

Resolve PDF Attachment issues

Last Modified on 04/02/2020 11:50 am EDT

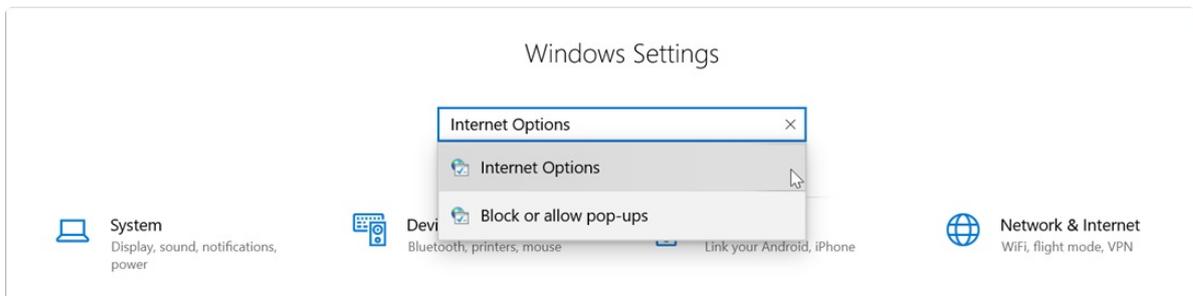
When a PDF attachment is downloaded from Core, a security message may appear while trying to view the attachment. When this happens, the content may not display properly, with issues such as blank sections or overlapping text. This is usually caused by the user's security settings and can be resolved by adding the Resolver URL to your trusted sites.

Protected View: This file originated from a potentially unsafe location, and most features have been disabled to avoid potential security risks. ?

An example of a security message on a downloaded PDF attachment.

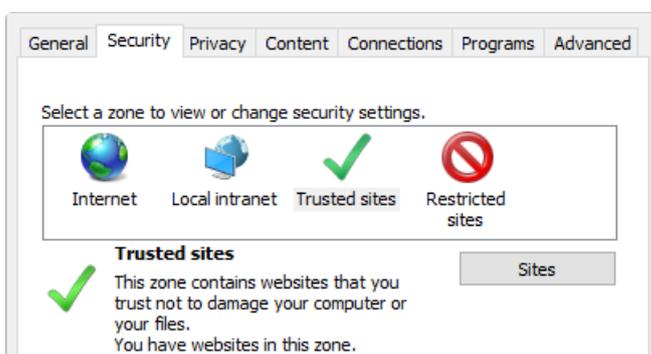
To add Resolver to the list of trusted sites:

1. Open the **Windows Settings** app on the computer experiencing the problem.
2. Search for **Internet Options**.
3. Click **Internet Options**.



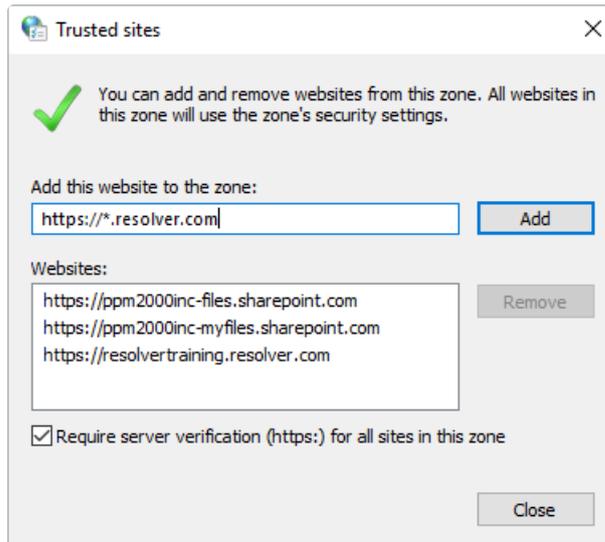
The Internet Options selection in Windows Settings.

4. Click the **Security** tab.
5. Click **Trusted sites > Sites**.



Trusted sites in the Security tab.

6. Enter **https://*.resolver.com** in the **Add this website to the zone** field.



The Trusted sites window.

7. Click **Add**.
8. Close the **Trusted sites** and **Internet Options** windows.
9. Close and reopen the browser running Core.
10. Download the attachment again.
11. If problems persist, contact [Resolver Support](#).