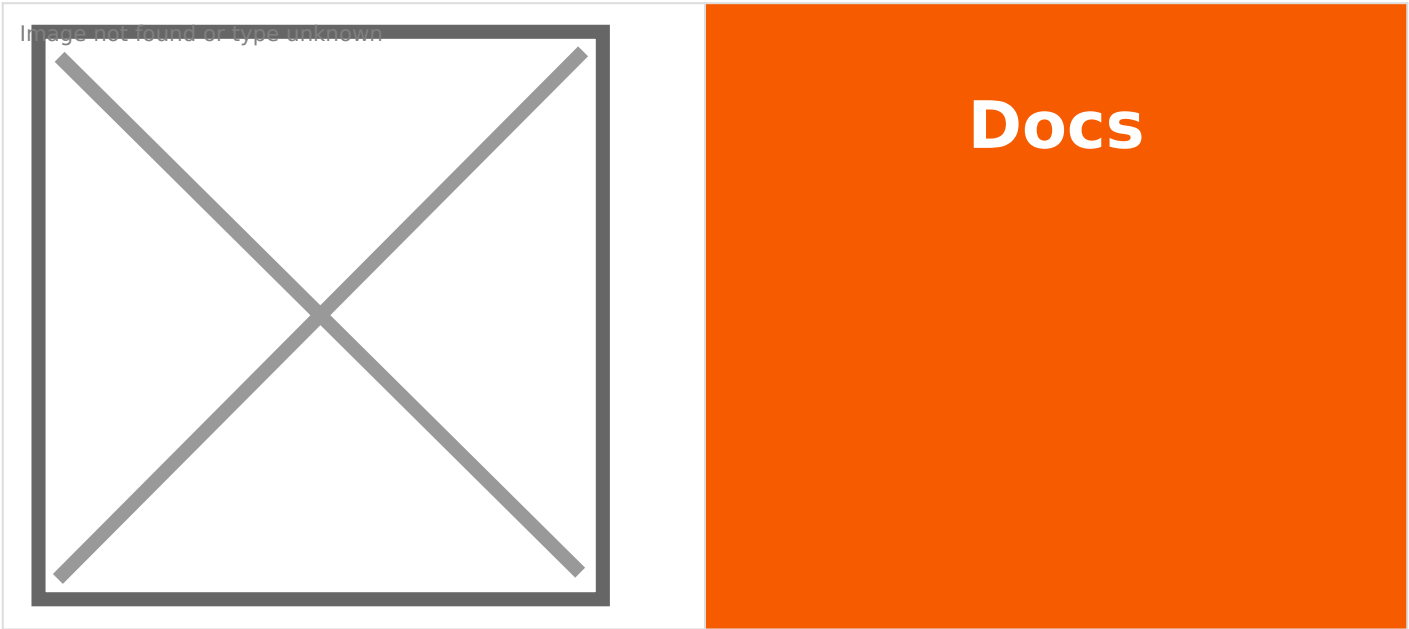


Windows

- [65.001 How to stop Acrobat opening PDF files and choose another app to open them](#)
- [65.003 Windows 11 Start Button and Search box unresponsive](#)
- [65.004 Uninstall Atera from a Windows PC](#)
- [65.007 Add Microsoft 365 MS365 Azure account to administrators group on Windows PC](#)
- [65.009 Splashtop disable audio over remote connection](#)
- [65.010 Windows 10 / Windows 11 Azure Domain Joined remove Microsoft 365 profile](#)
- [65.012 Can't unpin Quick Start links in Windows Explorer](#)
- [65.013 Set up Windows 11 without internet connection](#)
- [65.014 Windows Server: Get a list of Active Directory users using PowerShell](#)
- [65.016 Change or reset your Windows Hello PIN](#)
- [65.044 Canon Printer update failed in Windows Update. Don't have a Canon printer](#)

65.001 How to stop Acrobat opening PDF files and choose another app to open them



Document Control

Document Name	65.001 How to stop Acrobat opening PDF files and choose another app to open them		
Version	v1.0 Current		
Author	Neil Tancock, IT Services (Safeharbour Support Ltd), neil@safeharboursupport.com		
Approval	Safeharbour Support		
Approval date	01-JAN-2025	Review date	31-DEC-2027
Abstract	Sometimes having your PDF documents open in Adobe Acrobat is not ideal and you may want to change that to another program like Google Chrome or Microsoft Edge. Choosing another program to open PDF documents is straightforward		
Scope	This document applies to all clients of Safeharbour Support Ltd		

Inputs	None
Outputs	None

Change Control

Date	Author	Version	Change
02-DEC-2024	Neil Tancock	0.0	First version
01-JAN-2025	Neil Tancock	1.0	Approved

-----<START OF DOCUMENT> -----

Choosing another program to open PDF documents is straightforward

1. Open File Explorer in Windows and find a .PDF document. Any PDF will do
2. Right-click on the PDF document, click on Open with > and then choose a new program to open the PDF with. It'll then test it by opening the PDF document in the program you chose.

Image not found or type unknown



If you can't find the program in the list offered, click on "Choose another app" and you will be offered a more extensive list of programs that can open PDF documents. If you still can't find the app you want you can extend the list further or even browse your computer for the app you want.

-----<END OF DOCUMENT> -----

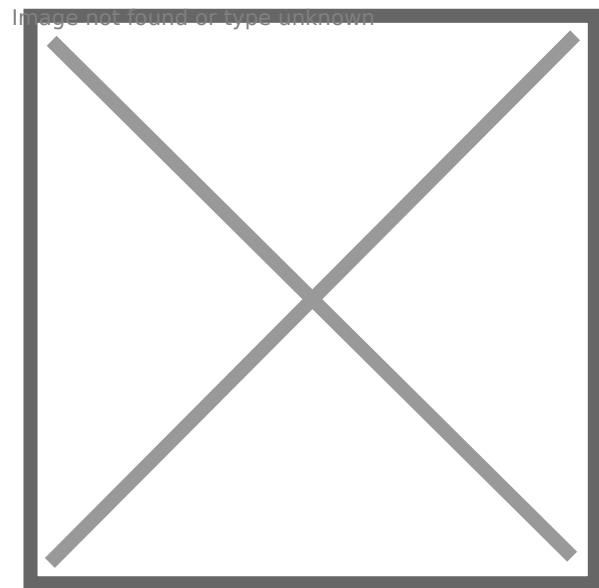
[Need help?](#) [Get in touch!](#)

You can call us on [01752 373000](tel:01752373000), option 2 or, if you are on Number Club, just call extension 3001

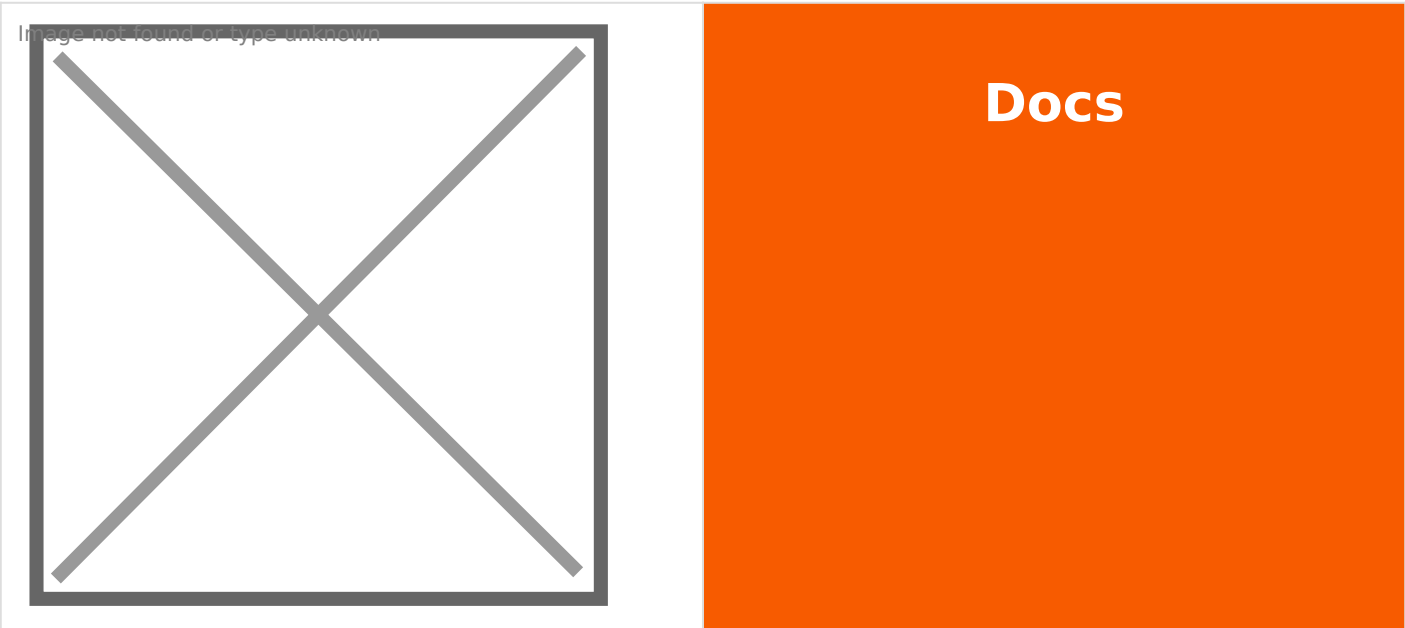
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You can Whatsapp us right here: <https://wa.me/441752373000>



