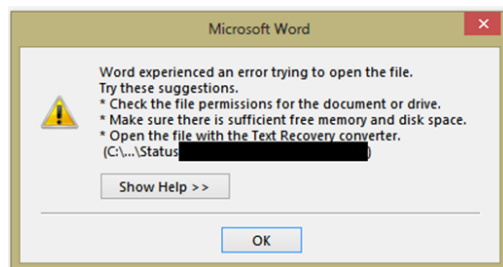


Office Error-Cannot open file

OFFICE ERROR-CANNOT OPEN FILE

Cause:

A setting in the MS office programs: Excel, word, PowerPoint does not allow you to open an attachment



Resolution/Things to Check:

1. Open the program that matches the attachment you are having the issue with:
2. IE: open word if it is a word attachment, excel if it is an excel attachment, etc
3. Go to->File->Options->Trust Center->Trust Center Settings->Protected View;
4. Uncheck the option-Enable Protected view for outlook attachments

