Operative IQ Finger Print Reader Browser Extension Installation for Internet Explorer

The purpose of the finger print browser extension is to move away from JAVA, improving the reliability and time required to capture biometric finger print data within Operative IQ.

Key Dates:

Today   Install & Test the new extensions
March Release   Begin using Internet Explorer extension in production

Follow the installation instructions to update your browser. You can also download and watch the installation videos for additional assistance.

1. Open Internet Explorer (IE) to access the Finger Print Test Page at
   https://login.operativeiq.com/FingerPrintTestPage.aspx
2. Open "**Tools - Internet Options**"
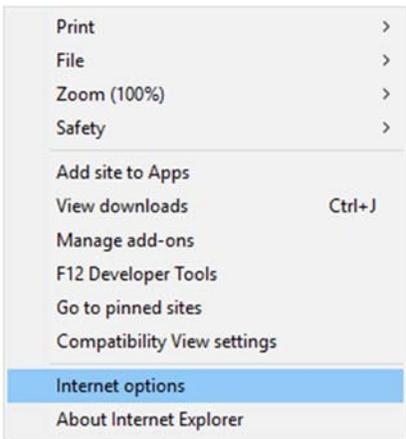
3. Click the "**Security**" tab and then the "**Internet**" subtab. Then click the "**Custom Level**" button.

4. In the Security Settings list, scroll down to find the option called "**Initialize and script ActiveX controls not marked as safe for scripting**". Select "**<u>PROMPT</u>**" for the setting then press **OK**.
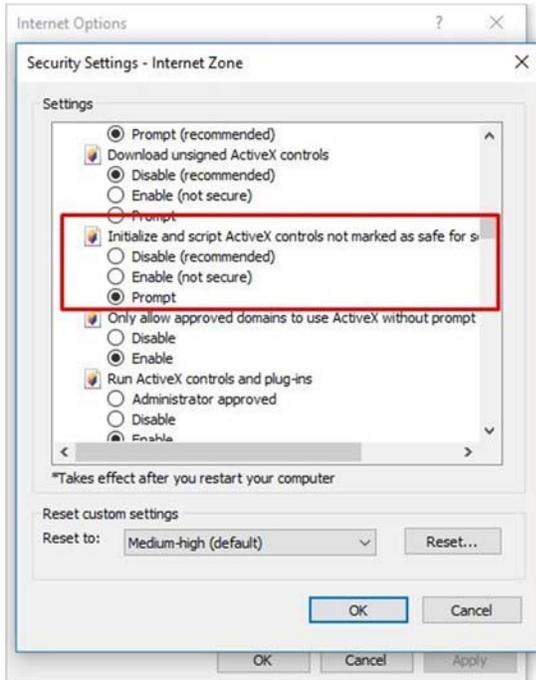
5. You will be back on the Internet Options window where you will click the "**Local Intranet**" subtab, then click the "**Custom Level**" button.

6. In the Security Settings list, scroll down to find the option called "**Initialize and script ActiveX controls not marked as safe for scripting**". Select "**ENABLE**" for the setting then press **OK**. *NOTE: This is a different setting than the previous step!*
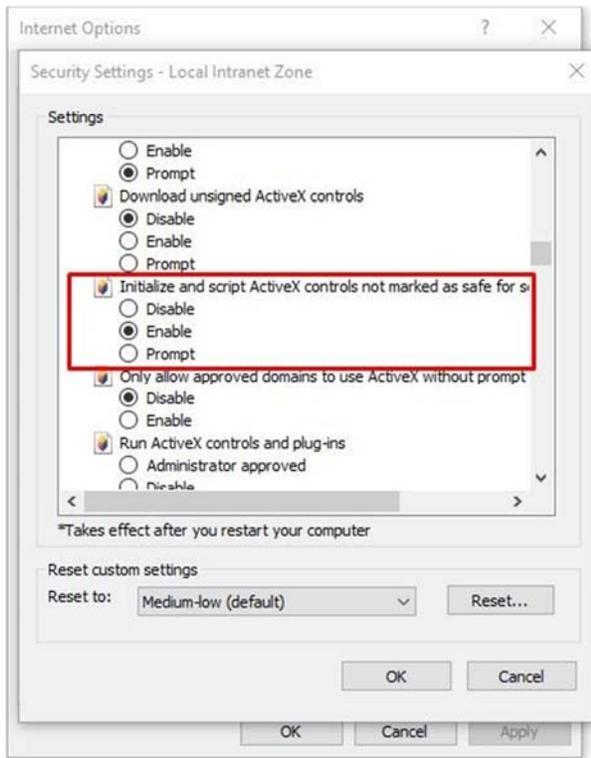
7. Back on the Internet Options window, select the "**Local Intranet**" subtab, then click the "**Sites**" button.

