

# Unable To Download H264 Plugin For Axis Camera/Encoder Webpage

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## Symptom

When downloading the H264 plug-in for Internet Explorer, the "Cannot open an anonymous level security token" error occurs.

## Resolution

Before attempting the following procedure, ensure that you have already added the website to the trusted sites list and that you have administrator privileges.

1. In Internet Explorer 8, go to **Tools** and select **Internet Options**.
2. In the Internet Options screen, in the **General** section, click the **Tabs** button.
3. In the **Tabbed Browsing Settings** screen, under the **When a pop-up is encountered** section, select the **Always open pop-up in a new tab** option.
4. Close and reopen Internet Explorer. You should now be able to download the plug-in.

## Applies To

LNVR (all versions)

## Additional Information

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