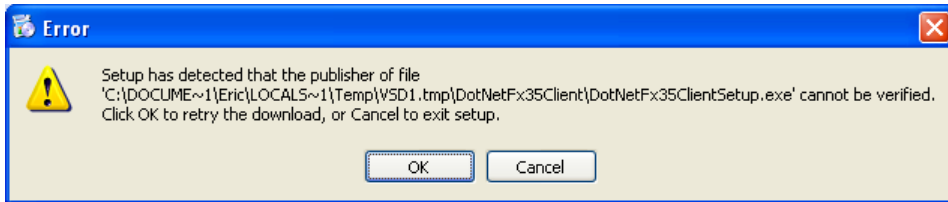
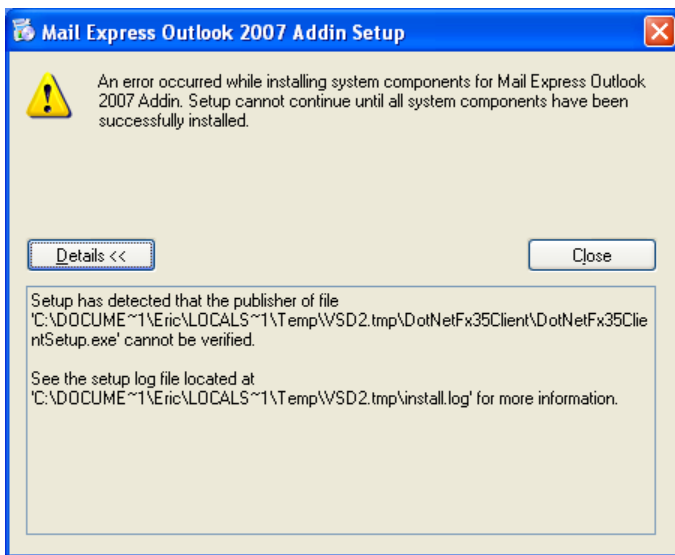


“Failure to Verify Publisher of File” Error in Mail Express Outlook Add-In Prerequisite Installer

On rare occasions you may receive a “Failure to Verify Publisher” error when running the Mail Express Outlook Add-In Prerequisite Installer (MailExpressOutlook2007AddinSetup.exe). When this occurs an error message similar to the following is displayed:



Cancelling out of this error message displays a follow-on error similar to the following message:



As part of the prerequisite installation process, the Outlook Add-In Prerequisite Installer (MailExpressOutlook2007AddinSetup.exe) downloads the necessary additional prerequisite installers from Microsoft. Prior to using these downloaded installers, they are checked for errors and corruption. The “Failure to Verify Publisher” error occurs if the downloaded file is corrupt.

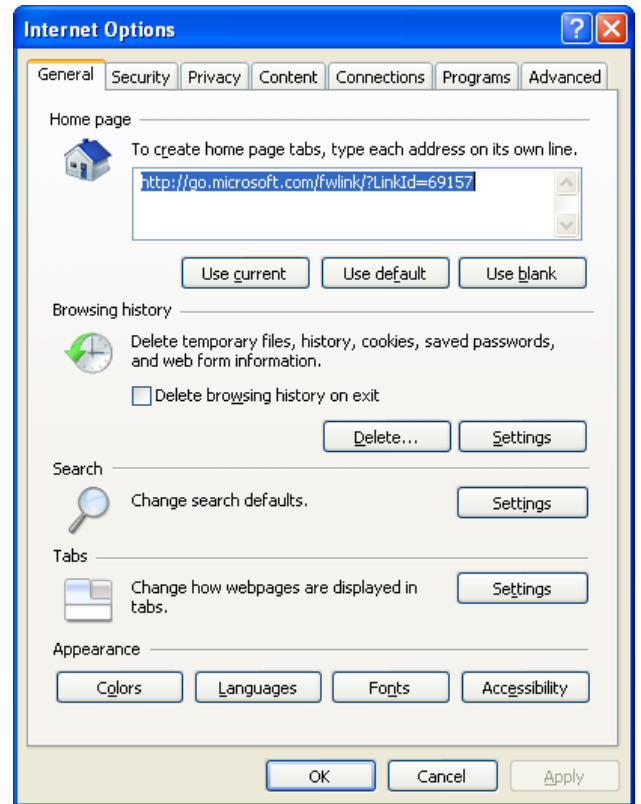
The first step in resolving this error is to simply cancel out of the Add-In Prerequisite Installer and then try again. However, if this error persists, it may be due to the Windows Operating System caching a corrupt copy of the downloaded prerequisite installer in the Temporary Internet Files folder.

To resolve this error you must clear the offending file from the Temporary Internet Files folder. Note that using the “Delete Browsing History” option in Internet Explorer is not guaranteed to resolve the problem. Rather the file must be manually deleted using the procedure below.

