# Break/Fix

Repair guides for common error messages, problems we have seen before, or obscure fixes that need to be documented before Microsoft reformats their knowledgebases and deletes all the old articles... again.

- Adobe

  - License Migration

  - License Migration on Terminal Servers

- Crowdstrike

  - Channel File 291 Bootloop

- Printers

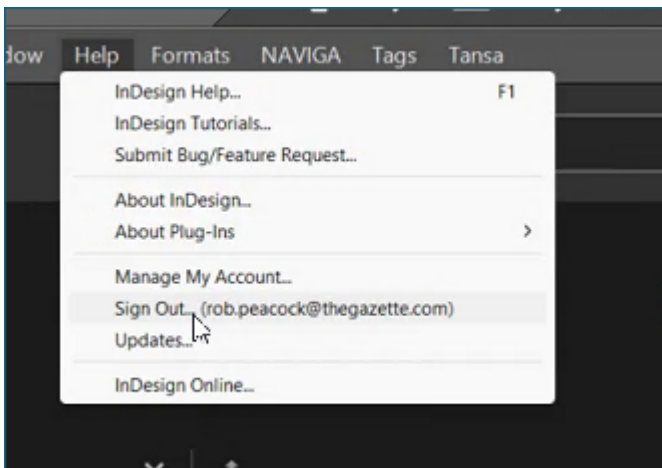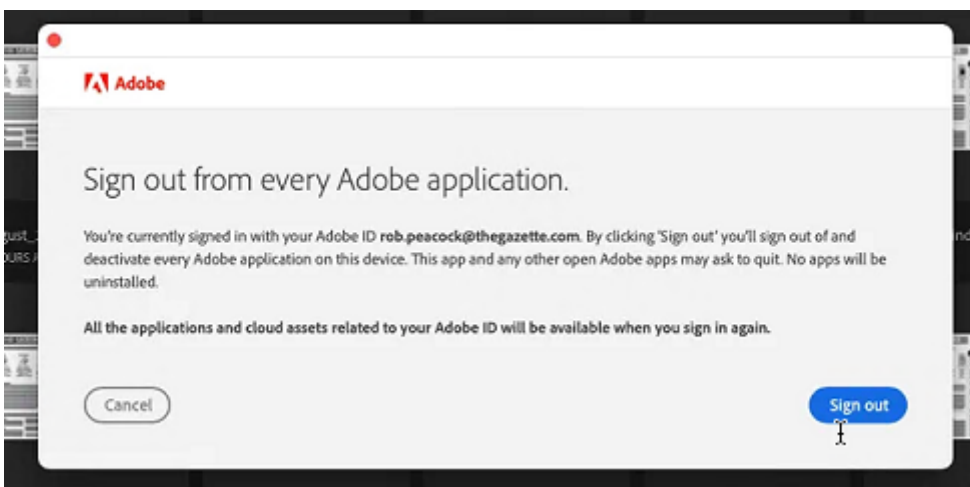  - Printers Need Driver Or Fail To Install

Adobe

Adobe

# License Migration

> If you are attempting this process on a terminal server and it fails, then an administrator will need to employ this supplementary guide.

