

# ActiveX Control Management & IE Settings

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## Introduction

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Getting video streams from Microsoft Internet Explorer (IE) Web-Configurator, you need to have ActiveX control installed. Not only different platform but also different firmware version has different ActiveX control. Therefore, each camera firmware version has a corresponding ActiveX control included in it. The first time the user connects to a camera from IE through web configurator, there was no ActiveX control installed. The user will be asked to install the ActiveX control by pop-up notification. Therefore, if you want to preview live streams from cameras with different firmware, you should install one ActiveX control add-on for each different version of camera firmware. But due to camera firmware compatibility, computer settings and IE settings, you may encounter problems when downloading and installing ActiveX control.

## Problems & Solutions Category

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There are many reasons why ActiveX control can't be downloaded and installed correctly. E.g.: IE or Anti-Virus software blocks the installation pop-ups, ActiveX control certificates expired, etc. Every related setting has to be set properly to ensure ActiveX control works correctly.

These reasons can be concluded into three categories: **IE settings**, **computer settings** or **firmware compatibility**. Check lists of the three main categories and their corresponding solutions are as below:

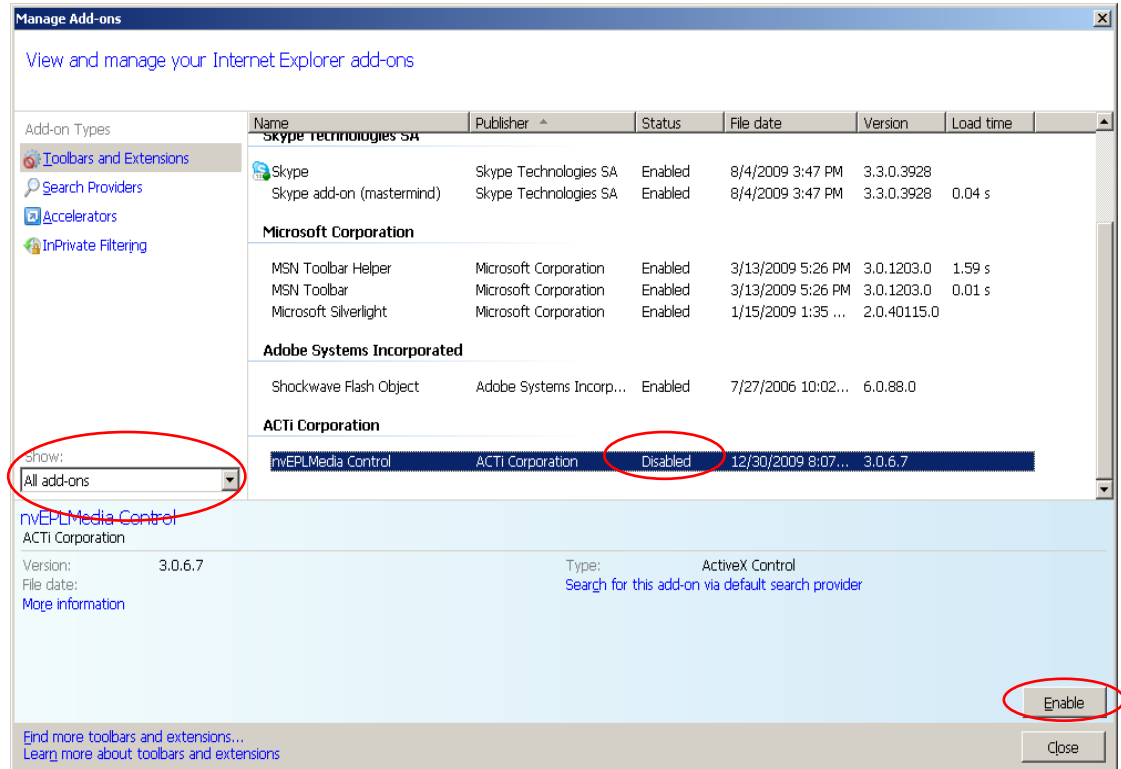
- **IE Settings:**

**(1) IE Versions:** To install ActiveX control, IE version 6.0 and above is recommended. You can check your IE version as steps below:

1. "IE → Tools → about Internet Explorer"  
or  
"IE → Question mark (?) → about Internet Explorer"

