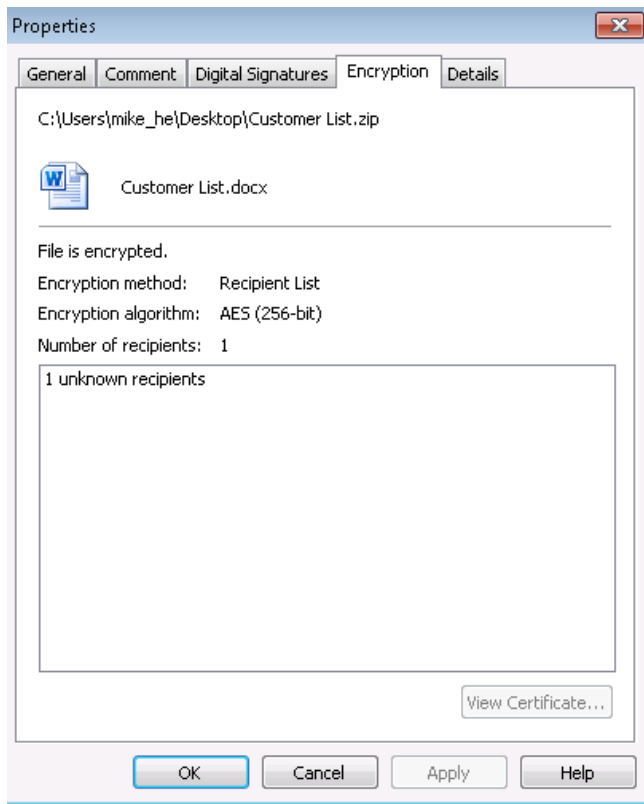


Unknown Recipient Displayed Under Encryption Tab

When the public certificate is either not installed in the Windows certificate store or not accessible, SecureZIP will show "Unknown Recipients" as a security precaution. This is by design and does not indicate any errors. Some enterprises use contingency certificates to ensure the data can be accessed by them and may also show up as an unknown recipient as their public key does not have to be included in the Windows certificate store.



Related articles

- [KB - How to disable Windows 10 Notifications \(i.e. - constant "Disabled E-Mail Attachments"\)](#)
- [KB - Where can I get the MSI?](#)
- [SecureZIP Policy Manager Error Codes](#)
- [KB - How do I transfer a Windows license to a new computer](#)
- [KB - Why aren't my files compressing much?](#)