



**HIKVISION EUROPE B.V.**

## **How to recover IE Client**

**(WebClientActiveX Control)**

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



Hikvision Europe B.V.

<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: <http://www.hikvisioneurope.com/portal> in order to resolve the issue.

Example local IP: 172.28.1.63

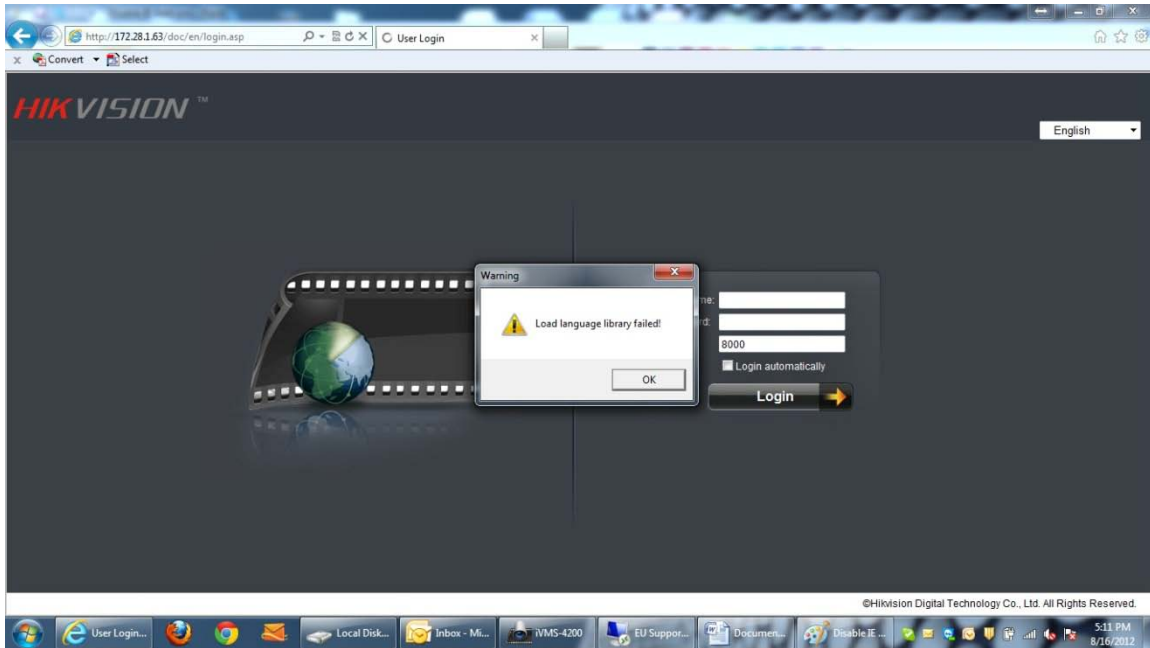


Fig. 1

\*\*\* Load language library failed!

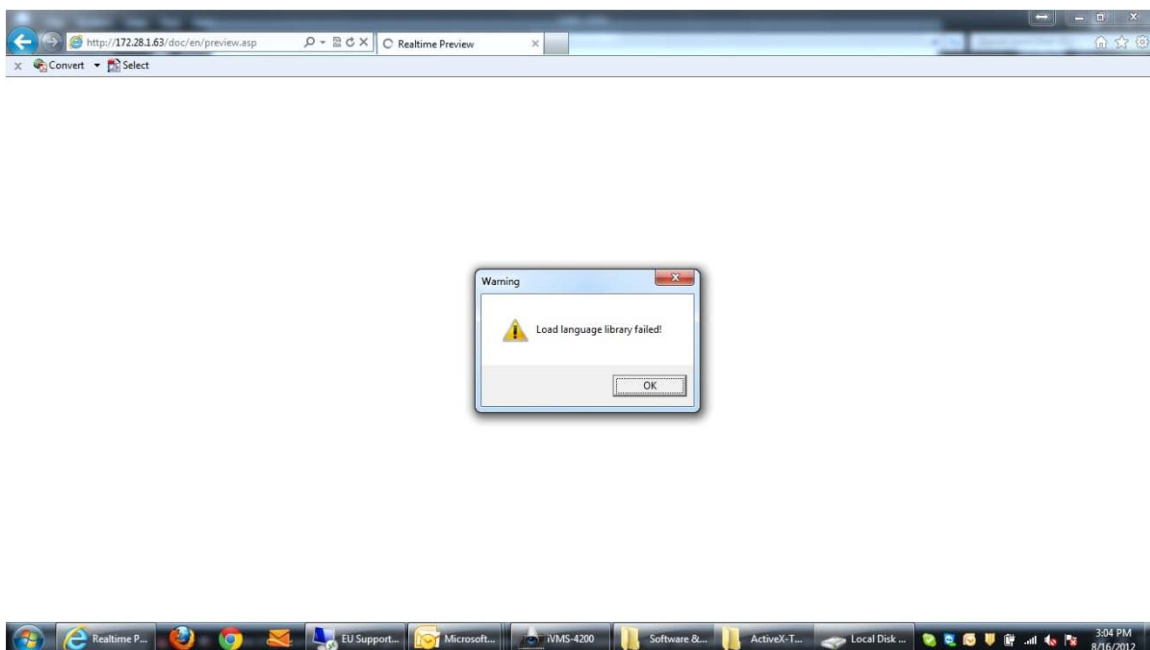


Fig. 2

\*\*\* Load language library failed!