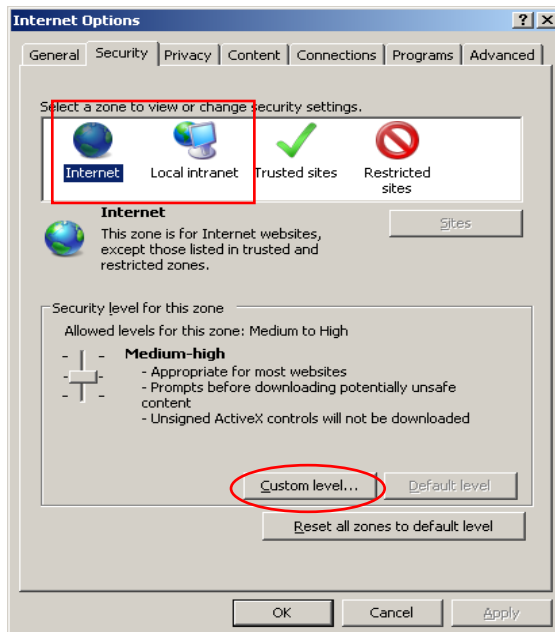
**(2) Add-on Management:** If your ActiveX control is not installed or disabled, you can't view the streams. If your computer has not yet install ActiveX control, you should be able to install the ActiveX control when connected to the camera from IE Web-Configurator. You can check if the ActiveX control has been installed and enabled as steps below:

1. "IE → Tools → Manage Add-ons"
2. "Show All add-ons"
3. "Enable" (if ACTi add-on is disabled)



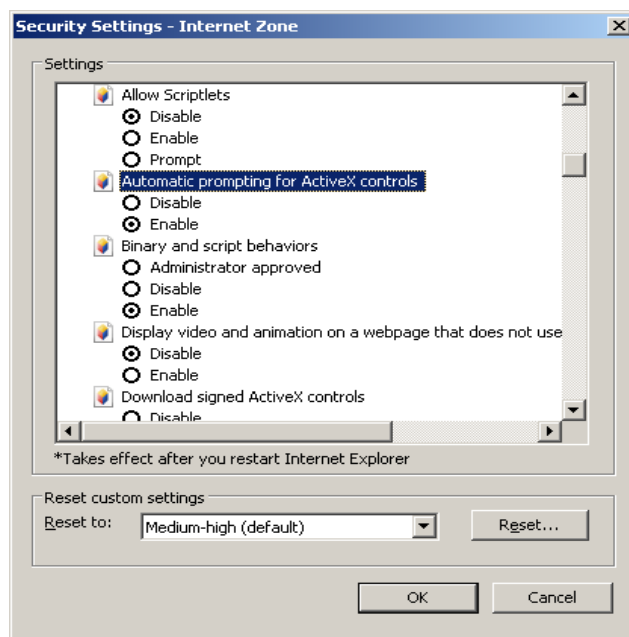
(3) **IE Security Settings:** IE security settings have to be set as below to allow users to download and install ActiveX control add-ons to the computers correctly:

1. "IE → Internet Options → Security → Internet (\*) → custom level → security settings"



- 2.

- ✓ "Download signed ActiveX controls" set as "Prompt"
- ✓ "Script ActiveX controls marked safe for scripting" set as "Enable"
- ✓ "Run ActiveX controls and plug-ins" set as "Enable"
- ✓ "Automatic prompting for ActiveX controls" set as "Enable"



3. Repeat the same steps for local intranet(\*).

- **Firmware Compatibility:**

**(1) Certificate Expired:** Since the expired date of certificate in each ActiveX control version is different, some previous version certificates had already expired. To allow the ActiveX control works well, you need to upgrade your camera firmware to a later version. Then you should be able to download and install new ActiveX control with new certificates in it when connecting to the camera from IE Web-Configurator. Sometimes, due to firmware compatibility and IE version limitation, you can only manually remove/install ActiveX control. Refer to the “Install and Remove ActiveX Control” in the last chapter below for more information.

**(2) Previous Firmware Compatibility:** There are compatibility issues between firmware version V3.09.14 and V3.10.22 (or later versions). For more details, please refer to “How to Manually Remove ACTi ActiveX control Add-ons”.

