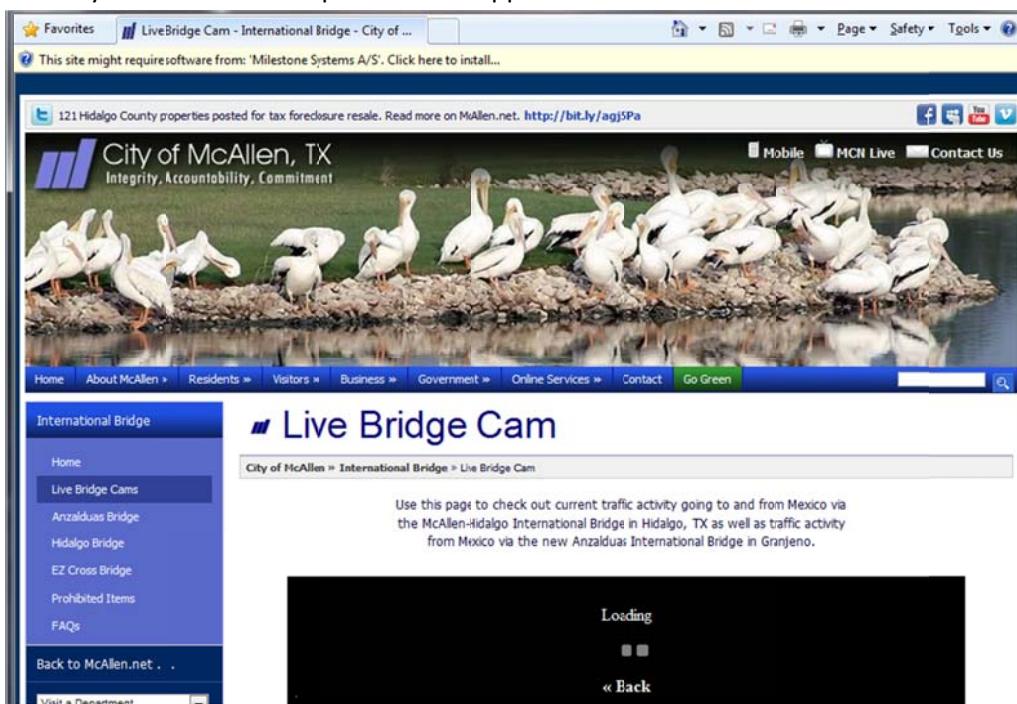


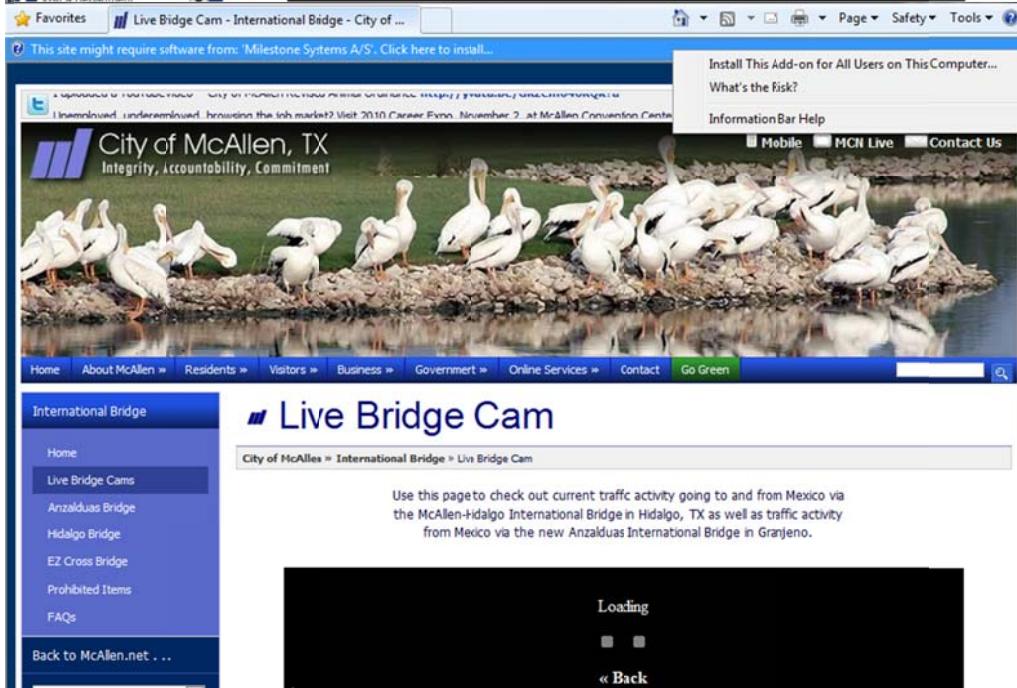
City of McAllen International Bridge Cameras Documentation