65.003 Windows 11 Start Button and Search box unresponsive



Document Control

Document Name	65.003 Windows 11 Start Button and Search box unresponsive		
Version	v1.0 Current		
Author	Neil Tancock, IT Services (Safeharbour Support Ltd), neil@safeharboursupport.com		
Approval	Safeharbour Support		
Approval date	01-JAN-2025	Review date	31-DEC-2027
Absract	process StartMenuExperienceHost.exe crashes Acronis Device Control		
Scope	This document applies to all clients of Safeharbour Support Ltd		
Inputs	None		
Outputs	None		

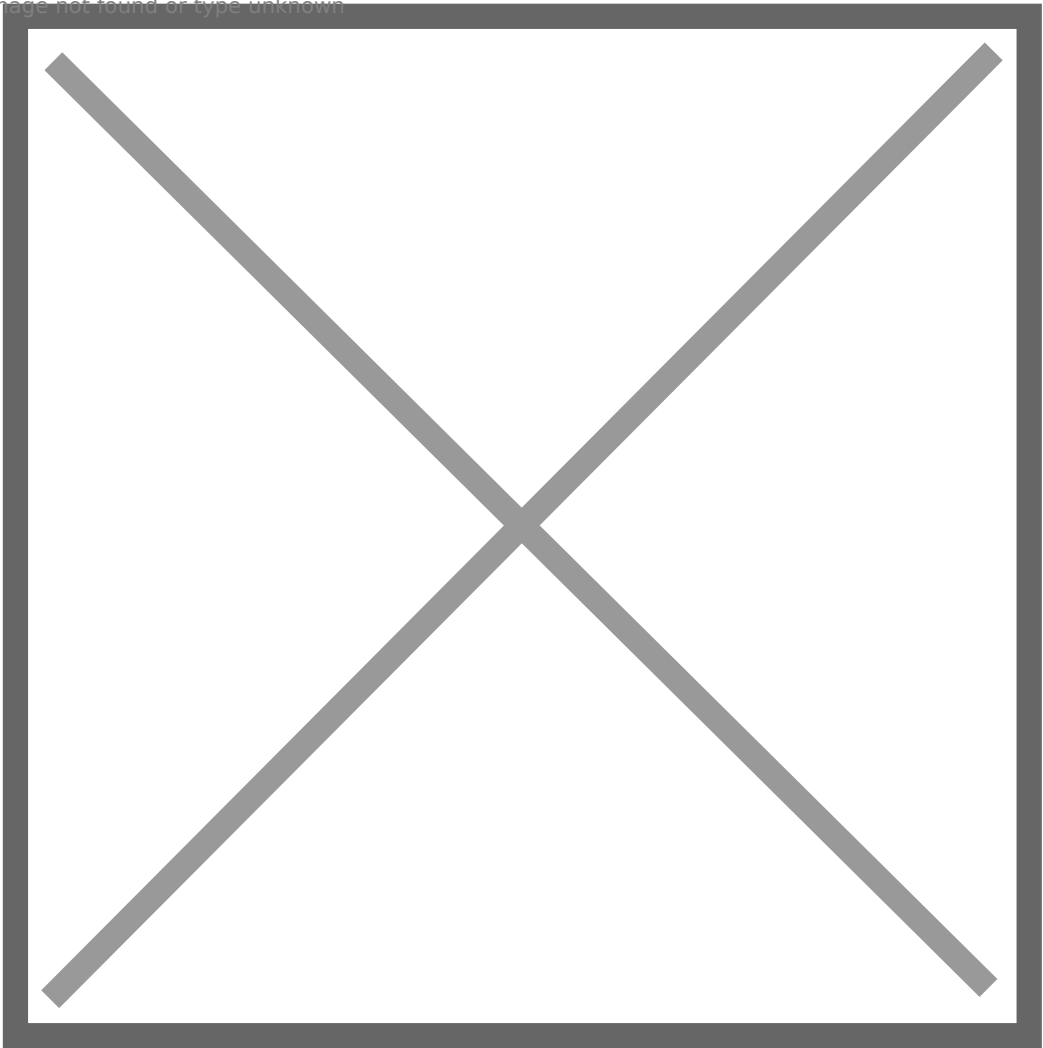
Change Control

Date	Author	Version	Change
02-DEC-2024	Neil Tancock	0.0	First version
01-JAN-2025	Neil Tancock	1.0	Approved

-----<START OF DOCUMENT> -----

If you're running Windows 11 and the Start Button & Search Box are unresponsive, it's likely that the Start Menu Experience process is crashing.

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This was, in this case, caused by a bug in Acronis backup tool, specifically the Device Control feature. Acronis are working on a fix but it's advisable to disable Device Control in the Acronis portal. The Start Menu and Search Box will work normally after.

<https://kb.acronis.com/content/72828>

72828: Acronis Cyber Protect Cloud: Windows Start button and Find not working after Windows update KB5030219 if Advanced DLP or Device Control service is enabled

Symptoms

- Cyber Protect Cloud Agent is installed on physical Windows 11 machines
- **Advanced DLP** or **Device Control** feature is enabled in the protection plan
- After updating Windows to **KB5030219**, the Start button and Find are no longer working.

Cause

Issue in the product.

Acronis Development team is working on a fix.

This issue will be resolved in one of the upcoming releases.

-----<END OF DOCUMENT>-----

Need help? Get in touch!

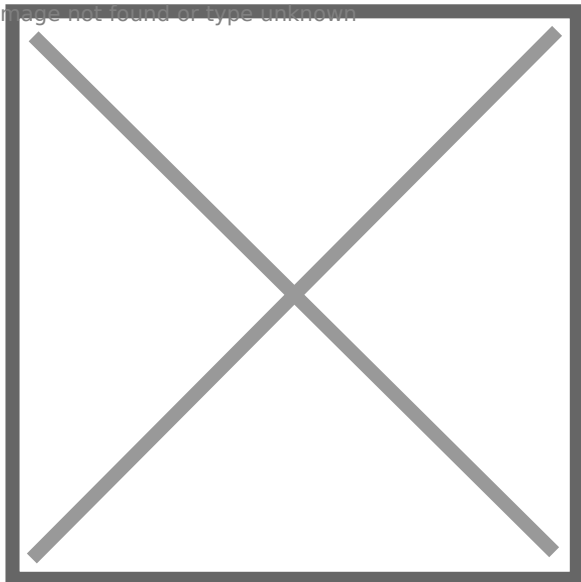
You can call us on [01752 373000](tel:01752373000), option 2 or, if you are on Number Club, just call extension 3001