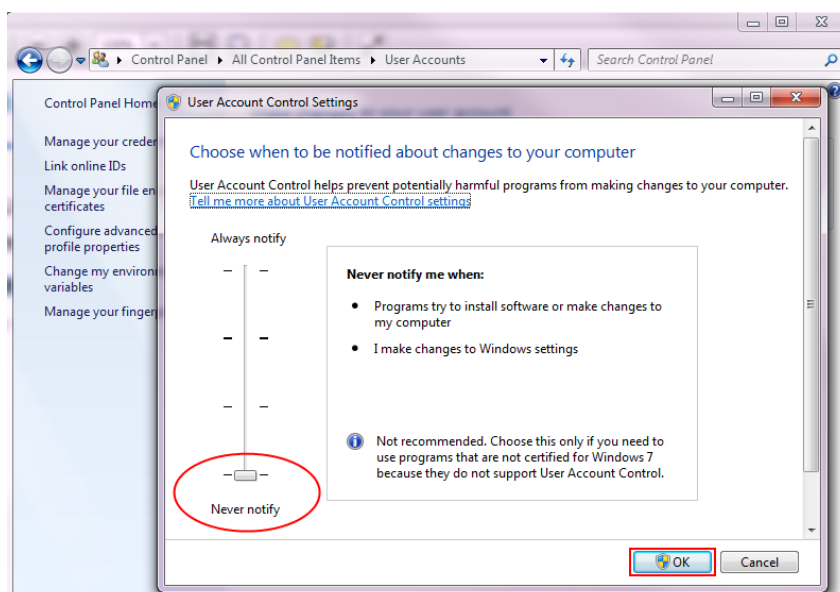
- **Computer Settings**

**(1) UAC:** If you are using Windows Vista or Windows 7, you may disable UAC through Windows control panel. After that, please **restart your computer!!**

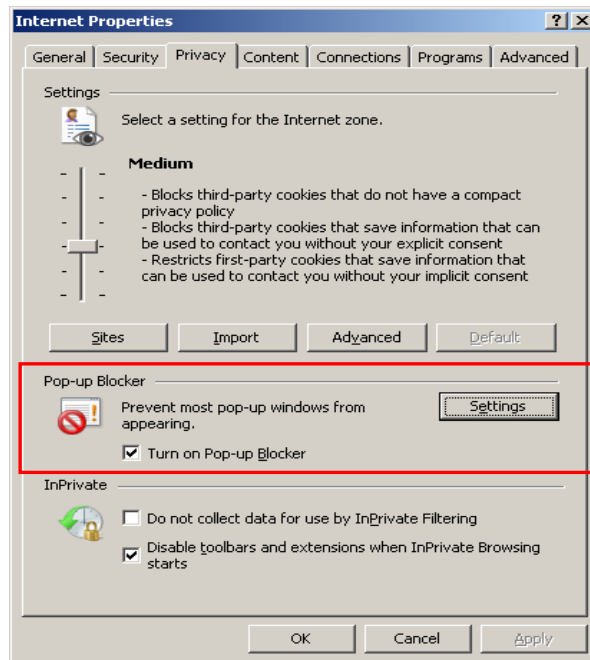
- For Vista:



- For Windows 7:



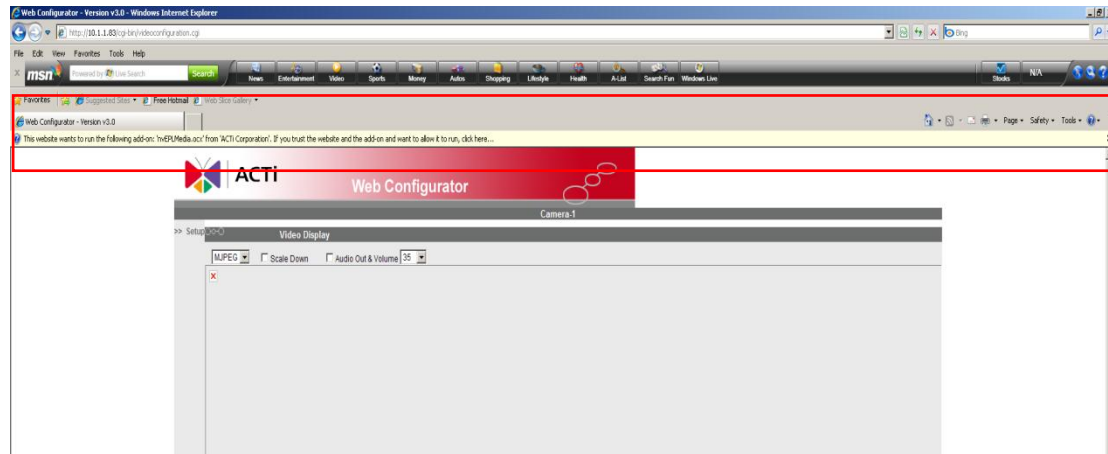
**(2) Pop-ups blocker:** If you did not see the ActiveX control installation pop-ups notification, it may be the Pop-ups blockers in *Anti-Virus application*, *Firewall* and *Browser* have blocked the installation pop-ups. Therefore, remember to check the related settings on your computer.