If you are currently logged into Adobe, you simply sign out of your account and sign back in. Again, this will occur on or after **August 7th** and an email will be sent that morning the work has been completed.
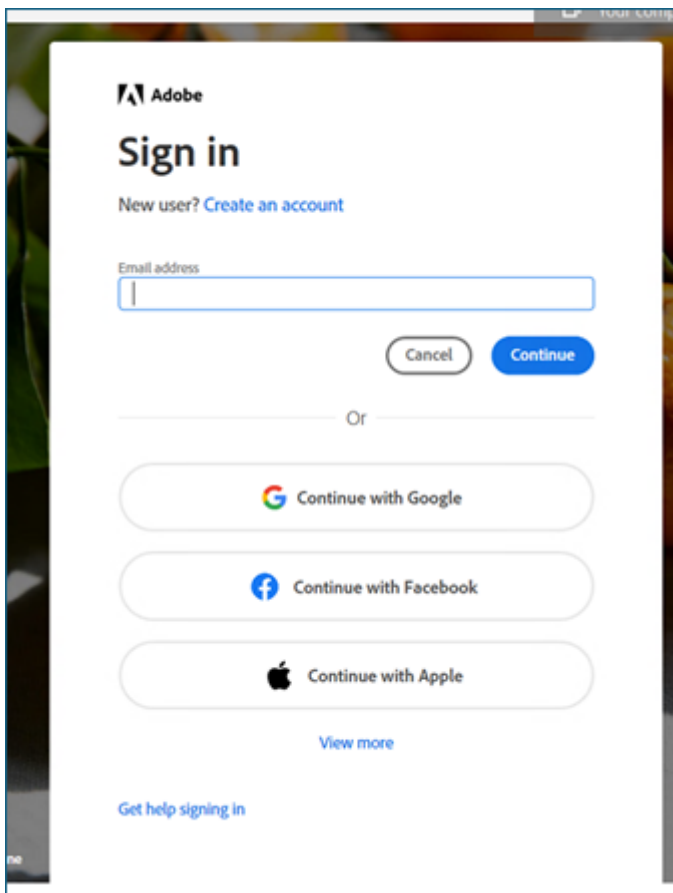
*Please note: Depending on the application you are using the sign-out process may be slightly different.*
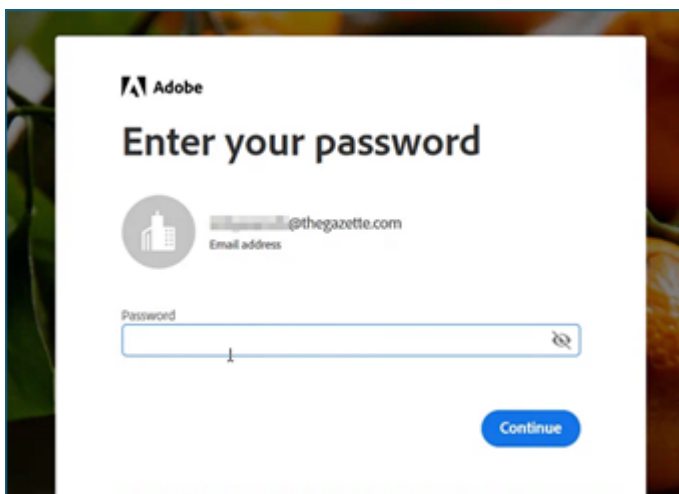


Choose **Sign out** if asked.
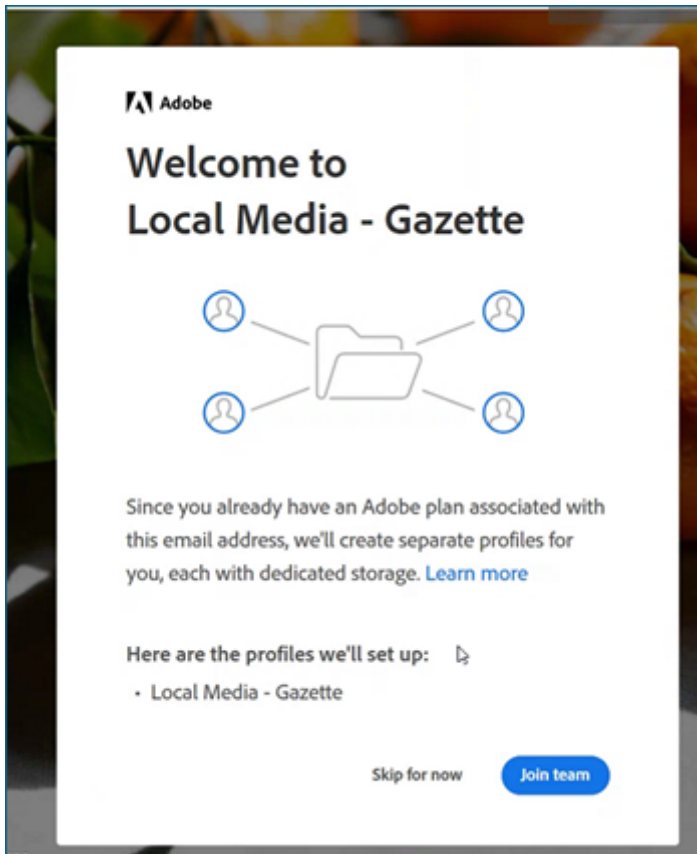


Enter your Adobe username as normal.

