

# How to recover IE Client

## (WebClientActiveX Control)

Name:	WebClientActiveX Control
Publisher:	HANGZHOU HIKVISION DIGITAL TECHNOLOGY CO., LTD.
Туре:	ActiveX Control
Version:	2.4.0.56
File:	WebClientActiveX.ocx
Folder:	C:\Windows\System32\WebClientActiveX



http://www.hikvisioneurope.com/portal

## **Problem description:**

If an error message appears in IE (Fig. 1, Fig. 2 and Fig. 3) is caused because of a lot of different Add-ons have been installed in the browser Internet Explorer v9.0. You can use the tool *ActiveX\_All(V1.0.0).exe* which is available in our ftp server at: <u>http://www.hikvisioneurope.com/portal</u> in order to resolve the issue.

Example local IP: 172.28.1.63				
x Convert T Select	. ク -	×		► - 0 × © ☆ û
HIKVISION™				English 🔻
			·	
,		Load language library failed!	ne: Id: 8000 Login automatically	
			Login	
🕋 🖉 User Login 🙆 👩	🔀 🥏 Local Disk 🔯 Inbox - Mi	IVMS-4200	©Hikvi:	sion Digital Technology Co., Ltd. All Rights Reserved.

Fig. 1

\*\*\* Load language library failed!

C S Mttp://172.281.63/doc/en/preview.asp	- • × 6☆®
X Convert - Select	ge librasy failed:
🚳 🤌 Realtime P 🔌 🧿 🂐 🖳 EU Support 🔯 Microsoft 🚵 IVMS 420	0 📙 Software & 📙 ActiveX-T 🥪 Local Disk 📎 💐 🖉 🐺 🚮 🍬 隆 8/16/2012
*** Load language library failed!	Fig. 2

x Convert • DS	me.dll/acr_error.htm#,htt	p://172.28.1.63/₁ \$	) - C X 💋 Website	restore error X			-	+ - • <mark>- × -</mark> ∩ ★ 0
We were Internet Ev a problem What you	e unable to return plorer has stopped tr can do:	you to the p	age you were vie this website. It appei	wing. Irs that the website co	ntinues to have			
<ul> <li>Try to</li> <li>More</li> </ul>	return to the page yo	ou were viewing						
🚳 🙆 Website	restor 🙋 (	چ ۋ	EU Support	Microsoft Of	WMS-4200	ActiveX-Tools	🛒 E stops worki.	

\*\*\* Internet Explorer has stopped working!

## **Problem solution:**

Please follow the next steps in order to solve the issue.

#### Step n. 1:

To remove the add-ons you need to install the following tool: *ActiveX\_All(V1.0.0).exe* (Fig. 6) which you can download from our ftp server at: <u>http://www.hikvisioneurope.com/portal/TechnicalMaterials/SpecialTools/ActiveX-Tools/</u> Click *Next* to continue with the wizard and follow on screen instructions.



\*\*\* Click Next to continue.

Fig. 6

Fig. 3

#### Step n. 2:

Enter the Customer Information such as the User Name and the Company Name (Fig. 7)

ActiveX_All(V1.0.0) - InstallShield Wizard	x
Customer Information Please enter your information.	12
Please enter your name and the name of the company for	which you work.
Admin Company Name:	
hikvision	
InstallShield — — — — — — — — — — — — — — — — — — —	k Next > Cancel

\*\*\* Click *Next* to continue.

#### Step n. 3:

Now the wizard is ready to install the program. Click the Install button to begin the installation process (Fig. 8)

Ready to Inst The wizard is	all the Program ready to begin ins	<b>n</b> stallation.			24
Click Install to	begin the installa	ition.			
If you want to the wizard.	review or change	e any of your in	nstallation settir	ngs, click Back. (	Click Cancel to exit
stallShield					
			< <u>B</u> ack		Cancel

\*\*\* Click Install to begin.

#### Step n. 4:

Now the wizard has completed the installation. Click the *Finnish* button to exit (Fig. 9)



\*\*\* Click Finish to exit.

#### Step n. 5:

Now we need to make sure to completely remove the add-ons by using the same program again: *InstallActiveX\_All(V1.0.0).* You can download it from our ftp server at:

http://www.hikvisioneurope.com/portal/TechnicalMaterials/SpecialTools/ActiveX-Tools/

Select the option *Remove*, click *Next* button and follow on-screen instructions (Fig. 10)



Fig. 10

\*\*\* Select the option Remove and click Next button.

#### Step n. 6:

Please remove the application and all of its features by clicking the Yes button (Fig. 11)



Fig. 11

\*\*\* Select the **Yes** button to remove the application.

#### Step n. 7:

A Self-Registration Error pop-up window will appears but you can ignore it and click the **Ok** button. Fig. 12.



Fig. 12

\*\*\* Click **Ok** to continue.

#### Step n. 8:

The uninstall process has been completed. Click the *Finnish* button to exit (Fig. 13)



\*\*\* Click *Finish* to exit.

#### Step n. 9:

If you run IE and try to open the same page you will be prompt with the error showing below (Fig. 14). In order to solve this issue you need to disable the add-ons in IE.



\*\*\* You need to disable the add-ons in IE.

#### Step n. 10:

Click the *Tools* icon at the right-top corner of IE or press (*Alt + X*) to show *Manage add-ons* option (Fig. 15)



#### Step n. 11:

At the Manage add-ons window look for *WebClientActiveX Control* from the publisher *HANGZHOU HIKVISION TECHNOLOGY CO. LTD.* and double click it (Fig. 16)



\*\*\* Look for WebClientActiveX Control and double click it.

Fig. 16

#### Step n. 12:

Then click on the *Remove* button at the bottom of the *More Information* window (Fig. 17)



\*\*\* Click on *Remove*.