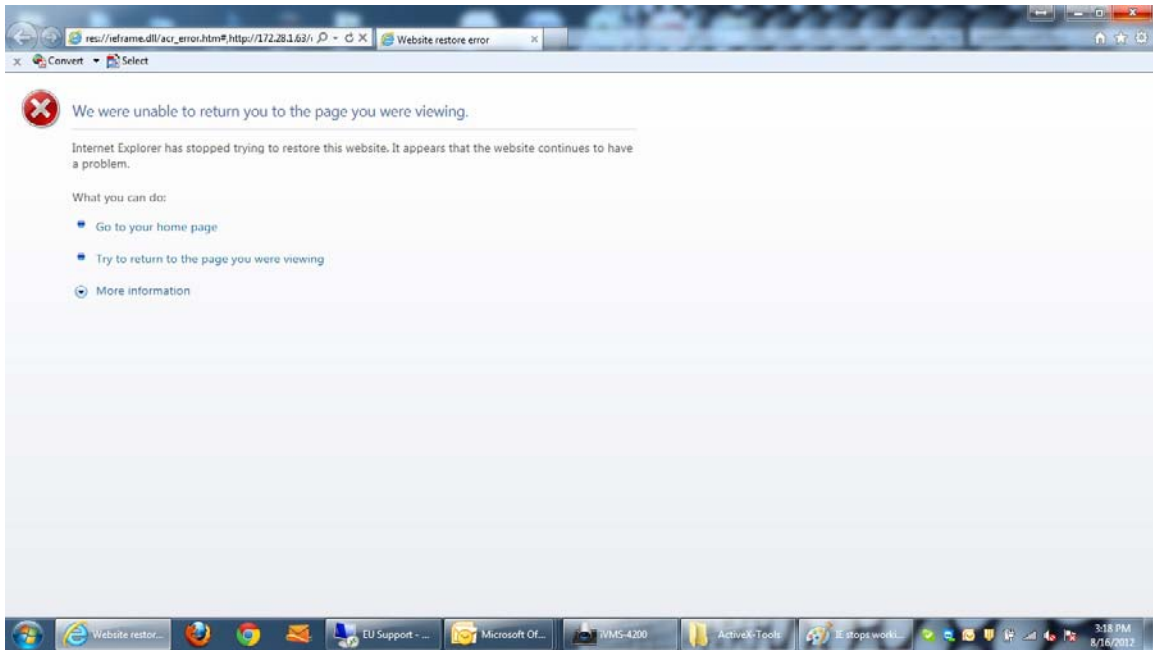


Fig. 3

\*\*\* 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: <http://www.hikvisioneurope.com/portal/TechnicalMaterials/SpecialTools/ActiveX-Tools/> Click **Next** to continue with the wizard and follow on screen instructions.

