

# Certificates Corrupted or Altered on Windows XP and Server 2003

## Problem

When you view the certificate for a 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
- Helix ALM (and TestTrack 2015.0.1 - 2016.1.0)
- Helix ALM License Server (and Seapine License Server 2015.1 - 2016.1)
- Surround SCM 2015.0.1 and later

## Cause

Perforce updated digital signatures in 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](#).

---

Article ID: 845

Last updated: 07 Jun, 2017

Revision: 5

License Server -> Certificates Corrupted or Altered on Windows XP and Server 2003

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