

Download Web Viewer ActiveX control

Tekla Web Viewer is an add-on tool to your web browser that uses ActiveX technology. First you need to adjust your Internet Explorer security settings to allow downloading and running the ActiveX controls. You do not need to have Tekla Structures software installed to be able to view Tekla Web Viewer models. Using the Tekla Web Viewer requires Microsoft Internet Explorer 6.0 or higher.

There are two ways to install the Tekla Web Viewer:

1. Open any Tekla Web Viewer model for the first time, and a Web Viewer component is installed to your *C:\WINDOWS\Downloaded Program Files* folder. When the following Security Warning appears, click **Install** to get the Web Viewer component.



2. Download the installation package, which installs Web Viewer to the *..\Program Files\Tekla\Tekla Web Viewer* folder. You need to have administrator rights to install the Web Viewer properly:

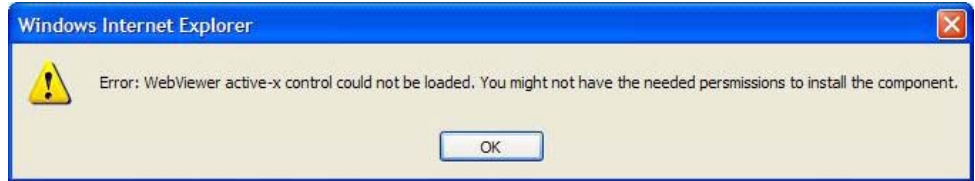
<http://www.tekla.com/international/solutions/building-construction/Documents/TeklaWebViewer126.zip>

TROUBLESHOOTING

Problem 1

ActiveX control could not be loaded.

What is the problem if I get the following error message about the ActiveX?
"Error: WebViewer active-x control could not be loaded. You might not have the needed permissions to install the component."



Answer

Installation of the Web Viewer component did not succeed. You either do not have administrator rights to install any software on your computer, or your Internet Explorer security setting does not allow downloading and running ActiveX controls.

Administrator rights

If you do not have administrator rights to your computer, the Web Viewer ActiveX control cannot be installed. Check either of the following folders to find out if you have the Web Viewer ActiveX control installed:

- *C:\WINDOWS\Downloaded Program Files*; if this folder contains Web Viewer Class, the component is correctly installed.
- *C:\Program Files\Tekla\Tekla Web Viewer*; if this folder contains zkitlib.dll, the component is correctly installed.

If you do not have the Web Viewer component installed, ask your system administrator to log on and install it:

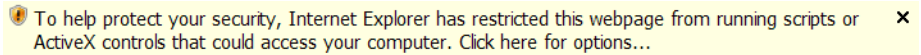
Internet security settings

Check your Internet security settings:

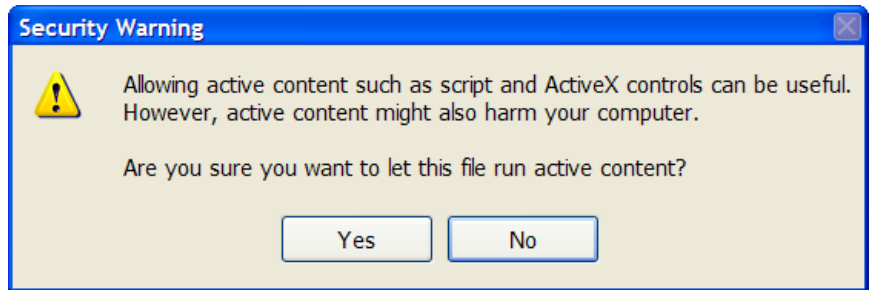
1. Open Internet Explorer (version 6.0 or higher)
2. Click **Tools > Internet options...**
3. On the **Security** tab, click **Internet** and define **Custom Levels**
4. Make sure that the following items are set to **Prompt** or **Enable**:
Download signed ActiveX controls
Run ActiveX controls and plug-ins
5. On the **Advanced** tab, check **Allow active content to run in files on My Computer**.

Also note that your system administrator may have disabled the ability to install ActiveX controls or to change these security settings!

If you get the following information bar at the top of the Internet Explorer web page when opening the Web Viewer model, click the bar and select **Allow Blocked Content...** from the pop-up menu.



If the following Security Warning appears, click **Yes**. Otherwise your Web Viewer model will not be displayed.



Problem 2

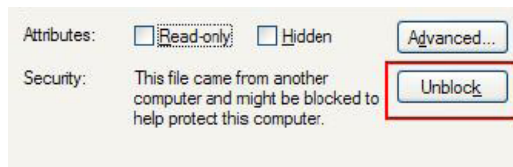
Can't open others' models.

I can open my own Web Viewer models but not the models sent from another person or organization.

Answer

First make sure that you have extracted the Web Viewer model to your computer using the correct folder structure. Then check that the Index.html file is not blocked:

1. Navigate to the index.html file sent by another person.
2. Right-click the file and then click **Properties**.
3. Click **Unblock** near the bottom of the dialog box.



Check the following Internet security settings:

1. Open Internet Explorer
2. Click **Tools > Internet options...**
3. On the **Advanced** tab, check **Allow active content to run in files on My Computer**.