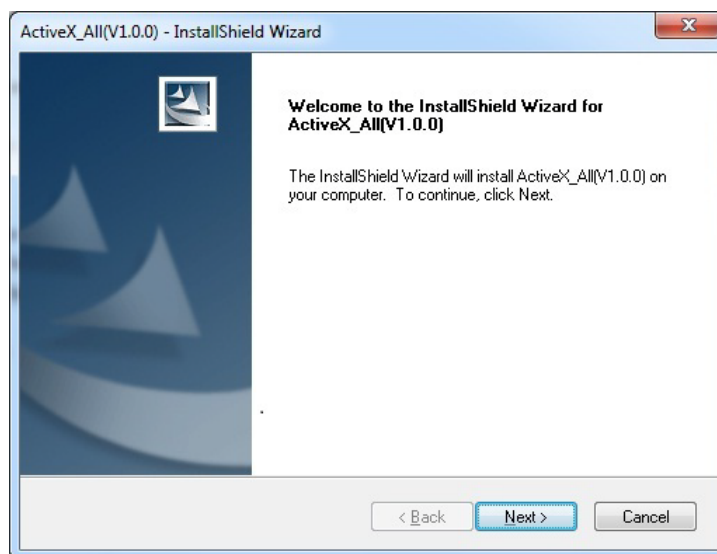


Fig. 6

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

**Step n. 2:**

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

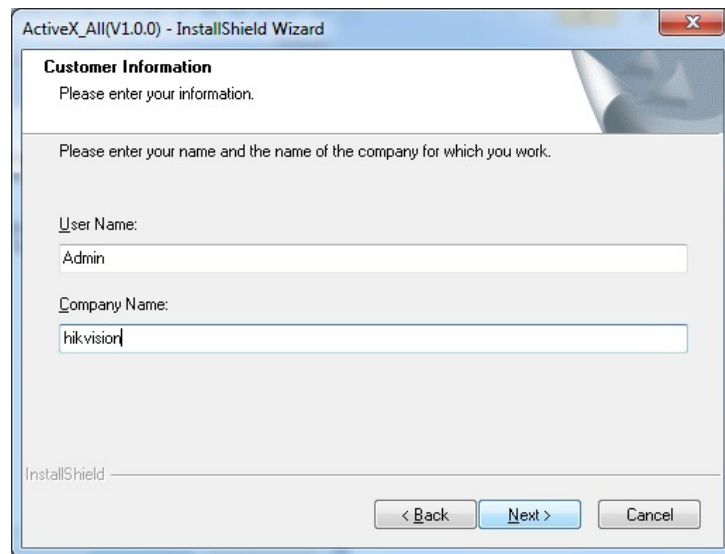


Fig. 7

\*\*\* 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)

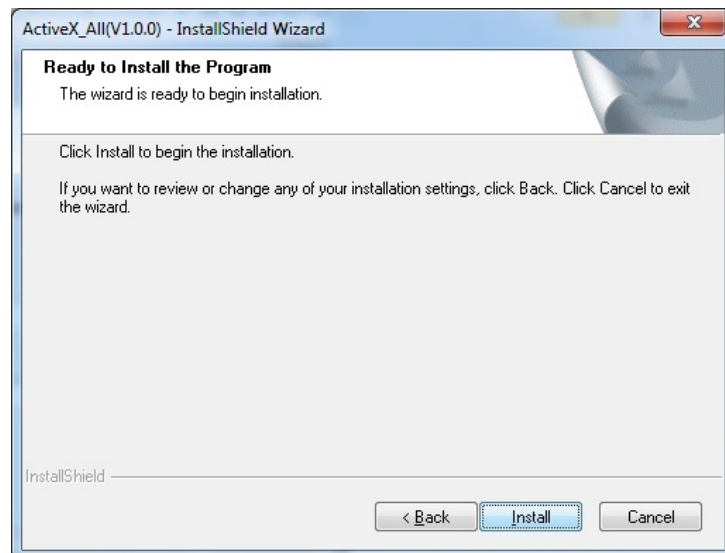


Fig. 8

\*\*\* Click **Install** to begin.



**Step n. 4:**

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

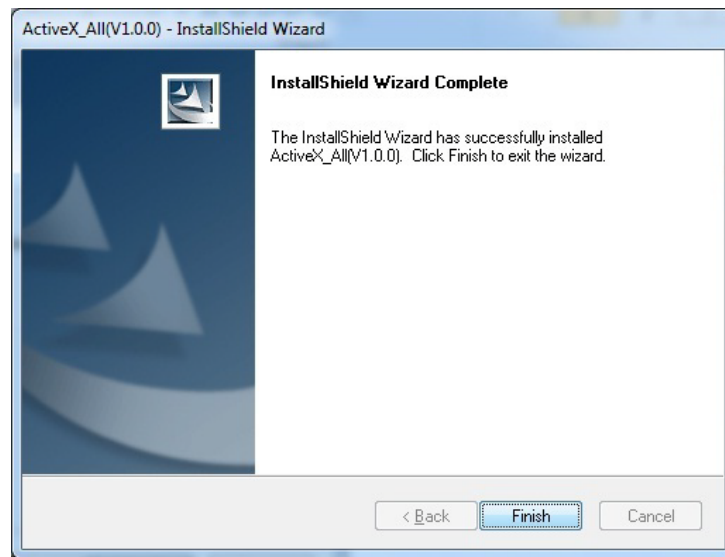


Fig. 9

\*\*\* 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)

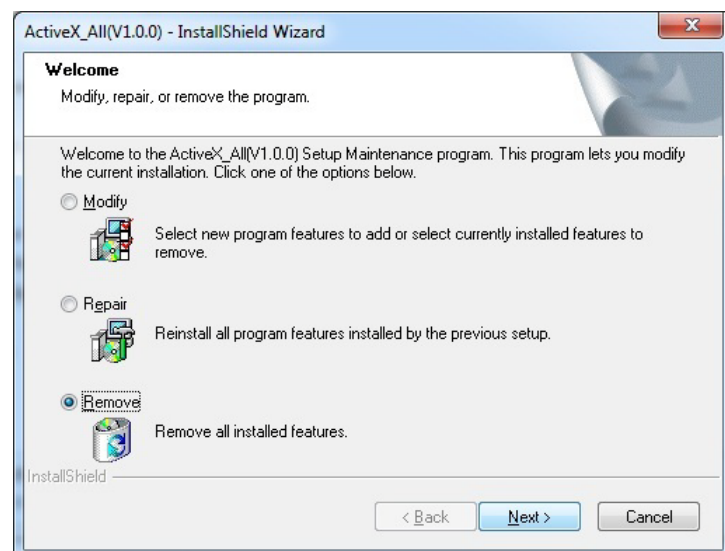


Fig. 10

\*\*\* 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)

