

Audatex[®] *Estimating*

ActiveX Controls Resolution Quick Reference Guide

Overview

When navigating through various pages of Audatex Estimating, or attempting to email or close an Estimate or Valuation / VIR, an error message appears:

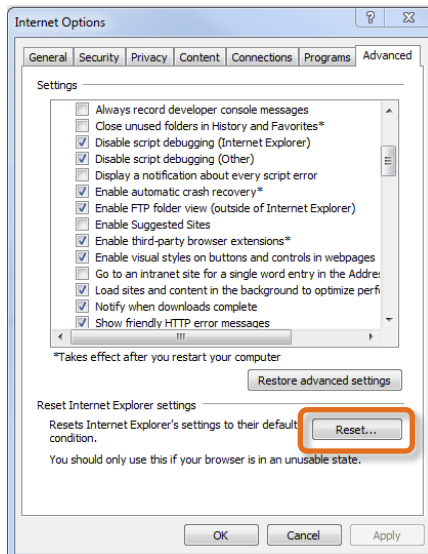
- One or More ActiveX Controls Could Not Be Displayed.
- One or More Active X Controls Could Not Be Installed.
- Would you like to allow this program to make changes to your computer?

Solutions

Try these solutions in the order shown:

1. Configure [Internet Explorer](#) settings for **Audatex Estimating**.
2. Clear Internet Explorer Temporary Files and Cookies.
3. Clear old [ActiveX](#) controls.
4. Disable User Account Control.
 - 1) Open the **Charms** menu.
 - 2) Click the **Search** charm.
 - 3) Type **UAC** into the search field.
 - 4) Select **Settings** below the search field.
 - 5) Click **Change User Account Control** settings in the search results.
 - 6) Move the slider to the **Never** notify position.
 - 7) Click **OK**.
 - 8) Click **Yes** on the **User Account Control** prompt.
 - 9) Reboot the computer.
5. Run Audatex Estimating as the **Administrator**.
 - 1) Right click the shortcut for **Audatex Estimating**.
 - 2) Click **Run as administrator**.
6. Enable the SpectrumPane.SpectrumContainer Add-On in Internet Explorer.
 - 1) Close all **Internet Explorer** windows.
 - 2) Open **Control Panel**.
 - 3) Double click **Internet Options**.
 - 4) Select the **Programs** tab.
 - 5) Click **Manage Add-ons**.
 - 6) Select the **SpectrumPane.SpectrumContainer** Add-On.
 - 7) Click **Enable**.
 - 8) Click **OK**.
 - 9) Restart **Internet Explorer**.
7. Reset **Internet Explorer**.
 - 1) Close all **Internet Explorer** windows.
 - 2) Open the **Control Panel**.

- 3) Double click **Internet Options**.
- 4) Select the **Advanced** tab.
- 5) Click the **Reset** button under the **Reset Internet Explorer settings** section.



- 6) Select the **Delete personal settings** check box.
 - 7) Click **Reset**.
 - 8) Click **Close**.
 - 9) Click **OK**.
8. Reconfigure [Internet Explorer](#).
 9. When these steps do not resolve the issue, contact Audatex Technical Support at (866) 420-2048.