# IE

When updating the remote computers IE, all Active X settings will be defaulted, user might experience cannot find page or cannot connect to site or garbage/scrambled view. Please follow these steps to enable Active X so that user will be able to connect to the DVR again.

Step 1. If Windows 7 or Vista. Please disable User Account Controls first before anything else. If XP proceed to step 2
    a. for Windows 7 User Account Controls or UAC can be found on "Start" select "Control Panel", select "Large Icons" then "User Account," then click on "Change User Account Control Setting." Set it to Never Notify. Then proceed to d.
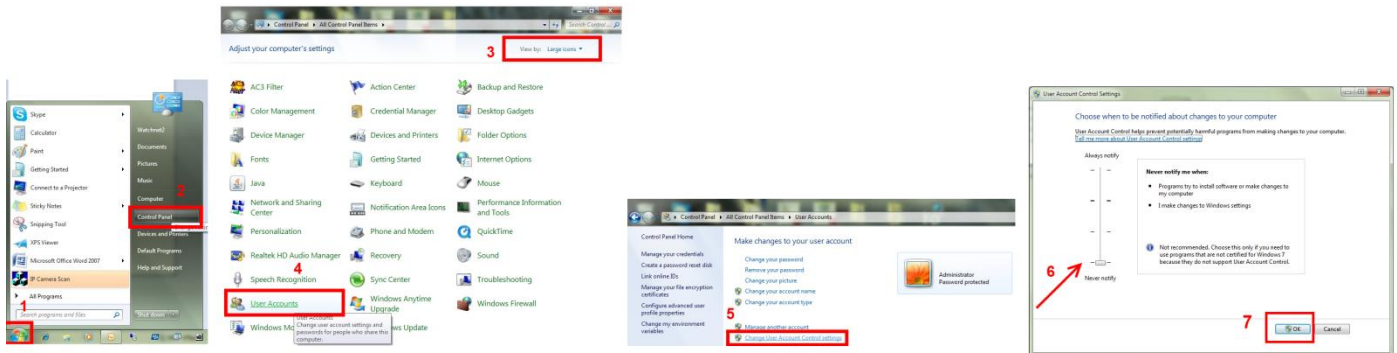

    b. for Windows Vista User Account Controls or UAC can be found on "Start" select "Control Panel", select "Classic View" then "User Account," then click on "Turn User Account Control on or off."
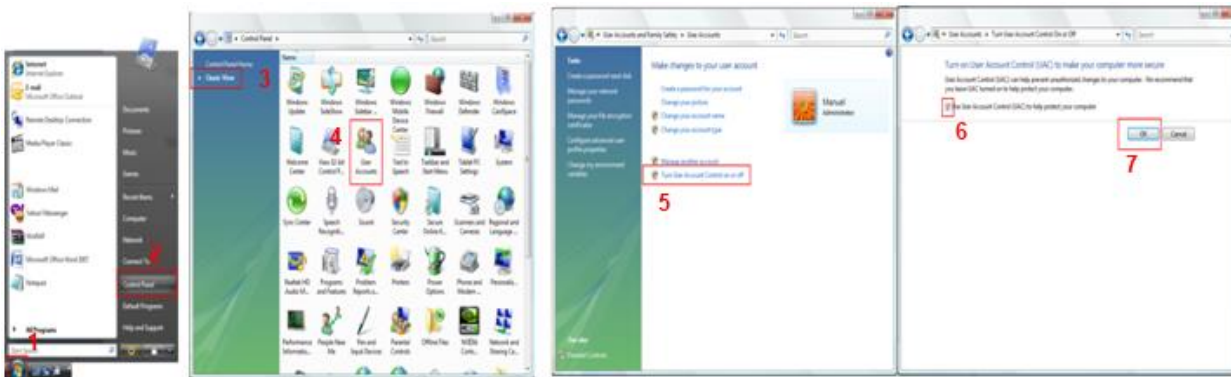

    c. Remove the check mark on the "Use User Account Control(UAC) to help protect your computer"
    d. Click "OK," then it will ask to restart the remote computer.

