

# How to install the Crystal Smart Viewer for ActiveX in IE11

**IMPORTANT:** The user **must** be either a “Power User” or “Administrator” on the computer!  
You must use the 32bit version of Internet Explorer. It will not work in the 64bit version!

We have tried installing the Smart Viewer on machines with the administrator logged on and it WILL install, however, once the administrator logs off and the user logs back in, the Smart Viewer will not load. We have tired making the user an administrator, installing the Smart Viewer, setting the user’s permissions back to “user” and this also does NOT work.

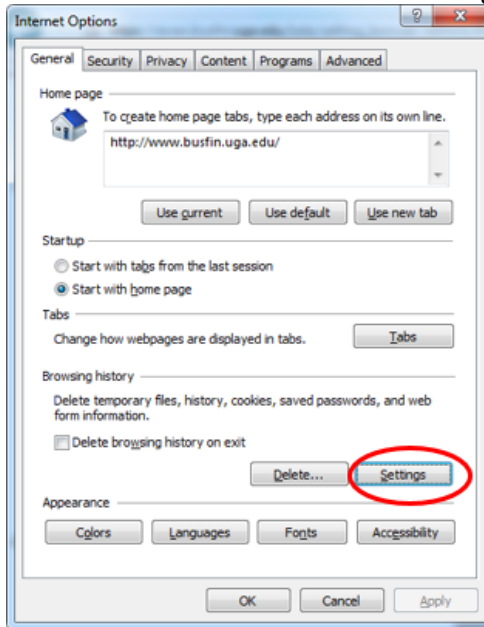
*Note –these instructions are available on the WebDFS Application Menu page toward the bottom on the right-hand side under “Technical Issues” for “Seagate/Crystal ActiveX: IE11 instructions”. Also on the ARROW Frequently Asked Questions under “What software do I need on my pc to begin using the ARROW system”.*

## Step One

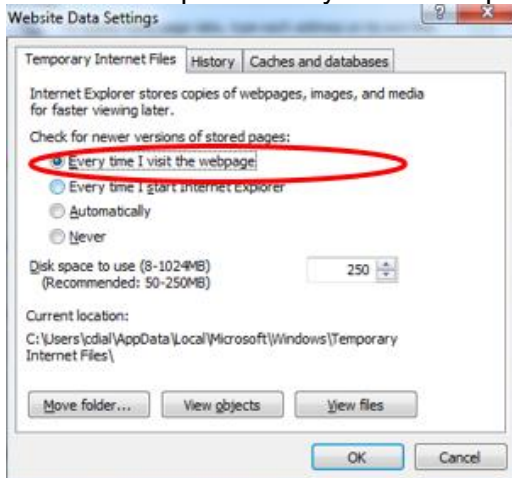
Check the Internet Explorer cache settings by selecting “Tools” and then select “Internet Options”.

**Tools** is located in the top right corner of your IE browser under the Minimize, Maximum and Close buttons. Click on the “spiky wheel gear” – Tools.

On the “General” tab under “Browsing History” click the “Settings” button.



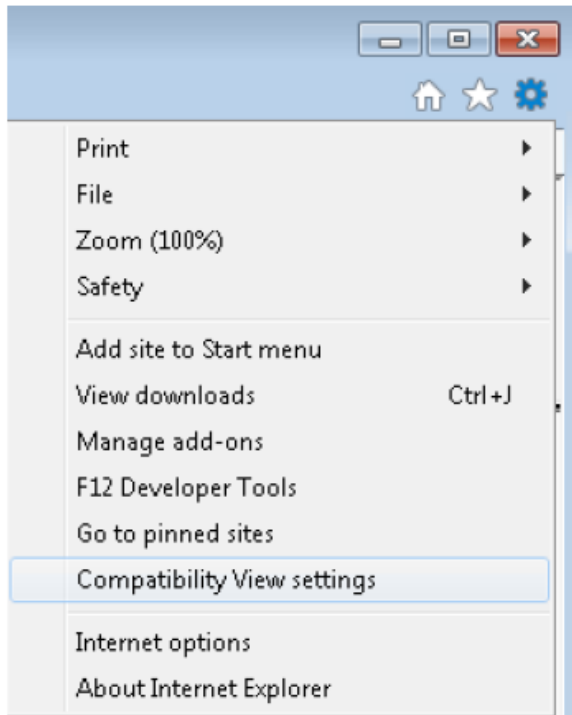
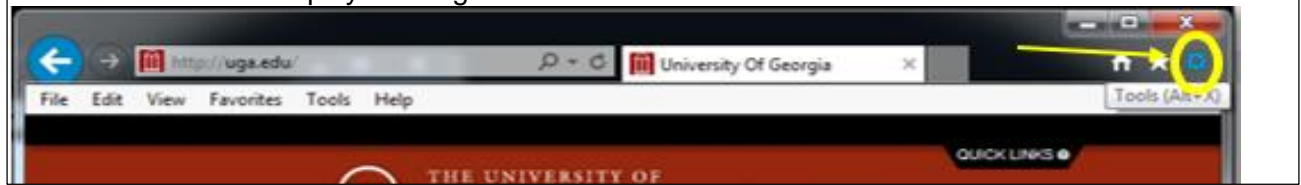
Choose the option “Every visit to the page” and Click OK. Click OK again to close the Internet Options window.



