

KB - Recipient not Found

Cause

A decryption key is not available for decryption and no password has been set to fall back on.

Retrieving the public hash and comparing it to available keys

This document shows how to retrieve the public hash that was used for encryption and the commands to use on a Windows system to compare it with. This will show either the private key is not available or something is preventing SecureZIP from using it for decryption.



findpublickeyhash.pdf