Step 2. Enable Active X
    a. Go to "Start" select "Control Panel," then select "Internet Options," click on "Security" tab. Under the "Security" tab there are 3 zones to change let us begin by selecting "Internet," then click "Custom Level"
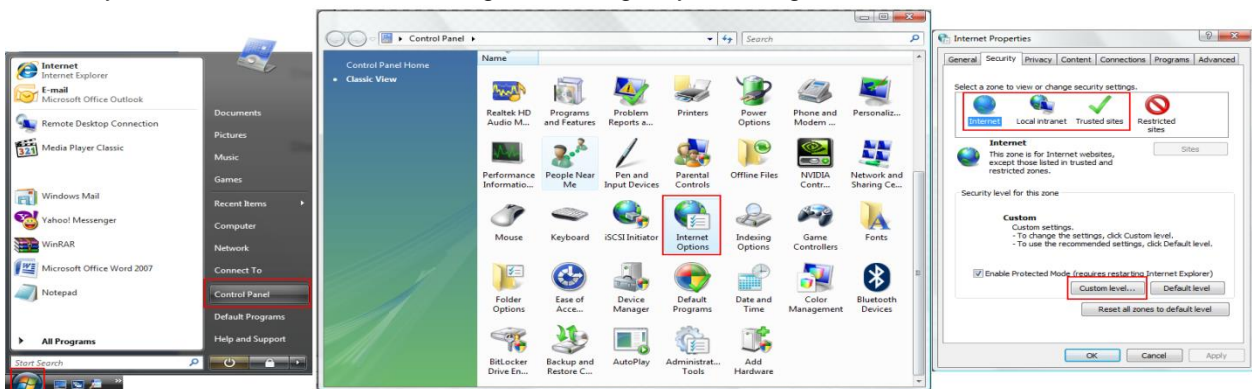

    b. Scroll down to "   ActiveX controls and plug-ins." Please change only the options for ActiveX that are "Disable" anything that is "Enable" or "Prompt" leave it as is.
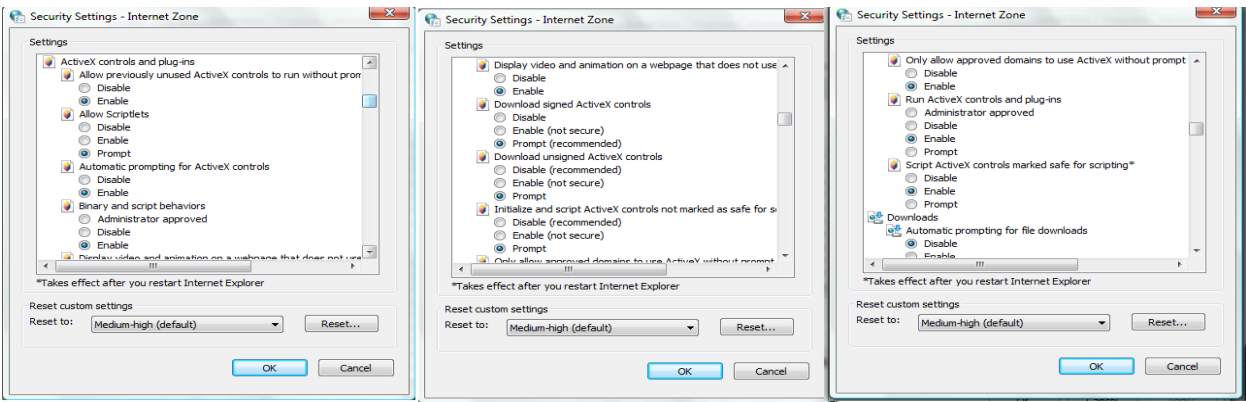
c. If the option is "Disable" please put it to "Prompt" and if "Prompt" is not available put it to "Enable."
d. After all the disabled options are prompted or enabled click "OK"
d. Repeat b. to d. for "Local intranet" and "Trusted Sites"

