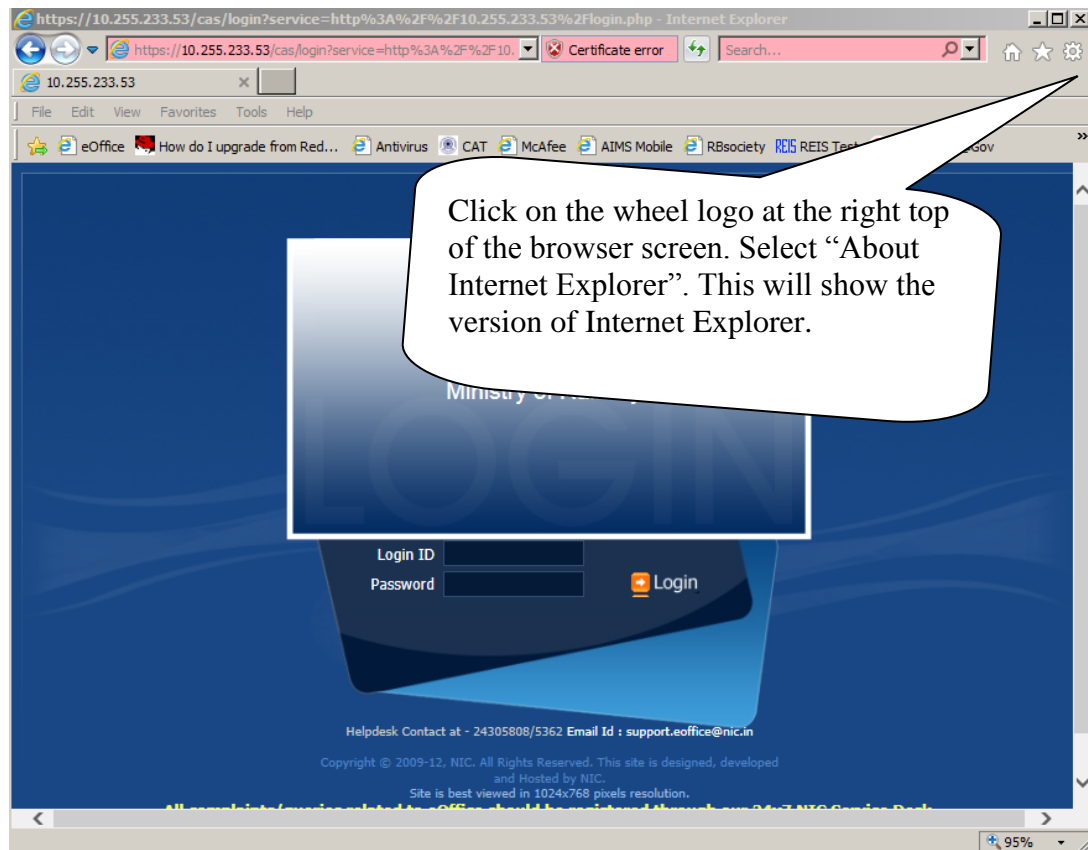# Security error in eOffice

eOffice application has been upgraded. You are requested to use Internet Explorer 11 only. Other browsers may not work properly and not recommended.

1. **Internet Explorer version 11 required. Check the version of your system's Internet Explorer.**


    If version is older than 11 log a complaint on 44257, 43698 to update Internet Explorer.

2. **If eOffice address is saved in favorites, delete the entry from favorites and use the IP address 10.255.233.53 directly in the browser's address box. Once eOffice login screen is opened the address can be saved in favorites.**

3. **Delete the browsing history of the browser. To delete browsing histories go to Internet Options -> Browsing history -> click delete button. Select all options from the next screen and click delete.**
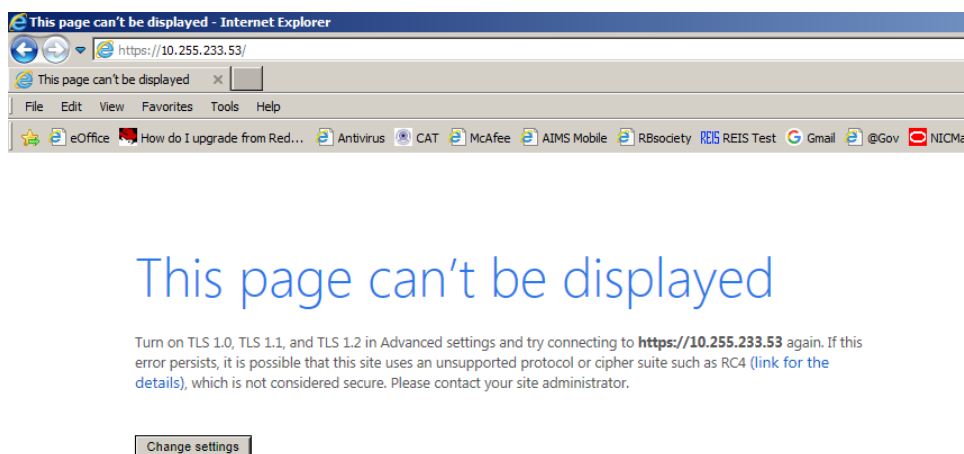
4. If you are getting the following errors follow the steps given below

