How to FIT CCTV

Tip No: 197

Question: What problems may I encounter when using Internet Explorer 8 & 9?

Problem 1:	Internet Explorer Security Settings Prevent An ActiveX Component From Loading

Solution:	Reconfigure Internet Explorer As Described Below

New security features introduced by Microsoft mean that some application or system changes within Windows can only be made by an Administrator account. Be aware that Windows Vista & Windows 7 demote administrator accounts to run as an ordinary user so elevated privileges must be 'requested' or confirmed to perform some tasks. This confuses many people who believe they have administrator privileges when they perhaps do not.

Windows Vista & 7 users should right click on the Internet Explorer icon and must then click on '**Run as administrator**' to ensure they have elevated privileges. Alternatively 'User Account Control' may be disabled.

ActiveX components are currently 32bit only. If you have a 64bit version of Windows, please ensure you are using the 32bit version of Internet Explorer

How To Configure Internet Explorer

- Vista/7 Users **Right click** on the Internet Explorer icon – select '**Run as Administrator**'.
- Select the '**Tools menu**' (Cog icon), then '**Internet Options**', then the '**Security**' tab.

1. For Remote Access To The DVR (i.e.: over the internet)

- Highlight '**Trusted Sites**' then click on '**Sites**' button.
- Clear the '**Require server verification**' check box.
- Add your IP address or DNS name as a website & Close.

2. For Local Access To The DVR (i.e.: in the building)

- Highlight '**Local Sites**' then click on '**Sites**' button.
- Click on '**Advanced**' and enter your DVRs IP address into '**Add Website to this Zone**' & Close.

This CCTV installation tip is aimed at helping you to install CCTV equipment. If you are looking for answers on "how to fit CCTV" or perhaps "how to network a DVR or NVR" or even "how to get CCTV on your mobile phone" why not check out our full range of CCTV installation tips at: **www.systemq.com**

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3. Click the '**Security**' tab and with '**Trusted Sites**' highlighted, select '**Custom Level**', then navigate downwards to the ActiveX controls and plug-ins section and set the following:

- Allow previously unused ActiveX controls to run without prompt = **Disable**
- Allow Scriptlets = **Prompt**
- Automatic prompting for ActiveX controls = **Enable**
- Binary and script behaviour = **Enable**
- Display video & animation on a web page that does not use external media player = **Disable**
- Download signed ActiveX controls = **Prompt**
- Download unsigned ActiveX controls = **Prompt**
- Initialise and script ActiveX controls not marker as safe for scripting = **Prompt**
- Run ActiveX controls and plug-ins = **Enable**
- Script ActiveX controls marked safe for scripting = **Enable**

Click on '**OK**' to update the '**Security Settings**' changes you have just made above.

4. On the '**Advanced**' Tab, scroll down almost to the bottom and set:

- Enable memory protection to help mitigate online attacks = **unchecked** (i.e.: not ticked)

Click on '**OK**' and close all dialogue windows.

5. **Close down and restart Internet Explorer.**

Problem 2: Internet Explorer Web Pages Appear Visually Displaced On Screen

Solution: Add The Website's URL Or IP Address To Internet Explorer's "Compatibility List"

When displaying the web interface from certain DVRs, including the Alien range of DVRs, the positioning of items on the screen appears corrupt or displaced. To address this issue:

- Select the Tools menu (Cog icon), then Compatibility View Settings.
- Enter the DVRs IP address into the top field & click '**Add**'.

Remember: if using the PC for remote access to a DVR the entry made here may be an external IP address, or a dynamic DNS name.

Close down and restart Internet Explorer.

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