



Enabling ActiveX to view your IP Cameras and DVR over the web

After installing your security camera system, one of the first walls you might find yourself running into is getting your camera feed pulled up on your internet browser. Assuming you've connected your DVR/NVR to your network correctly, this is a pretty simple issue to fix.

Internet Browser Selection

You'll first want to look at what internet browser you're using. In most cases, you won't be able to use Chrome, Firefox, Safari, or any other privately owned browser such as these. In order to view your cameras on any computer, you need to initially enable all aspects of the ActiveX plugin and for now, Internet Explorer is the only browser that *consistently* allows for this in its entirety. If you want to save yourself some time, stick with Internet Explorer.

Enabling ActiveX

If you've tried bringing up your cameras in Internet Explorer and have found yourself looking at a blank screen (not an error page), you've connected your DVR properly, you just need to enable the ActiveX plugin. This is done the same way on all versions all the way up to Explorer 10. By clicking the small gear icon or Tools tab in the upper right corner of your window, you'll open up a drop down menu where you can select Internet Options. This will open a new window. Using the tabs along the top, select Security. After you've made it here, click the button marked Custom Level. After scrolling down a little bit, you'll find a section labeled ActiveX controls and plug-ins. Some of these options will already be enabled, but you'll need to go through the entire list and enable all of them that aren't. They must be checked enable; prompt will not work. After you've made sure to check the enable box for all options, click OK in this window. This will return you to the original pop-up where you'll then click Apply or OK as well. If you encounter a pop-up window warning you of your current security settings, just click OK. This is perfectly normal and it's just Internet Explorer trying to protect you.

At this time, you will normally see a pop-up appear at the very bottom or very top of your screen prompting you to fix your security settings. Do not do anything with this window at this time. Fixing the security settings will undo everything that you just did. Instead, open a new window and re-enter your DVR's IP address and you should now have a login page being displayed. Login with the appropriate username and password and you will be redirected to a new screen where you'll be able to begin viewing your cameras.

Add Your DVR a Trusted Site

Once you've reached the point of being able to view your camera feed, re-open the Internet Options window and go back in the Security tab. Click the Sites button and add your DVR's IP address as a trusted site. Make sure to uncheck the box marked "Require server verification" at the bottom of the screen. Once you've added your DVR, close this window and click OK. At this time, you can click on the button marked "Fix settings for me" on the pop-up at the bottom of your screen. This will correct any security issue Internet Explorer is detecting but will not impede your ability to view your cameras as it once would have.

After you've completed the steps above, you should no longer encounter any issues accessing the login page and being able to pull up your camera feed. If you decide to use an alternative computer later, follow the same steps to enable ActiveX and you'll be on your way.

Still having problems?

In the event that you are still experiencing issues, your problems fall into a more complicated category. From this point on, it will pretty much be a guessing game. Adware or Spyware is most frequently the issue here. Your typical virus software is not made for recognizing or removing Adware or Spyware. You'll need a dedicated software for the removal of either of these. Another more uncommon issue can be overprotective virus software. Sometimes disabling these temporarily will resolve your issue for you. As you know exactly what it is you are accessing through your browser, this should pose no risk on a temporary basis such as this. The last potential problem is more common for businesses than the average home user. Hiring third party IT or networking companies to further protect yourself from the dangers of the internet is not a bad idea for anyone, but they strictly regulate what you have access to. The simplest solution is to contact these companies if you have one, and ask them to fix the problem for you. After all, that's what you're paying them for.

