Zoom Error: Cannot continue. The Application Is Improperly Formatted.

Issue

When joining a meeting or webinar using Internet Explorer, the following error appears

![Cannot Start Application](image)

Resolution

To resolve this issue, try the following troubleshooting steps:

1. Open Internet Explorer
2. Select "Internet Options" under the "Tools" menu
3. Select the "Security" tab
4. Select "Trusted Sites"
5. Select "Custom Level...
6. Select "Run components signed with Authenticode" or select "Enable"
7. Select "Ok" to apply

Also add [zoom.us](https://zoom.us) to the Trusted site list by following these steps:

1. Open Internet Explorer
2. Select "Internet Options" under the "Tools" menu
3. Select the "Security" tab
4. Select "Trusted Sites"
5. Select "Sites"
6. Type "[zoom.us](https://zoom.us)" under "Add this website to the zone"
7. Select "Add"
8. Select "Close"
9. Select "Ok" to apply

Need more help? Contact the [ITS Service Desk](mailto:its.service.desk@xyz.com).