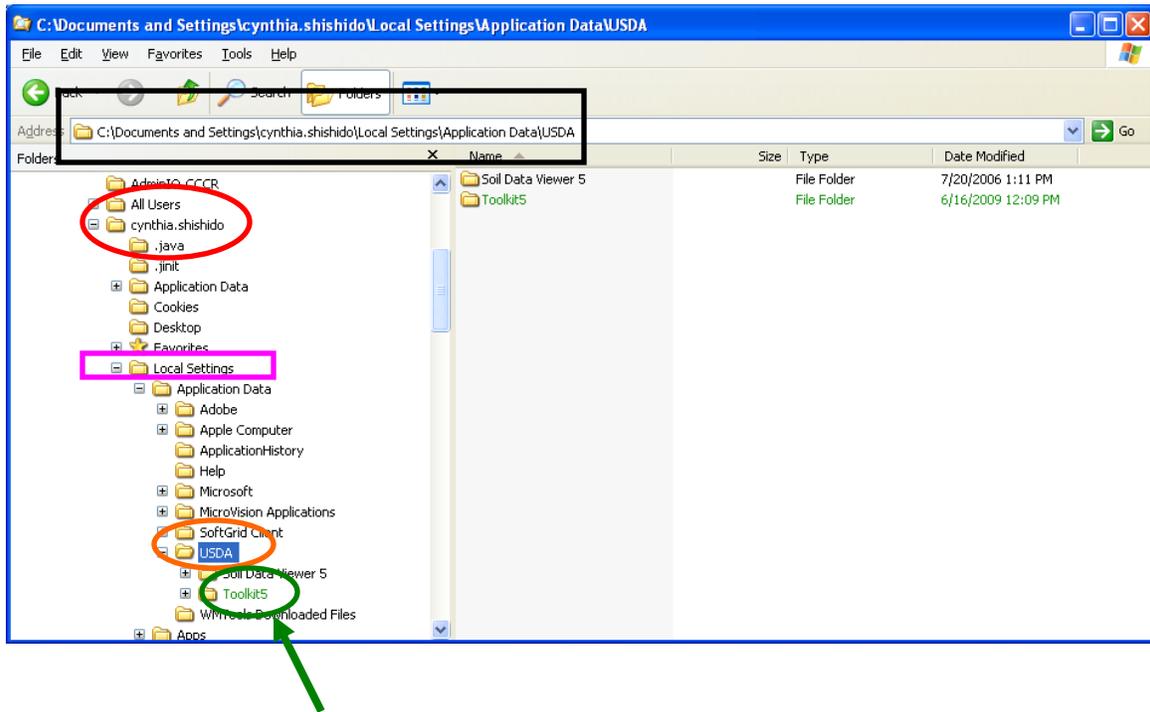
6. Once you click Apply, select **[Apply changes to this folder, subfolders, and files]** option.



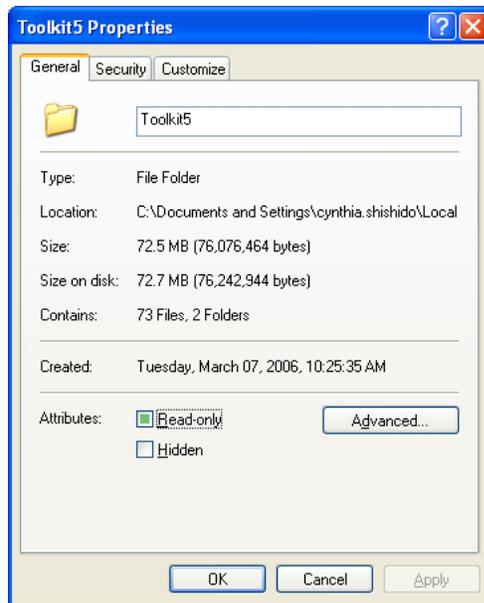
7. Click **[OK]** to apply your changes.

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8. Then navigate to **C:\Documents and Settings\\Local Settings\Application Data\USDA**



9. Right-click on the **[Toolkit5]** folder name, and select Properties.



10. Repeat Steps 3 to 7 for this folder as well.