You can email us at hub@safeharboursupport.com

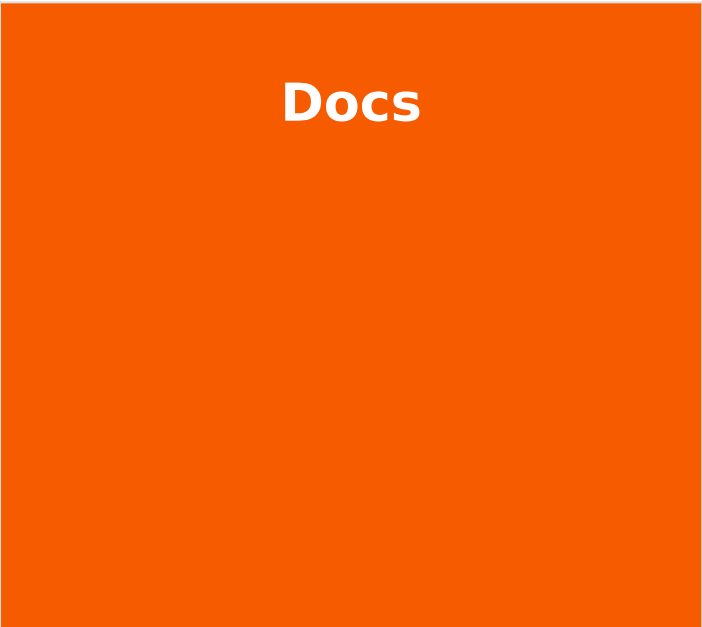
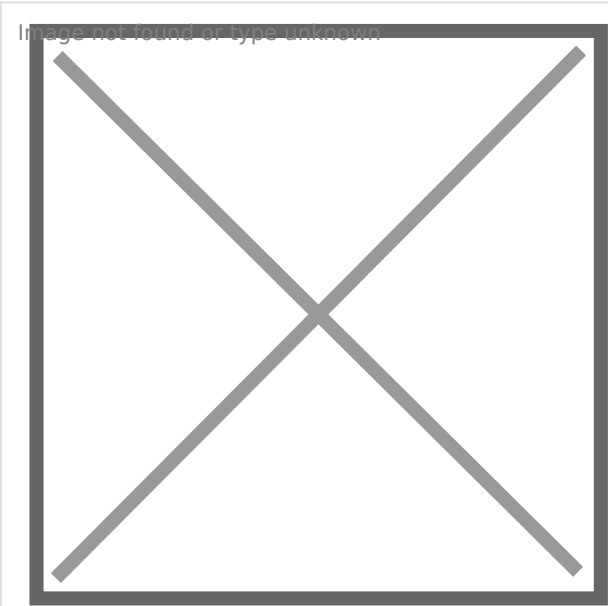
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You can Whatsapp us right here: <https://wa.me/441752373000>

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65.004 Uninstall Atera from a Windows PC



Document Control

Document Name	65.004 Uninstall Atera from a Windows PC		
Version	v1.0 Current		
Author	Neil Tancock, IT Services (Safeharbour Support Ltd), neil@safeharboursupport.com		
Approval	Safeharbour Support		
Approval date	01-JAN-2025	Review date	31-DEC-2027
Abstract	If you don't have access to the Atera management portal you can uninstall Atera manually. This is also useful if you have reinstalled Atera and it will not connect.		
Scope	This document applies to all clients of Safeharbour Support Ltd		
Inputs	None		
Outputs	None		

Change Control

Date	Author	Version	Change
------	--------	---------	--------

02-DEC-2024	Neil Tancock	0.0	First version
01-JAN-2025	Neil Tancock	1.0	Approved

-----<START OF DOCUMENT>-----

Either use these commands (The registry ones are the important ones if you have uninstalled Atera and Splashtop):

```
msiexec /x {EFB51F01-9805-4293-BB16-6F17EF4CEDF2} /qn
```

```
timeout /t 5 /nobreak >nul
```

```
sc stop AteraAgent > nul 2> nul
```

```
sc delete AteraAgent > nul 2> nul
```

```
taskkill /f /im TicketingTray.exe > nul 2> nul
```

```
REG DELETE "HKEY_CURRENT_USER\Software\ATERA Networks" /f > nul 2> nul
```

```
RMDIR /S /Q "%userprofile%\appdata\local\temp\TrayIconCaching" > nul 2> nul
```

```
taskkill /f /im AteraAgent.exe > nul 2> nul
```

```
taskkill /f /im TicketingTray.exe > nul 2> nul
```

```
taskkill /f /im AgentPackageMonitoring > nul 2> nul
```

```
taskkill /f /im AgentPackageInformation > nul 2> nul
```

```
taskkill /f /im AgentPackageRunCommandInteractive > nul 2> nul
```

```
taskkill /f /im AgentPackageEventViewer.exe > nul 2> nul
```

```
taskkill /f /im AgentPackageSTRemote.exe > nul 2> nul
```

```
taskkill /f /im AgentPackageInternalPoller.exe > nul 2> nul
```

```
taskkill /f /im AgentPackageWindowsUpdate.exe > nul 2> nul
```

```
taskkill /f /im AgentPackageSystemTools.exe > nul 2> nul
```

```
taskkill /f /im AgentPackageHeartbeat.exe > nul 2> nul
```

```
taskkill /f /im AgentPackageUpgradeAgent > nul 2> nul
```

```
taskkill /f /im AgentPackageProgramManagement > nul 2> nul
```

```
taskkill /f /im AgentPackageRegistryExplorer.exe > nul 2> nul
```

```
timeout /t 4 /nobreak >nul
```

```
REG DELETE "HKEY_CURRENT_USER\Software\ATERA Networks" /f > nul 2> nul
```

```
REG DELETE "HKEY_LOCAL_MACHINE\SOFTWARE\ATERA Networks" /f > nul 2> nul
```

```
REG DELETE
```

```
"HKEY_CLASSES_ROOT\Installer\Products\4758948C95C1B194AB15204D95B42292" /f > nul 2> nul
```

REG DELETE

```
"HKEY_CLASSES_ROOT\Installer\Products\10F15BFE50893924BB61F671FEC4DE2F" /f > nul 2> nul
```

```
RMDIR /S /Q "C:\Program Files\ATERA Networks\AteraAgent" > nul 2> nul
```

```
RMDIR /S /Q "C:\Program Files (x86)\ATERA Networks" > nul 2> nul
```

-----<END OF DOCUMENT>-----

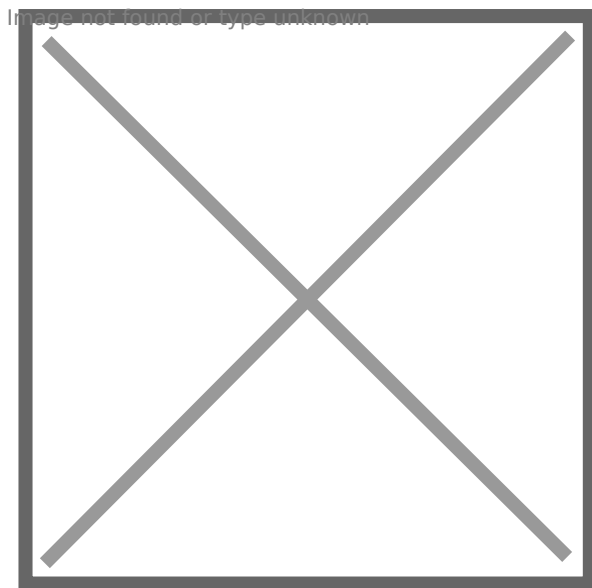
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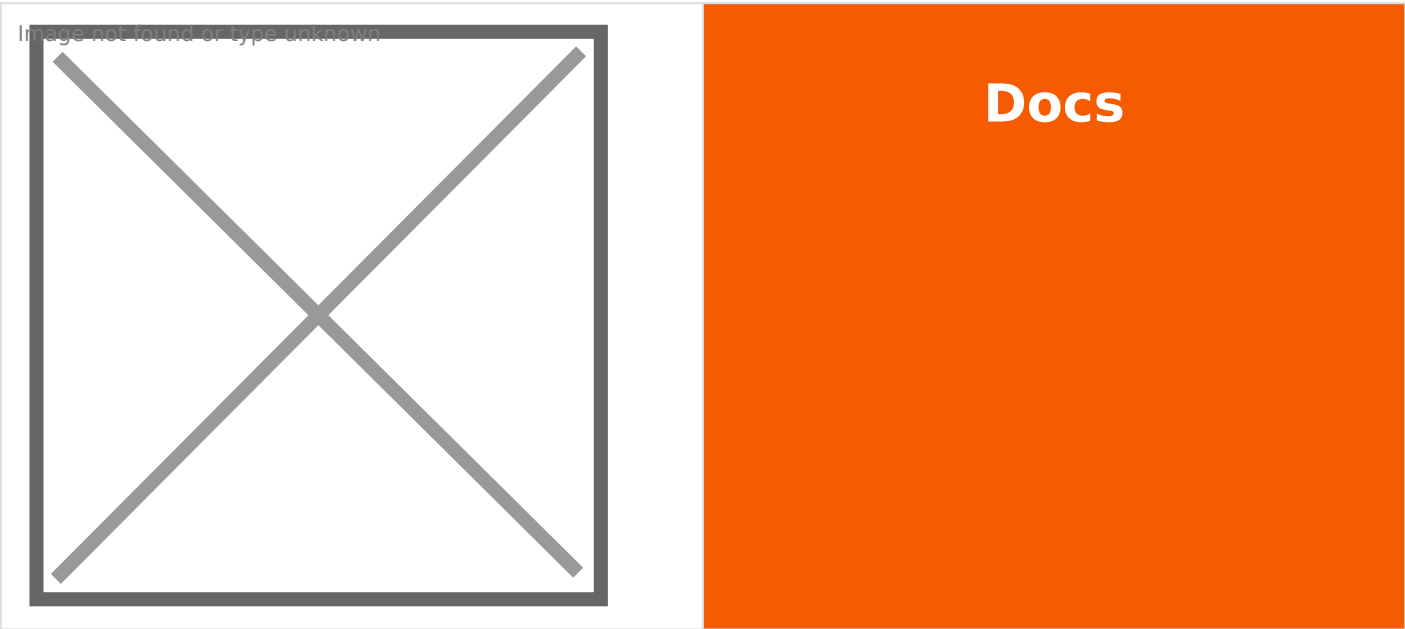
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65.007 Add Microsoft 365 MS365 Azure account to administrators group on Windows PC



