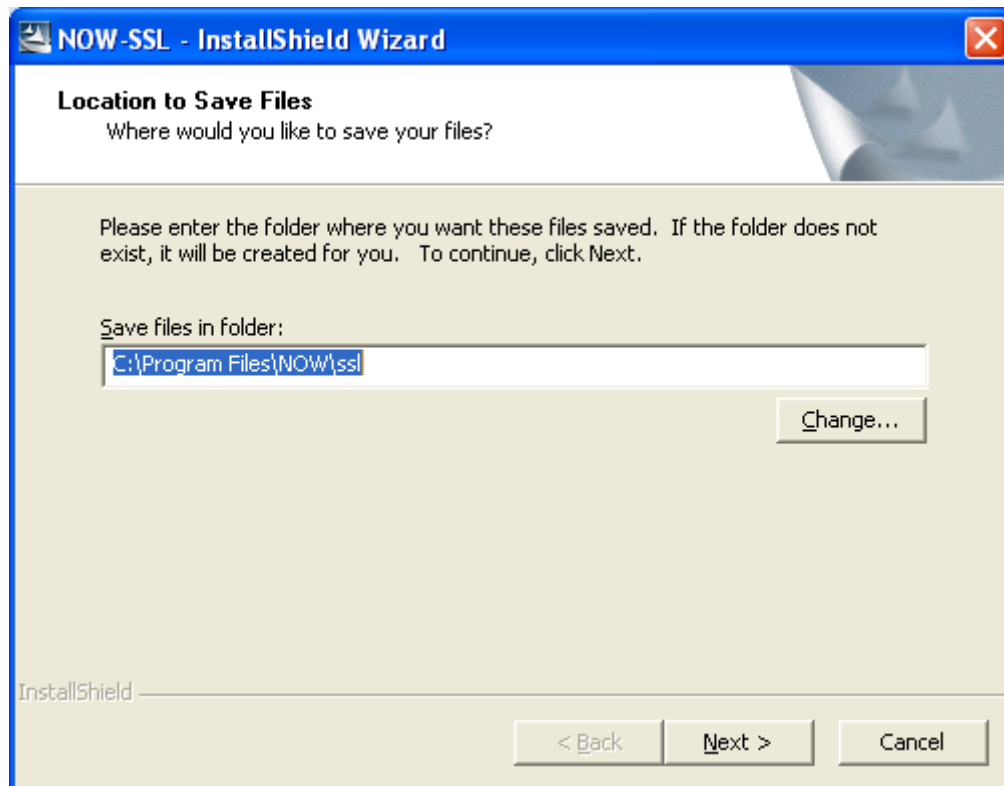


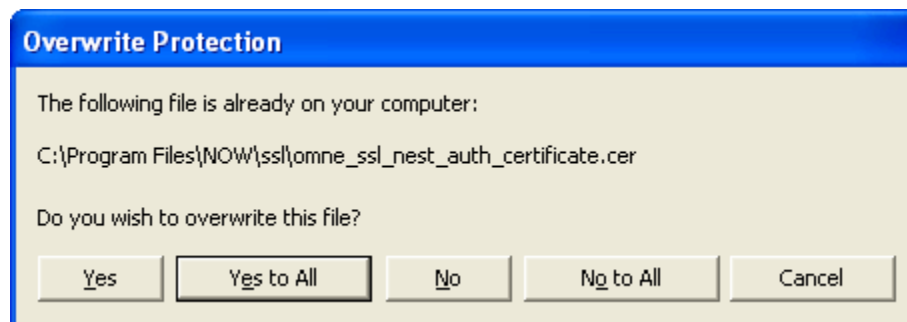
NOW EXE SSL INSTALLATION INSTRUCTIONS

Users getting “Request Failure” on invoking the NOW exe are required to close the NOW exe and follow the below steps:

- Go to <ftp://121.241.2.20/COMMON/NOW> and type User Name: **ftpguest** and Password: **FTPGUEST** and download NOWSSL.zip
- Unzip NOWSSL.zip on your desktop and double click on NOWSSL.exe
- Verify the below path or specify the path of your NOW\ssl folder and click on Next



- Select Yes to All



- Select Finish to complete the installation process.

Contact NOW Helpdesk on 1800-22-0052 for further assistance.