HIKVISION[™]

TECHNICAL BULLETIN

Title:	Internet Explorer compatibility	/ issues			
Date:	12/5/13	Version:	1	Pages	2
Product:	Hikvision network products (D	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.

Step 1: Add a site to the Compatibility View list

- 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*).

<u>File E</u> dit <u>V</u> iew F <u>a</u> vorites	[ools] Help	Compatibility View Settings
	Delete browsing history Ctrl+Shift+Del InPrivate Browsing Ctrl+Shift+P Turn on Tracking Protection ActiveX Filtering Fix connection problems Reopen last browsing session Add site to Apps ActiveX Filtering	Change Compatibility View Settings Add this website:
	View downloads Ctrl+J Pop-up Blocker > SmartScreen Filter > Manage media licenses Manage add-ons Compatibility View settings	Websites you've added to Compatibility View:
L	Subscribe to this feed Feed discovery Windows Update	
	Performance dashboard Ctrl+Shift+U F12 Developer Tools	Display intranet sites in Compatibility View Use Microsoft compatibility lists
	OneNote Linked Notes Send to OneNote	Learn more by reading the Internet Explorer privacy statement
	Internet options	Close
	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.

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Delete browsing history	Ctrl+Shift+Del	
InPrivate Browsing	Ctrl+Shift+P	
ActiveX Filtering	100	
Fix connection problem		
Reopen last browsing se	ection	
Add site to Apps	331011	
View downloads	Ctrl+J	Internet Options ?
Pop-up Blocker	•	
SmartScreen Filter	*	General Security Privacy Content Connections Programs Advance
Manage media licenses		
Manage add-ons		
Compatibility View setti	ings	Select a zone to view or change security settings.
Subscribe to this feed		
Feed discovery		
Windows Update		Internet Local intranet Trusted sites Restricted
Performance dashboard	d Ctrl+Shift+U	sites
F12 Developer Tools		Trusted sites
OneNote Linked Notes		This zone contains websites that you
Send to OpeNote		trust not to damage your computer or
Send to Onevole		your files.
Internet options		rou nave websites in this zone.
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.

Trusted sites ×	
You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.	
dd this website to the zone:	
/ttp://173.200.91.70 Add	Custom level Default level
Remove	Reset all zones to default level
Require server verification (https:) for all sites in this zone	
Close	OK Cancel Apply
Fig. 5	Fig. 6

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