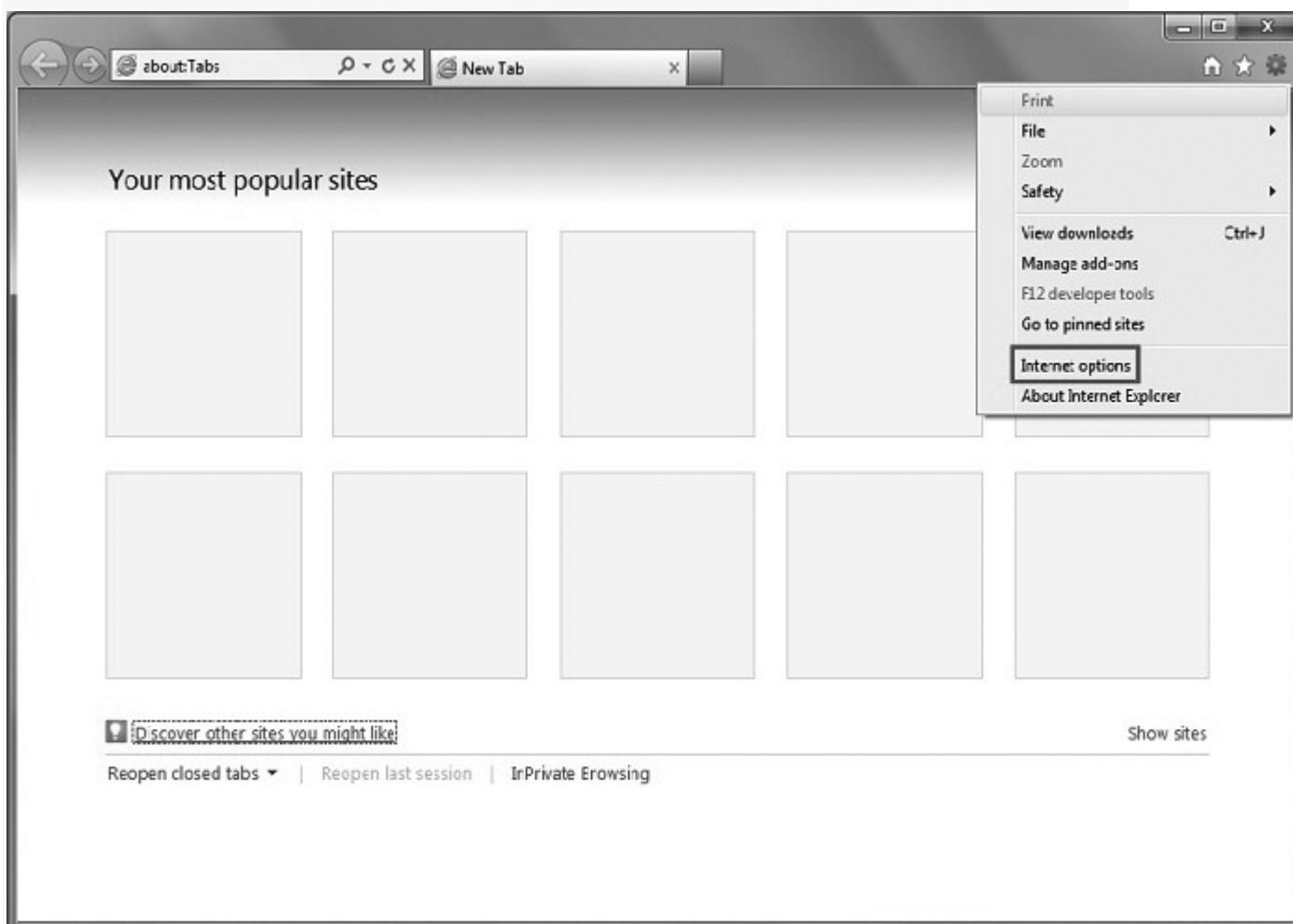
Internet Explorer 11

If you have this version of Explorer, there are two extra steps required here. The first is to make sure that tab labeled "Delete browsing history on exit" is NOT checked. If it is, closing your browser will undo everything you just accomplished. This tab is found on the General tab under Internet Options. The second step is to add your site to the Compatibility View Settings sections. This tab can be found under the name gear/tool icon. Add your DVR's IP address here in addition to being added as a trusted site and you are all set. ***(only do this step if you cannot log into the NVR!)***

