

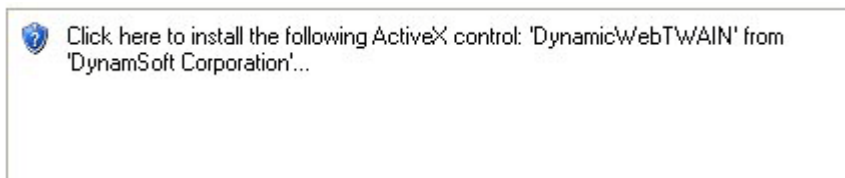
- **ActiveX**

ActiveX upgrade will be automatic from client side if everything has been done on server. Just in case, please take a look at following steps.

1. Check the **security settings** of IE on the client machine and verify the following security settings of IE to Prompt or Enabled:
  - 1) Download signed ActiveX controls
  - 2) Run ActiveX Controls and plug-ins
  - 3) Script ActiveX controls marked safe for scripting

The dialog box of the security setting can be launched from menu *Tools -> Internet Options*. Then select the security tab.

2. When accessing the web page on a client machine, you will be asked to install the ActiveX control. Click to install the control.



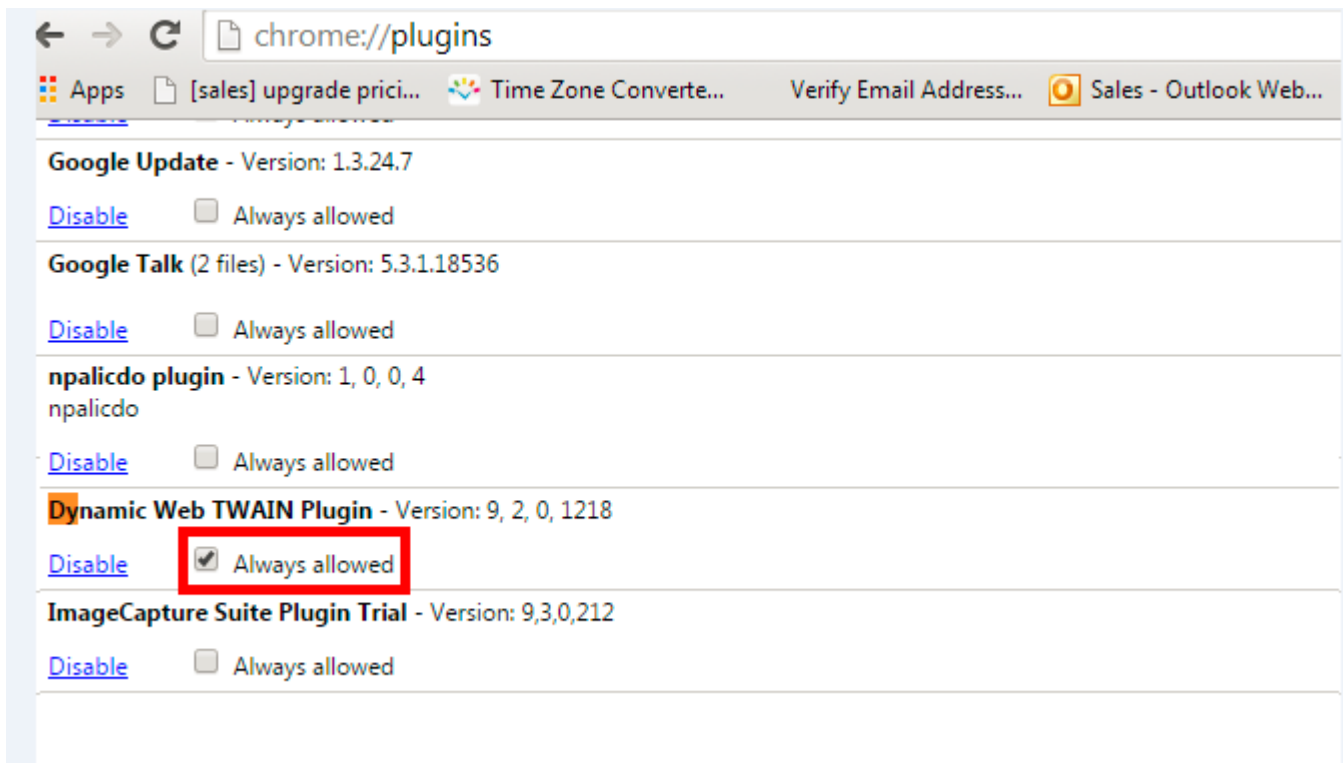
3. Click the Install button.



## • Plugin

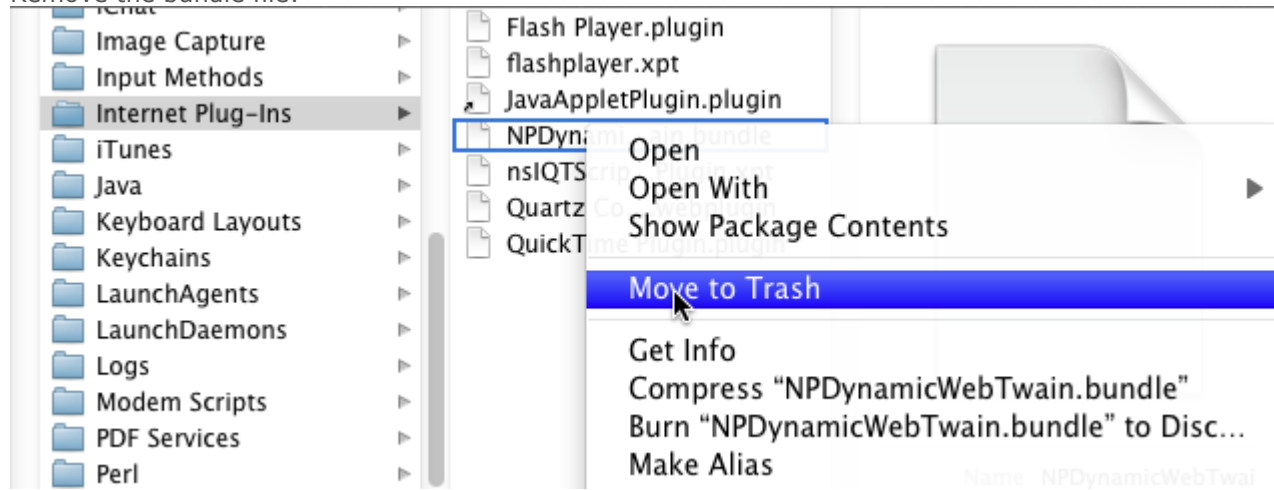
1. Close the browsers (Chrome, Firefox, Safari, Opera, etc.) to make sure the SDK is not in use.
2. Remove the plugin (Dynamic Web TWAIN/ImageCapture Suite Plug-in) through **Control Panel** if you still have trial or old version on machine.
3. Access the scan page on your website to download and install the new version.
4. **Quit & Restart** your browser.
5. Type **Chrome://plugins** in the chrome.
6. Search Dynamic Web TWAIN Plugin and tick always allowed.

Refresh the browser



## • Mac

1. Remove the bundle file:



2. Access the scan page on your website to download and install the new version.

3. **Quit & Restart** your browser.