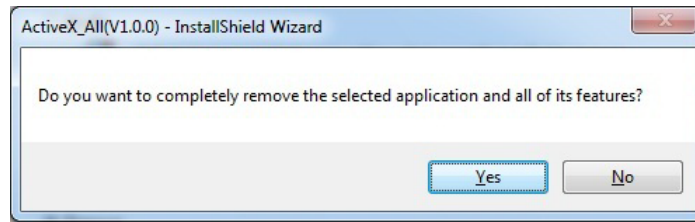


Fig. 11

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

**Step n. 7:**

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

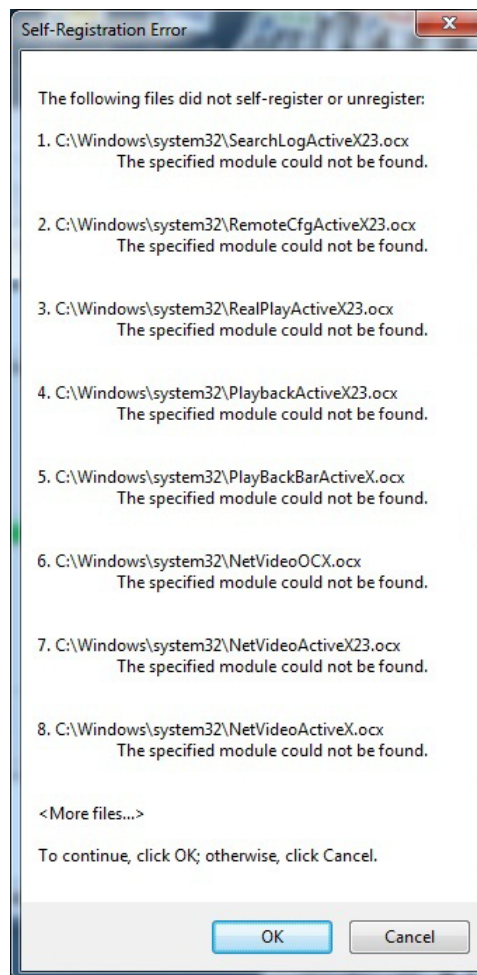


Fig. 12

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

**Step n. 8:**

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

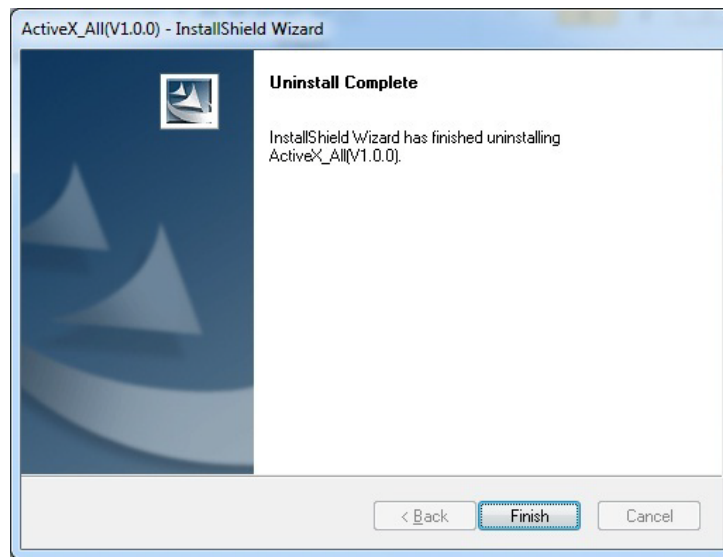