Enter your Adobe password as normal.



You should get prompted to join the new Team, click **Join team** of "Local Media – Gazette"

Select "Local Media – Gazette" to use the new license within the new Team.
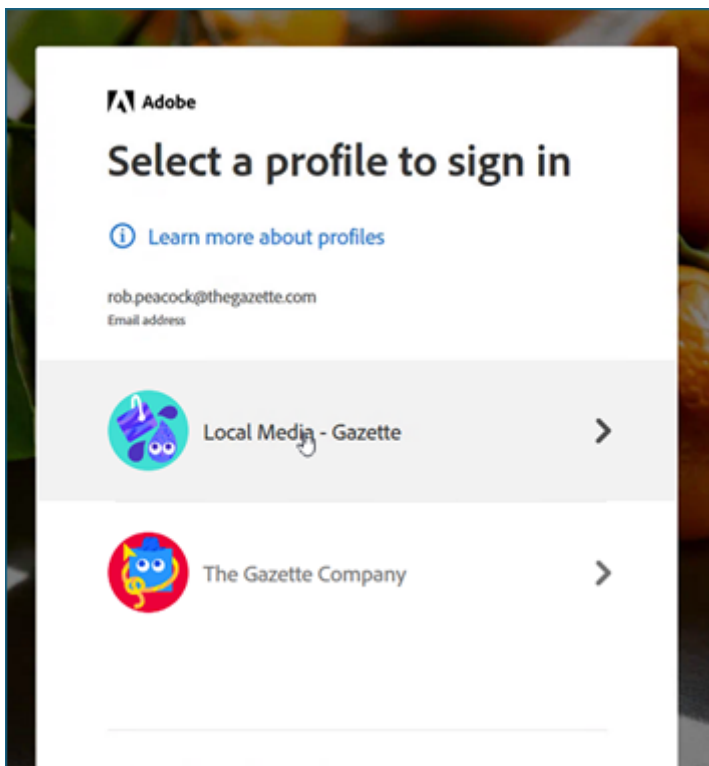


# Stock Account Users (FYI)

If you use https://stock.adobe.com for Stock photos, you may need to manually change your account by clicking your profile image at the top and then choosing "Change Profile". As previously

noted, there will be no licensed image history in the new account.



*Media – Gazette. As expected, there is no licensed*

718 Plan credits    Sell    Pricing    ?    **1**

[profile photo]
[name blurred]
[email blurred]@thegazette.com
Manage Account

ADOBE STOCK

👥 [name blurred]

Available Stock quota

718 Plan credits

Monthly generative credits    ↗

**1499/1500 credits left**

When you're running low on credits, continue generating content at no additional cost for a limited time.

Change Profile    **2**    >

License History

Sign Out
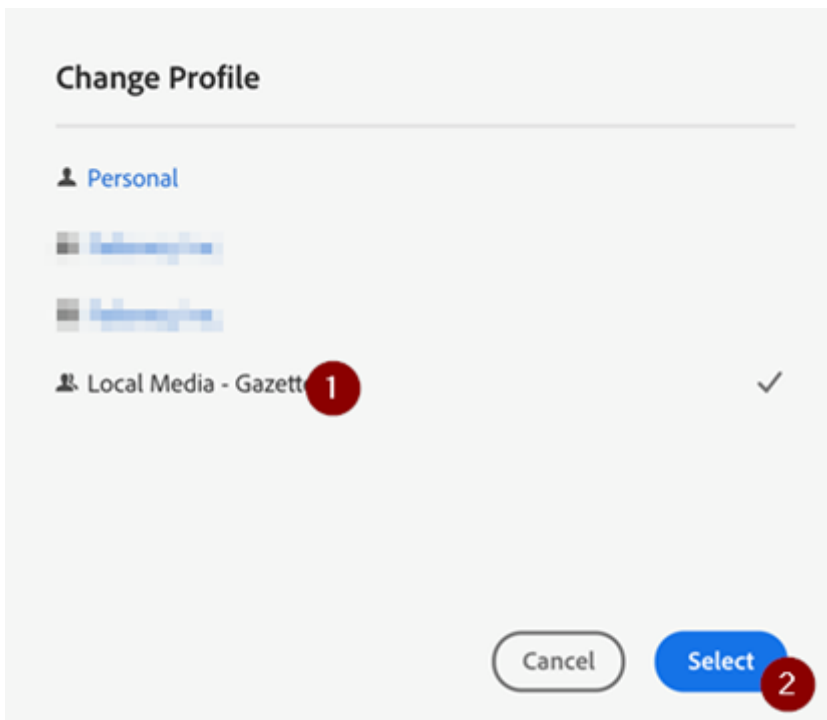
# Cloud Libraries (FYI)

