

# WebXtender/BDM CAB File Installation Error Fix

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Please do the following to try to fix the issues you are having with installing programs for :

1. Get into Internet Explorer
2. Bring up Webxtender (through INB or direct web address/URL)
3. Go to Tools in Internet Explorer
4. Select Internet Options
5. Click on the Security Tab
6. Click on Custom Level
7. Scroll down to the Active controls and plug-ins section
8. Make sure to change all settings to match the ones in the pictures below.
9. After all are changed/verified, click on OK and OK again if needed
10. Restart Internet Explorer
11. Get back into Webxtender however you normally would and try to perform the action that you were before (install scanner or delete page from document list) (note: this is not a fix for the pdf export issue)
12. The program should prompt you to allow to run instead of retry or cancel now.



