

ActiveX Control Information

The following document provides installation instructions and general information about the ActiveX control used to connect to the SecureVirtual WorkSpace.

This Document includes:

- **Windows XP / 2003 Installation**
- **Windows 2000 Installation**
- **Other Advice and Information**
- **Removal Instructions**

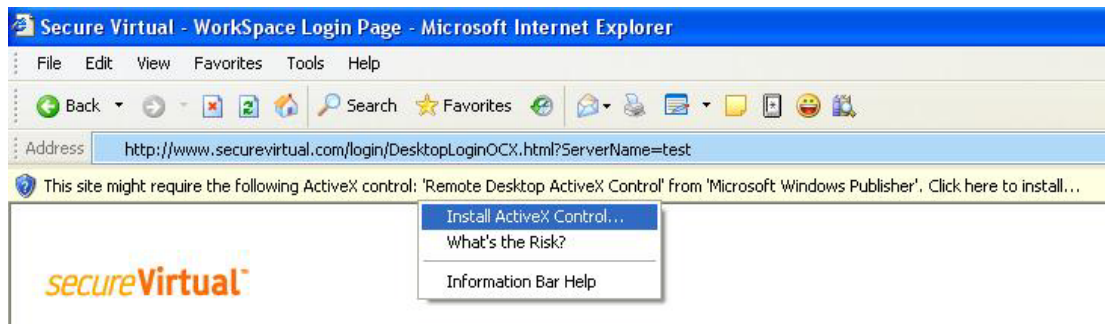
If you have any further queries that are not answered within this document, please contact SecureVirtual support. Contact details can be found on the SecureVirtual website <http://www.securevirtual.com>.

Windows XP / 2003 Installation

If you are using either Microsoft Windows XP or Windows 2003 Server then you may receive the following message:



When this message is displayed press "OK" and the following "Yellow Bar" should appear:



Please click on the "Yellow Bar" and select "Install ActiveX Control...". The ActiveX control will then be downloaded and the following pop-up will appear:



Please select "Install". The ActiveX control will then be installed and will start automatically. This will then allow you to access the SecureVirtual Workspace.

Once installed, the ActiveX control should not have to be installed again on that PC.

Windows 2000 Installation

If you are using Windows 2000 then you may received the following Security Warning message:



Please select "Yes" in the pop-up window. The ActiveX control will then be installed and started automatically which will then allow you to access the SecureVirtual WorkSpace.

Once installed, the ActiveX control should not have to be installed again on that PC.

Other Advice and Information

- In order to install the ActiveX control for the first time, you must have local administrator privileges on the computer to allow software installation.
- If using Internet Explorer, please check your Internet security settings as they may not be set to allow installation of Active X controls.
- The ActiveX control requires Internet Explorer version 5.5 or greater for Windows.
- If you are still unable to connect after the ActiveX Control is installed, it is possible that your network is blocking the TCP port that allows Terminal Services.

If you are still experiencing problems, please contact us at www.securevirtual.com

Removal Instructions

From Internet Explorer, click **Tools, Internet Options, Settings, View Objects.**

Right click on the "Microsoft RDP Client Control (redist)" and click Remove, see below.

