TECHNICAL BULLETIN

HIKVISION®

Title:	Windows Digital Signature Issue	Version:	v1.0	Date:	052016
Product:	Computers Used for to Access Devices Over the Web			Page:	1 of 3
Action Required:	None, Information Only				

Issue

Microsoft Windows updated their digital signature database in Q1 2016. Hikvision's digital signature may not be identified by Windows systems after this update and WebComponents will not install correctly. Windows will stop the installation due to an invalid Web component signature.
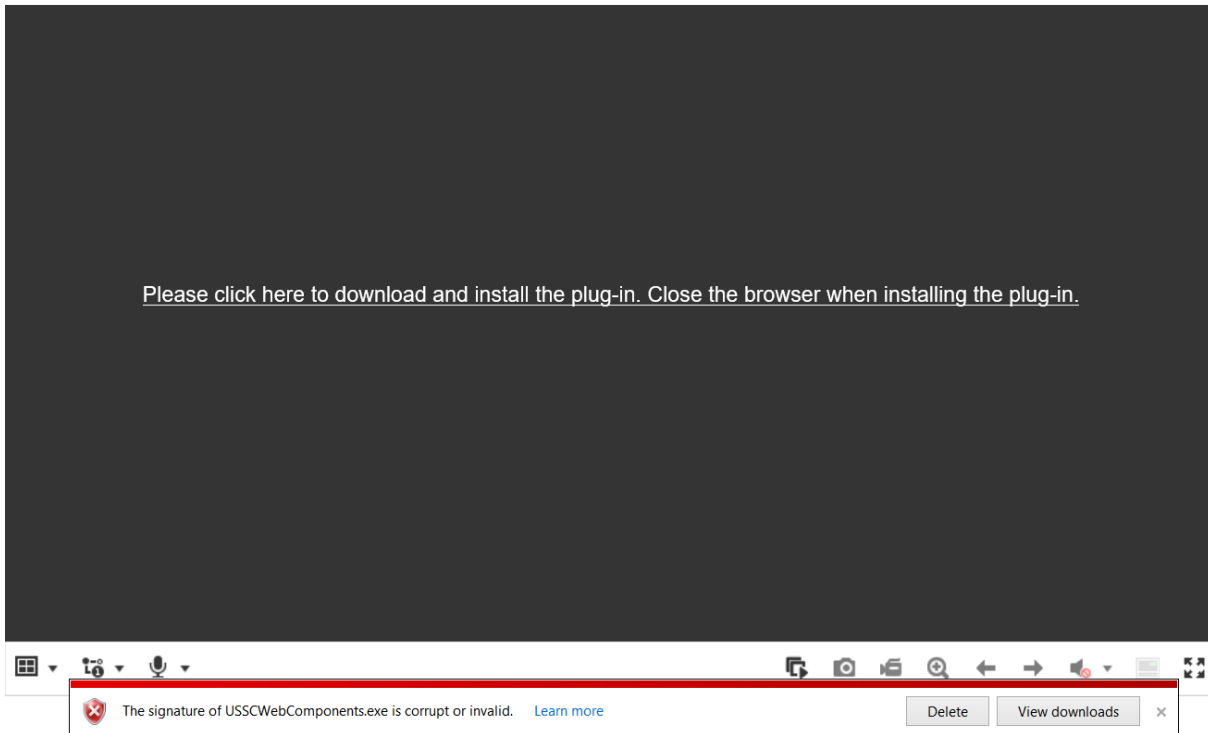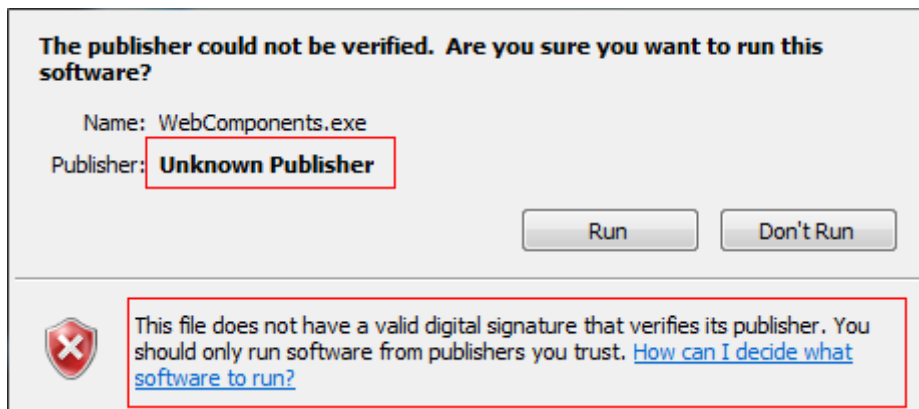