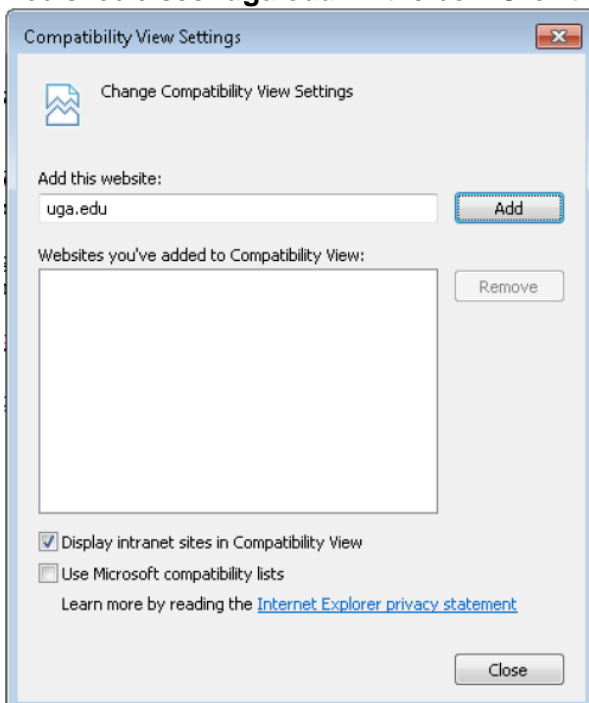
## Step Two

In Internet Explorer 11 go to **Tools** and then **Compatibility View settings**.

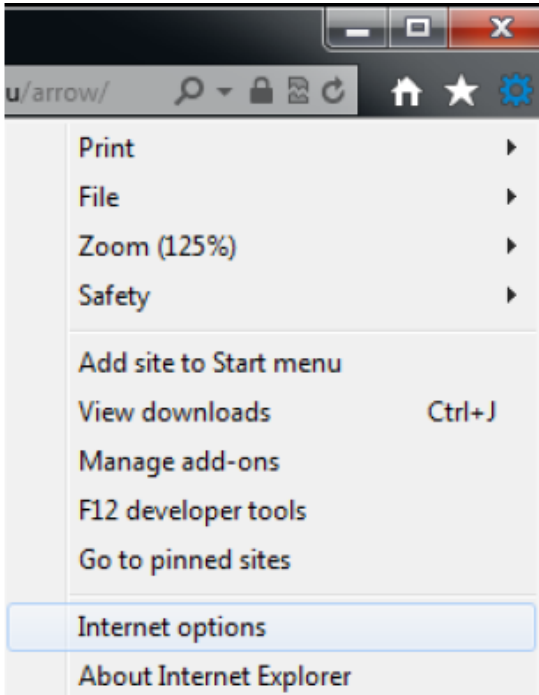
**Tools** is located in the top right corner of your IE browser under the Minimize, Maximum and Close buttons. Click on the “spiky wheel gear” – Tools.