For anyone using cloud libraries, you may want to keep this link handy for exporting these from your old account and then importing them into your new account. It may behoove you to export ahead of August 7$^{th}$ to avoid going back and forth between accounts to save steps. You will still have access to items until September 1$^{st}$, but something to note if you use this functionality.

https://helpx.adobe.com/creative-cloud/help/import-export-creative-cloud-libraries.html

# License Migration on Terminal Servers

The steps for the <u>Adobe License Migration</u> are sometimes successful on a terminal server without incident. But, they may instead produce an error message that the subscription status cannot be verified:
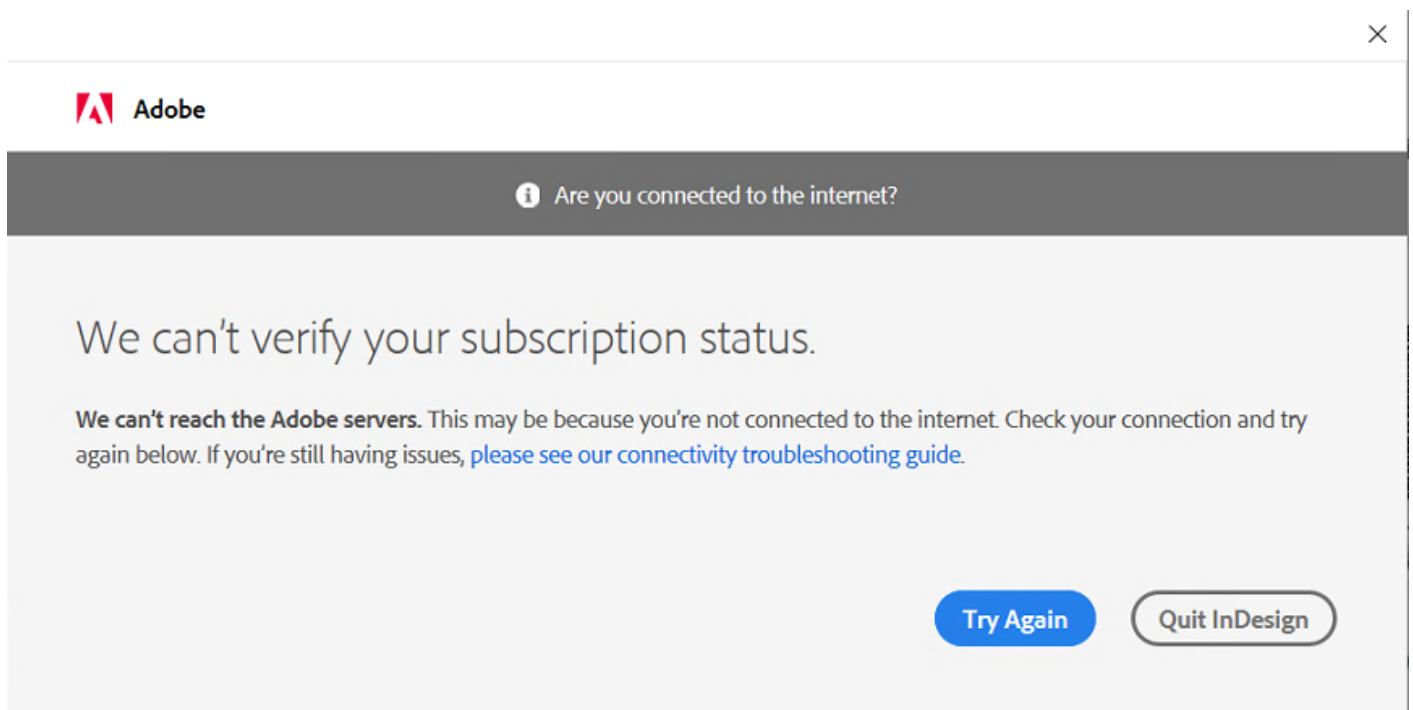


In these cases, Adobe's recommendation is to disable "Acrobat Protected Mode". This change is made in the HKEY Current User registry hive, meaning it is per user, not per computer, so the same change may need to be made for multiple users of the same terminal server. These are the steps.