Document Control

Document Name	65.007 Add Microsoft 365 MS365 Azure account to administrators group on Windows PC		
Version	v1.0 Current		
Author	Neil Tancock, IT Services (Safeharbour Support Ltd), neil@safeharboursupport.com		
Approval	Safeharbour Support		
Approval date	01-JAN-2025	Review date	31-DEC-2027
Abstract	None		
Scope	This document applies to all clients of Safeharbour Support Ltd		
Inputs	None		
Outputs	None		

Change Control

Date	Author	Version	Change
02-DEC-2024	Neil Tancock	0.0	First version
01-JAN-2025	Neil Tancock	1.0	Approved

-----<START OF DOCUMENT> -----

Net localgroup Administrators /add "AzureAD\name@domain.com"

-----<END OF DOCUMENT> -----

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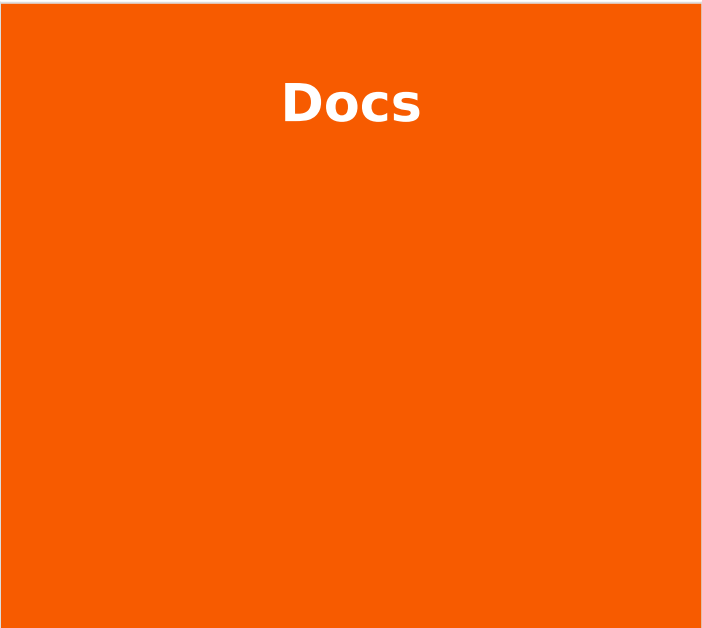
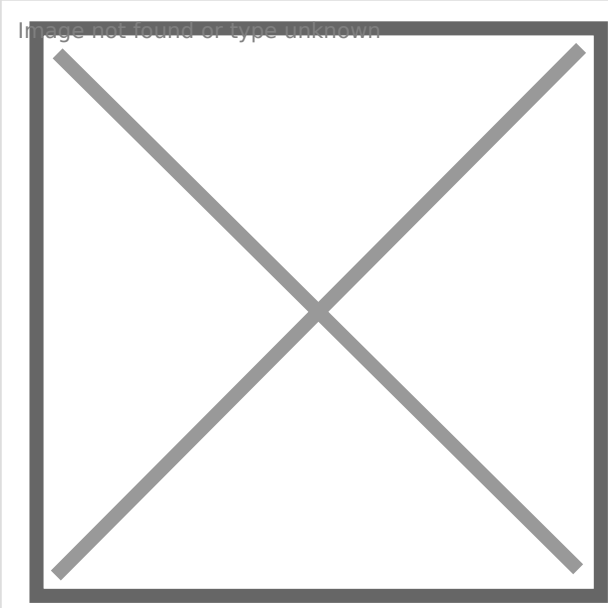
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65.009 Splashtop disable audio over remote connection



Document Control

Document Name	65.009 Splashtop disable audio over remote connection		
Version	v1.0 Current		
Author	Neil Tancock, IT Services (Safeharbour Support Ltd), neil@safeharboursupport.com		
Approval	Safeharbour Support		
Approval date	01-JAN-2025	Review date	31-DEC-2027
Absract	When accessing a device via Splashtop, the user's audio will come through the link. While not really an issue - you may like thrash metal - it can be problematic if you are using VoIP to call them; the audio will cut off.		
Scope	This document applies to all clients of Safeharbour Support Ltd		
Inputs	None		
Outputs	None		

Change Control

Date	Author	Version	Change
02-DEC-2024	Neil Tancock	0.0	First version
01-JAN-2025	Neil Tancock	1.0	Approved

-----<START OF DOCUMENT> -----

When accessing a device via Splashtop, the user's audio will come through the link. While not really an issue - you may like thrash metal - it can be problematic if you are using VoIP to call them; the audio will cut off.

Here's what to do:

There is indeed an option you can enable in order to disable the sound from the Splashtop sessions.
You just need to open the Splashtop Streamer on the customer's computer->Settings->Sound->Tick 'Output sound on this computer only'

We could probably put that in a script and deploy to all clients.
"HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Splashtop Inc.\Splashtop Remote Server\AutoMute" is changed from value 1 to 2.

-----<END OF DOCUMENT> -----

Need help? Get in touch!

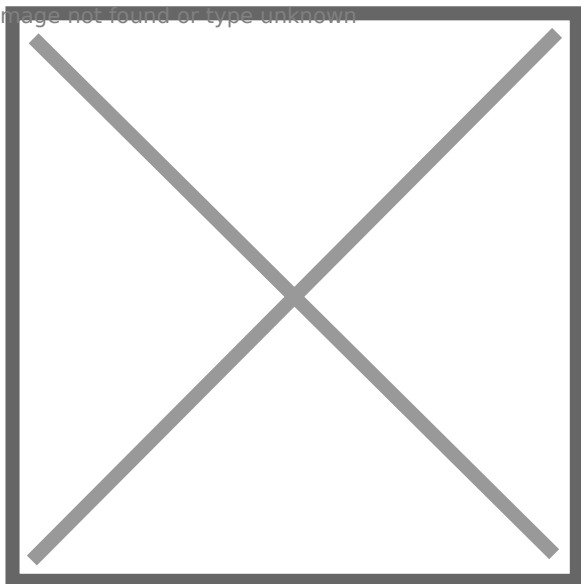
You can call us on [01752 373000](tel:01752373000), option 2 or, if you are on Number Club, just call extension 3001

