

Digital Signature Problems

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<http://www.tech-archive.net/Archive/Word/microsoft.public.word.docmanagement/2008-09/msg02856.html>

- *From:* jason_hunt <jasonhunt@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
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Hello. I run Office 2007 with WIndows XP for personal and business use. In the past, prior to recent Windows Update, I was able to digitally sign a Word document. Now, I cannot. I have attempted to solve this issue on my own unsuccessfully. I would appreciate any help and/or advice that would enable me to successfully "Add a Digital Signature" to my documents.

When I am ready to sign a finished document, I click the "Office Button", "Prepare", then "Add a Digital Signature". The "Sign" window opens, I enter my reason for signing, and then click "Sign." I am aware of the option to change the "Signing as:" function, and I have attempted all the ones listed and the properties of which seem to be fine. Next the ERROR MESSAGE displays and I cannot figure out why.

The message opens a "Microsoft Office Word" box that reads "Your signature could not be added to the document. If your signature requires a smart card, ensure that your card reader is installed correctly." There are no options in the box to click except the "Was this information helpful?" link which I have vented my frustration through many times. I have never used a smart card. In the past I was able to sign documents fine. What has changed? I have no idea how to correct this problem.

I cannot find any "Help" documentation that remotely addresses this issue. Thus, I would greatly appreciate any support/advice/help that you could offer so that I can resume being able to successfully Adding a Digital Signature to my Word Documents.

Thank You.

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