1. Quit all Adobe software.
2. Double click AdobeAcrobat_PMOff.reg as the user to copy the values in the file to the user's registry hive.
3. Run the Adobe software, and verify successful login.
4. Double click AdobeAcrobat_PMOn.reg as the user to re-enable Acrobat Protected Mode for their userstate. Now that the license is verified, this should not be necessary a second time unless the license changes again.

# Crowdstrike

# Channel File 291 Bootloop

To reboot a machine into safe mode (workstation or server) follow these steps..

At the recovery screen hit "see advanced.."
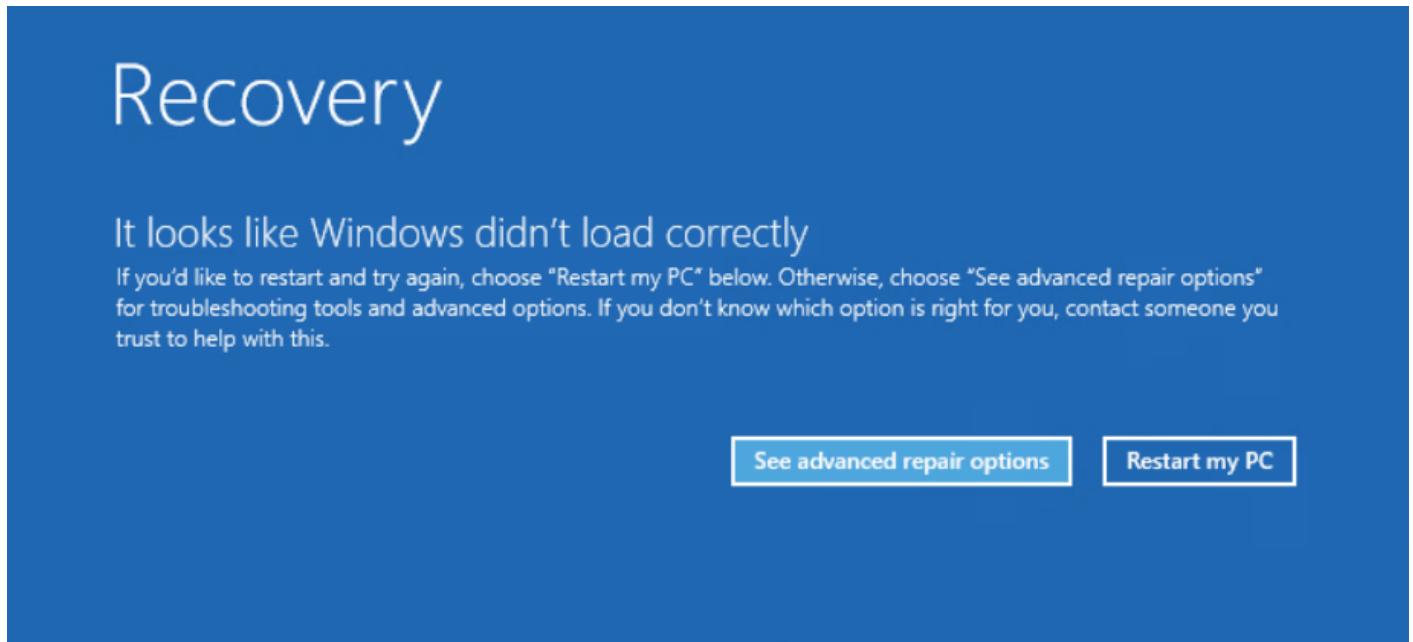


Troubleshoot

Advanced Options

Startup Settings



Hit reboot

Once the server reboots you'll see this recovery option screen. I've been selecting "safe mode with networking" since there's a chance you'll still be able to auth using your normal elevated creds (if not cached).

```
                        Advanced Boot Options

Choose Advanced Options for: Windows Server
(Use the arrow keys to highlight your choice.)

    Repair Your Computer

    Safe Mode
    Safe Mode with Networking
    Safe Mode with Command Prompt

    Enable Boot Logging
    Enable low-resolution video
    Last Known Good Configuration (advanced)
    Debugging Mode
    Disable automatic restart on system failure
    Disable Driver Signature Enforcement
    Disable Early Launch Anti-Malware Driver

    Start Windows Normally

Description: Start Windows with core drivers, plus networking support.


 ENTER=Choose                                           ESC=Cancel
```

