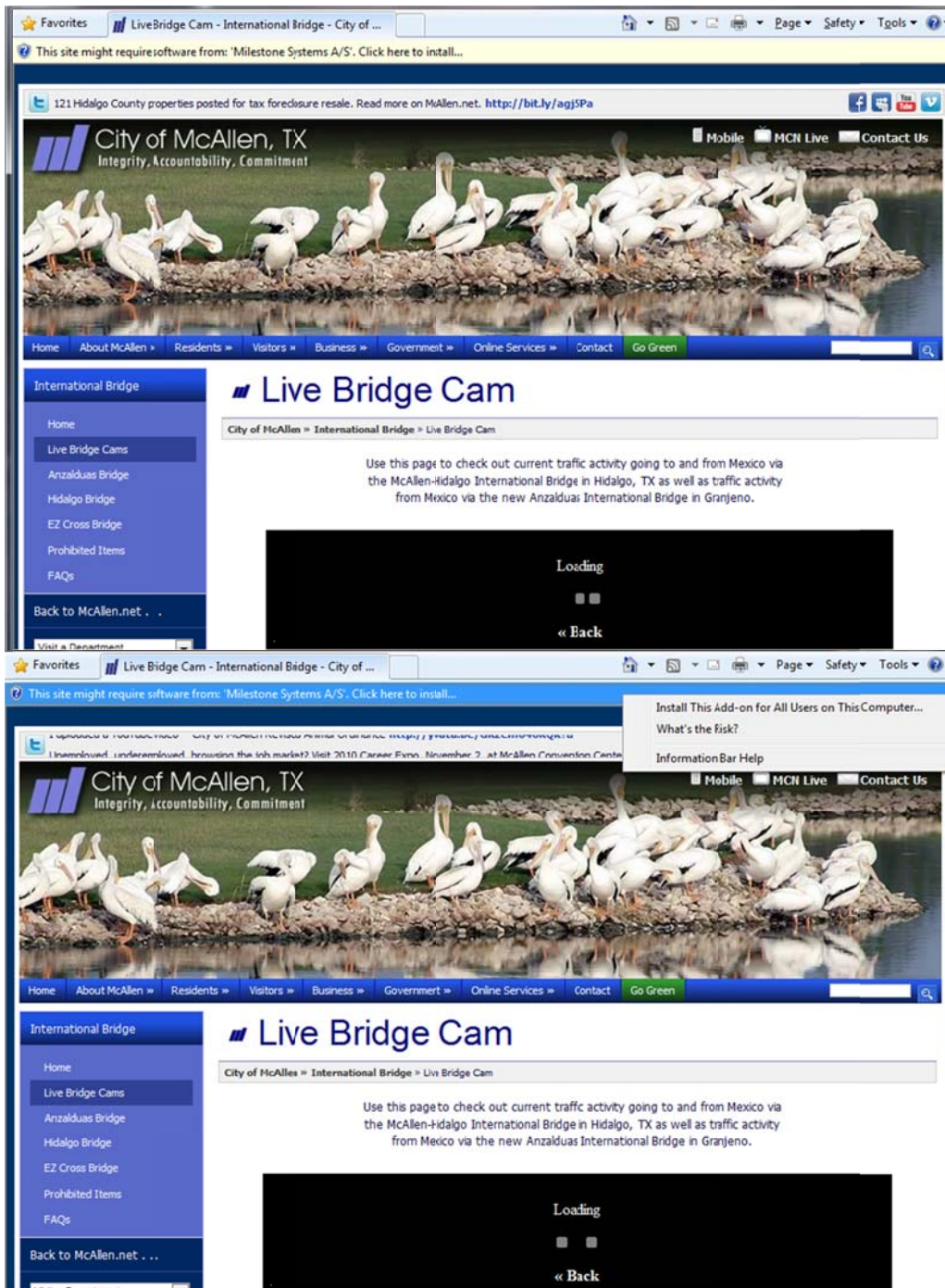


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If you are having issues viewing International Bridge cameras, please try the following fix. This process will remove the previously installed older camera Active X Internet Explorer controls and install the new ones required.

1. Close Internet Explorer where the bridge cameras website is located.
2. Then browse to the following directory using Windows Explorer on your computer:
C:\Windows\Downloaded Program Files
3. There you will see the Active X controls required by the bridge cameras, **Image Viewer** and **Engine Manager** Active X Controls. Select them both and click on the **delete** key or right click and select **remove**, when prompted to remove, select **Yes**. If you receive the error message that states that the file is in use, close Internet Explorer where the live bridge cameras website is on, and try the delete again.
4. Now go back to the bridge cameras website and select a bridge camera to view, you will see the following prompts:
 - a. First is yellow ribbon on top that needs approval to install the video camera add-on:



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- b. This will refresh your screen, and you will have to select on the bridge camera you want to see again.
- c. You will then see the following prompt to install the new camera Image Viewer Active X, click on **Install**:



- d. Finally, you will have the last prompt to install the new camera Engine Manager Active X, click on **Install**:



- 5. You will now be able to see the Hidalgo and Anzalduas Bridge cameras properly.

