

Certificates are Corrupted or Altered on Windows XP and Server 2003

Problem

When you view the certificate for a Seapine product executable file (.exe) on Windows XP or Windows Server 2003, the following error is returned:

'The integrity of this certificate cannot be guaranteed. The certificate may be corrupted or may have been altered.'

If you attempt to run the executable, an 'Unverified publisher' error may be returned.

This issue affects:

- ALM Data Warehouse 2015.1 and later
- QA Wizard Pro 2015.0.0 and later
- Seapine License Server 2015.1 and later
- Surround SCM 2015.0.1 and later
- TestTrack 2015.0.1 and later

Cause

Seapine recently updated digital signatures in all product executables. New signatures are SHA-2, which are not compatible with Windows XP or Windows Server 2003.

See the [Windows PKI blog](#) for more information.

Solution

Windows XP

Upgrade to Service Pack 3, which includes a fix for the issue.

Windows Server 2003

Apply Microsoft hotfix [KB 968730](#).

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<http://www.seapine.com/knowledgebase/index.php?View=entry&EntryID=845>