

## Service Bulletin 190005

### 3xLOGIC - V-Series Gen I Cameras – VX-VT-20/36 Thermal Imager and VX-VTOF-01 People Counting Imager – Win10 Active X Control Issue - Fix

<b>Service Bulletin #:</b>	190005-1
<b>Date:</b>	March 20 <sup>th</sup> , 2019
<b>Product Affected:</b>	3xLOGIC VIGIL NVRs with Windows 10 installed (systems shipped before 2/26/2019). All V-Series Gen I Cameras, VX-VT-20.36 Thermal Imager, VX-VTOF-01 People Counting Imager
<b>Purpose:</b>	The purpose of this document is to provide a resolution for a recently discovered issue on some VIGIL DVR/NVRs shipped with Windows 10 installed. On these affected systems, a necessary Internet Explorer add-on is disabled by default in IE settings. This issue causes the web interface of some cameras to display incorrectly.
<b>*Importance:</b>	Low

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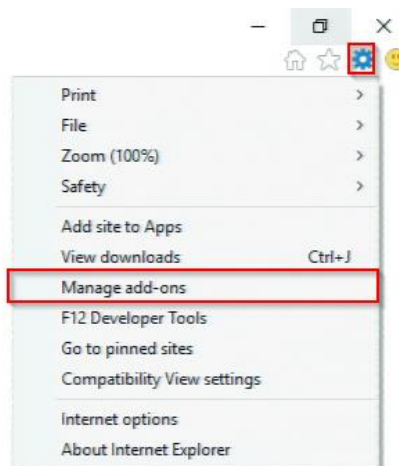
#### 1 Problem

3xLOGIC has recently identified a small number of NVRs (with Windows 10 installed) have shipped with **XML DOM Document** Internet Explorer add-on disabled. This will cause the web interface of V-Series Gen I and other cameras (listed in *Products Affected* in the info key) to display incorrectly and prevent ActiveX controls from installing. To re-enable the add on and fix this issue, proceed to the next section of this bulletin.

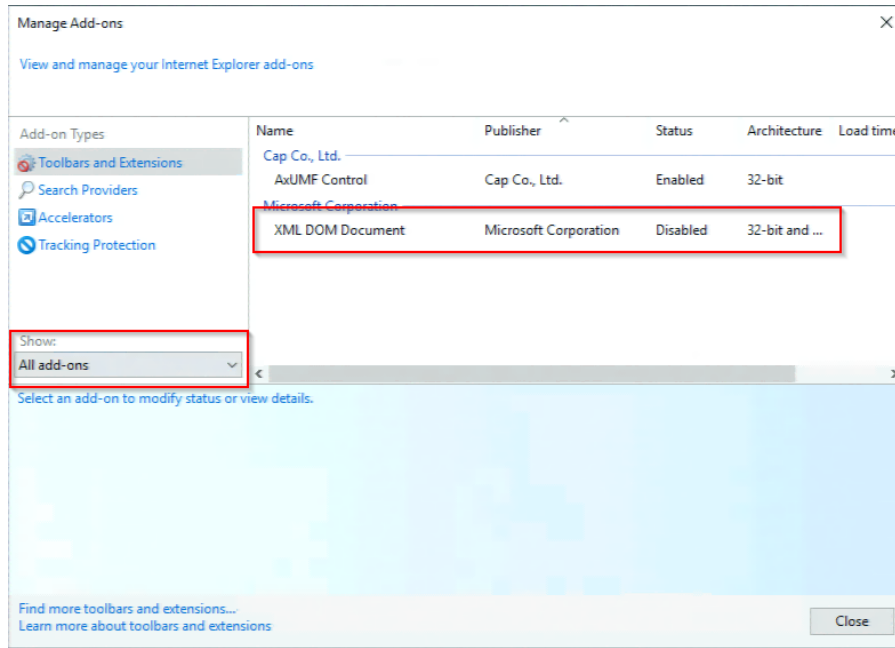
#### 2 Solution

If you are experiencing this issue, use the following steps:

1. In Internet Explorer, click the **Settings** button and choose **Manage add-ons**.



- In the *Manage Add-ons* menu ensure all add-ons is selected under show. Right click on the **XML DOM Document** add-on and click **Enable**.



- Once the control is enabled, refresh the camera’s landing page and the ActiveX controls should now install without issue.

### 3 Contact Information

If you require more information, or if you have any questions or concerns, please contact 3xLOGIC Support:  
 Email: [helpdesk@3xlogic.com](mailto:helpdesk@3xlogic.com)  
 Online: [www.3xlogic.com](http://www.3xlogic.com)

* <b>Importance:</b>	High	Mandatory Upgrade – Will affect the recording functionality of the VIGIL Server System and may cause loss of video records
	Medium	Recommended Upgrade – Will not cause loss of video records, may affect usability of the System.
	Low	VIGIL Server System will function properly – Affects non-critical system features only.