

Problem: We have gotten some Korean version of active X and cannot get it uninstalled.

The problem stated with remote workstations sometimes happens when different versions of the DVR software are remotely viewed by the same workstation. To fix the problem, the ActiveX controls can be deleted, they will be reloaded when again accessing the system, and viewing functionality should return.

The 2 Active X controls that may need to be deleted are:

- ActiveView Control
- ImageCalc Control

In Internet Explorer 6

- >Tools
- >Internet Options
- On the General Tab, click on the "Settings" Button
- Click on the "View Objects" Button
- Right-Click on the ActiveX name and select (left click) the "Remove" option from the pop-up menu
- Repeat as necessary
- Close the objects list window (click on the red-X)
- Click on the "OK" button to return to the Options Page
- Click on the "OK" button to return to Internet Explorer
- Close all Internet Explorer windows prior to trying to access the camera application

In Internet Explorer 7

- >Tools
- >Internet Options
- Click on the "Programs" Tab
- Click on the "Manage add-ons" button on this tab
- Click on the ActiveX name and then the "Delete" button
- Repeat as necessary
- Click on the "OK" button to return to the Options Page
- Click on the "OK" button to return to Internet Explorer
- Close all Internet Explorer windows prior to trying to access the camera application