

[FAQ]

Why can't I download and install GeoVision plug-ins on camera Web interface when using IE?

Article ID: GV3-15-07-15-v

Release Date: 07/15/2015

Applied to


GV-IP Cameras and GV-Cloud Cameras
Internet Browser: Internet Explorer V11.0.9600.17842

Question

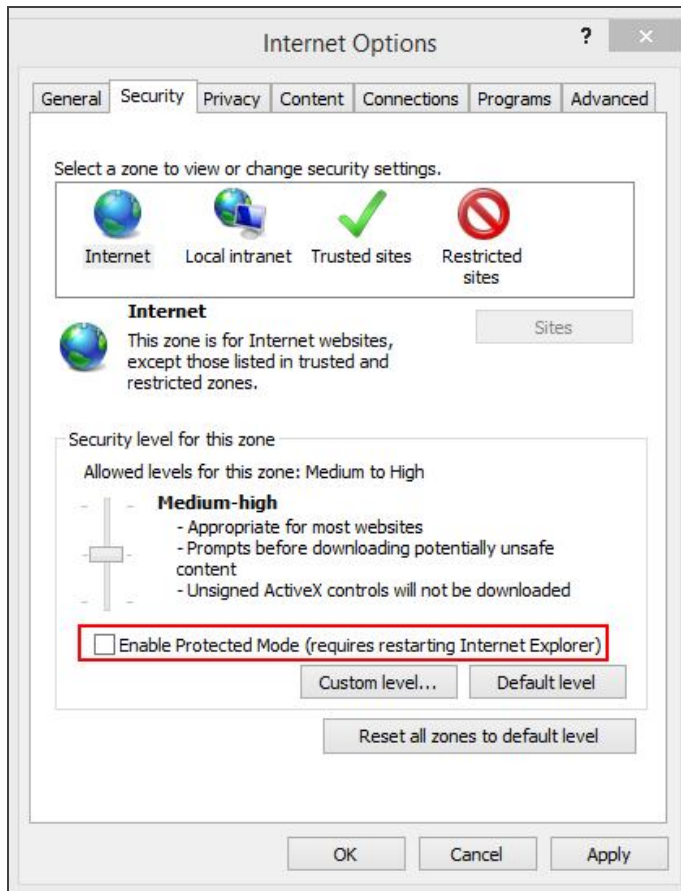
How to download and install GeoVision plug-ins on Internet Explorer?

Answer

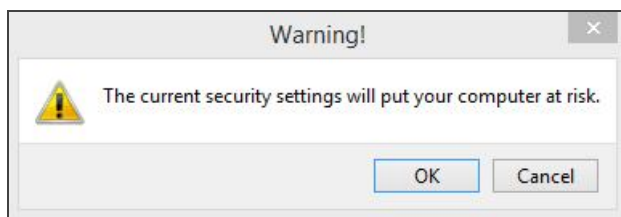
When using Internet Explorer version **11.0.9600.17842**, the GeoVision plug-ins required for accessing the live view on camera Web interface cannot be downloaded and installed due to the Protected Mode of Internet Explorer. Follow the steps below to disable the Protected Mode.

1. Click **Tools**  and select **Internet options**.

2. Select the **Security** tab, deselect **Enable Protected Mode**.



3. Click **Apply** and **OK**. The warning message appears after the Protected Mode is disabled. Click **OK**.



After refreshing the Web page, you can install the plug-ins.