

No Audio while playing back ActiveX components

Keywords / Key Phrases: activex, activex components,java, flash, shockwave, real movies, real, windows media movie, windows media file, Quicktime, internet, internet browser

If you are having issue playback ActiveX components(Flash/Shockwave media file, Real Media file, Windows Media file, Java, Quicktime or any Media files) or media contents via your browser, it is likely due to the below issues.

1. Unavailability of audio/video codec & add-on components.
2. Administrator account to execute the ActiveX control.
3. High Internet security setting that prevent the browser to download the ActiveX component or execute sign/unsigned ActiveX component.

For customer with administrator account, if the web page prompts for installing of ActiveX component, please follow the instructions from the web page to install the required codec or application to playback the streaming audio or video.

Please ensure that the browser allows download of ActiveX component or execute sign/unsigned ActiveX component.

Note: Remember to read the term and condition from the web page before downloading ActiveX component or changing the ActiveX controls from the browser.

Alternatively, you may try verifying the functionality of the Sound Blaster card using any audio files (MP3 or CDs) or consult your computer administrator/browser developer on the browser security setting.