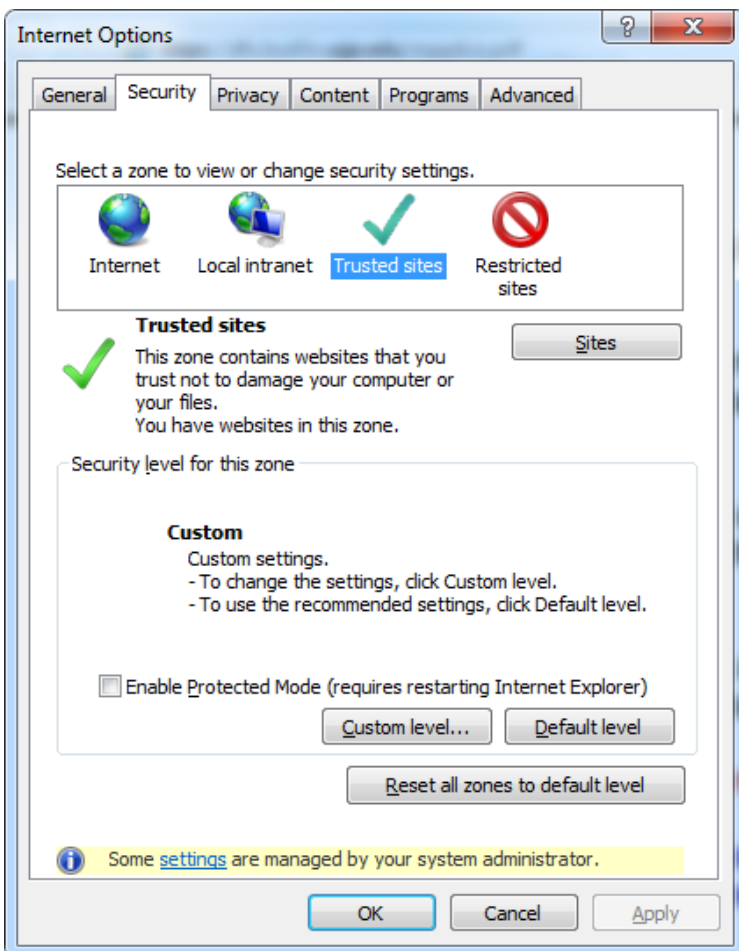
You should see “**uga.edu**” in the box. Click the **Add** button, then click the **Close** button.



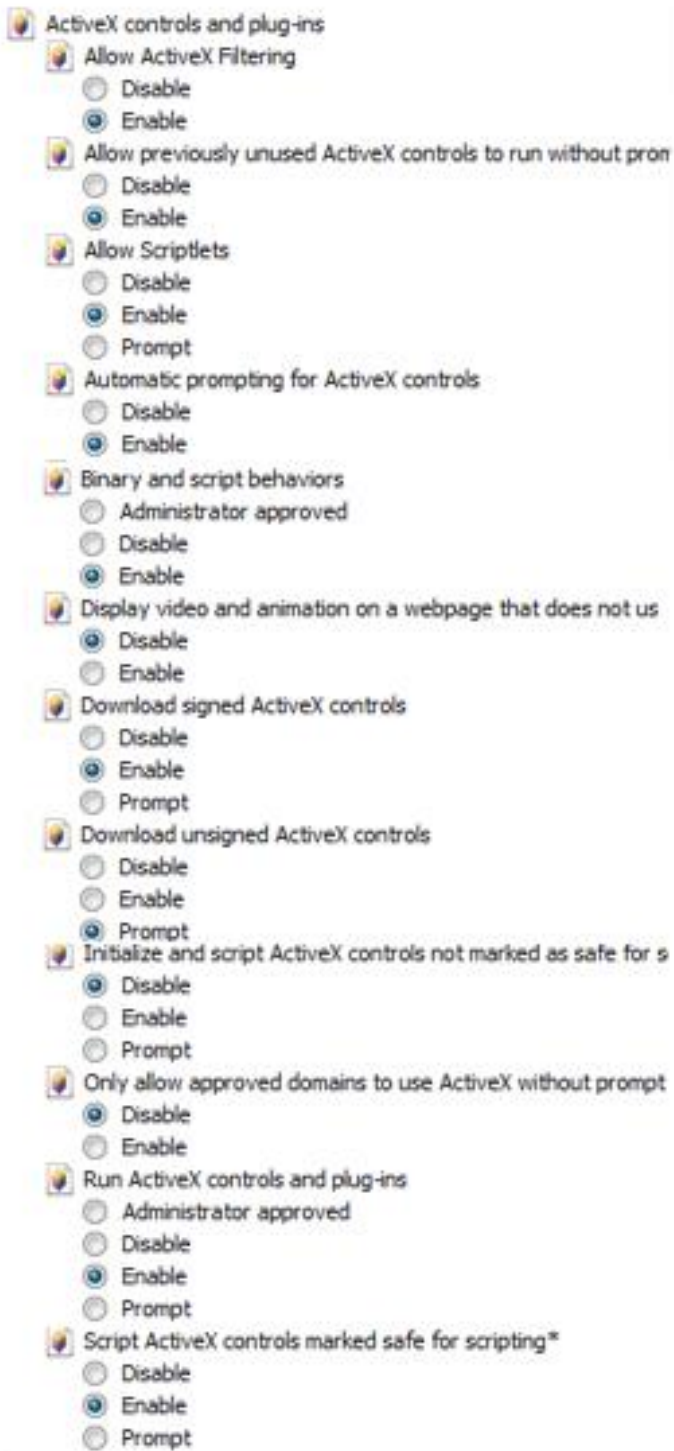
Now go to *Internet Options* in Internet Explorer 11.