If you are having issues viewing International Bridge cameras, please try the following fix. This process will remove the previously installed older camera Active X Internet Explorer controls and install the new ones required.

1. Close Internet Explorer where the bridge cameras website is located.
2. Then browse to the following directory using Windows Explorer on your computer:
C:\Windows\Downloaded Program Files
3. There you will see the Active X controls required by the bridge cameras, **Image Viewer** and **Engine Manager** Active X Controls. Select them both and click on the **delete** key or right click and select **remove**, when prompted to remove, select **Yes**. If you receive the error message that states that the file is in use, close Internet Explorer where the live bridge cameras website is on, and try the delete again.
4. Now go back to the bridge cameras website and select a bridge camera to view, you will see the following prompts:
 - a. First is yellow ribbon on top that needs approval to install the video camera add-on:



This screenshot shows a Microsoft Internet Explorer browser window displaying the 'LiveBridge Cam - International Bridge - City of ...' page. At the top, there is a yellow ribbon banner with the text: 'This site might require software from: 'Milestone Systems A/S'. Click here to install...'. Below the banner, the main content area features a large image of white pelicans gathered on a rocky shore. To the left, a sidebar menu under 'International Bridge' includes links for Home, Live Bridge Cams (which is currently selected), Anzaldus Bridge, Hidalgo Bridge, EZ Cross Bridge, Prohibited Items, and FAQs. The main content area has a heading 'Live Bridge Cam' and a sub-section 'City of McAllen > International Bridge > Live Bridge Cam'. It contains descriptive text about the camera's purpose and a loading indicator at the bottom.



This screenshot shows the same website as the previous one, but with a context menu open over the yellow ribbon banner. The menu options are 'Install This Add-on for All Users on This Computer...', 'What's the Risk?', and 'InformationBar Help'. The rest of the page content is identical to the first screenshot, including the header, sidebar, and main content area.

City of McAllen International Bridge Cameras Documentation

- b. This will refresh your screen, and you will have to select on the bridge camera you want to see again.
- c. You will then see the following prompt to install the new camera Image Viewer Active X, click on **Install**:



- d. Finally, you will have the last prompt to install the new camera Engine Manager Active X, click on **Install**:



5. You will now be able to see the Hidalgo and Anzalduas Bridge cameras properly.

The screenshot shows a web browser window for "Live Bridge Cam". The left sidebar has a blue header "International Bridge" and links to "Home", "Live Bridge Cams" (which is highlighted), "Anzalduas Bridge", "Hidalgo Bridge", "EZ Cross Bridge", "Prohibited Items", and "FAQs". Below these are "Back to McAllen.net ..." and "Visit a Department ...". The main content area has a title "Live Bridge Cam" and a subtitle "City of McAllen » International Bridge >Live Bridge Cam". A descriptive text block says: "Use this page to check out current traffic activity going to and from Mexico via the McAllen-Hidalgo International Bridge in Hidalgo, TX as well as traffic activity from Mexico via the new Anzalduas International Bridge in Granjeno." Below this is a large video feed window titled "Anz - Camera 1". The video shows a view of a multi-lane highway with traffic moving in both directions. The video feed has a "REC" indicator in the top right corner. At the bottom of the video feed, there is a small "« Back" link.