HIKVISION™   TECHNICAL BULLETIN

Title:	Internet Explorer compatibility issues				
Date:	12/5/13	Version:	1	Pages	2
Product:	Hikvision network products (DVR's, NVR's, IP cameras)				
Action Required:	Information Only				

When viewing the device using Internet Explorer (IE) 10 or 11 (32-bit), sometimes the content may not display properly. You may noticed the site appear to look or act differently. This may be caused by a browser incompatibility. Initially, IE 10 and 11 does not support plugins or ActiveX components.

<p style="text-align:center">Step 1: Add a site to the Compatibility View list</p>

1. Open Internet Explorer (32-bit).
2. Press the **Alt** key on the keyboard to display the Menu bar.
3. Click **Tools**, click the **Compatibility View settings**.
4. In the Compatibility View Settings window, under **Add this website**, enter the address of the device to add to the list, and then click the **Add button**. (*NOTE: The current webpage address will automatically be filled in for you. Just clear it if you want to add a different address instead*).
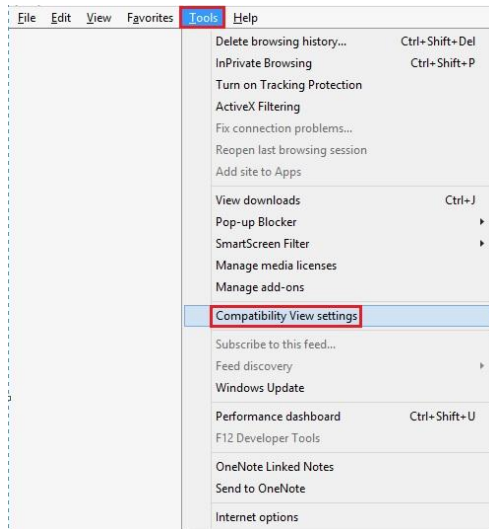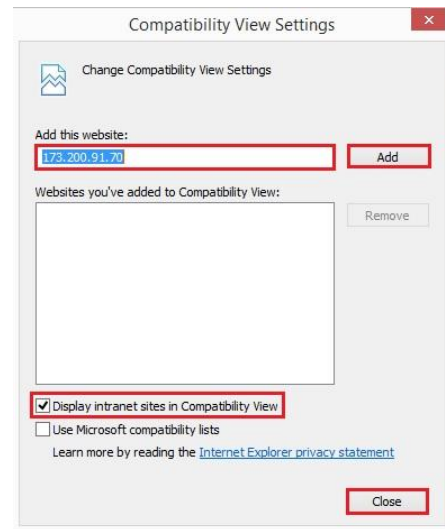

Fig. 1

Fig. 2

5. At the bottom of the window, make sure the box next to **Display intranet sites in Compatibility View** is checked.
6. Click the **Close** button.
7. For the changes to take effect, you may need to close and restart Internet Explorer.

Note: If you are still experiencing issues with Internet Explorer proceed to step 2.

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Step 2: Add a site to the Trusted sites list

1. Open Internet Explorer (32-bit).
2. Press the **Alt** key to display the Menu bar.
3. Click **Tools**.
4. In the Tools menu, select **Internet Options**.
5. In the Internet Options window, click the **Security** tab.
6. On the Security tab, click the **Trusted sites** icon.
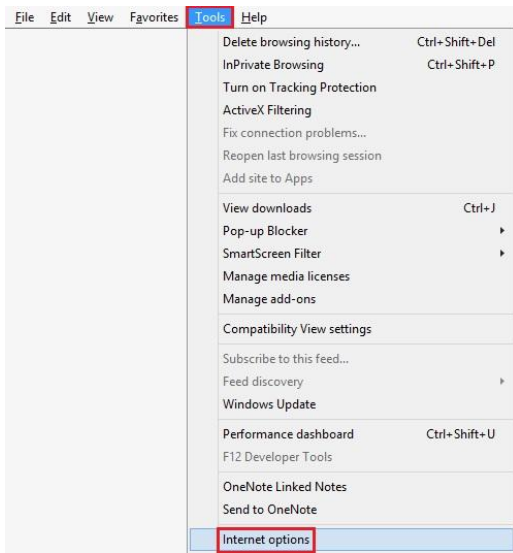7. Click the **Sites** button.

Fig. 3

Fig. 4

8. In the Trusted sites window, uncheck the **Require server verification (https:) for all sites in this zone** option if you are not connecting via HTTPS.
9. In the **Add this website to the zone** box, type the address of the device you are trying to access and click the **Add** button. (*NOTE: The current webpage address will automatically be filled in for you. Just clear it if you want to add a different address instead*).
10. Click the **Close** button.
11. In the Internet Options windows, click **OK**.
12. For the changes to take effect, you may need to restart Internet Explorer.
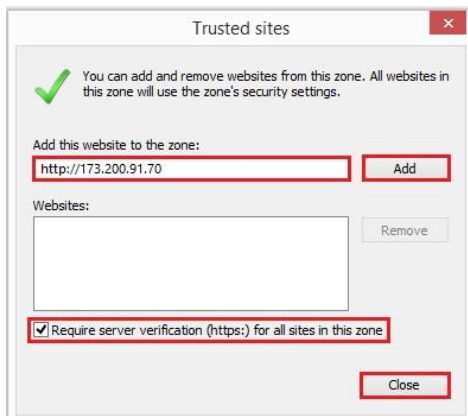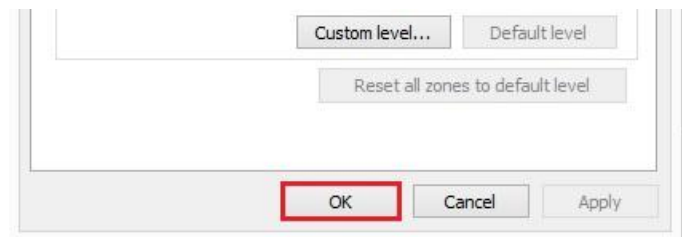

Fig. 5

Fig. 6