On the *Security* tab, make sure the **Trusted Sites** zone is selected, and click the **Custom level** button.



Set all *ActiveX controls and plugins* options to match the following:

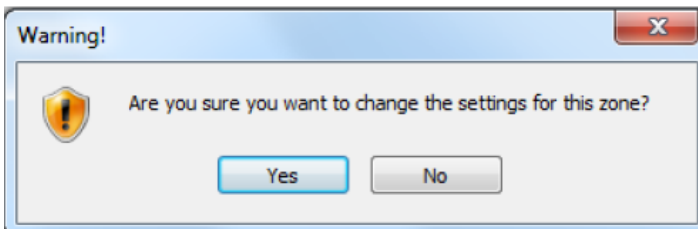


If Active Scripting – Enable

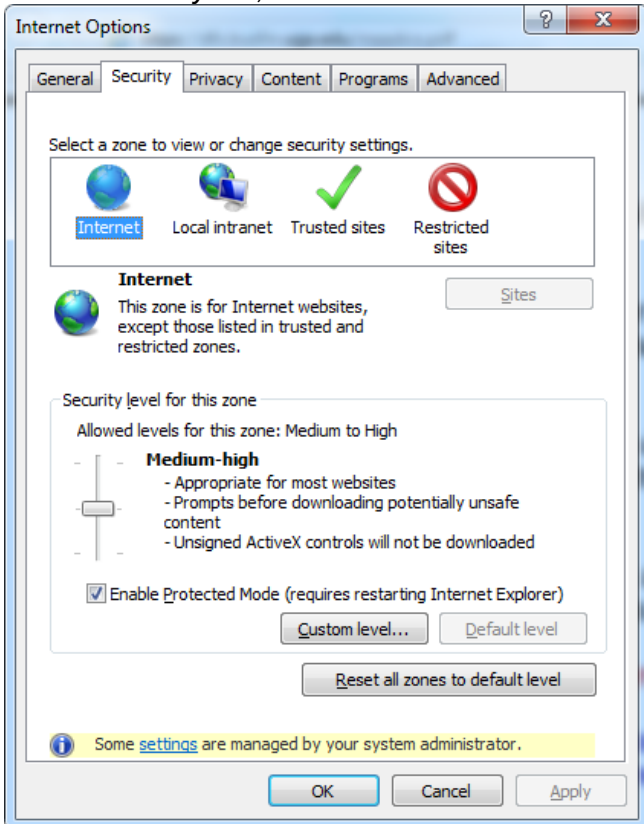
If Scripting of Java Applets – Enable

Click **OK**.

When the *Warning!* Dialog appears, click “**Yes**”.



On the *Security* tab, make sure the **Internet** zone is selected, and click the **Custom level** button.

