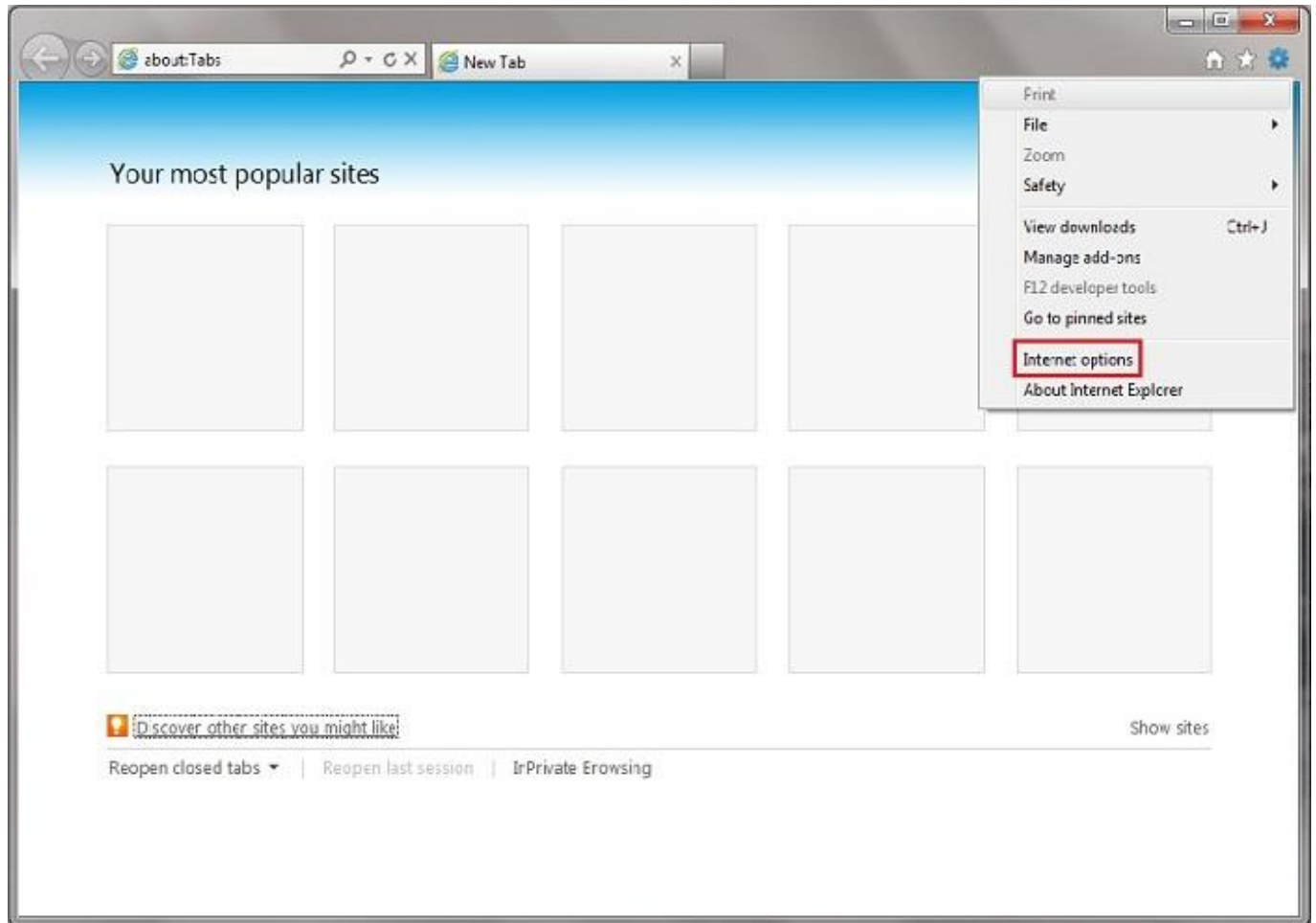# DVR-H9128V

Windows has found a problem with this file (8100 series-SFN series)
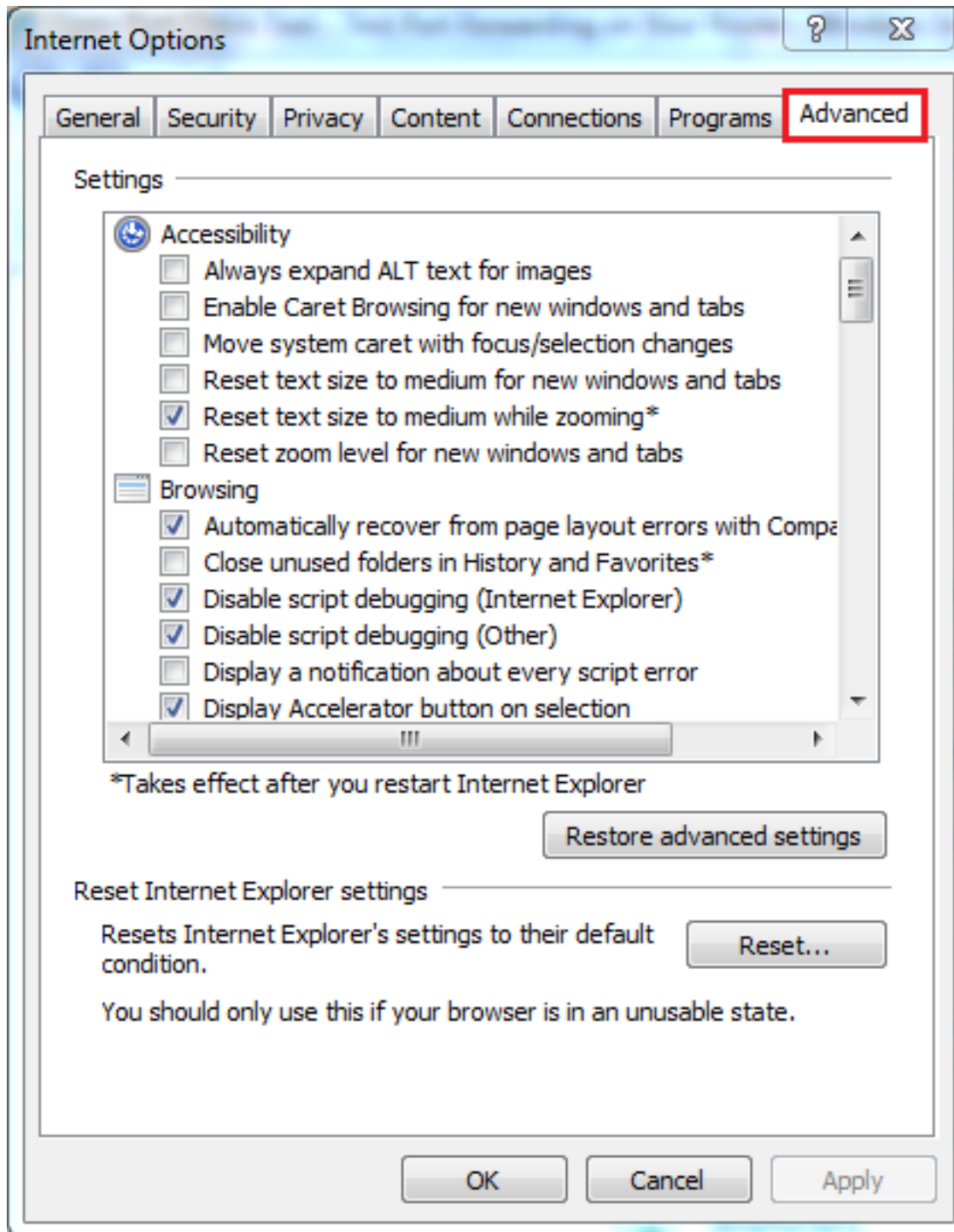
If you have configured all ActiveX Settings properly in your Internet Explorer according to the following article: http://kb.zmodo.com/article.php?id=96 and are still unable to view your cameras online due to a message stating "Windows has found a problem with this file", please follow these steps:

1. Go to the tools menu in your Internet Explorer

2. Click on the "Advanced" tab

DVR-H9128V

Internet Options

| General | Security | Privacy | Content | Connections | Programs | Advanced |

Settings

- Accessibility
  - ☐ Always expand ALT text for images
  - ☐ Enable Caret Browsing for new windows and tabs
  - ☐ Move system caret with focus/selection changes
  - ☐ Reset text size to medium for new windows and tabs
  - ☑ Reset text size to medium while zooming*
  - ☐ Reset zoom level for new windows and tabs
- Browsing
