

Troubleshooting ActiveX Control Problems for MLXchange

Scope and Purpose of this Document:

MLXchange uses software components called *ActiveX controls* to expand the data movement and presentation capabilities of Internet Explorer. Generally, these controls take care of themselves automatically and require no interaction from the user. In some cases however, users have reported minor difficulty installing these controls, specifically on computers that use Microsoft® Windows XP or Internet Explorer 7. To alleviate any ActiveX difficulties, a tool has been developed to facilitate the installation and management of these components. This brief document will explain the manual and automated installation procedures to anyone experiencing difficulties with MLXchange because of ActiveX Controls.

Note: If you are able to log into MLXchange and use its functions without receiving any errors or messages concerning ActiveX controls, your ActiveX controls are already installed correctly and you may disregard this document.

The Potential Problem:

The installation process for ActiveX controls is actually very fast and simple; however, it requires the user to have administrative privileges on the computer they are using. Since some computer users in office environments do not have administrative privileges, a network or system administrator may have to install the ActiveX controls. If you have administrative privileges on your computer, proceed as usual or read the section below entitled *Installing ActiveX Controls Manually*. If you are unsure whether or not you have administrative privileges on your computer, it will become obvious if you log into MLXchange and are unable to install ActiveX controls.

Error Description: ActiveX Controls Failed to Load

An ActiveX control is a small program that enhances the capabilities of a web page, allowing it to run faster and allow for a more dynamic and intelligent presentation of data.

Another difficulty with managing ActiveX controls manually is that MLXchange uses several different ActiveX controls and they do not all install at once. This means that if an administrator has to log into the system and install an ActiveX control for a user, there are still functions that will not work immediately. Though not apparent at first, users will likely receive error messages eventually when trying to perform new functions in MLXchange.

An error occurred generating your report. Please use the button below to reset the application, and then retry.



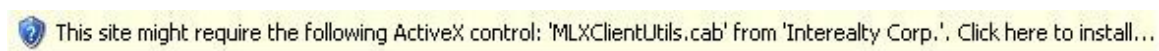
This can be remedied by having the computer administrator log in again and perform the same functions to install new controls, but it is tedious and time-consuming to do so.

The Solution:

The developers of MLXchange have created a web-based program that quickly and easily installs all of the ActiveX controls needed by the system in one step. In situations where users do not have administrator accounts on their computers, an administrator simply needs to go to each workstation that uses MLXchange and perform the installation one time. This process is explained in the section on page two entitled *Using the AxInstallTool to Manage ActiveX Controls Automatically*.

Installing ActiveX Controls Manually:

When users log into MLXchange for the first time, they may be prompted with a screen mentioning the need to install an ActiveX component. This must be done before the system can be used.

 This site might require the following ActiveX control: 'MLXClientUtils.cab' from 'Interealty Corp.'. Click here to install...

Click on the light yellow notification bar at the top of the screen and a short context menu will appear. Select “Install ActiveX Control” and a window will appear asking you to confirm whether or not you want to install the ActiveX control.



Choose **Install** and the installation will take care of itself. Note that in some cases, Internet Explorer may need to restart. The ActiveX control is now installed and you can begin using the MLXchange system. Assuming that you have Administrative rights on the computer you are using, this should be the only time that you need to worry about ActiveX controls.

Using the AxInstallTool to Manage ActiveX Controls Automatically:

To install all of the ActiveX components that MLXchange needs at once, log into windows as an administrator, open Internet Explorer and enter the following URL:

<http://ctmls.mlxchange.com/ax>

A screen similar to the image below will appear.



Click on the ***Install*** button and the installation begins. A checkmark appears next to each component that installed successfully. You can now log out of windows as an administrator and log back in as a user. All MLXchange functionality should be working correctly.

Note: At some point, additional program development may cause the need for new ActiveX Controls. If at anytime a user seems to be experiencing abnormal error messages or missing program functionality, try repeating this process to update the ActiveX controls.