**(3) Administrator Role:** You need to run IE as an administrator role to download and install ActiveX control correctly. IE user group is mapped to Windows OS user group. User activity limitations can be edited in IE content settings.

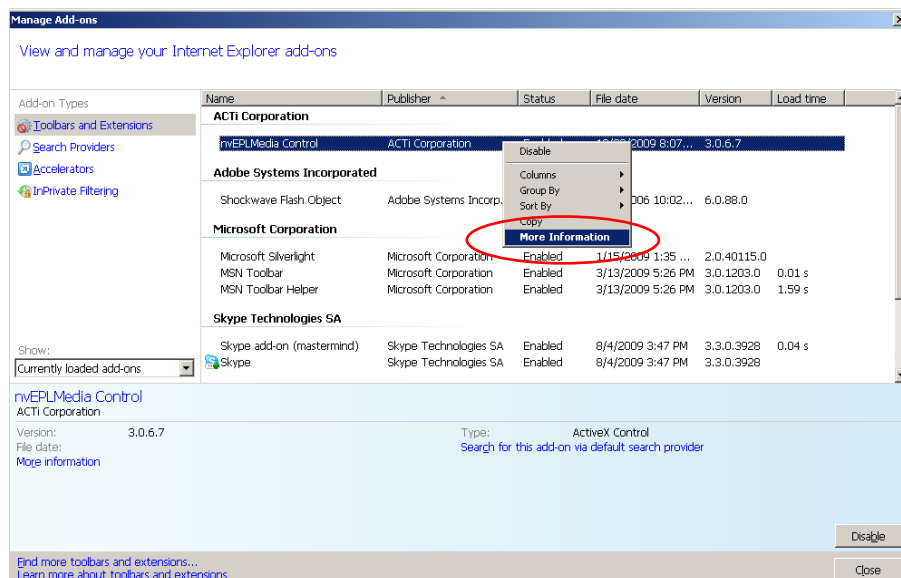
## Install and Remove ActiveX Control

**Install ActiveX control from IE:** When you first connect to ACTi cameras from IE Web-Configurator, you should see ActiveX control installation pop-ups, just click “run” to allow installation.

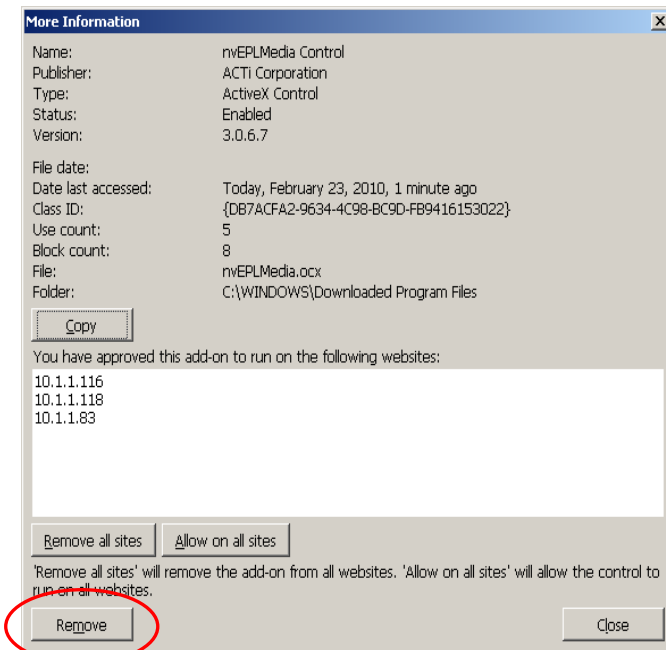


**Remove ActiveX control from IE:** follow the steps below:

1. “IE → Tools → Manage Add-ons”
2. “Right Click to the ACTi Add-on → More Information”



3. “Remove”



**Remove from Command:** Please refer to “How to Manually Remove ACTi ActiveX Add-ons” in ACTi Knowledge Base at

[http://www.acti.com/support/KnowledgeBase/outside/detail.asp?KB\\_ID=KB20091120003](http://www.acti.com/support/KnowledgeBase/outside/detail.asp?KB_ID=KB20091120003)