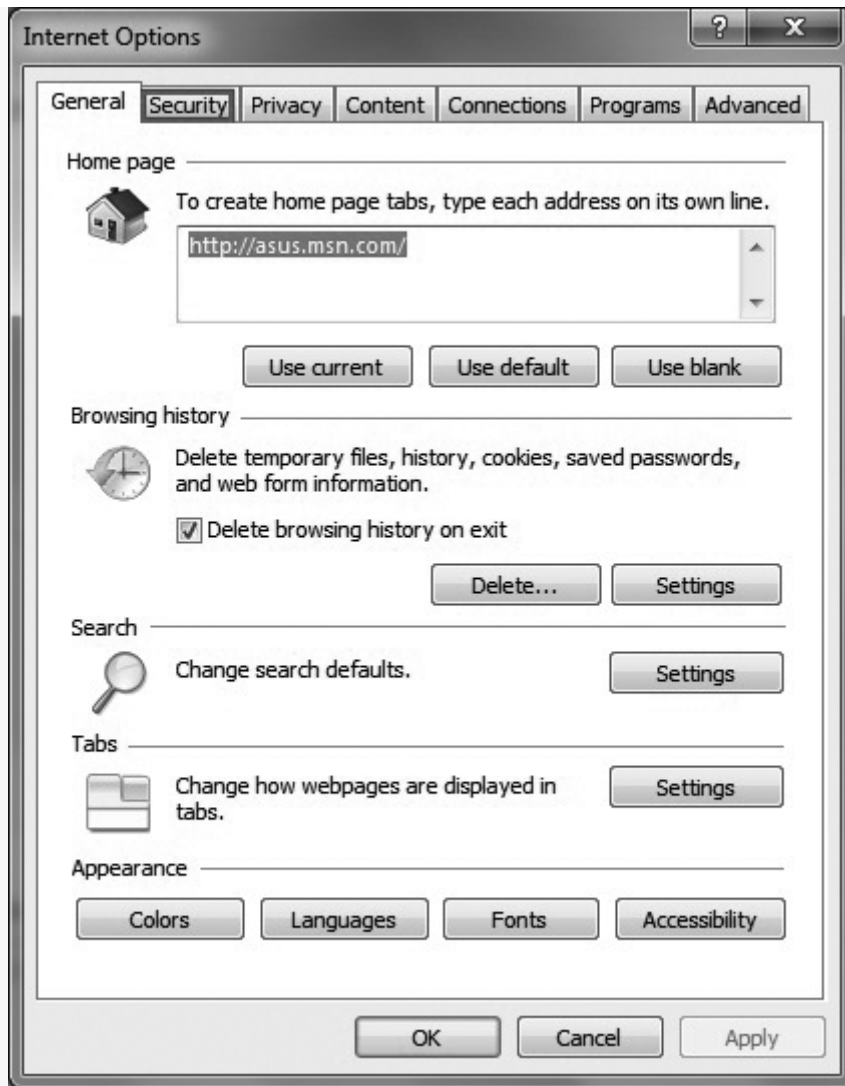
HOW TO ENABLE ACTIVEX PLUGIN FOR IP CAMERA DVR/NVR

For the first time you access the IP camera or DVR/NVR, the Internet Explorer (IE8, 9, 10) need to be installed with ActiveX plugin. The ActiveX plugin can allow browser receive the video streaming from these IP devices. If the installation of ActiveX bar doesn't pop-up, then you need to change three ActiveX controls in your Internet Setting of IE.