You can email us at hub@safeharboursupport.com

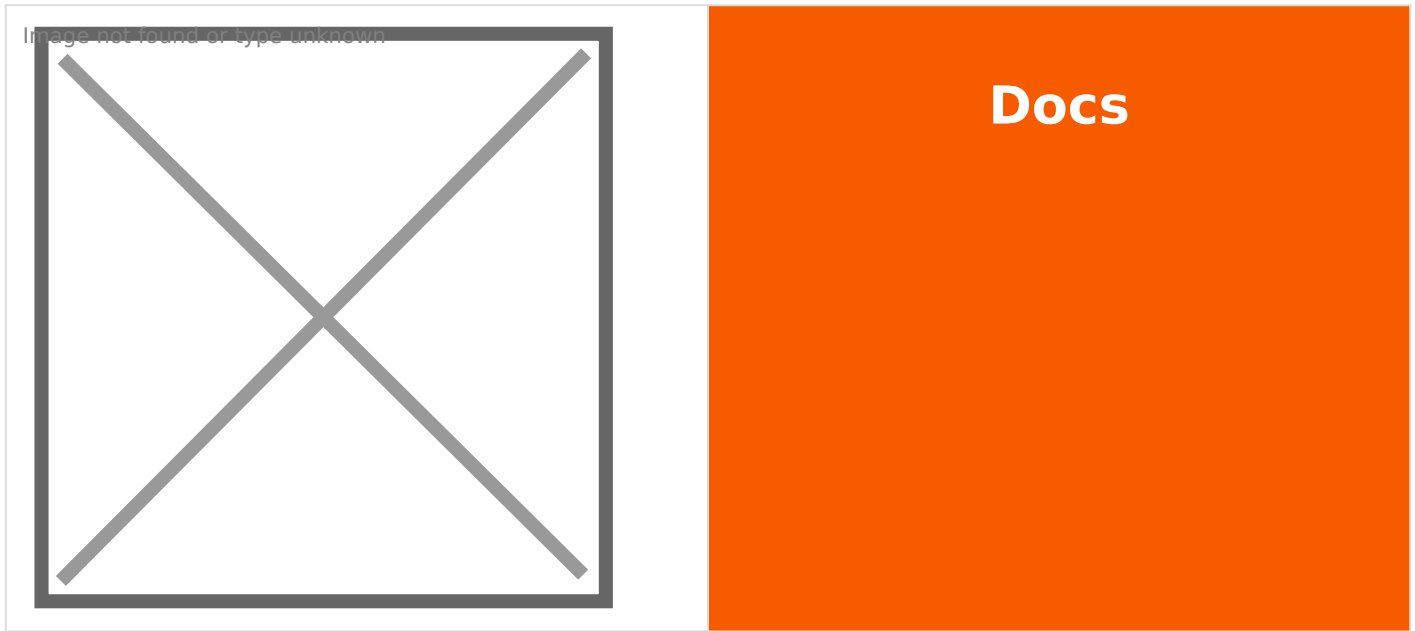
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65.010 Windows 10 / Windows 11 Azure Domain Joined remove Microsoft 365 profile



Document Control

Document Name	65.010 Windows 10 / Windows 11 Azure Domain Joined remove Microsoft 365 profile		
Version	v1.0 Current		
Author	Neil Tancock, IT Services (Safeharbour Support Ltd), neil@safeharboursupport.com		
Approval	Safeharbour Support		
Approval date	01-JAN-2025	Review date	31-DEC-2027
Abstract	None		
Scope	This document applies to all clients of Safeharbour Support Ltd		
Inputs	None		
Outputs	None		

Change Control

Date	Author	Version	Change
02-DEC-2024	Neil Tancock	0.0	First version
01-JAN-2025	Neil Tancock	1.0	Approved

-----<START OF DOCUMENT> -----

On an Azure domain-joined computer, the profile is created from their account and no local account is created. To remove the profile, go to System Properties (Like you are going to AD join the computer) and click on Profiles. You can delete the profile from there.

-----<END OF DOCUMENT> -----

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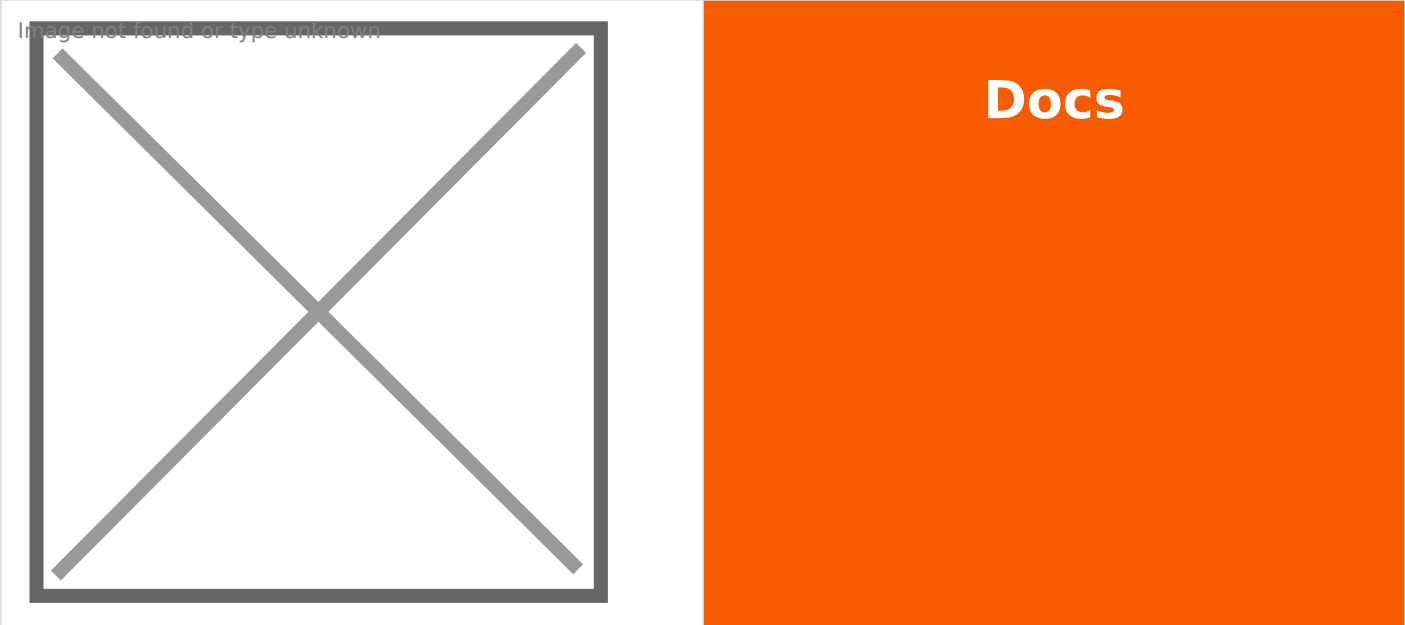
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65.012 Can't unpin Quick Start links in Windows Explorer



Document Control

Document Name	65.012 Can't unpin Quick Start links in Windows Explorer		
Version	v1.0 Current		
Author	Neil Tancock, IT Services (Safeharbour Support Ltd), neil@safeharboursupport.com		
Approval	Safeharbour Support		
Approval date	01-JAN-2025	Review date	31-DEC-2027
Absract	If you're unpinning a Quick Start entry they will normally go away as soon as you unpin them. If they don't this procedure is for you.		
Scope	This document applies to all clients of Safeharbour Support Ltd		
Inputs	None		
Outputs	None		

Change Control

Date	Author	Version	Change
02-DEC-2024	Neil Tancock	0.0	First version
01-JAN-2025	Neil Tancock	1.0	Approved

-----<START OF DOCUMENT> -----

If you're unpinning a Quick Start entry they will normally go away as soon as you unpin them.

If they don't this procedure is for you.

The pins are referred to as Automatic Destinations and Windows keeps a little list of all the pins it needs to show you. Sometimes that list can get a little messed up, Windows gets confused and you have persistent Pins.