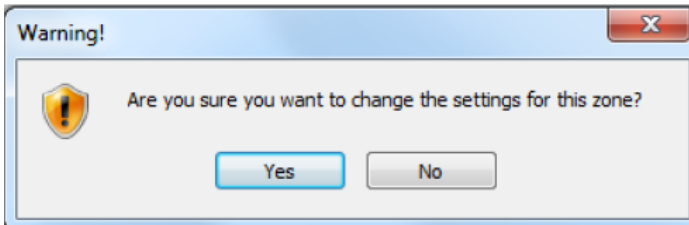


Set all *ActiveX controls and plugins* options for **Internet Zone** options to match the following:

- Enable: ActiveX Filtering
- Enable: Previously unused ActiveX controls to run without prompt
- Enable: Allow Scriptlets
- Enable: Automatic prompting for ActiveX Controls
- Enable: Binary and script behaviors
- Enable: Download signed ActiveX controls
- Prompt: Download unsigned ActiveX controls
- Disable: Initialize and script ActiveX controls not marked as safe for scripting
- Disable: Only allow approved domains to use ActiveX without prompt
- Enable: Run ActiveX controls and plug-ins
- Enable: Script ActiveX controls marked safe for scripting
- Enable: Active Scripting (may not be there)
- Enable: Scripting of Java Applets (may not be there)

Click **OK**.

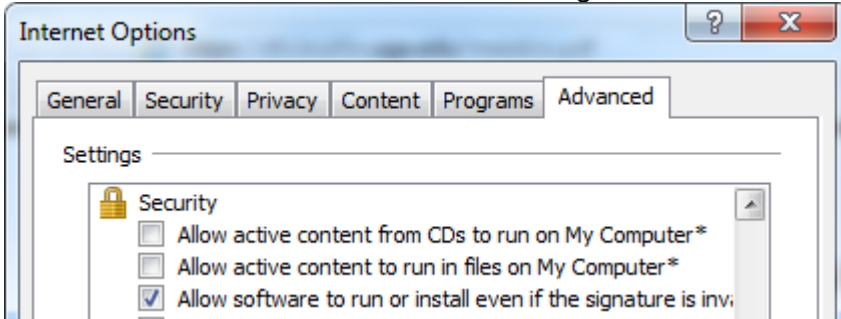
When the *Warning!* Dialog appears, click **Yes**.



Both **Trusted Sites** and **Internet zone** have to be set.

### Step Three

Go to the *Advanced* tab. Scroll all the way down to the *Security* section, and check the box to "Allow software to run or install even if the signature is invalid."



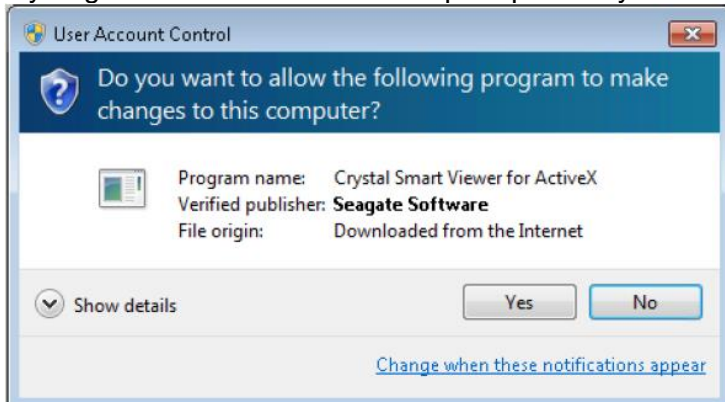
Click **Apply**, then **OK**.

**Close** any and all Internet Explorer windows you may have open.

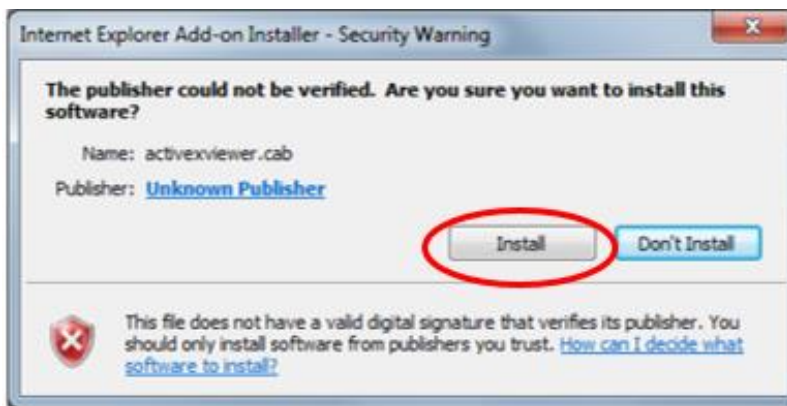
### Step Four

Open Internet Explorer and go to the [ARROW](http://www.arrow.uga.edu) home page (www.arrow.uga.edu). Log into ARROW, then choose a report to run. **Objects By Code** is quick report to run. Without keying anything for the selection criteria, click the **Verify Selection** button and then on the next page click **Launch the report** button.