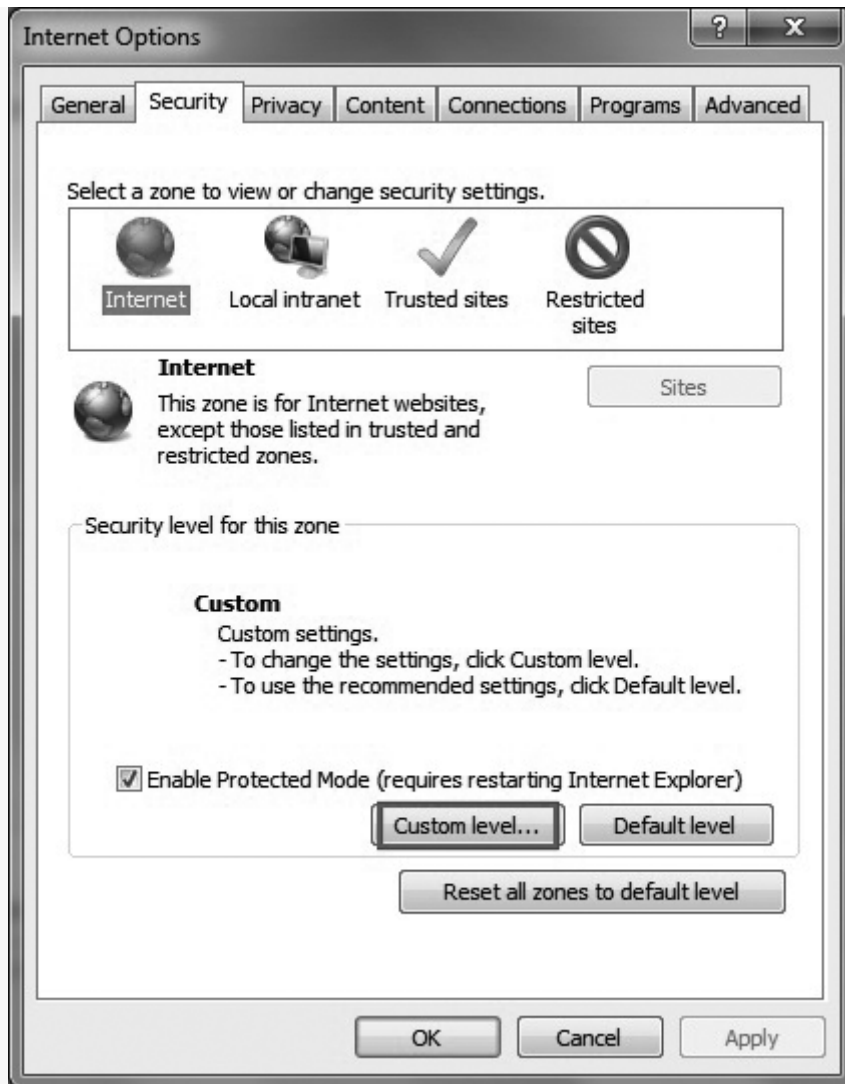
Run the IE browser, go to "Tools", then select "Internet Options" to change your ActiveX controls.



Choose the "Security" tab in "Internet Options" menu, then you can change the security setting of IE.

