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AXIS Network Cameras and Video Encoders

Make Internet Explorer 10/11 fully compatible

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Please note that AXIS does not take any responsibility for how this configuration may affect your system. If the modification fails or if you get other unexpected results, you may have to restore the factory default settings as described in the User's manual.

Introduction

Some users may experience that the video stream is not activating properly when using IE10/11, especially together with Windows 8.1.

The workaround for this issue is to set Emulation mode to a previous version of Internet Explorer. If using the combination Win 8.1 and IE11 the unfortunate thing is that every time you switch to another page, the emulation mode is reset.

Displaying the page in Compatibility View will solve the problem, even after restart. Please follow the steps below in order to get a correct display.

Symptoms

No video in Live View and "Press Reload if no image is displayed" message:



The storage devices (SD Card or Network Share) do not appear in the storage overview:

AXISA AX	IS P3304	Network	Camera	Live View Setup Help
Basic Setup	Stora	ge Overvi	0	
	Camera (Controlled Stora	age	
Video & Audio	Туре	Status	Total size	Used space
Live View Config				
Detectors				
Applications				
• Events				
• Recordings				
System Options				
Date & Time				
Network				
 Storage 				
Diverview				
Maintenance				
Support				
Advanced				

Step 1

Make sure the latest AMC is installed on the computer. Latest official AMC: <u>AMC Download</u> <u>Page</u>

Step 2

Make sure the latest firmware is installed on the camera/encoder. Latest official firmware: <u>Firmware page</u>

Step 3 - IE10

Press the TAB key to display the Menu Bar and click on *Tools > Compatibility View settings*

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					Delete browsing history InPrivate Browsing Tracking Protection ActiveX Filtering Fix connection problems Reopen last browsing session Add site to Start Screen	Ctrl+Shift+Del Ctrl+Shift+P	3304 Netwo torage Ove amera Controlled Si ype etwork Share
					View downloads Pop-up Blocker SmartScreen Filter Manage add-ons Compatibility View	Ctrl+J	
					Compatibility View settings		
					Subscribe to this feed Feed discovery Windows Update	÷	
					F12 developer tools Internet options		

Step 3 - IE11

Click on *Tools > Compatibility View settings*



Step 4

Add the IPs of your cameras to the list or select "*Display intranet sites in Compatibility View*".

Add this website:	
http://192.168.0.101	Add
Vebsites you've added to Compatibility Vie	w:
192.168.0.100	Remove
Display intranet sites in Compatibility Vie	w
🗹 Use Microsoft compatibility lists	
Learn more by reading the <u>Internet Exp</u>	lorer privacy statement
	Close

Click on Close and refresh the page.

Step 5

In some occasions, the *Compatibility View* does not help to get the video in the Live View page in Internet Explorer 11.

In such cases it is necessary to change *Document Mode* to version 9 (default is *Edge*). To do so, press F12 on your keyboard and scroll down in the Developer Tools and open the *Emulation* panel (last at the bottom).

Select *Document mode: 9* and close the Developer Tools window.

F12	Emulation						
() >	Mode			Display			
N.	Document mode	9	~	0	Orientation	Landscape	~
5	Browser profile	Desktop	~		Resolution	Default	~
	User agent string	Default	~				
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Note: Unfortunately this setting is not persistent and will only be selected for the current session.