If you know your folder name:

If you know your own folder name on your computer, press the Windows key and then R and then paste this in, replacing [your username] with your own folder name:

C:\Users\[your_username]\AppData\Roaming\Microsoft\windows\recent\automaticdestinations

Then click Ok

If you don't know your folder name:

If you don't know your own folder name on your computer:

- Open File Explorer and navigate to the C: drive
- Then open the Users folder. You should see your folder in there, it will likely be your username that you use when you log in; make a note of the name.
- Press the Windows key and then R and then paste this in, replacing [your username] with your own folder name

C:\Users\[your_username]\AppData\Roaming\Microsoft\windows\recent\automaticdestinations

- Then click Ok

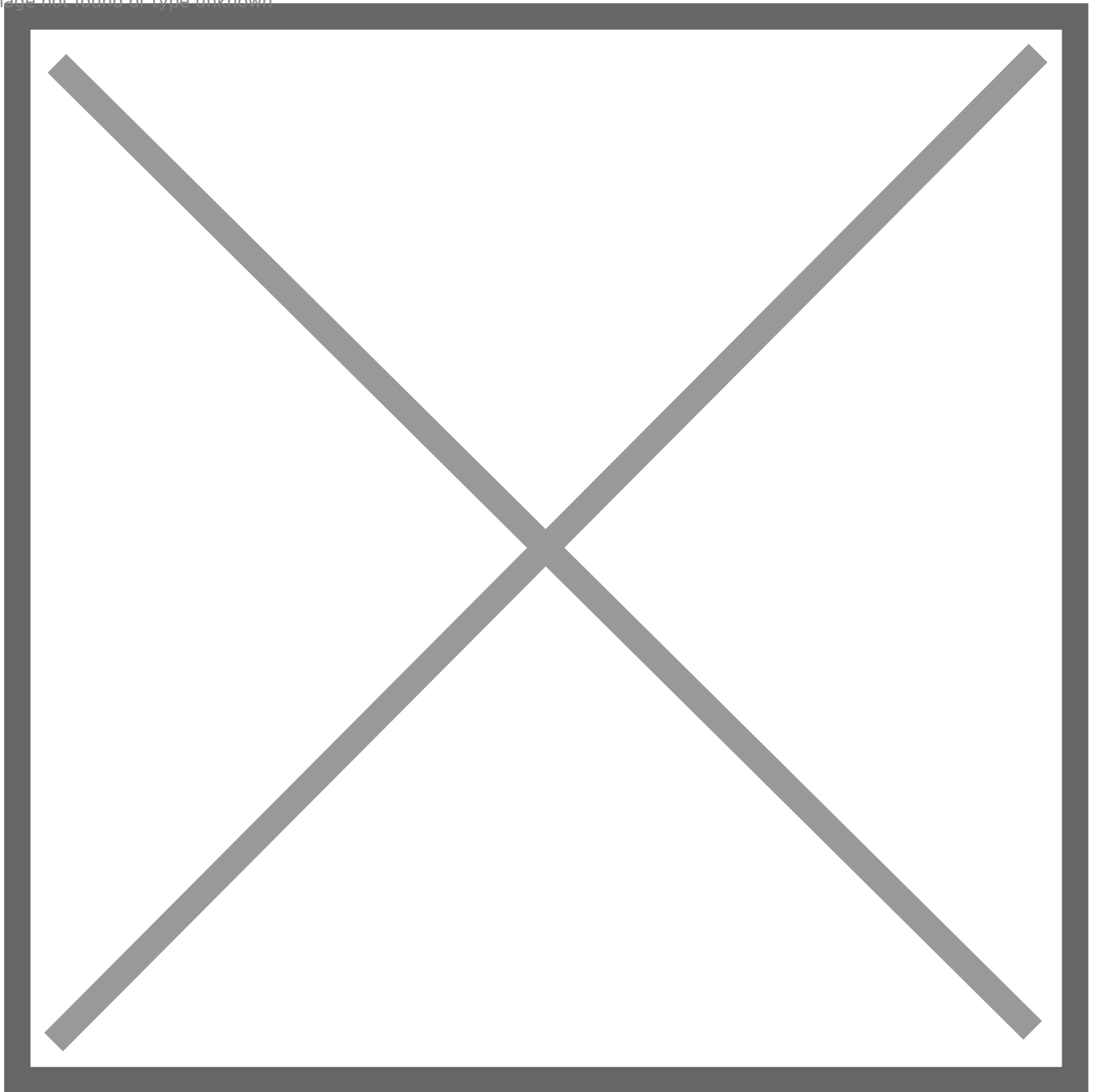
As an example, if your login was neil you would enter this:

C:\Users\neil\AppData\Roaming\Microsoft\windows\recent\automaticdestinations

Clearing out the Pins

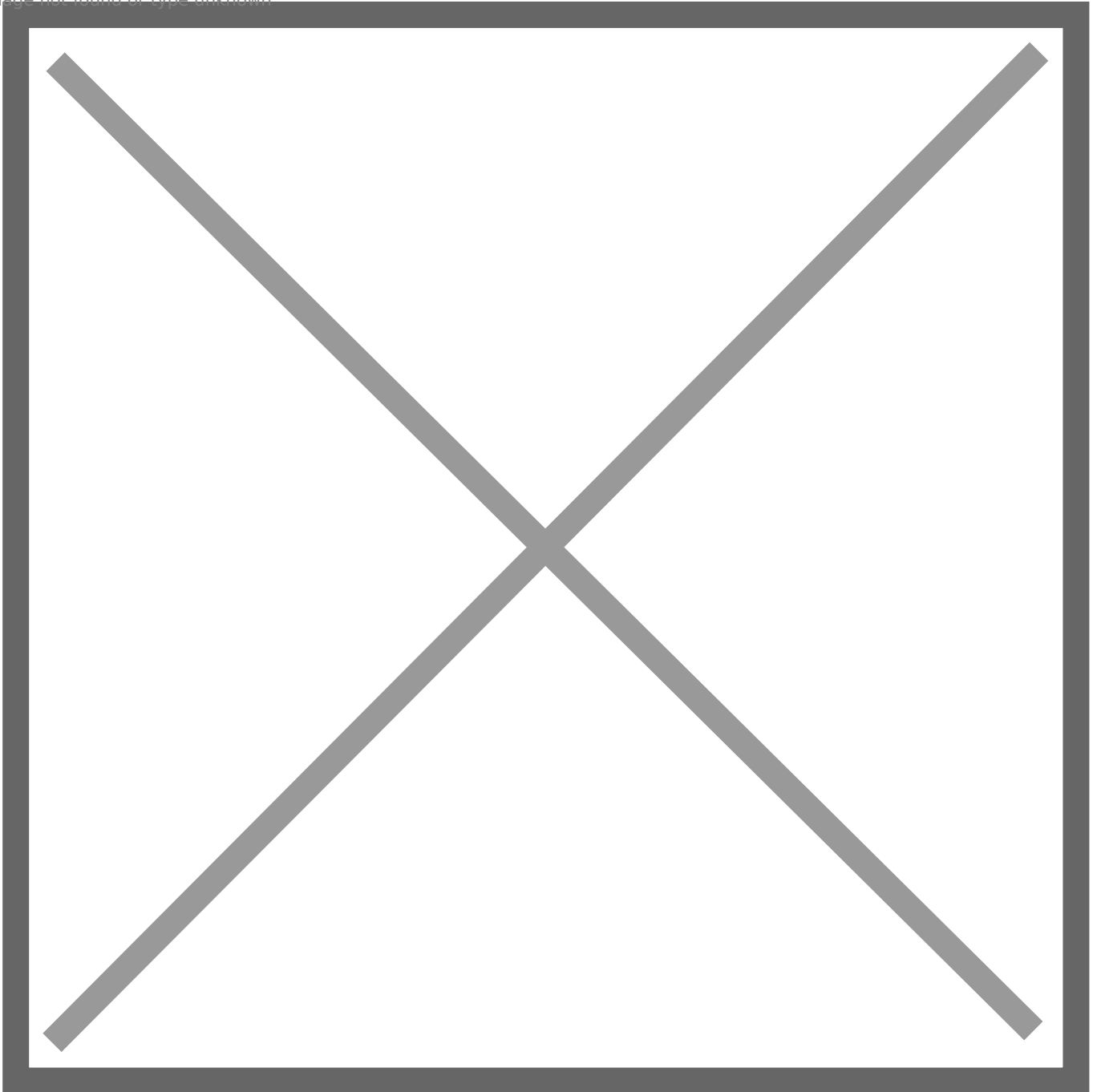
Once you've navigated to the right folder, you will see lots of files that look like this:

Image not found or type unknown



- Click on the first file in the list to highlight it - in this case the file begins with 1bc392 - then press the control key and then A key together to they look like this:

Image not found or type unknown



- Now press the keypad key marked "Delete" (Not the Backspace key above the Enter key) and all the files will disappear. A couple may come back as they are regenerated automatically by Windows.
- All the errant Quick Start entries should now have disappeared, barring the Desktop, Downloads and Pictures ones as they are automatically maintained by Windows.
- The procedure is complete - close down the File Explorer window