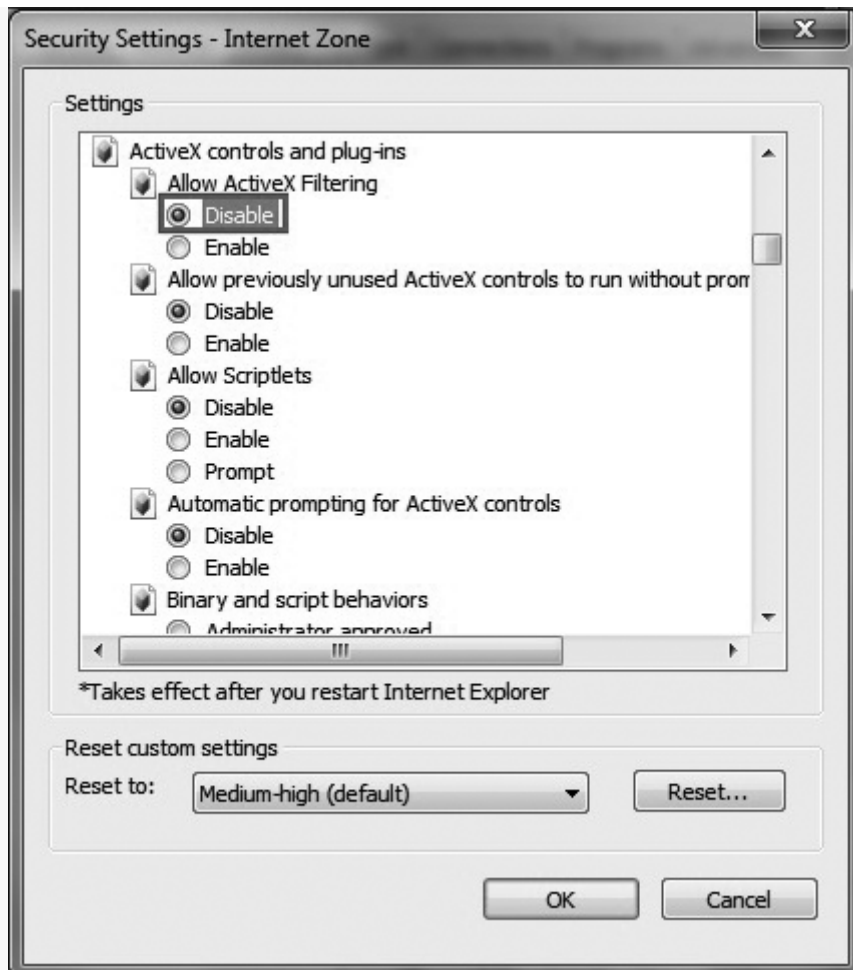


Choose the "Custom level..." in "Security" tab



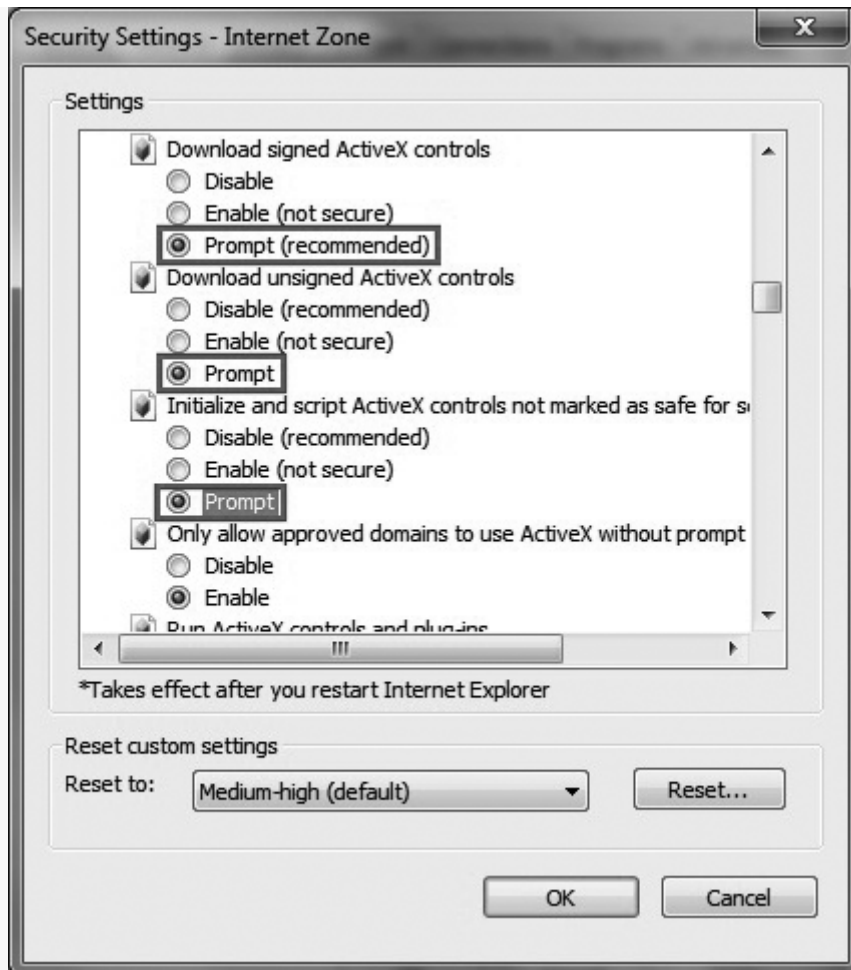
Now you can see the custom level shows ActiveX controls and plugins.

