

Microsoft KB2585542 Update for Windows 7 Machines Preventing Access to Websites Requiring Authentication

If you are having difficulties logging into E-Closing using Internet Explorer from your Windows 7 computer it is more than likely caused by the latest Microsoft Windows Update. Several tickets have been filed with Microsoft on behalf of secured web service providers.

You can view some technical information about this issue on Microsoft's website.

<http://social.technet.microsoft.com/Forums/en-US/w7itprosecurity/thread/c0875fe9-476f-4e34-bdd9-2b72e4d324c5>

This update does not affect Mozilla Firefox which is our recommended browser but if you prefer to use Internet Explorer changing the following settings will allow you to access E-Closing.

1. click "Tools" from your Internet Explorer menu bar
(in IE 9 there may be a "gear" looking icon.)
2. click internet options
3. click on the advanced tab
4. scroll down and make sure Use TLS 1.0 and Use TLS 1.1 and Use TLS 1.2 are **unchecked**
5. Click ok

