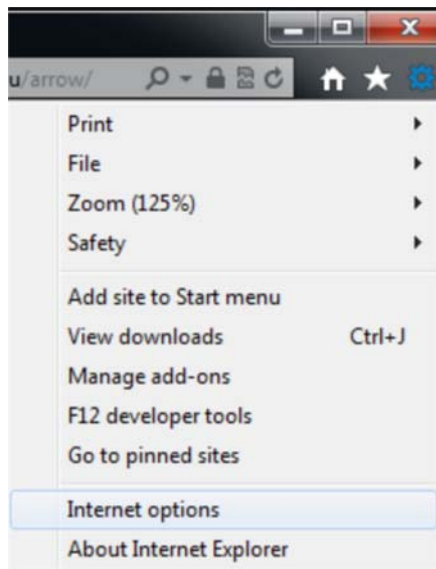


How to install the Crystal Smart Viewer for ActiveX in IE10

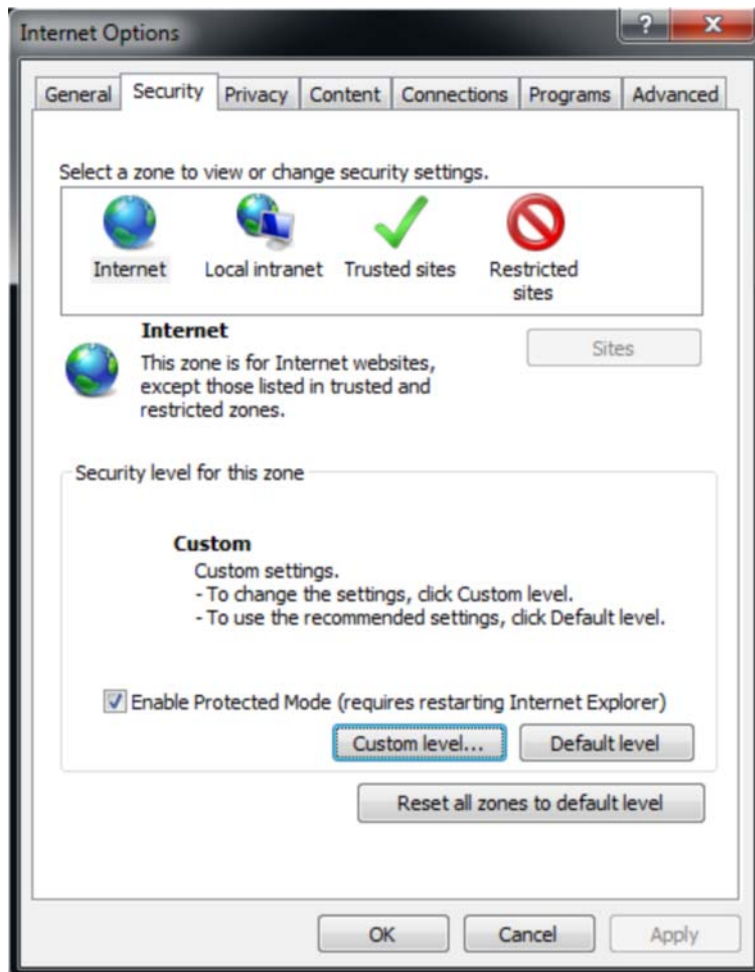
*IMPORTANT: The user **must** be either a Power User or Administrator on the computer!*

Step One

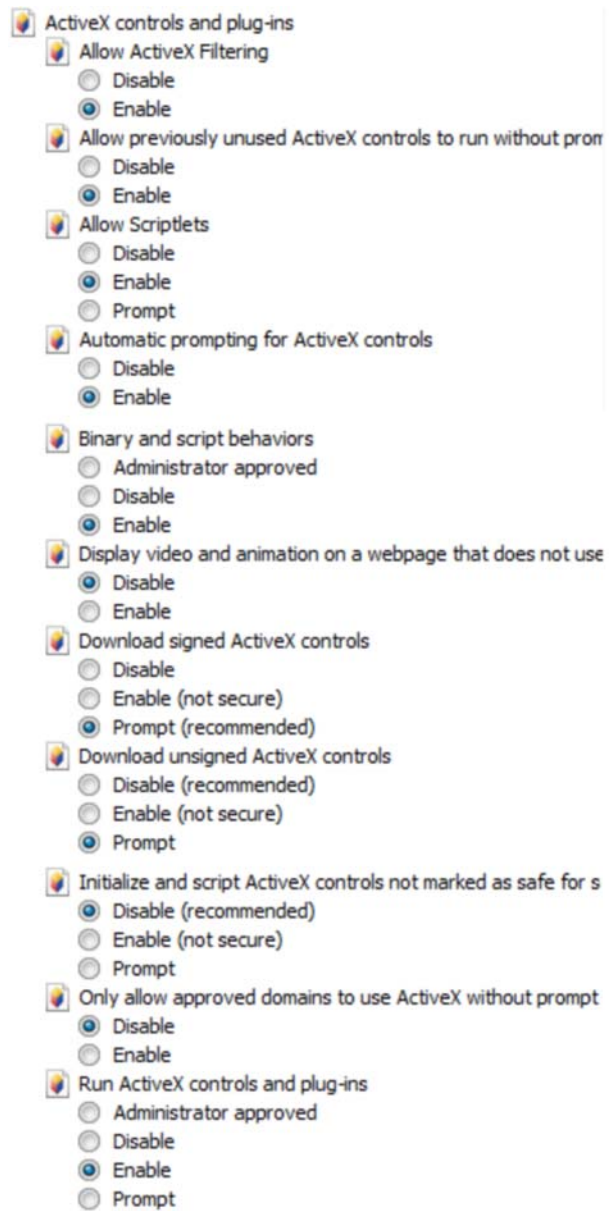
Go to *Internet Options* in Internet Explorer 10.



