

# Milesight-Troubleshooting Plugin Installation on Windows For IPC

Milesight Technology Co.,Ltd.



Camera Version	XX.7.0.65	Update	2018.7.11

Currently we advice you to use IE for web plugin, and for other updated browsers, they may can't support plugin but support Live View with MJPEG.

### Part 1: How to Install Camera ActiveX

1) Download and save the ActiveX.

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Click here to download and install controls manually. Please refresh the	page after installation. If you still don't se	e the video, please check whether the browse
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2) Open the location folder of the ActiveX and close all the browsers.

🕺 View Downloads - Internet	Explorer			
View and track your d	ownloads		Search downloads	Q
Name		Location	Actions	
MsActiveX.exe	2.47 MB	Downloads		Run
Options			Clear list	Close





3) Double click MsActiveX.exe to install the ActiveX.



### Note:

Steps of installing ActiveX on Chrome and Firefox are similar to installation steps on IE.

## Part 2: How to Solve the ActiveX problem

### 1) IE:

If you have installed ActiveX but the web page of the camera is still black screen, please follow these steps to check your problem:

**Step1:** Enter Manage add-ons web page.





Add-on Types	Name	Publisher	Status	Architecture	Load time	Navigation	
🚳 Toolbars and Extensions	(Not verified) Company MsView (Not verified) Microsoft	(Not verified) Company	Disabled	32-bit			
Accelerators	WebView Control (Not verified) Tencent Inc.	(Not verified) Microsoft	Enabled	32-bit			
Spelling Correction	ScreenCapture Class DropFile Class Adobe Systems Incomposited	(Not verified) Tencent Inc. (Not verified) Tencent Inc.	Enabled Enabled	32-bit 32-bit			
	Shockwave Flash Object Adobe Systems, Incorporated	Adobe Systems Incorpor	Enabled	32-bit			
Show:	SmartSelect Class	Adobe Systems, Incorpo	Disabled Disabled	32-bit			
All add-ons	Adobe PDF Link Helper	Adobe Systems, Incorpo	Disabled	32-bit			
Lurrently loaded add-ons Lurrently loaded add-ons Run without permission Downloaded controls		Tung	ActiveV Co	atrol			
File date: Friday, Jan More information	uary 16, 2015, 10:17 AM	Search for this add-	on via defaul	t search provider			

**Step2:** Check if the MsView is enabled, if not, please enable it.

**Step3:** Refresh or restart the browser.

2) Chrome (45 and later will not suitable)

Chrome may block the NPAPI by default, the NPAPI is necessary for us to viewing the live videos on chrome. To solve this problem, we need to enable the NPAPI manually.

Step1: Type chrome://flags/#enable-npapi in chrome address bar.

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Enable	ссооптонне таке, ні пипнез рег зесони, чиноп погичане осесновали з окачез <u>означну зеконате:</u>	
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Enable NPAPI N Enables the use Enable	/ac, Windows f NPAPI plugins. <u>≢enable-npapi</u>	
l <mark>ative Client</mark> M nable Native Cl nable	ac, Windows, Linux, Chrome OS, Android lent for all web applications, even those that were not installed from the Chrome Web Store. <u>#enable-nacl</u>	
lative Client G nable GDB deb nable	DB-based debugging Mac, Windows, Linux, Chrome OS ug stub. This will stop a Native Client application on startup and wait for nacl-gdb (from the NaCl SDK) to attach to it. <u>#enable-nacl-debug</u>	
estrict Native estricts Native Debug every	Client GDB-based debugging by pattern Mac, Windows, Linux, Chrome OS Client application GDB-based debugging by URL of manifest file. Native Client GDB-based debugging must be enabled for this option to work. #nacl-debug-mas rthing except secure shell and the PNaCI translator. ▼	k
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**Step2:** Enable the NPAPI which is covered with yellow color.

**Step3:** Restart the chrome browser.





#### 3) Firefox

If the Firefox version is grater than 52, the NPAPI will not allowed to install, if you want to use plugin, please download Firefox version under 52.

https://drive.google.com/open?id=0B8u2Oc2-fG-mZTFjN3pOUUhhaUU

If you have installed ActiveX but the web page of the camera is still black screen on Firefox browser, please follow these steps to check your problem:

**Step1:** Enter add-on web page, then go to plugin module.

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Step2: Set the plugin to Always Activate.





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Step3: Restart the browser.

