How to install the Crystal Smart Viewer for ActiveX in IE10

IMPORTANT: The user must be either a Power User or Administrator on the computer!

Step One

Go to Internet Options in Internet Explorer 10.
On the Security tab, make sure the Internet zone is selected, and click the Custom level... button.
Set all ActiveX controls and plug-ins options to match the following:

Click **OK**.

When the **Warning!** dialog appears, click **Yes**.
Step Two
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 Three
Open Internet Explorer, and go to the ARROW home page. Log into ARROW, then choose a report to run. Department Summary is quick report to start with. Set the Department number is and your department number, then click Verify Selection. On the next page, click Launch the report.

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

You will see this prompt next:
I don’t get the install option!

If you get this instead of the Install prompt:

![Internet Explorer Add-on Installer - Security Warning]

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

![Message from webpage]

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

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.