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If you face any problem while opening the document, you can follow below instructions.

Install the right version of RMS client from [helpline.wipro.com](http://helpline.wipro.com/)

Also, check the setting as shown in the attached file (material\_issue.png : Check for server certificate revocation and Check for publisher certificate revocation should be unchecked).

Finally you can also contact desktop operation([doc@wipro.com](mailto:doc@wipro.com)) with service ticket.