

# Firmware Updates Due to Gmail SMTP Change

Valued Customers:

Google Gmail has recently discontinued support of SSL encryption. This has had adverse effects on products in various industries that use their outgoing mail feature for email alerts. The following link describes their change in greater detail:

<http://googleappsupdates.blogspot.ca/2016/05/disabling-support-for-sslv3-and-rc4-for.html>

Because Hikvision is committed to providing safe and effective solutions to our customers, we have updated our products' firmware to resolve these recent compatibility issues with Gmail.

## Firmware Release Schedule to Resolve Gmail Compatibility

Product Line	Models	Date Available	Firmware Version
NVR	DS-96xxNI-ST	Now	v 3.4.21
	DS-7716NI-SP	Now	v 3.4.21
	DS-96xxNI-RT	Now	v 3.4.21
	DS-90xxHF(W)I-ST	Now	v 3.4.21
	DS-96xxNI-XT	Now	v 3.4.21
E series NVR	DS-76xxNI-Ex(/P)	Now	v 3.4.21
Turbo DVR	DS-72xx/73xx/90xxHGHI/HQHI-SH	Now	v 3.1.13
IP Camera	IPC fixed cameras	Now	v 5.4.0

Once firmware for your DVR, NVR, or camera interface unit has been updated, please change your port for your outgoing mail notifications from port 465 to port 587. Also verify SSL is checked. This will establish TLS encryption.

We apologize for any inconvenience this may cause you, and we thank you for your patience as we ensure that our compatibility with Gmail operates smoothly. If you have any questions, please email our technical support team at [techsupport.usa@hikvision.com](mailto:techsupport.usa@hikvision.com) or call 909-612-9039.

Thank you,

Hikvision Technical Support Team