-----<END OF DOCUMENT>-----

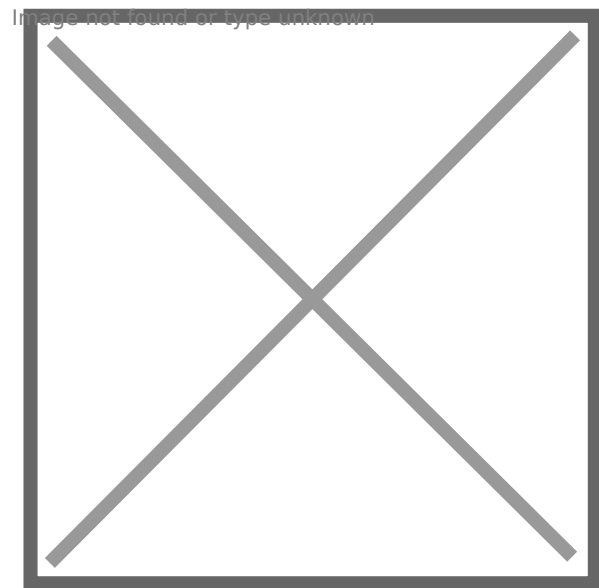
Need help? [Get in touch!](#)

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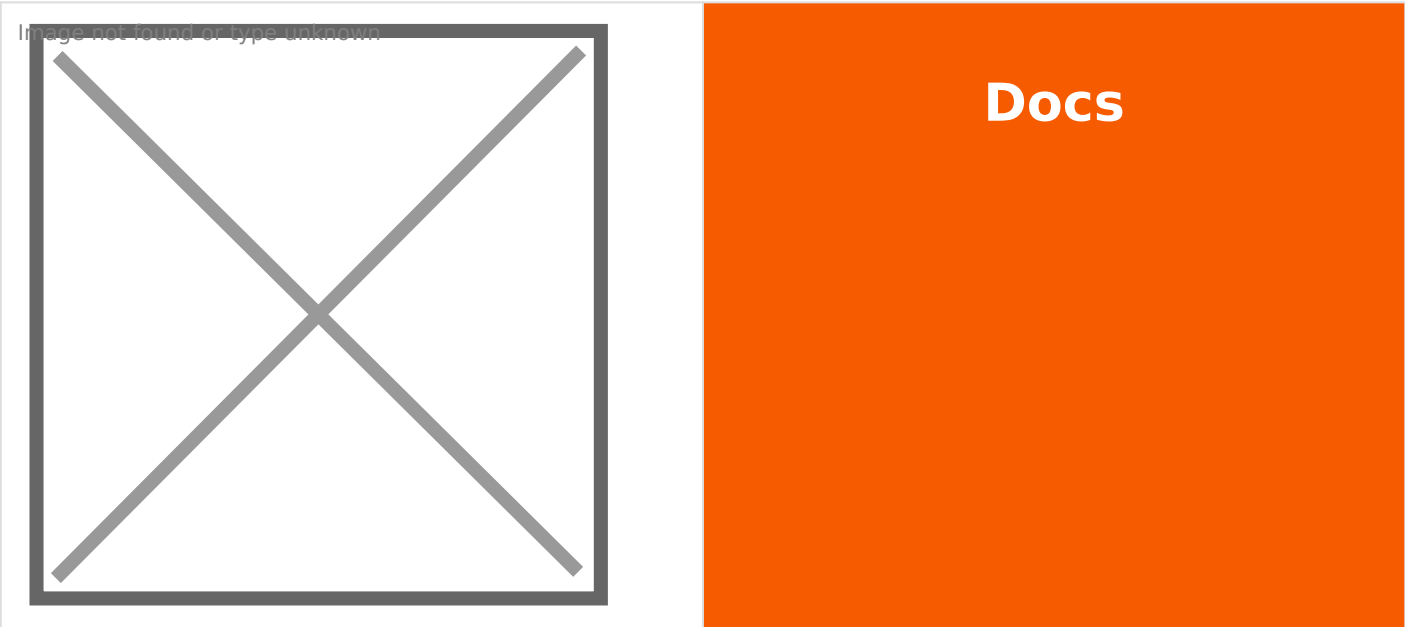
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65.013 Set up Windows 11 without internet connection



Document Control

Document Name	65.013 Set up Windows 11 without internet connection		
Version	v1.0 Current		
Author	Neil Tancock, IT Services (Safeharbour Support Ltd), neil@safeharboursupport.com		
Approval	Safeharbour Support		
Approval date	01-JAN-2025	Review date	31-DEC-2027
Abstract	None		
Scope	This document applies to all clients of Safeharbour Support Ltd		
Inputs	None		
Outputs	None		

Change Control

Date	Author	Version	Change
02-DEC-2024	Neil Tancock	0.0	First version
01-JAN-2025	Neil Tancock	1.0	Approved

-----<START OF DOCUMENT> -----

For those that need to setup Win 11 without an internet connection, here is how to do it:

- On the setup screen where it asks you to connect to the internet, press Shift + F10 to bring up the command prompt.
- OOBE\BYPASSNRO [ENTER]

The system will restart and you will see an option to continue without internet connection

-----<END OF DOCUMENT> -----

Need help? Get in touch!

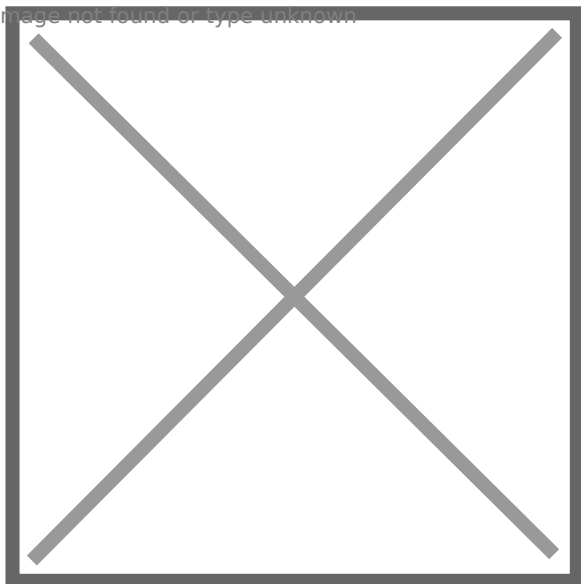
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You can email us at hub@safeharboursupport.com

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65.014 Windows Server: Get a list of Active Directory users using PowerShell

Browse to OU in Users & Computers

Right-click OU folder and choose properties

Click on Attribute editor tab and find distinguishedName record

Double click the record to open it and then copy the contents of the record

Start - PowerShell

Right-click PowerShell and choose run as administrator

```
Get-ADUser -Filter * -SearchBase "<REPLACE THIS WITH THE TEXT YOU COPIED>" -Properties * |  
Export-Csv "c:\ADUsers.csv"
```

The list will be in c:\ADUsers.csv

-----<END OF DOCUMENT>-----

Need help? Get in touch!

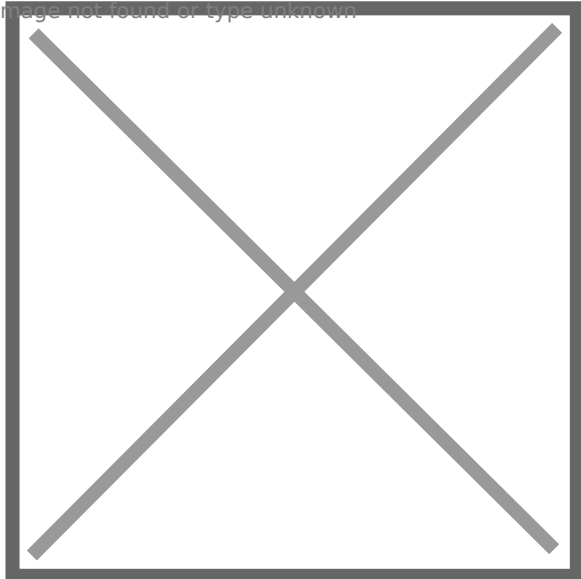
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Image not found or type unknown



Document Control

Document Name	65.014 Windows Server: Get a list of Active Directory users using PowerShell		
Version	v1.0 Current		
Author	Neil Tancock, IT Services (Safeharbour Support Ltd), neil@safeharboursupport.com		
Approval	Safeharbour Support		
Approval date	01-JAN-2025	Review date	31-DEC-2027
Abstract	None		
Scope	This document applies to all clients of Safeharbour Support Ltd		
Inputs	None		
Outputs	None		

Change Control

Date	Author	Version	Change
02-DEC-2024	Neil Tancock	0.0	First version
01-JAN-2025	Neil Tancock	1.0	Approved

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65.016 Change or reset your Windows Hello PIN

A PIN is a user-defined set of numbers, or a combination of numbers and letters, that allows you to sign in to your Windows device instead of a password.

