

# Receive a "Failure to Verify Publisher" error when running the Mail Express Outlook Add-In Prerequisite Installer

## THE INFORMATION IN THIS ARTICLE APPLIES TO:

- Mail Express, all 3.x versions

## SYMPTOM

Receive a "Failure to Verify Publisher" error when running the Mail Express Outlook Add-In Prerequisite Installer

## RESOLUTION

Cancel out of the Add-In Prerequisite Installer, and then try again. If the error persists, refer to the attached PDF for further instructions on how to resolve this issue.

## MORE INFORMATION

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.

GlobalSCAPE Knowledge Base

<https://kb.globalscape.com/Knowledgebase/10673/Receive-a-Failure-to-Verify-...>