8. In the popup window, be sure the **"Automatically detect intranet network"** is check marked. Then click the **"Advanced"** button.
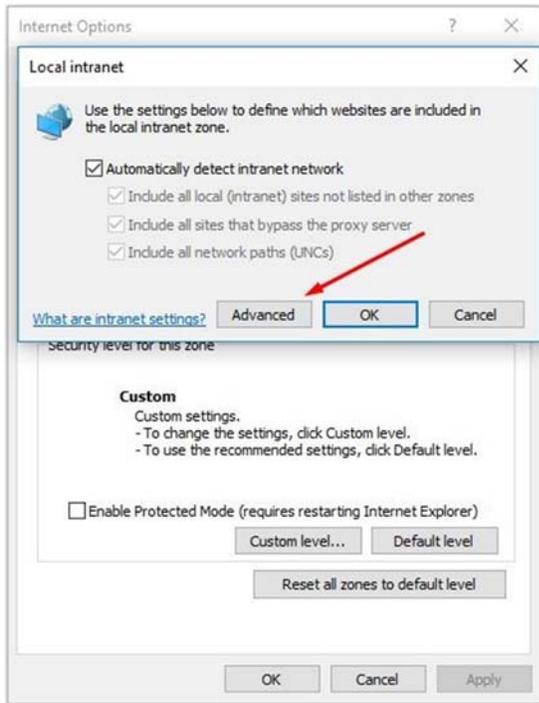
9. In the **"Add this website to the zone"** field, change the subdomain **"logindc"** into a wildcard **"*"** so it reads as https://*.operativeiq.com and click **"Add"**. Place a check mark next to the **"Require server verification (https:) for all sites in this zone"**. Click **"Close"**
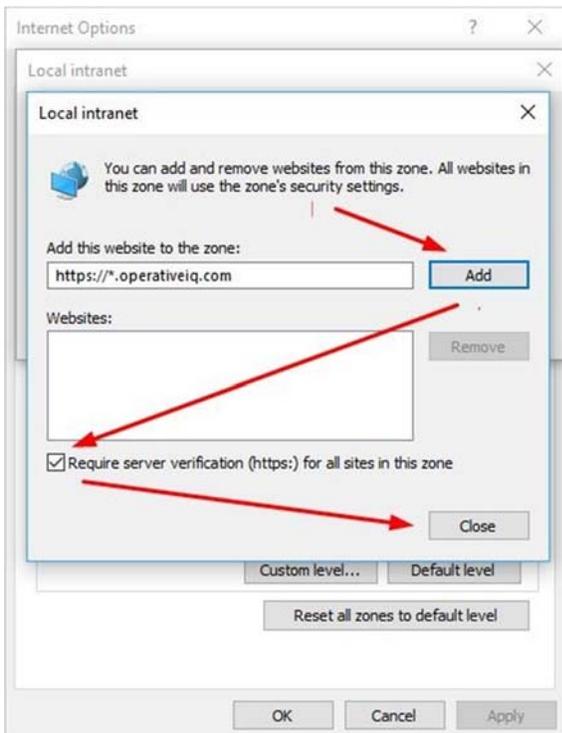
10. Press the **"OK"** button on the Internet Options window.

11. Refresh the browser page and a pop up will appear where you will click the "**Show All Content button**".

Please, wait until the installation of Operative IQ ActiveX
is complete and refresh the page

DECLINED

Only secure content is displayed.   What's the risk?   Show all content   ×

12. A new pop-up will appear and you will need to click the "**Install**" button.

Please, wait until the installation of Operative IQ ActiveX
is complete and refresh the page

DECLINED

This website wants to install the following add-on:
'OperativeIQActiveX.cab' from 'EMS Technology Solutions, LLC'.   ×
What's the risk?   Install   ▼

13. An Internet Explorer Installer will appear, click the "Install" button.

Internet Explorer Add-on Installer - Security Warning   ×

Do you want to install this software?

