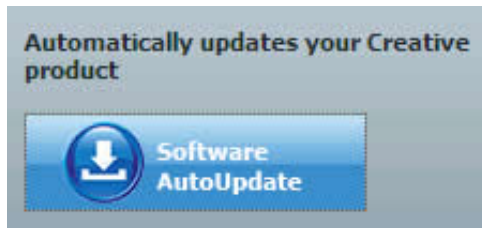


Active X Error Message in Creative Software Auto Update

Keywords / Key Phrases: activex control, error message, software autoupdate

Creative Software AutoUpdate brings you the latest updates for your Creative products quickly and easily. It automatically checks your installed Creative products for the latest applications and drivers and lets you know when updates are available.



If you receive the following error message while using Creative Software AutoUpdate, it is possible that your browser security setting is too high. Note that security privileges prevent the use of Active X control. It is also possible that your firewall or anti-virus is conflicting with the AutoUpdate.

ActiveX control failed to load! -- Please check browser security settings or ensure that you have administrator rights.
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To troubleshoot, do any of the following:

- Ensure that you are logged in as the Administrator of the PC.
- Reset your internet browser security settings back to default:
 - In Internet Explorer, click **Tools > Internet Options**.
 - On the **Security** tab, click to select the Internet zone.
 - Click **Default** level, to reset the security level to **Medium Zone**.
 - On the **Privacy** tab, try to set the setting for the Internet Zone to **Low** and uncheck **Turn on pop up blocker**.
- There may also be a caching problem with the browser. Remove temporary internet files to free your browser's cache:
 - In Internet Explorer, click **Tools > Internet Options**.
 - On the **General** tab, click **Delete...** button under Browsing History. The Delete Browsing History window is displayed.
 - Click **Delete Files...**, then click **Yes**.

- Click **Apply** then click **OK** to save the settings. Close your Internet browser.
- Ensure that your firewall or anti-virus software is not blocking any Creative applications.
- Open your internet browser and then try running the Creative Software Auto Update tool again.
- If the issue persists, try using a different browser such as Google Chrome or Mozilla Firefox.

Last Updated: March 08, 2013