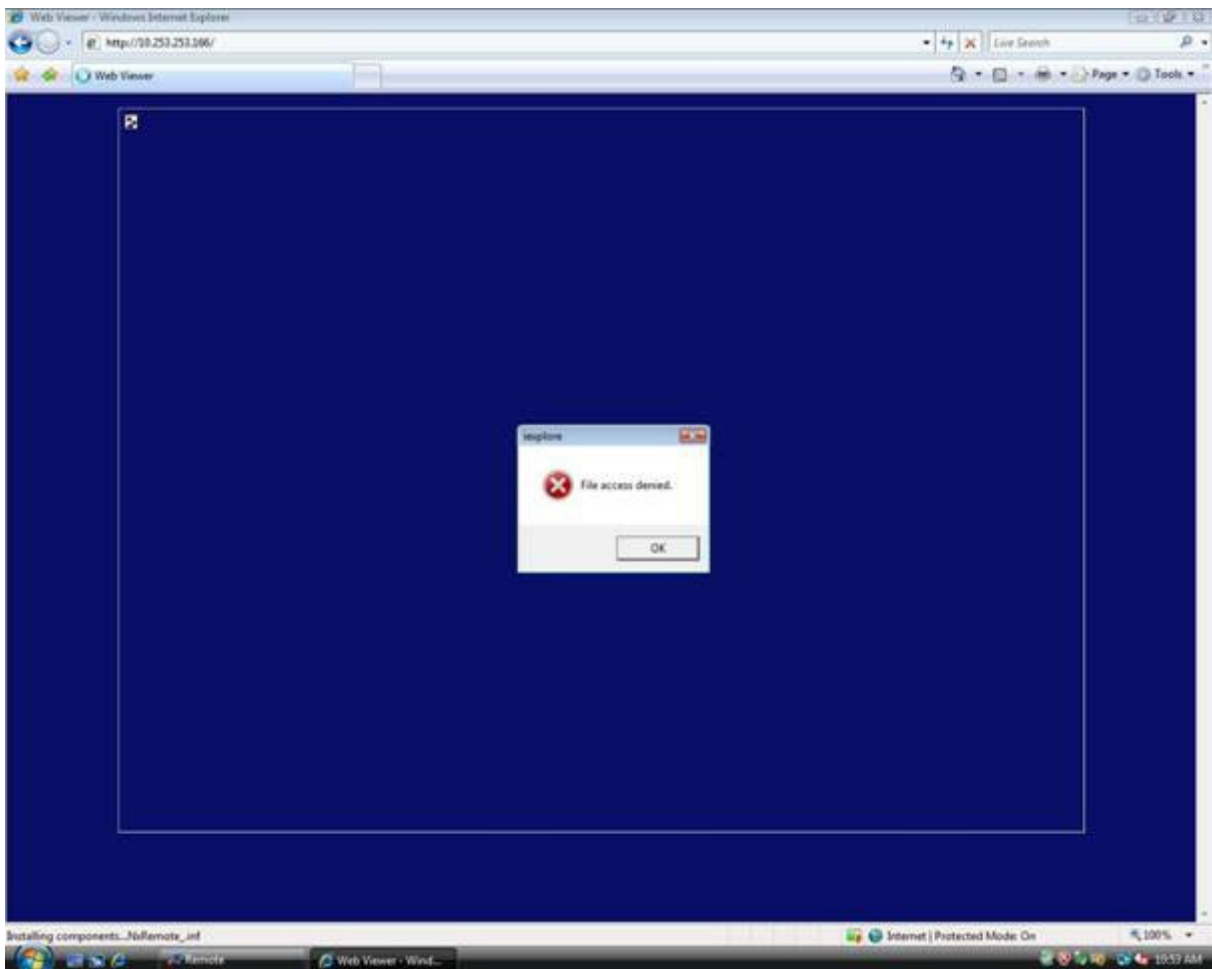


Remote Connection to an HRDP DVR Using Windows® Vista and Internet Explorer Application Note

In the event that a **File access denied** message displays when connecting to an HRDP DVR with Internet Explorer in a Windows Vista operating system, you may find the instructions in this Application Note helpful.

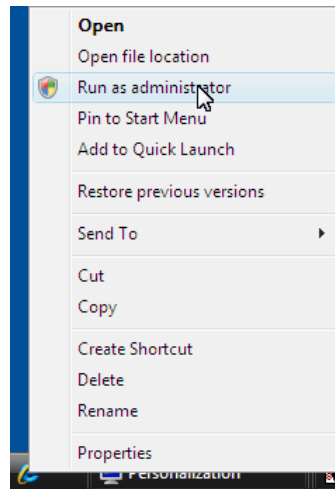
Windows Vista contains a User Access Control (UAC) feature that can limit the installation of the HRDV Web Viewer in Internet Explorer. If this occurs, a message appears saying **File access denied**.



There are two ways to resolve this issue.

Option 1: Run Internet Explorer as Administrator

1. On your PC desktop, right-click the **Internet Explorer shortcut**.
2. Click **Run as administrator**.



If that does not resolve the issue, proceed to [Option 2: Disable User Account Control](#).

Option 2: Disable User Account Control

Note You will require Administrator rights to disable UAC. If you do not have a Windows User Account with Administrator privileges, please consult your IT department for assistance.

1. Open the Control Panel (**Start ► Control Panel**).
2. Double-click **User Accounts**. The User Accounts window appears.
3. Click **User Accounts**. A second User Accounts window appears.



4. Click **Turn User Account Control on or off**.
5. Deselect the **Use User Account Control (UAC) to help protect your computer** check box.



6. Click **OK**.
7. Click **Restart Now** to apply the change.
8. After your PC reboots, connect to the HRDP with Internet Explorer.

Honeywell Technical Support

For further support or if you have any questions, please contact Honeywell Technical Support.

| Contact Information | For ... |
|---|---|
| Calling Honeywell in North America 1.800.796.CCTV | Honeywell Video technical support is available for help with training or to resolve technical issues. |
| Calling Honeywell outside North America See the back cover of this publication. | |
| E-mailing Honeywell HVSsupport@honeywell.com | Honeywell Video technical support can be reached by e-mail at the address on the left. |
| Whether you call or e-mail, please have on hand the information listed below: | |
| Your operating system | |
| The digital video recorder used | |

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