Once you've logged into the server you need to open up cmd or powershell.

```
C:\Windows\System32\drivers\CrowdStrike
```

```
dir
```

(to list all files)

```
Select Administrator: Windows PowerShell
-a----      7/3/2024   12:46 AM        27396 C-00000263-00000000-00000030.sys
-a----     11/16/2023  11:17 PM       242516 C-00000264-00000000-00000015.sys
-a----      7/4/2024   12:17 AM      3494924 C-00000265-00000000-00000158.sys
-a----     11/6/2023   11:44 AM           96 C-00000266-00000000-00000002.sys
-a----      5/10/2024  12:07 AM         6068 C-00000268-00000000-00000008.sys
-a----      7/16/2024  12:56 AM       313452 C-00000269-00000000-00000062.sys
-a----      5/28/2024  12:10 AM        20404 C-00000270-00000000-00000012.sys
-a----      7/18/2024  12:56 AM      1734324 C-00000273-00000000-00000277.sys
-a----      7/18/2024  11:56 PM      1744756 C-00000273-00000000-00000278.sys
-a----      7/18/2024  12:56 AM       342460 C-00000274-00000000-00000168.sys
-a----      7/18/2024  12:56 AM        95836 C-00000276-00000000-00000099.sys
-a----      6/14/2024  12:16 AM         5364 C-00000279-00000000-00000009.sys
-a----      7/18/2024  12:56 AM        54164 C-00000281-00000000-00000053.sys
-a----      7/18/2024  12:21 AM       927084 C-00000283-00000000-00000140.sys
-a----      7/4/2024   12:17 AM        18308 C-00000284-00000000-00000028.sys
-a----     11/6/2023   12:28 PM         4628 C-00000285-00000000-00000002.sys
-a----      7/16/2024  12:56 AM        98092 C-00000286-00000000-00000053.sys
-a----      2/1/2024   11:12 PM         2020 C-00000288-00000000-00000002.sys
-a----      7/17/2024  11:51 PM       343284 C-00000289-00000000-00000107.sys
-a----      7/18/2024  11:56 PM        41004 C-00000291-00000000-00000034.sys
-a----      7/18/2024  12:56 AM        25884 C-00000293-00000000-00000029.sys
-a----     11/6/2023   11:46 AM           56 C-00000500-00000000-00000001.sys
-a----     11/6/2023   11:46 AM           56 C-00000502-00000000-00000001.sys
-a----     11/6/2023   11:46 AM           56 C-00000508-00000000-00000001.sys
```

Copy this filename ( C-00000291-etc) and then run this:

```
del <filename you copied>
```

Reboot the machine.

# Procedures for Machines Requiring Added Storage Drivers

Machines like the ProBook 650 G8 may not have the "Startup Settings" option above. Instead, follow these steps.

1. Load the correct driver for the machine to an external drive.
2. Use the Command Prompt option in the recovery mode which will open a command prompt into the Windows Recovery Environment, mapped as X:\
3. Type DISKPART to enter disk partition mode.

> This screenshot is for illustrative purposes only. Your disk and partition numbers will vary.

```
C:\Windows\system32>diskpart    1

Microsoft DiskPart version 6.1.7601
Copyright (C) 1999-2008 Microsoft Corporation.
On computer: WIN-6PAO0DNIJKD

DISKPART> list disk    2

  Disk ###  Status          Size     Free     Dyn  Gpt
  --------  -------------   -------  -------   ---  ---
  Disk 0    Online          465 GB  7168 KB
  Disk 1    Online          931 GB  6144 KB        *
  Disk 2    Online          128 GB  1024 KB        *

DISKPART> select disk 1    3

Disk 1 is now the selected disk.

DISKPART> list partition    4

  Partition ###  Type               Size     Offset
  -------------  ----------------   -------  -------
  Partition 1    Primary            337 GB  1024 KB
  Partition 2    Primary            593 GB   337 GB

DISKPART> select partition 1    5

Partition 1 is now the selected partition.
```