Fig. 13

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

**Step n. 9:**

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

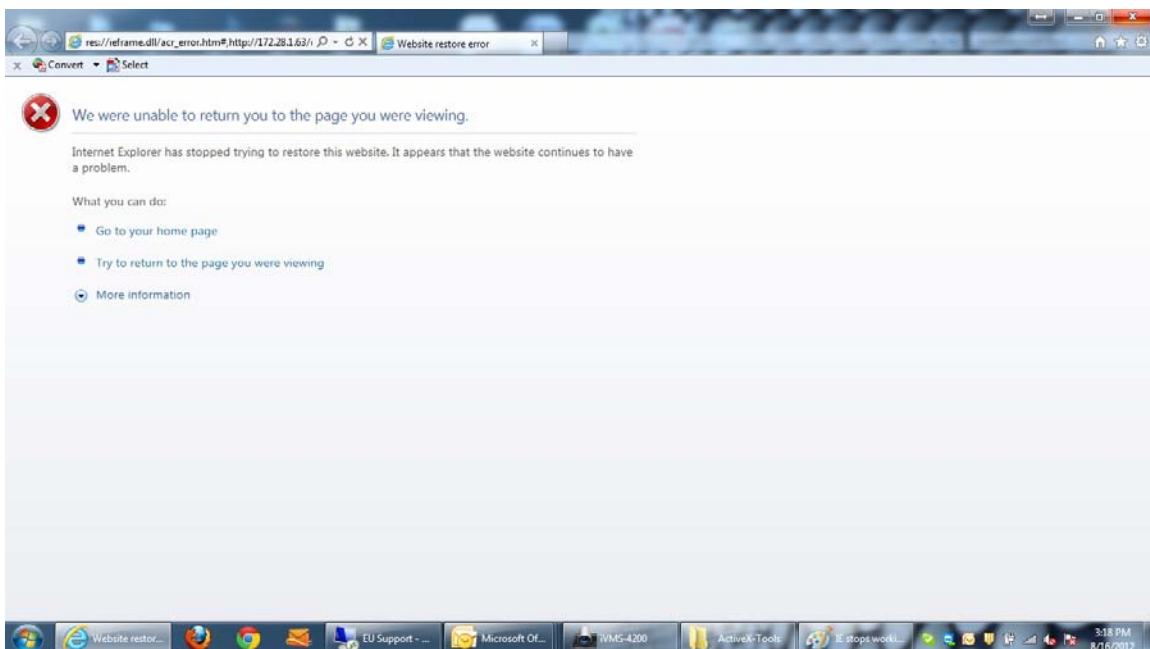



Fig. 14

\*\*\* 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)

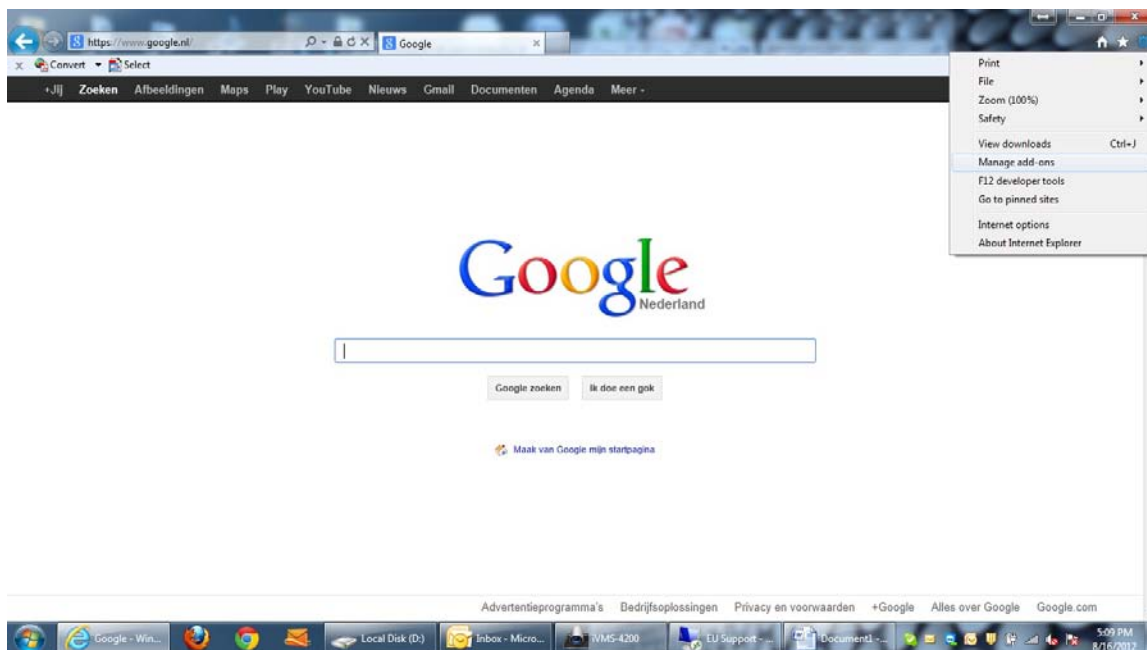



Fig. 15

\*\*\* Click on **Tools**  and select **Manage add-ons**.