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:

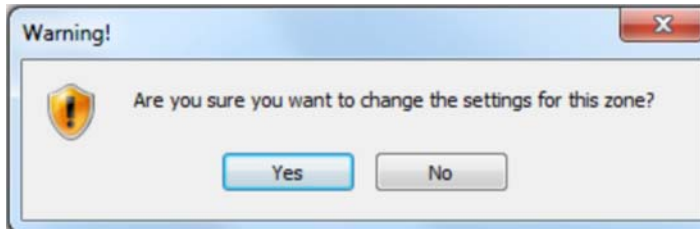


The image shows a screenshot of the Internet Options dialog box, specifically the Security tab. The 'ActiveX controls and plug-ins' section is expanded, showing the following settings:

- Allow ActiveX Filtering:** Enable
- Allow previously unused ActiveX controls to run without prompt:** Enable
- Allow Scriptlets:** Enable
- Automatic prompting for ActiveX controls:** Enable
- Binary and script behaviors:** Enable
- Display video and animation on a webpage that does not use:** Disable
- Download signed ActiveX controls:** Prompt (recommended)
- Download unsigned ActiveX controls:** Prompt
- Initialize and script ActiveX controls not marked as safe for s:** Disable (recommended)
- Only allow approved domains to use ActiveX without prompt:** Disable
- Run ActiveX controls and plug-ins:** Enable

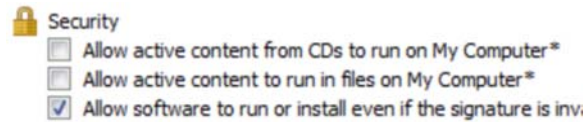
Click **OK**.

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**.

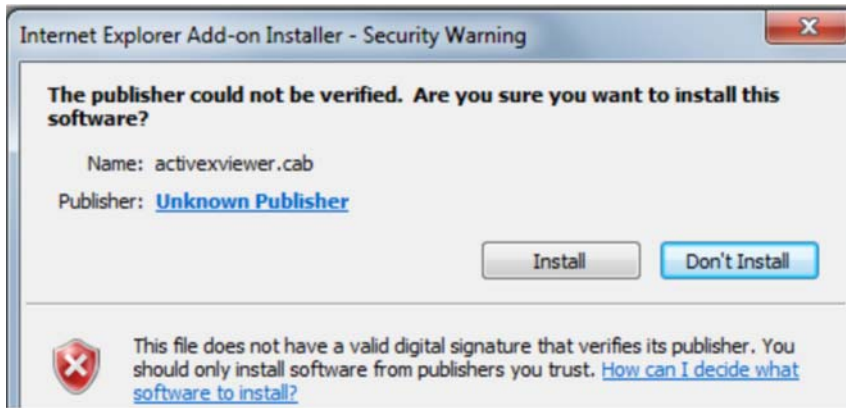
Close *any and all* Internet Explorer windows you may have open.

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**.

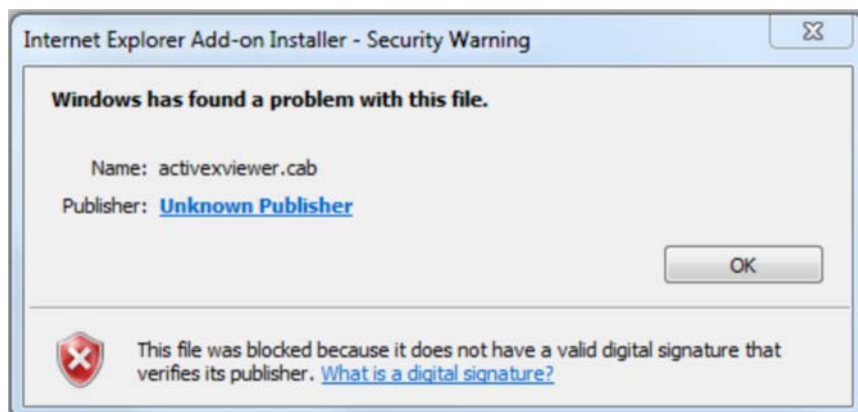
If you get a *User Account Control* prompt for Crystal Smart Viewer for ActiveX, click **Yes**.

You will see this prompt next:

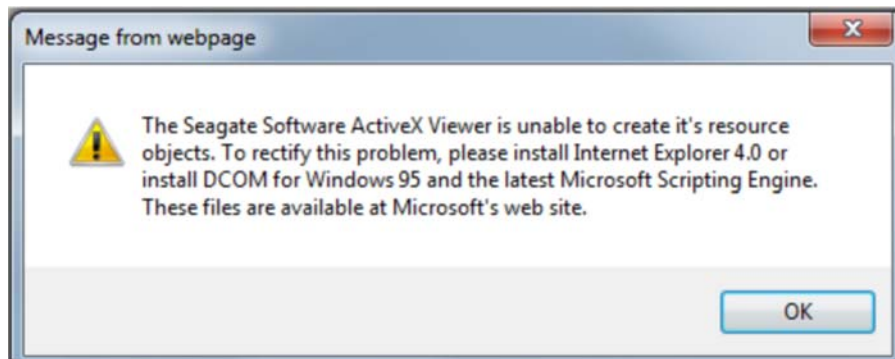


I don't get the install option!

If you get this instead of the Install prompt:



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!

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.

Connection: TLS 1.0, RC4 with 128 bit encryption (High); RSA with 2048 bit exchange

Zone: Internet | Protected Mode: On

