

ZIXDIRECT FAQs

1. **What should I do if I can't read the encrypted email message sent to me?**

If you receive an error message when you try to read the message, you will see a link to report that you can not read it. Review the requirements below and make sure that you have the right version of software and browser settings. If you still have problems, contact the sending organization using the email address in the original message.

2. **What Internet browsers are supported/recommended to use ZixDirect?**

Internet Browser Versions:

Microsoft® Internet Explorer® 6.0 or 7
Mozilla® Firefox® 2.0 or higher

Internet Browser Security Setting:

Internet Explorer – Set Internet Security and default Privacy Security settings to medium or low
Firefox – Enable both Java and JavaScript

Java Version:

Java version of 1.4.2. or higher

3. **How do I update my browser version for use with ZixDirect?**

Internet Explorer – To download the newest version of Internet Explorer, go to www.microsoft.com/downloads then search for the Internet Explorer download. Follow the instructions to download the update.

Firefox – To download the newest version of Firefox, go to <http://www.mozilla.com/firefox> and click the Download Firefox link at the top of the page, then follow the instructions.

4. **How do I change my Internet browser security settings to match the suggested settings for using ZixDirect?**

Internet Explorer

- To change Security settings: Go to Tools > Internet Options then select the Security tab. On this tab, select the Internet icon then set the slider to Medium or below.
- To change Privacy settings: Go to Tools > Internet Options then select the Privacy tab. On this tab, set the slider to Medium or below.

Firefox

- To enable Java and JavaScript in Firefox, go to Tools > Options then select Contents. On this tab, select the Java and JavaScript check boxes to enable them.
- **Are there any recommended Internet browser settings to use ZixDirect?**

To open your secure email messages, enable the Secure Sockets Layer (SSL) 2.0 and 3.0 options in your Internet browser. Set these by doing the following:

To set the Internet browser settings for Internet Explorer

- Select Tools > Internet Options.

- Select the Advanced tab.
- Scroll down to Use SSL 2.0 and Use SSL 3.0 and select them.
- Click Ok.

To set the Internet browser settings for Firefox

- Select Tools > Options.
- Select the Advanced panel.
- Select Enable SSL version 2.0 and Enable SSL version 3.0.
- Click Ok.

○ How do I update my Java version?

Go to <http://www.java.com> and click at the top of the page, then follow the instructions to download the latest version of the JRE.

○ Why can't I read my attachments?

One of two problems may exist with your Java Runtime Environment (JRE) installation.

You do not have version 1.4.2 or higher of the JRE installed on your computer. To update your version of Java:

- Go to <http://www.java.com> and click at the top of the page, then follow the instructions to download the latest version of the JRE.

You have more than one version of Java installed on your computer.

- If you are sure you do not use the older version of the JRE, uninstall it. Warning: If you are unsure about your needs for the older copy, call your internal Support Department before uninstalling this application.
- If you must keep the older version of the JRE to run specific applications, install a second copy of the JRE, version 5.0 or higher. To do so, go to <http://www.java.com> and click at the top of the page, then follow the instructions.

If none of the items above allow you to read attachments using ZixMail, contact the organization that sent you the email and have them contact ZixCorp Support by email at support@zixcorp.com.

○ What does the “The Java Runtime Environment cannot be loaded from <bin\server\jvm.dll>” error mean?

This error may be an indication that you have an older version of Java in which an Invocation API is being used to launch a particular application. Contact the organization that sent you the email or your internal Support Department and have them contact ZixCorp Support by email at support@zixcorp.com or by phone at (888) 576-4949.

Use Outlook as your email client.