4. Type List Disk and identify the disk number, based on its size, that contains the driver
5. Type Select Disk # based on the size and hit enter - the selected disk is now active
6. Type List Partition and identify the primary partition
7. Type Select Partition # and hit enter - the selected partition is now active
8. Type assign letter=[drive letter] where drive letter is any available drive letter (at this point, any except x)
9. Type EXIT to leave disk partitioning mode
10. Change drive letter to the drive letter you just assigned.
11. Change directories to the directory containing the .inf file for the storage driver - in the example included and attached to this document, that is the *:\src\driver\ directory but this may be different for other drivers.
12. Type pnputil -i -a drivername.inf to load the driver into active memory.
13. Repeat steps 3 through 9 above, but this time select the new, larger drive that you should now be able to see. Select its primary partition and mount it to a different drive letter than the one you chose in step 8.
14. Once out of disk partitioning mode again, select your new drive letter.
15. Change directory to *:\Windows\System32\drivers\CrowdStrike
16. Rename any files beginning with "C-00000291" to end with ".old" instead of ".sys" and then restart the system.
17. You're done!

# Printers

# Printers Need Driver Or Fail To Install

After installing software meant to enable cross-tenant cloud printing, which monopolized the print queues on the print server, re-establishing the relationship with the printers was necessary on some devices at LLEV.

1. Open Settings and navigate to Bluetooth & Devices > Printers & scanners
2. For any printer that says "New driver required" click the printer and then click "Remove"
3. Open terminal - as the user works just fine
4. Do a gpupdate: gpupdate /force
5. When the printers are re-added from the print server, they work properly again

## Additional Issues

If you see any of the following errors...
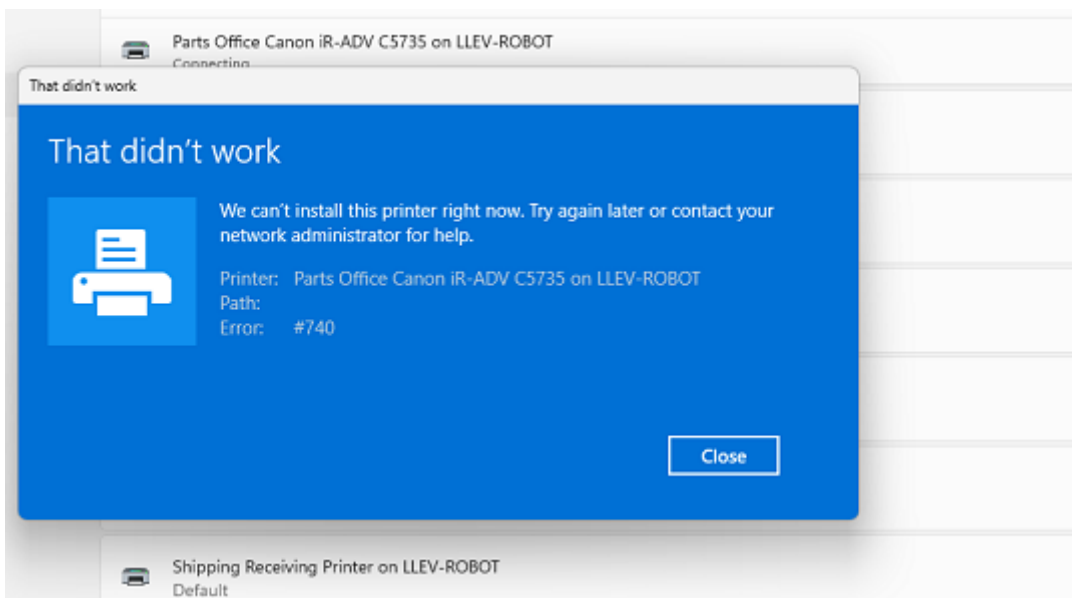
- 
- Error 0x80070bcb during a gpresult/h

...this can be overcome by adding the printer as an admin. Open a terminal as admin and run this command:

rundll32 printui.dll,PrintUIEntry /il

This allows the printer to be installed as an admin, which downloads the driver. After this, the printer can be removed and a gpupdate run again to install the printer properly.