



**This document is protected by Seclore FileSecure™ application.**

**Authentication process may be in progress. Please wait till it completes.  
If this message does not go away within a few seconds, you can read the comments below.**

**Please do not edit or save this document or else you will lose the protected information.**

If you continue to see this message, it means one of the following –

- 1. *You are viewing this document using an application or version of an application that is not supported by Seclore FileSecure™.***

Kindly use one of the supported applications for viewing this document.

Right click on the file and choose “Open” menu option provided by FileSecure. (This will be marked with a red lock in front of it.)

If you do not see such a menu option, you may not have FileSecure desktop application installed on your machine. Please refer to point #2 below.

If the problem persists, please read further.

Visit this URL for getting a list of all supported applications and their versions.

[www.seclore.com/products/filesecure/supportedapp.html](http://www.seclore.com/products/filesecure/supportedapp.html)

- 2. *You do not have the FileSecure™ desktop application installed on your machine.***

Kindly download and install the required software. The required software can be downloaded from

[www.seclore.com/products/filesecure/download.html](http://www.seclore.com/products/filesecure/download.html)

- 3. *You have the desktop client installed properly and the system is still authenticating your credentials.***

Please wait for some more time to allow the process to complete. If you see a prompt for “User Authentication”, please click on “Continue” button once you authenticate yourself by providing your credentials. A browser window should open, in that case, where you can provide the same.

- 4. *You have desktop client installed and also provided your credentials but the authentication failed.***

Close the document and open it again providing valid credentials.

- 5. *You have desktop client installed and also provided valid credentials but you do not have permission to view the document.***

You will have to get in touch with the owner of the document to get required permissions on the document. To get the information about the owner, please right click on the file and select “View File Info”.

- 6. *You are viewing this document from within a virtual machine or using a remote desktop session.***

FileSecure™ does not allow viewing of protected files within virtual machine or using remote desktop.

- 7. *You are viewing this document within the browser***

Kindly save the document on your machine and then open it.