**For IE 9 or IE10 users only: For the first option, Allow ActiveX filtering, select Disable.



**For all users: Scroll down the ActiveX controls and plug-ins, and change below 3 values to 'Prompt':

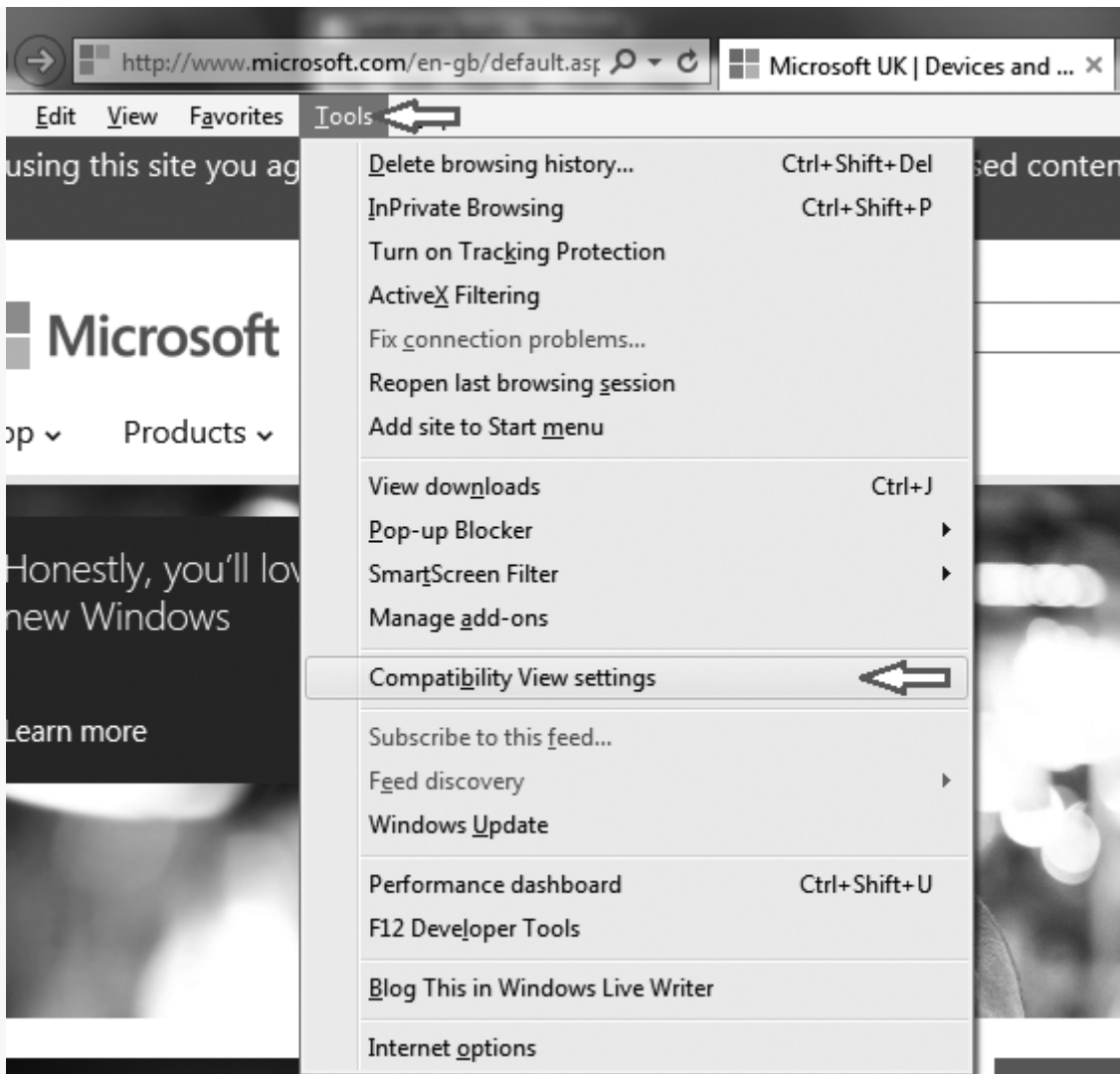
- Download signed ActiveX controls (Should be ticked)
- Download unsigned ActiveX controls (Should be ticked)
- Initialize and script ActiveX controls not marked as safe for scripting (Should be ticked)



