

I am unable to decrypt my own uploaded files with e2ee

Problem

I uploaded a file and it is not an .e2ee file on the server. But when I try to open it, it does not work.

Solution

There are multiple reasons why this might happen.

For testing, try uploading a file yourself and also downloading to see if it works in general. If not:

- **HTTPS:** Please check that you are using https protocol for you installation. Browser Webcrypto support is only available when using https.
- **Lokal Key Storage:** Check in the personal security settings if you have a valid private key.
- **Keyserver:** Check the connection from the browser to the keyserver.
 - **Edge:** If you are using edge make sure you executed following command in a console (also see <https://docs.microsoft.com/en-us/archive/blogs/msgulfccommunity/how-to-debug-localhost-on-microsoft-edge>):

```
CheckNetIsolation LoopbackExempt -a
-n=Microsoft.MicrosoftEdge_8wekyb3d8bbwe

REM for Older Edge Versions:

CheckNetIsolation LoopbackExempt -a
-n=Microsoft.Windows.Spartan_cw5nlh2txyewy
```

- **Smartcard:** Make sure you have your hardware token inserted. You can open the configuration utility to check if en/decryption works

Server Analysis

If none of the above worked, please contact support.

Related articles

- [I am unable to decrypt my own uploaded files with e2ee](#)