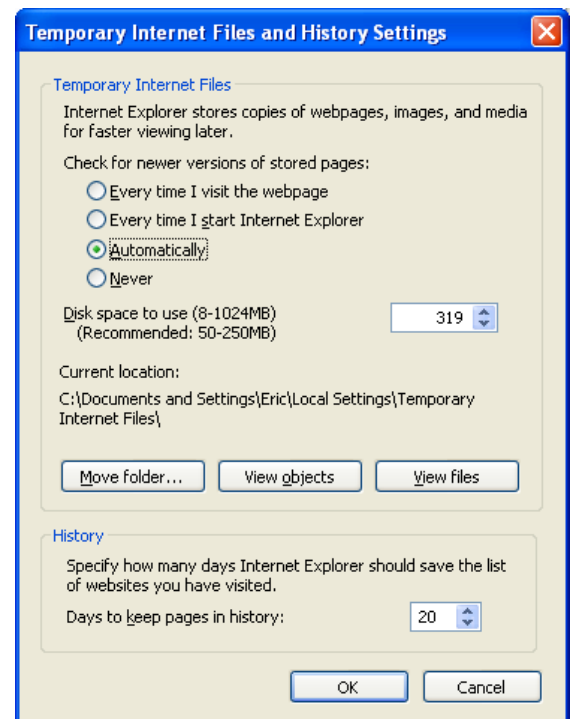
To delete the corrupted file:

1. Identify the filename of the offending prerequisite installer in the Outlook Add-In Prerequisite Installer error message. For reference, the filename in the above example error message is “DotNetFx35ClientSetup.exe”.
2. Cancel out of the Outlook Add-In Prerequisite Installer.
3. Open the **Internet Options** dialog box (Start -> Run -> inetcpl.cpl).

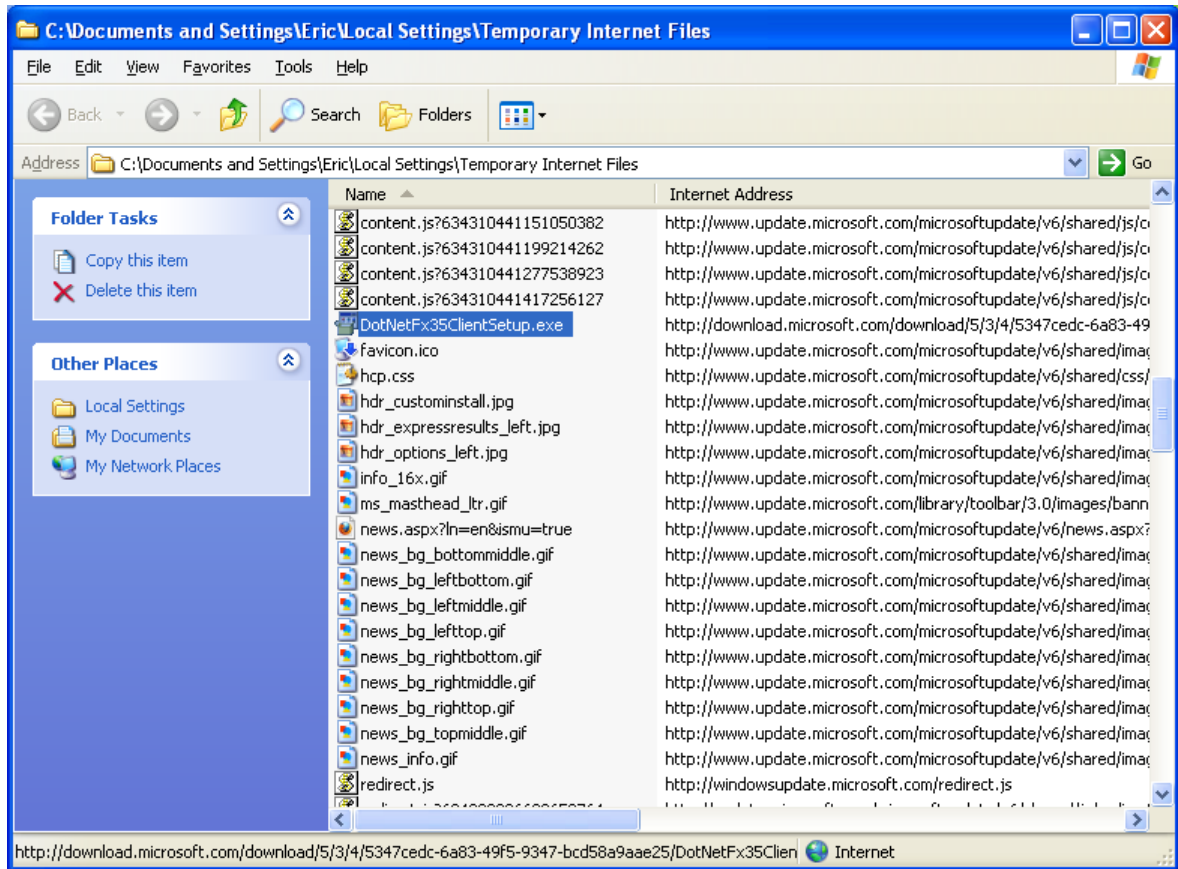
4. In the **Browsing history** section, click **Settings**.



5. The **Temporary Internet Files and History Settings** dialog box appears. Click **View files**.



The “Temporary Internet Files” folder opens in Windows Explorer.



6. Locate and delete the offending prerequisite installer file. In this example the file is “DotNetFx35ClientSetup.exe”.
7. Re-run the Mail Express Outlook Add-In Prerequisite Installer (MailExpressOutlook2007AddinSetup.exe)