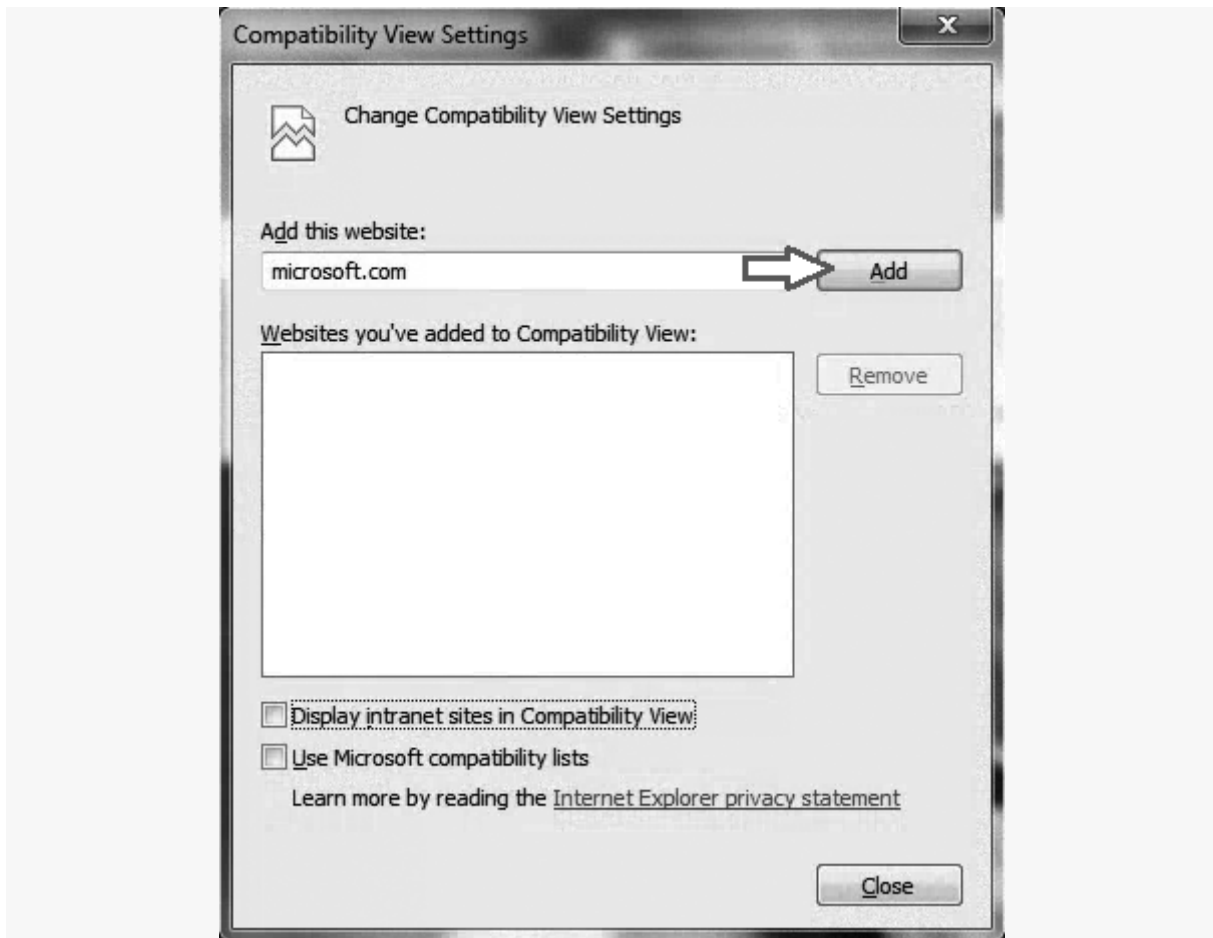
When done, click "OK" and exit the Security Settings menu.

ACTIVEX IN INTERNET EXPLORER 10 AND INTERNET EXPLORER 11

For both Internet Explorer (IE10) and IE11, you need to enable the compatible view. Run your IE browser, go to "Tools", then select "Compatibility View settings", it will pop-up a dialogue window.



Then, add your camera's IP address (or domain) to the list of websites to be opened in Compatibility View.



On Windows 10 your options are a little different. Microsoft's Edge browser behaves more like Firefox or Chrome and does not support plugin technologies like ActiveX. It doesn't even support Microsoft's own Silverlight player. However, most cameras will have an MJPEG live view which can be used to view video, and will often be displayed by default. Accessing configuration settings should be ok in most cases, but where plugins are necessary you will need to use the included Internet Explorer 11 browser. Microsoft has left IE11 in the OS for just this reason. Compatibility view settings remain in IE 11 but are absent from Microsoft Edge.

One other small thing to note is that these dialogues can sometimes take a while to show. After visiting your camera's home page just wait a short while before assuming that nothing is happening.