Name: OperativeIQActiveX.cab
Publisher: **EMS Technology Solutions, LLC**

⌄ More options   Install   Don't Install

While files from the Internet can be useful, this file type can potentially harm
your computer. Only install software from publishers you trust. What's the risk?

14. On the "User Account Control" press "Yes" and on the Windows installer click "Next", "Install" and then "Finish".
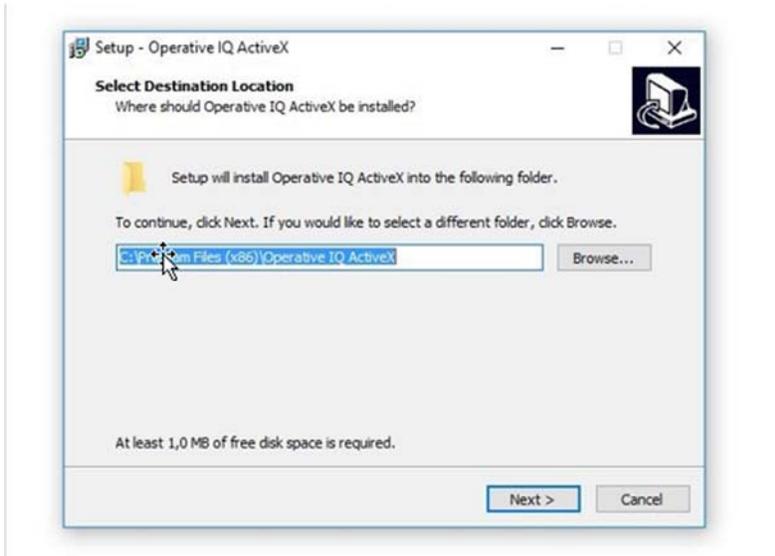
15. Refresh the page, plug in the finger print scanner if not already plugged in and try using the device.

TROUBLESHOOTING NOTE: Possible Compatibility View Issue

If your browser is attempting to run JAVA instead of the installed ActiveX, then there is a possibility that your browser is attempting to emulate an older version due to being in Compatibility View Mode. If this occurs, please follow the instructions below to turn off compatibility mode so that the ActiveX plug in will work correctly.

1. On your IE browser, go to **Tools - Compatibility View settings**
2. The settings should look like the below image with no site in the Add this website field. Be sure to remove the check mark next to "**Display intranet sites in Compatibility View**".
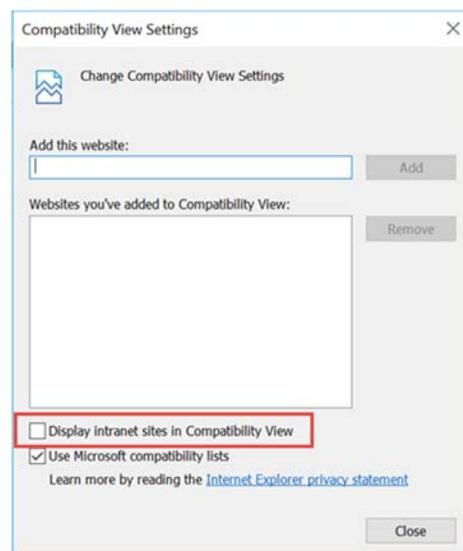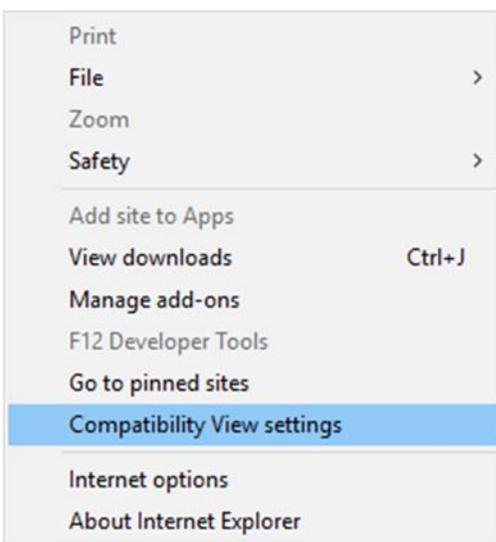
3. Click Close and refresh the browser to test the device again.