Your PIN is securely stored on your device, it isn't transmitted anywhere, and it isn't stored on a server. This makes it more secure than a traditional password.

If you want to change your PIN, or need to reset it, you have different options.

Reset your PIN when you aren't signed in

Change or reset your PIN when you're already signed in

You can use the Settings app to change your PIN.

1. In the Settings app on your Windows device, select **Accounts > Sign-in options** or use the following shortcut:

Sign-in options

1. Select **PIN (Windows Hello) > Change PIN**, and then follow the instructions. You must enter your old PIN in order to change to a new one
- If you forgot your PIN, select **I forgot my PIN** and follow the directions to verify your account and create a new one

-----<END OF DOCUMENT> -----

Need help? Get in touch!

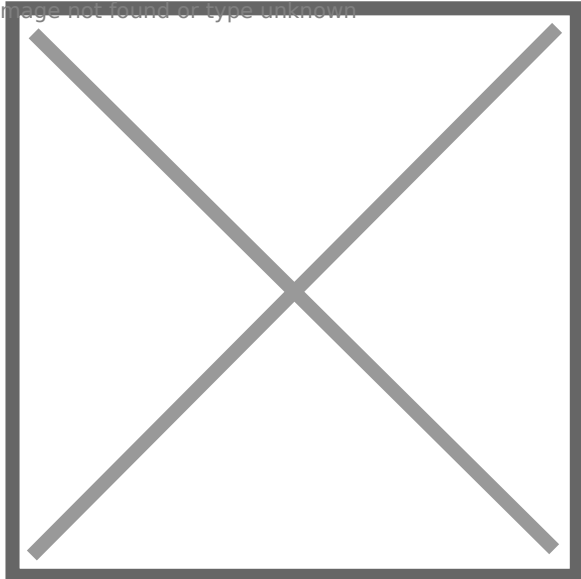
You can call us on [01752 373000](tel:01752373000), option 2 or, if you are on Number Club, just call extension 3001

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Document Control

Document Name	65.016 Change or reset your Windows Hello PIN		
Version	v1.0 Current		
Author	Neil Tancock, IT Services (Safeharbour Support Ltd), neil@safeharboursupport.com		
Approval	Safeharbour Support		
Approval date	01-JAN-2025	Review date	31-DEC-2027
Abstract	None		
Scope	This document applies to all clients of Safeharbour Support Ltd		
Inputs	None		
Outputs	None		

Change Control

Date	Author	Version	Change
02-DEC-2024	Neil Tancock	0.0	First version
01-JAN-2025	Neil Tancock	1.0	Approved

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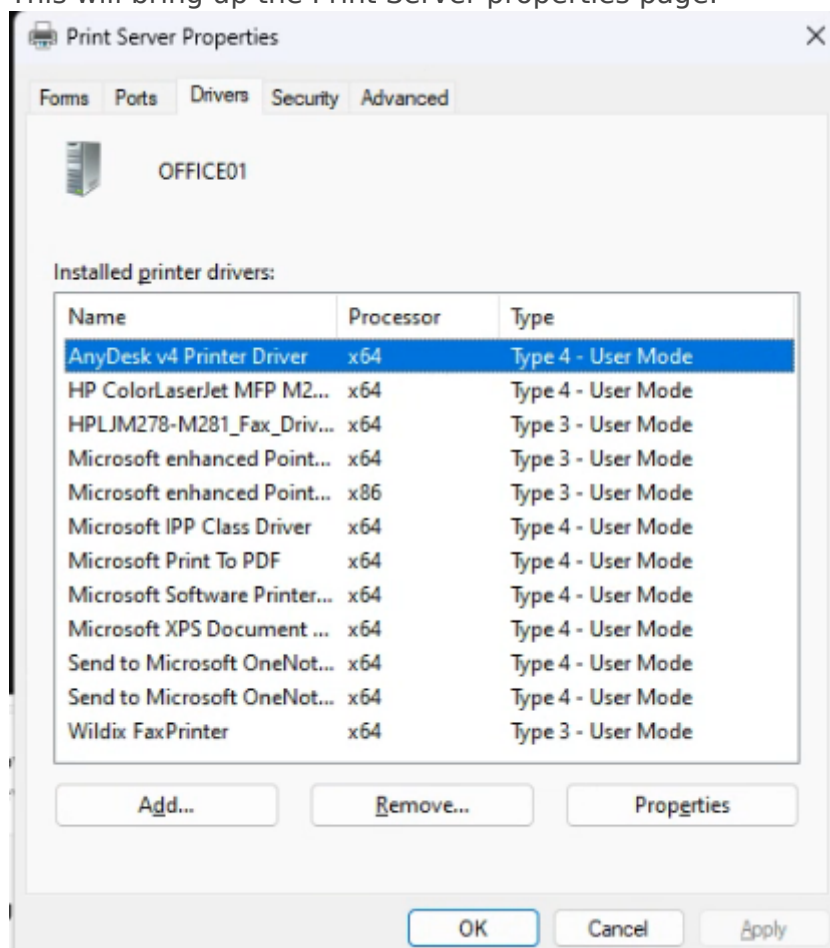
65.044 Canon Printer update failed in Windows Update.

Don't have a Canon printer

If Windows update is stuck in a loop of installing / failing to install updates for a Canon printer, remove the printer from the printer list:

- From an elevated command prompt
- `printui /s /t2[ENTER]`

This will bring up the Print Server properties page:



- Click on the printer you would like to remove, and click on [Remove]
- Click on Remove driver and driver package
- Click on [Ok]

- Confirm that you want to delete the printer by clicking [Yes]
- The uninstall will commence and then pause, asking you to confirm the delete once more. Click on [Delete] to confirm the delete
- Click on [Close]

-----<END OF DOCUMENT> -----

Need help? Get in touch!

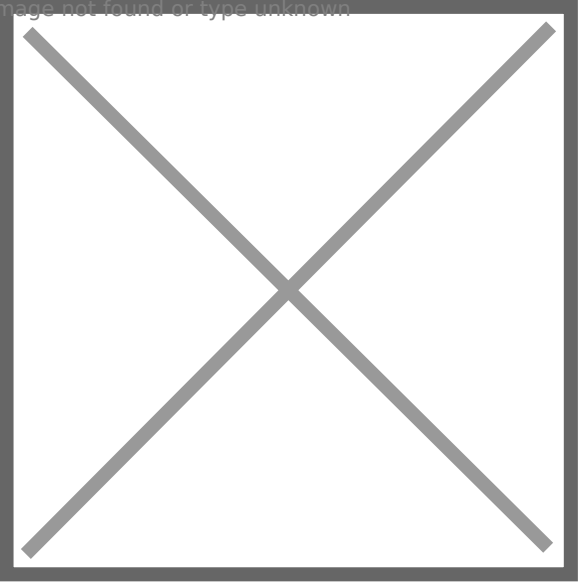
You can call us on [01752 373000](tel:01752373000), option 2 or, if you are on Number Club, just call extension 3001

You can email us at hub@safeharboursupport.com

You can chat & Collaborate with us at <https://kite.wildix.com/nc-a12/3001>

You can Whatsapp us right here: <https://wa.me/441752373000>

Image not found or type unknown



Document Control

Document Name	65.044 Canon Printer update failed in Windows Update. Don't have a Canon printer.		
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Author	Neil Tancock, IT Services (Safeharbour Support Ltd), neil@safeharboursupport.com		
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Change Control

Date	Author	Version	Change
03-MAR-2025	Neil Tancock	0.0	First version
03-MAR-2025	Neil Tancock	1.0	Approved

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