**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)

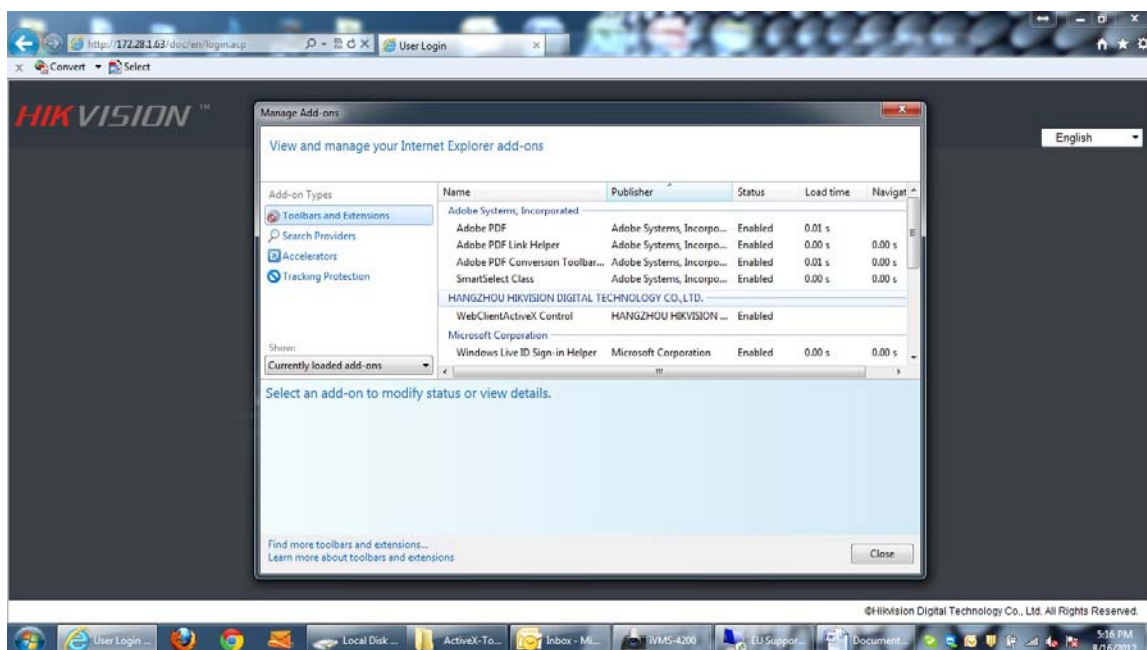


Fig. 16

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



**Step n. 12:**

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

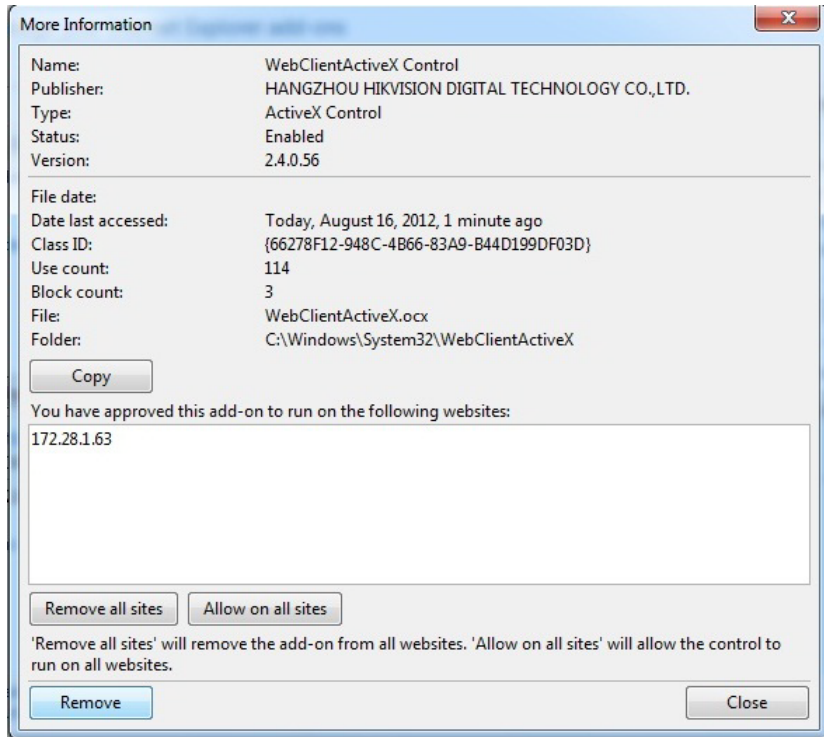


Fig. 17

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