  - ☑ Automatically recover from page layout errors with Compa
  - ☐ Close unused folders in History and Favorites*
  - ☑ Disable script debugging (Internet Explorer)
  - ☑ Disable script debugging (Other)
  - ☐ Display a notification about every script error
  - ☑ Display Accelerator button on selection

*Takes effect after you restart Internet Explorer

[Restore advanced settings]

Reset Internet Explorer settings

Resets Internet Explorer's settings to their default condition.

[Reset...]

You should only use this if your browser is in an unusable state.

[OK] [Cancel] [Apply]

3. Scroll about 3/4 down the list, and look for the option "Allow software to run or install even if the signature is invalid", under the Security heading. Check this box.

DVR-H9128V
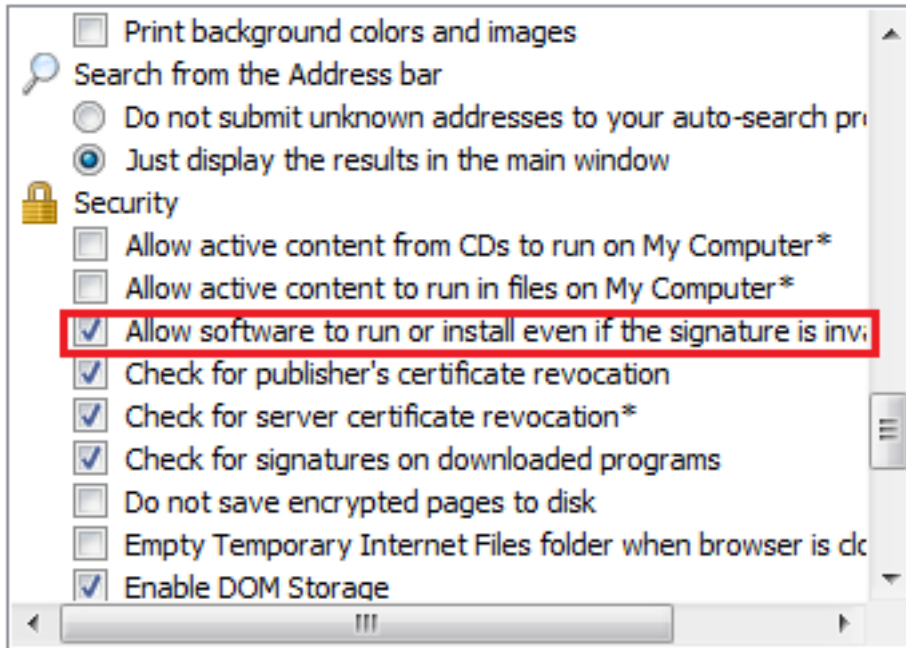
4. Apply the settings, refresh the page, and run the add-ons. This time you will most likely get to the login screen of your DVR unit.

Unique solution ID: #1074
Author: Alex Crewell
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