Resolution for signature validation

Issue - The signature in the digitally signed .pdf document shows the status 'invalid signature / unknown identity' If the signature in the signed document shows invalid signature.

Solution - Check your Adobe reader version. If the version number is less than 9 Upgrade to Adobe 9 or above.

Issue - If the signature in the digitally signed .pdf document shows unknown identity.

Solution- You are requested to follow below steps

a. Right click over the signature shown in the signed document

b. Select Signature Properties

c. Click 'show certificate'

d. Select the 'Trust' tab in the shown certificate

e. Click 'Add to Trusted Identities'

f. Click 'OK' in the pop up window

g. Tick the following options

i. Certified documents

ii. Dynamic Content

iii. Embedded high privilege Java Script

iv. Privileged System Operations

h. Click 'OK'

i. Click 'OK'

j. Click 'Validate Signature' button