

## Oplossing problemen bij het openen van Word- en Exceldocumenten

### Foutmelding:



1. Sluit alle programma's.
2. Klik op de link:  
<https://support.microsoft.com/en-us/help/3140245/update-to-enable-tls-1-1-and-tls-1-2-as-a-default-secure-protocols-in>

U krijgt de volgende Microsoft Support-pagina te zien:



3. Klik op de knop **Download** onderaan de pagina.

To add the DefaultSecureProtocols registry subkey automatically, click the **Download** button. In the **File Download** dialog box, click **Run** or **Open**, and then follow the steps in the easy fix wizard.

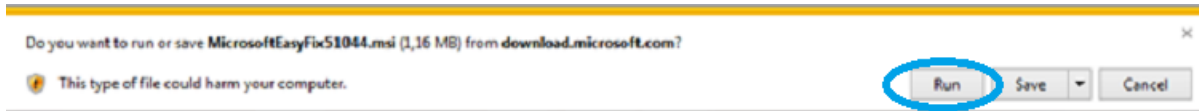
#### Notes

- This wizard may be in English only. However, the automatic fix also works for other language versions of Windows.
- If you are not on the computer that has the problem, save the easy fix solution to a flash drive or a CD and then run it on the computer that has the problem.



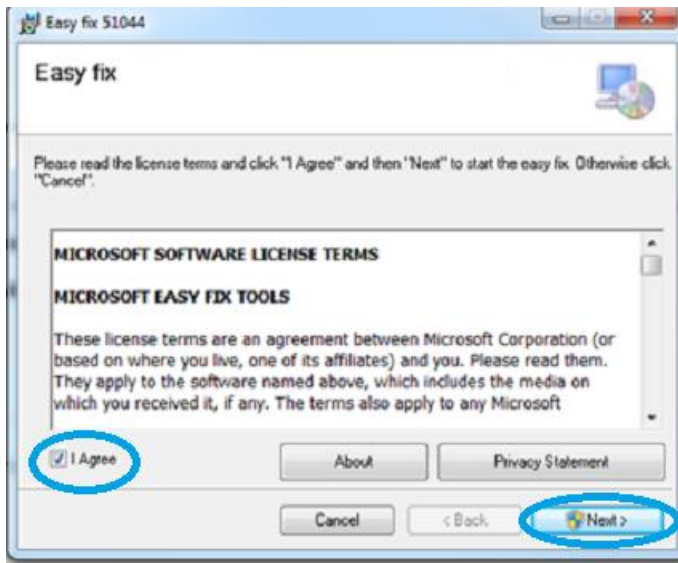
Note In addition to the DefaultSecureProtocols registry subkey, the Easy fix also adds the SecureProtocols at the following location to help enable TLS 1.1 and 1.2 for Internet Explorer.

Microsoft toon u dit venster:



4. Klik op de knop "run".

Microsoft toon u dit venster:



Kruis het vakje "I agree" aan en klik op de knop "next".

5. Volg de installatie tot het einde.

### Opgelet

U moet 2x uw pc afsluiten en heropstarten zodat de wijzigingen worden doorgevoerd.

Contact: [helpdesk@riziv.fgov.be](mailto:helpdesk@riziv.fgov.be)