**Step n. 13:**

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

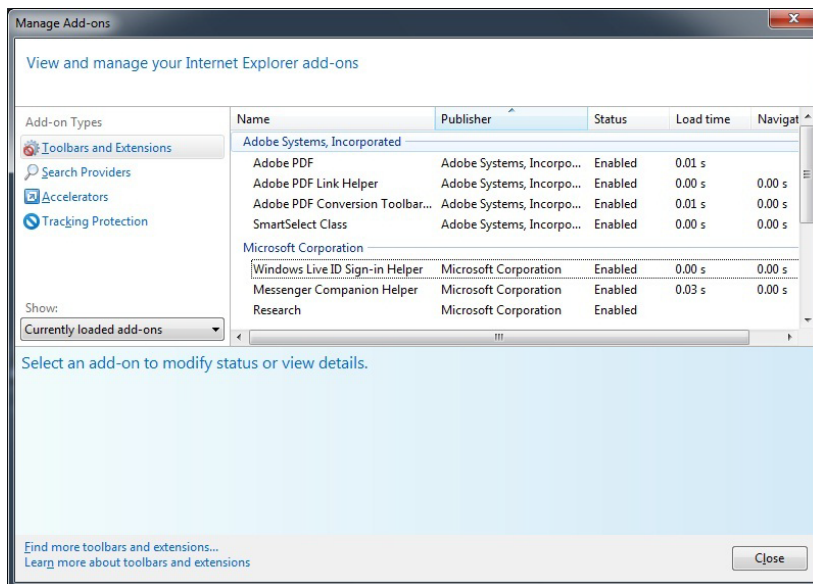


Fig. 18

\*\*\* 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.

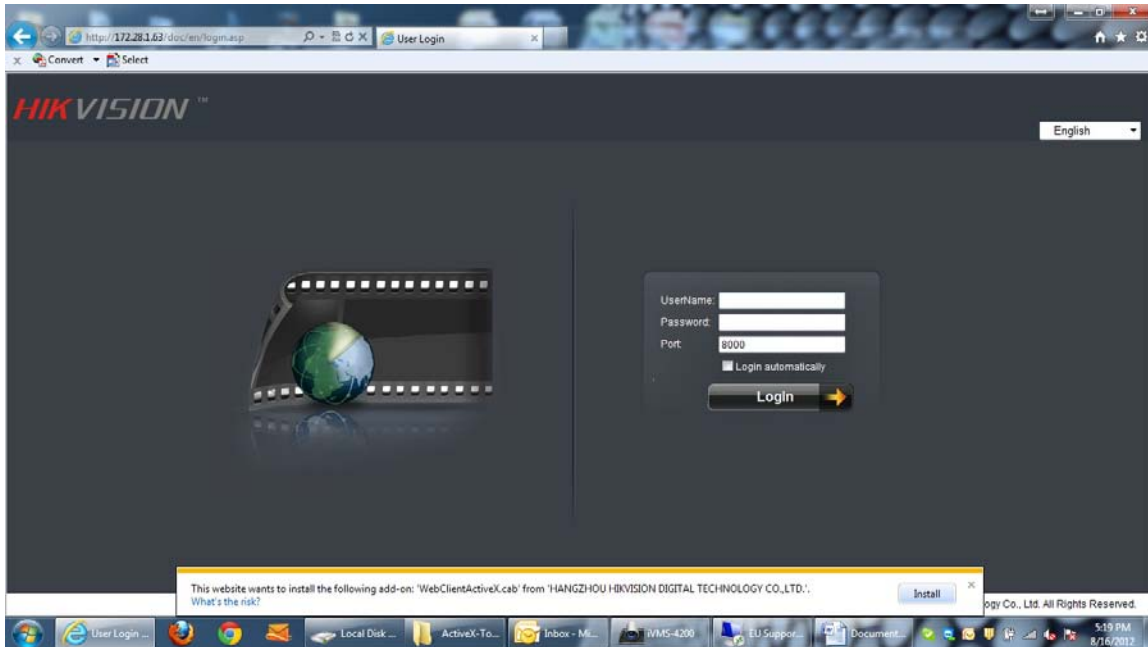


Fig. 19

\*\*\* 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)