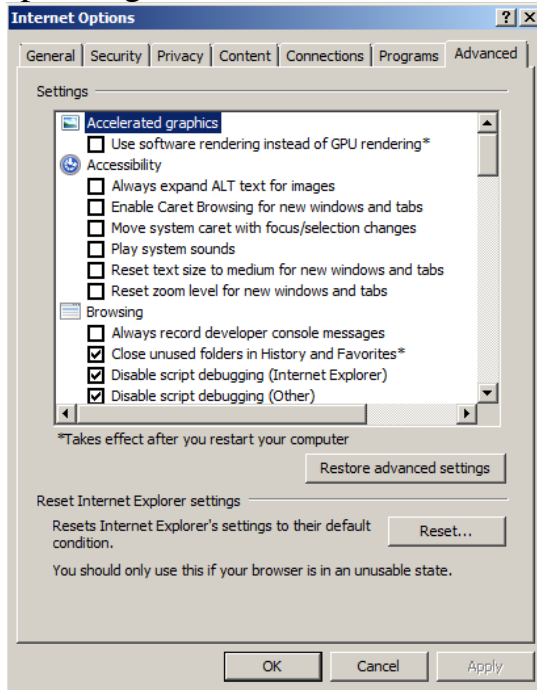### Error-1:- There is a problem with this website's security certificate
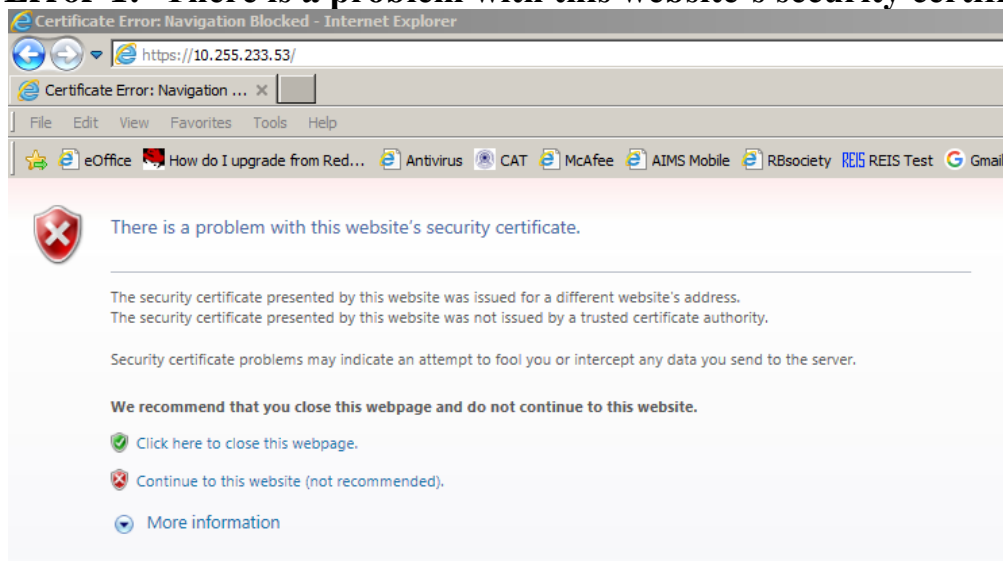
Solution : Click on the "Continue to this website (not recommended)" option.

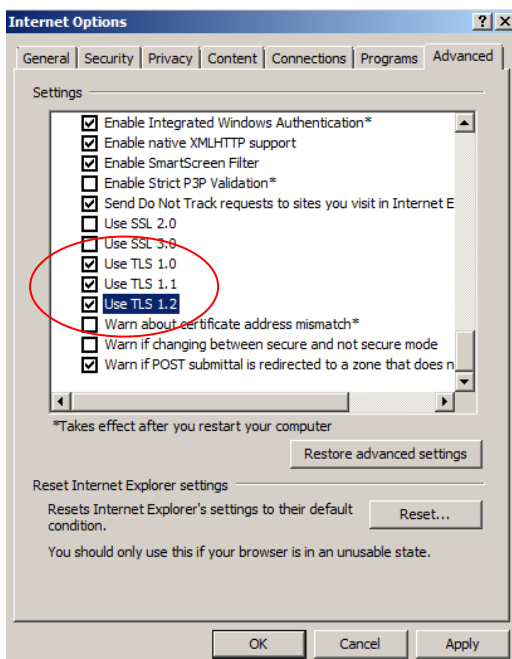### Error-2:- This page can't be displayed

Solution:-

Step-1 Click on the "**change settings**" button. Internet options window will open as given below

Step-2 Scroll down to "**security**" and tick the three options "**Use TLS 1.0", "Use TLS 1.1" and "Use TLS 1.2"** and click "**Apply**" button.

Step-3 Click **OK** button, close and re-open Internet Explorer. Now Error-1 will be displayed. Click on the "**Continue to this website (not recommended)**" option.

Error-3:- This site is not secure

This site is not secure

This might mean that someone's trying to fool you or steal any info you send to the server. You should close this site immediately.

✅ Close this tab

🔽 More information

Solution:-
Step-1 Click on the "**More Information**" option. Another screen will appear like given below

This site is not secure

This might mean that someone's trying to fool you or steal any info you send to the server. You should close this site immediately.

✅ Close this tab

🔼 More information

Your PC doesn't trust this website's security certificate.

Error Code: DLG_FLAGS_INVALID_CA

❌ Go on to the webpage (not recommended)

Step-2: Click on the "**Go on to the webpage (not recommended)**" option.