

## **Resolve PDF Attachment issues**

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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.

		Windows Settings		
		Internet Options ×		
System Display, sound, notifications, power	E D B	Block or allow pop-ups  Link your Android	l, iPhone	Network & Internet WiFi, flight mode, VPN

The Internet Options selection in Windows Settings.

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



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

## Resolver.

😪 Trusted sites	×				
You can add and remove websites from this zo this zone will use the zone's security settings.	ne. All websites in				
Add this website to the zone:					
https://*.resolver.com	Add				
Websites: https://ppm2000inc-files.sharepoint.com https://ppm2000inc-myfiles.sharepoint.com https://resolvertraining.resolver.com	Remove				
Require server verification (https:) for all sites in this zone					
	Close				
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.