Step 3. Remove the check mark on "Enable memory protection to help mitigate online attacks"
    a. Open Internet Explorer, click on "Tools" then Select "Internet Options."
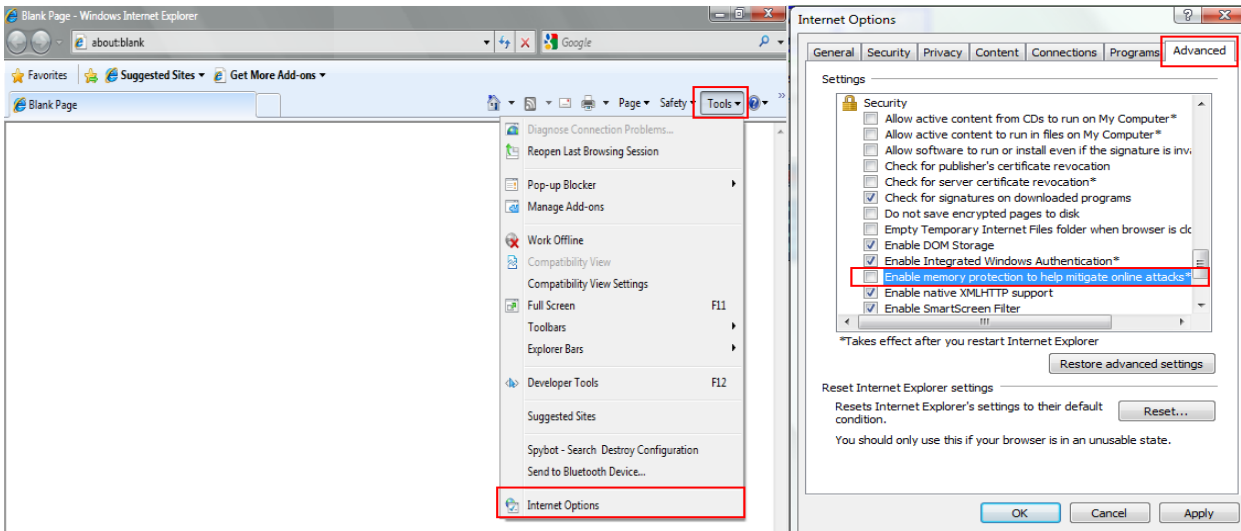
b. On "Internet Options" select the "Advanced Tab" then scroll down to "Security." Then remove the check mark on "Enable memory protection to help mitigate online attacks."
c. Also remove the check mark on "Check for publisher's certificate revocation"