#### Step n. 13:

At the next window you will see that the WebClientActiveX Control is not available anymore (Fig. 18)

dd-on Types	Name	Publisher	Status	Load time	Navig
Toolbars and Extensions	Adobe Systems, Incorporated				
Search Providers	Adobe PDF	Adobe Systems, Incorpo	Enabled	0.01 s	
A	Adobe PDF Link Helper	Adobe Systems, Incorpo	Enabled	0.00 s	0.00 s
Accelerators	Adobe PDF Conversion Toolbar	Adobe Systems, Incorpo	Enabled	0.01 s	0.00 s
Tracking Protection	SmartSelect Class	Adobe Systems, Incorpo	Enabled	0.00 s	0.00 s
	Microsoft Corporation				
	Windows Live ID Sign-in Helper	Microsoft Corporation	Enabled	0.00 s	0.00
	Messenger Companion Helper	Microsoft Corporation	Enabled	0.03 s	0.00 s
how:	Research	Microsoft Corporation	Enabled		
urrently loaded add-ons	•				
Here an add-on to moding	y status of view details.				

Fig. 18

\*\*\* Check that the WebClientActiveX Control is not available.

#### Step n. 14:

If you open IE and enter the same address you will be prompt with the pop-up message: *This website wants to install the following add-on: WebClientActiveX Control.cab from HANGZHOU HIKVISION TECHNOLOGY CO. LTD.* (Fig. 19) Click the *Install* button to allow the add-on on your IE browser.



\*\*\* Click Install.

#### Step n. 15:

Now you can login with the default user name: *admin* and default password: *12345*. At this moment you are able to access your device remotely via IE and configure its parameters by using the *Remote settings* window if you click on *Setup*. (Fig. 20)

	Device Parameters     P Device Information	Device Information	_
Preview Playbac      Local Config      Remote Config      The      Network      Path for saving pre      Path for saving play      Path for saving play      Path for saving play	Version Information     Dist Settings     Dist Settings     Dist Settings     Video Parameters     Video Parameters     Video Lost     Video Lost     Video Lost     Video Lost     Video Nask     V	Device Name: Embedded Net DVR Device Na: 255 Record Replace: Yes Main BNC scale: Device Type: DS:72xHV-ST Channel Number: 4 HDD Number: 5 Alarm Unput Number: 4 Alarm Output Number: 1 Device Senal No: DS-7204HVI-ST/5N0120120	Current User : admin
	Default Reboot	Save	Cancel

Fig. 20

\*\*\* Enter user name: *admin* and password: *12345* and click on Setup.

#### Step n. 16 (Optional):

### If you want you can reset Windows Internet Explorer 9 settings to return them to the state they were in when Internet Explorer was first installed on your computer.

http://windows.microsoft.com/en-US/windows7/Reset-Internet-Explorer-settings-in-Internet-Explorer-9

#### To reset Internet Explorer settings:

- 1. Close all Internet Explorer and Windows Explorer windows that are currently open.
- 2. Open Internet Explorer by clicking the *Start* button S and in the search box, type *Internet Explorer*, and then, in the list of results, click *Internet Explorer*.
- 3. Click the *Tools* button 🔛 and then click *Internet options*
- 4. Click the *Advanced tab*, and then click *Reset*.

Select the *Delete personal settings* check box if you would also like to remove browsing history, search providers, Accelerators, home pages, Tracking Protection, and ActiveX Filtering data.

- 5. In the *Reset Internet Explorer Settings* dialog box, click *Reset*.
- 6. When Internet Explorer finishes applying default settings, click *Close*, and then click *OK*.
- 7. Close Internet Explorer.

Your changes will take effect the next time you open Internet Explorer.

Note: in case that you are using non Hikvision products, OEM or Neutral then you will need to enable the Unsigned Active-X Controls option from the Internet Security Settings. Follow the next steps on your own risk:

- 1. Close all Internet Explorer and Windows Explorer windows that are currently open.
- 2. Open Internet Explorer by clicking the *Start* button s and in the search box, type *Internet Explorer*, and then, in the list of results, click *Internet Explorer*.
- 3. Click the *Tools* button 🔛 and then click *Internet options*
- 4. Click on the Security tab and then Custom level (Fig. 21)
- Scroll down until you see the *Download unsigned ActiveX Controls* option (Fig. 22). Select the Enable (not secure) check box.
- Also select the Enable (not secure) check box at the Initialize and script ActiveX control not marked as safe for scripting option (Fig. 22).

eneral Secu	urity Privacy	Content	Connections	Programs	Advanc
select a zone	e to view or c	nange secur	ity settings.		
			/ (		
Internet	Local intr	anet Trust	ed sites Res	stricted	
			5	sites	
Int	ernet			City	
This	s zone is for I	nternet web	sites,	Site	es
exc rest	ept those list tricted zones.	ed in trusted	and		
Security lev	vel for this zo	ne			
Allowed le	evels for this	zone: Mediu	m to Hiah		
- 1 -	Medium-hi	gh			
- [ -	Medium-hi	gh ate for most	websites		
	Medium-hi - Appropri - Prompts content	<b>gh</b> ate for most before dowr	websites Noading potent	ially unsafe	
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	Medium-hi - Appropri - Prompts content - Unsigned	<b>gh</b> ate for most before dowr d ActiveX cor	websites Noading potent	ially unsafe downloade	:d
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\*\*\* Click Security tab and Custom Level.

\*\*\* Select Enable (not secure).

- 7. Click *Ok*, click *Yes* and then click *OK* again.
- 8. Close Internet Explorer.

Your changes will take effect the next time you open Internet Explorer.

Fig. 21