

SoftQ Operation and Troubleshoot under Windows Vista

For properly installing and using the SoftQ NVR solution under Windows Vista operating system, you need to disable the UAC function of Windows Vista.

At follows the steps for disabling this function and having SoftQ properly working:

1. You will need to be logged in as an administrator, and have access to the User Accounts icon in the Control Panel. You need to click user accounts after control panel.



Click on "Turn User Account Control on or off" (you'll get a UAC prompt).



Uncheck the box and click OK. You'll be prompted to reboot. Once you come back up, UAC will be disabled, and you can re-enable it at any time by following these steps again.

2. Once the UAC is properly disabled and your computer rebooted you will be able to monitor your openQ device from SoftQ application software and Internet Explorer. For Internet Explorer you must have to open Internet Explorer and type the IP address of your device on the address field.
3. If your Internet security settings are properly configured for allowing the installation and execution of unsigned ActiveX controls (*check security settings for openQ devices*) you will see a pop up message asking for your permission to install an ActiveX control. You must accept the installation and wait for the control to download.
4. Once the ActiveX control is properly downloaded and installed, you will be ready to start monitoring your openQ device.