Step 4. Enable Compatibility View
    a. Open Internet Explorer 8, click on "Tools" then Select "Compatibility View Settings".
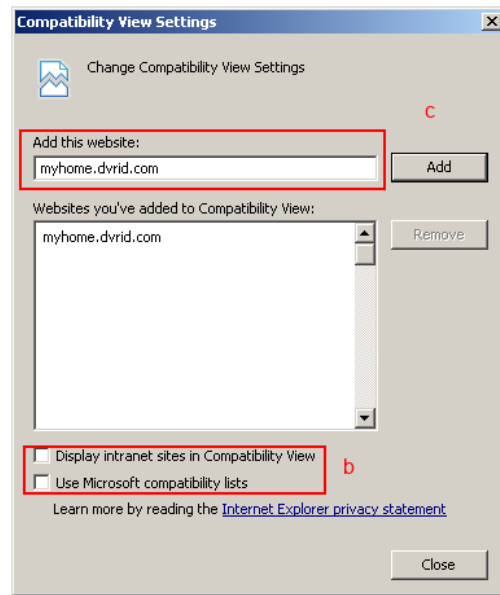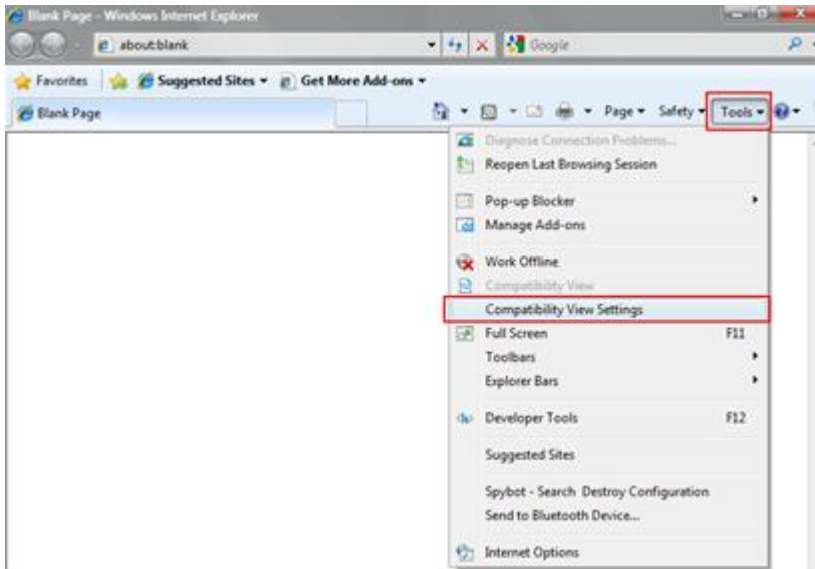   b. Under the "Compatibility View Settings" put a check mark on the "Display all websites in Compatibility View."
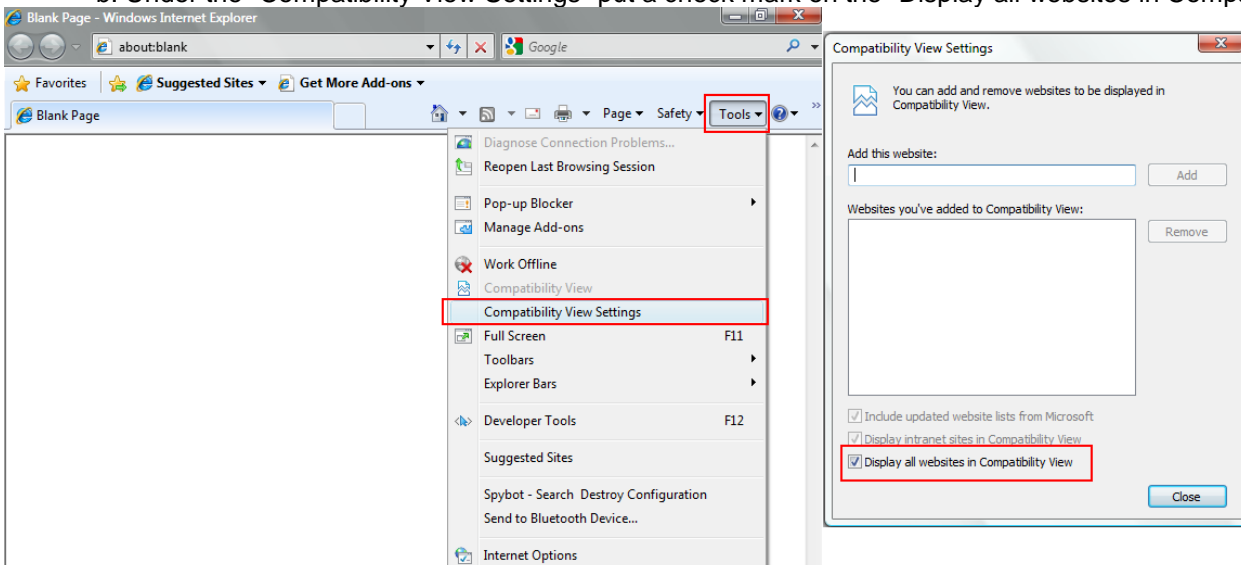
c. Then click "Close".

If still having the same issues please follow last step

Add the site in Compatibility View
  a. Open Internet Explorer, click on "Tools" then Select "Compatibility View Settings".
  b. Under the "Compatibility View Settings" remove all check marks on the 3 options.
  c. Add the IP address or URL Website list

c. Then click "Close".