If you get a *User Account Control* prompt for Crystal Smart Viewer for ActiveX, click "**Yes**".



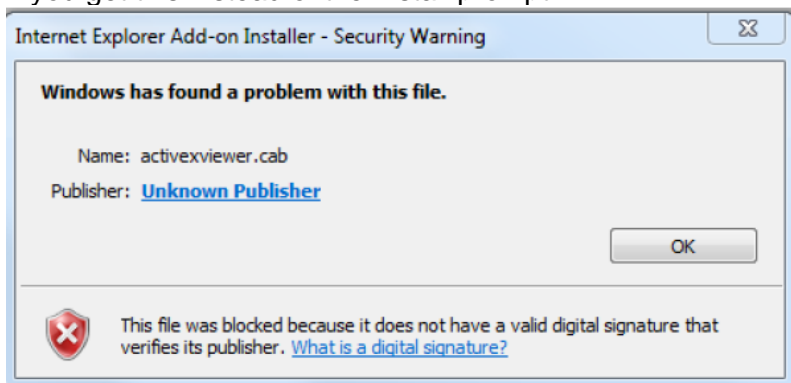
You will see this prompt next:



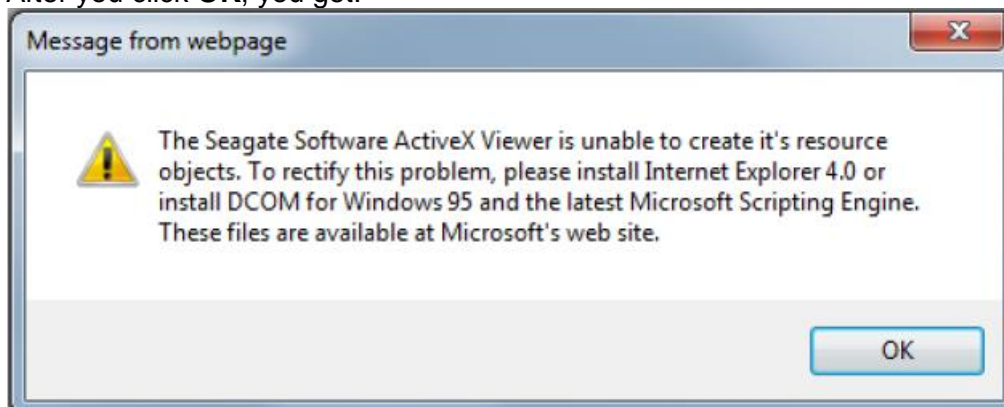
Click the **Install** button. The ActiveX control will install and the report will be displayed.

### I don't get the install option!

If you get this instead of the Install prompt:



After you click **OK**, you get:

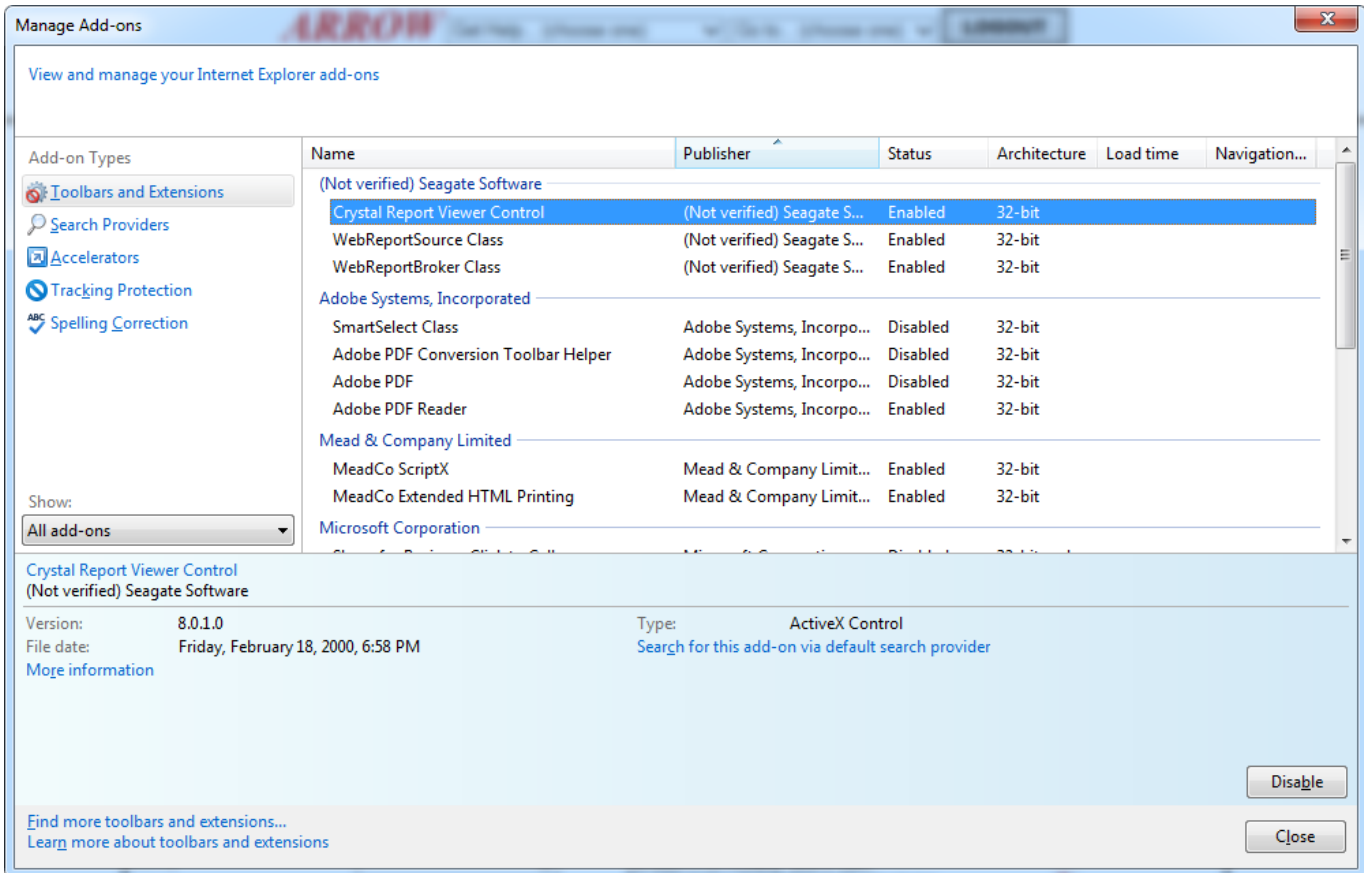


Go back to the beginning of this document and recheck all of the settings. Don't forget to close IE after applying your changes!

### If it still does not work check the Manage Add-ons:

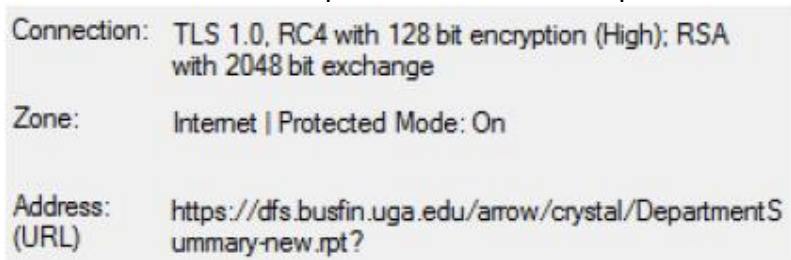
For Internet Explorer 11:

- Go to Tools and Manage Add-ons
- On the Manage Add-ons window
- On the left side under “Show” change it from “Currently loaded Add-ons” to “All Add-ons”
- Make sure that anything listed as “Seagate” or “Crystal” has the Status of “Enabled”
- If it is set to Disabled then click on the name to highlight it and at the bottom right click the Enable button
- Close your IE browser
- Go back into IE and run your report.



### It still doesn't work!

Right click in the grey area of the report screen. Choose *Properties*. If “Zone:” is something other than Internet, set that zone’s ActiveX options as shown in Step One.



If this does not resolve your issue, then please call our support line at 706-542-6763 for further assistance.