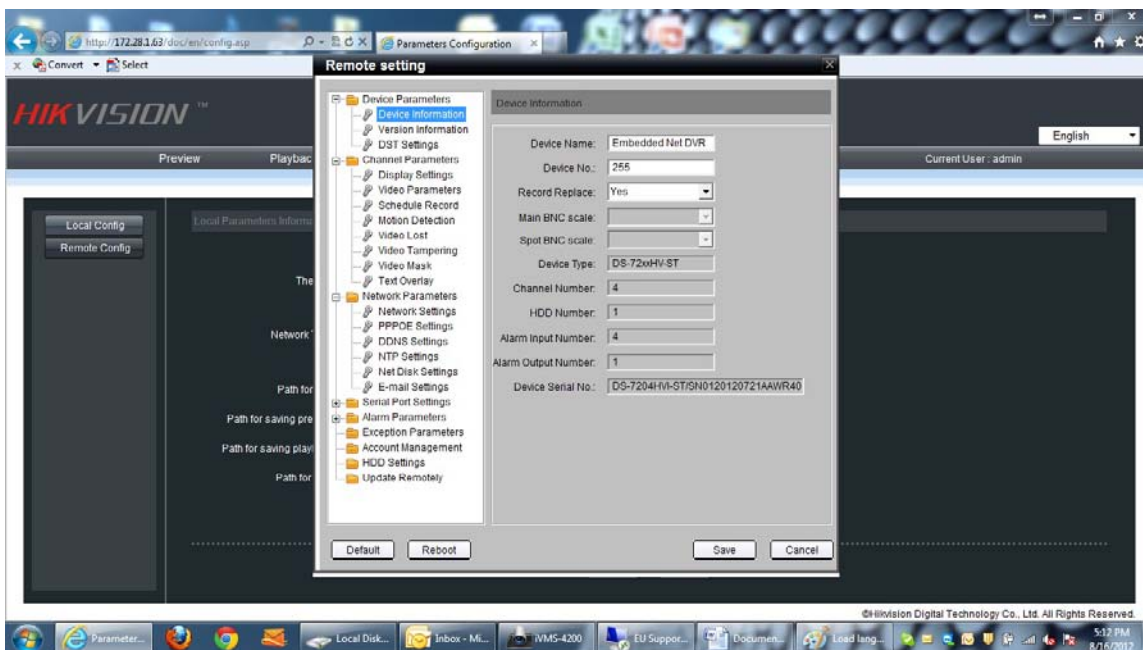


Fig. 20



\*\*\* 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  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  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)
5. Scroll down until you see the **Download unsigned ActiveX Controls** option (Fig. 22). Select the **Enable (not secure)** check box.
6. Also select the **Enable (not secure)** check box at the **Initialize and script ActiveX control not marked as safe for scripting** option (Fig. 22).

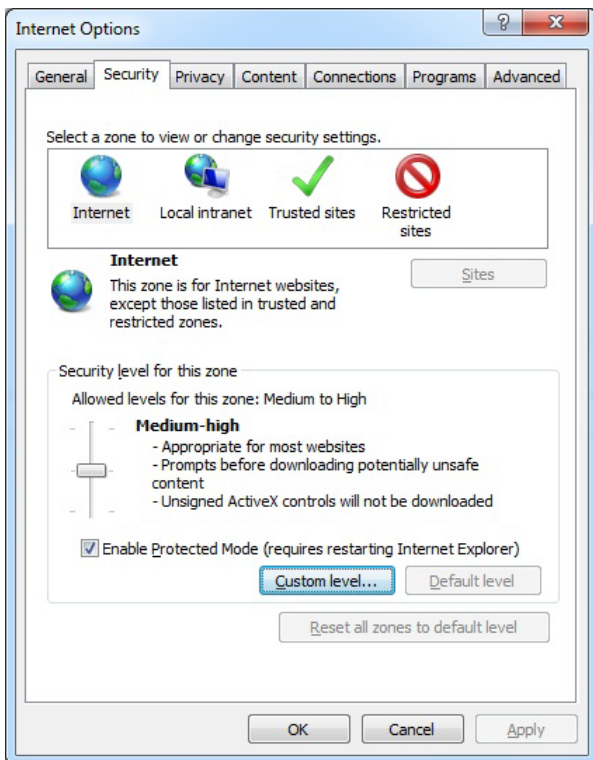


Fig. 21

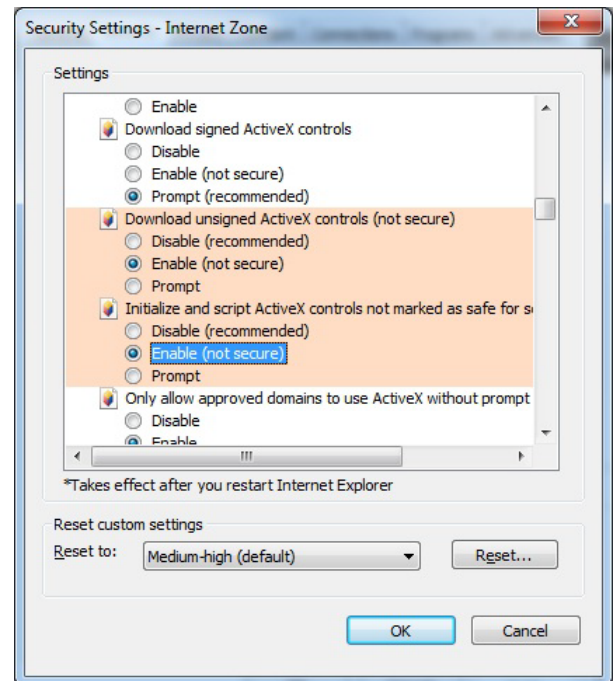


Fig. 22

\*\*\* 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.