

## What to do if you receive the error message printed below.

### **Axis Media Control**

The AXIS Media Control, which enables you to view the GNB image streams in Microsoft Internet Explorer, could not be registered on your computer. Please check your security settings and try again.

**This error message is a default message and can have several meanings. Please check each bullet point below:**

- Always check your Internet connection first. Is it still working?
- Check your computer's administrative rights. (Computer Administrator is the default on most home computers, but varies on work computers).

### **About becoming the Administrator**

A computer can have more than one user account. If you only have one user, that user will most likely have Administrator rights. If you have more than one user, the user account with Administrator rights must be logged on in order to complete the AXIS Media Control installation.

**How to become the Computer Administrator on Windows XP** (please keep in mind that anything Windows related will not be the same on different versions of Windows):

1. Access the Control Panel
2. Select 'User Accounts'
3. Double click on the User Account you want to change.
4. Click 'Change my Account Type'
5. Select 'Computer Administrator'

### **How to become the Computer Administrator on Windows 2000/NT:**

1. Access the Control Panel
2. Select 'Users and Passwords'
3. Double click on the User Account you want to change.
4. Click on 'Other'.
5. Select 'Administrator' from the dropdown list.

- You may also get this error when there is no camera feed available. The camera you are trying to access may be undergoing maintenance. If this is the case, you should wait an hour and try again, or contact GNB for the camera's current status.
- If your user account already has Administrator rights, and you have followed all installation directions, and reviewed the bullet points listed above, but are still receiving the error message, then there was probably an issue with the download of the Axis Media Control. In such cases, you should go to Add/Remove Programs in Windows and uninstall the Axis Media Control. Upon a successful un-installation, proceed with accessing the camera page again on GNBKids.com in order to force a new install of the AXIS Media Control.