

Please click the "BACK" button on your navigational toolbar to go back to the previous window

## Steps needed to make Internet Explorer to work with ActiveX Control

Having problems viewing image documents? Try the following:

1. Completely turn off pop-up blockers (Internet Explorer, Yahoo, Google tool bar etc if any on your computer). [http://www.hotcomm.com/FAQ/FAQ\\_popups.asp#google](http://www.hotcomm.com/FAQ/FAQ_popups.asp#google)
2. Add "imgweb.charlestoncounty.org" to the list of "Allowed Websites" for pop-up blocker of your Internet Explorer browser.
3. Press and hold the CTRL key while clicking a link every time. This will override pop-up blocker for that particular click.

The ActiveX viewing capabilities in latest version of Charleston County's Imaging System is supported only on Internet Explorer 9 and higher version (with minimal changes to your IE settings). However, the HTML viewer is supported in all versions of Internet Explorer (9 or higher).

To make the ActiveX viewing capabilities function correctly in the latest version of County's Imaging System for IE, you need to make the following changes to IE Settings.

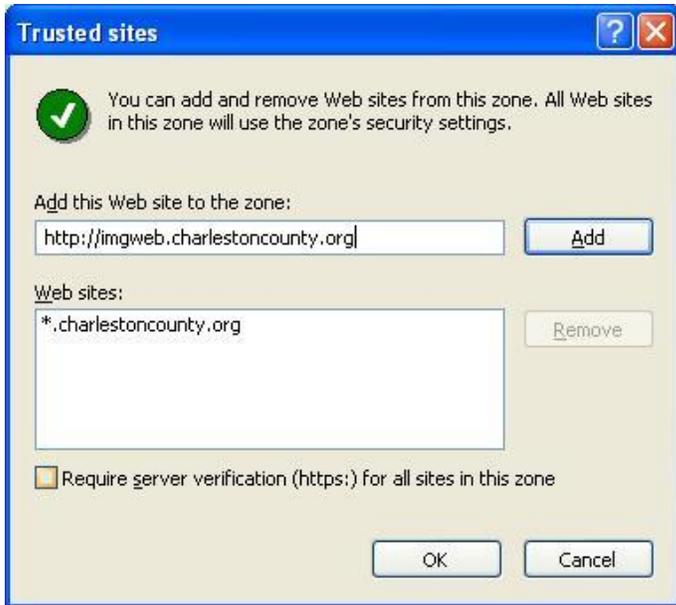
### Step1: Adding "imgweb.charlestoncounty.org" to your IE trusted sites.

- \* Right click "Internet Explorer" icon on your desktop (if you do not have an icon on your desktop, simply open up IE and click on the Tools drop down and go to Internet Options, then skip the next bullet)
- \* Click on "Properties"
- \* Go to "Security" tab
- \* Select "Trusted sites"
- \* Click on "Sites" button



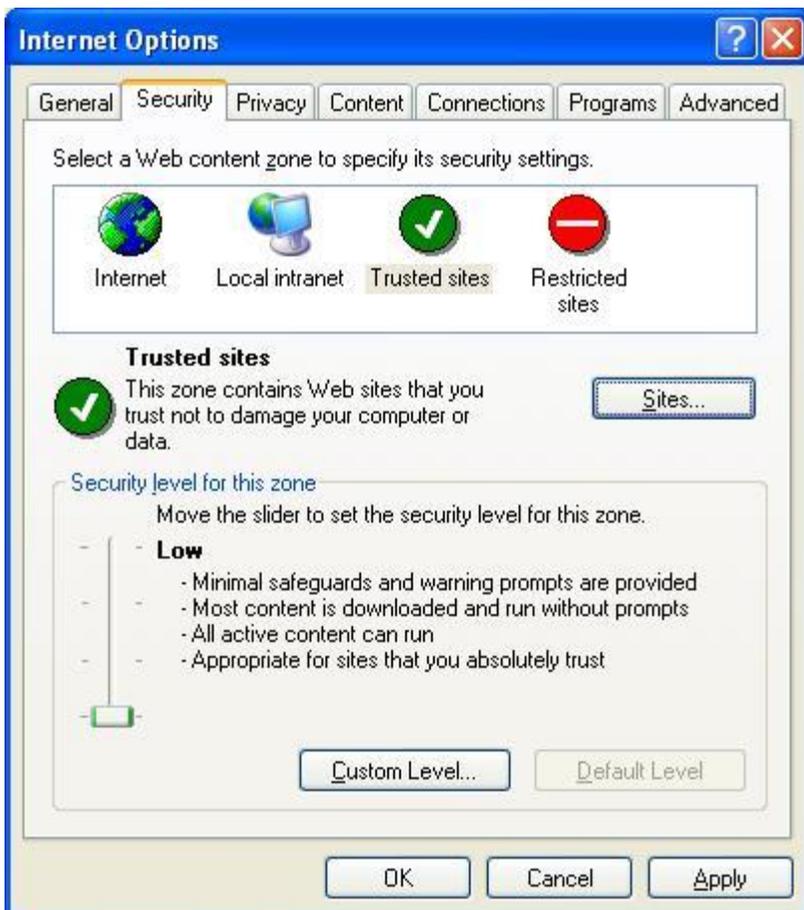
- \* Type <http://imgweb.charlestoncounty.org> in the "Add this Website to the zone" text box

- ⌘ Ensure that “Require Server verification (https:) for all sites in this zone” option is unchecked
- ⌘ Click “Add” button
- ⌘ Click “OK”



## Step 2: Change Security Level of Trusted Site.

- ⌘ Select “ Trusted sites”
- ⌘ Change security level to “Low”
- ⌘ And then click “OK”
- ⌘ If you had opened up an IE window, please close and reopen.



**NOTE:** This change would make the security level to Low only for the trusted sites. Security level will continue at the same level as configured for all the sites in Internet Zone. This change will not reduce the security of your computer.

You should now be able to open up IE and be able to search our Imaging System with the ActiveX controls.