Please click here to download and install the plug-in. Close the browser when installing the plug-in.

The signature of USSCWebComponents.exe is corrupt or invalid. Learn more   Delete   View downloads   ×

Figure 1, Windows 10 Warning

The publisher could not be verified. Are you sure you want to run this software?

Name: WebComponents.exe
Publisher: **Unknown Publisher**

Run   Don't Run

This file does not have a valid digital signature that verifies its publisher. You should only run software from publishers you trust. How can I decide what software to run?

Figure 2, Windows 7 Warning

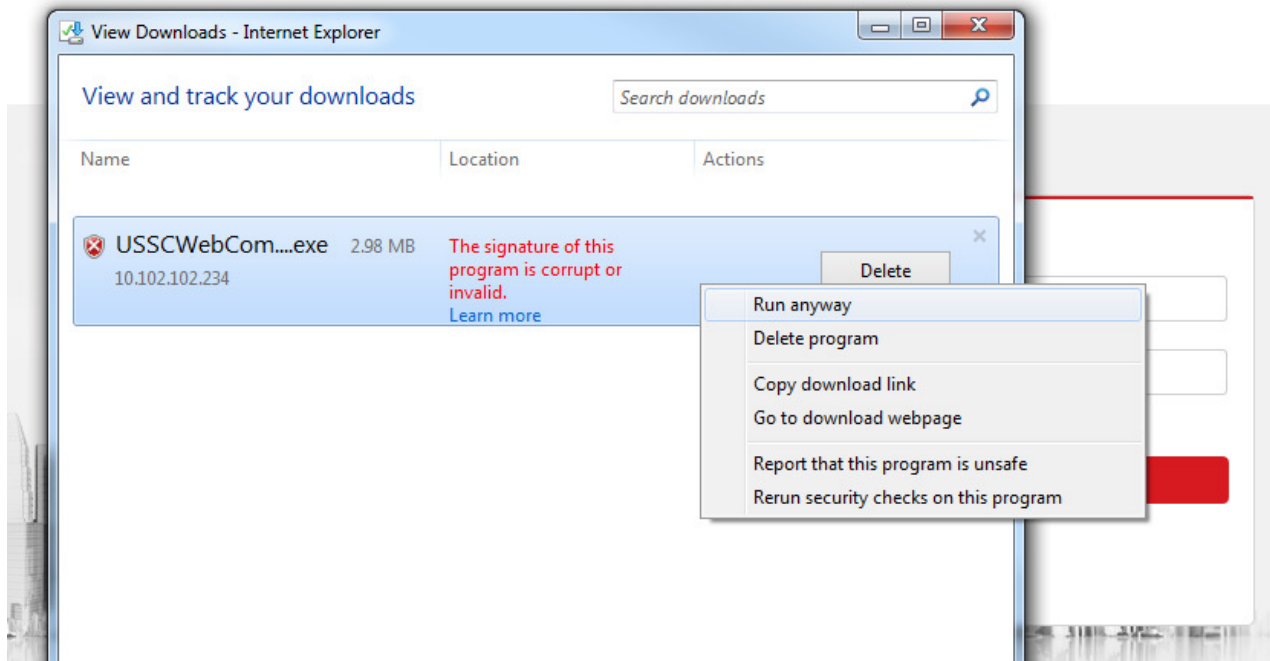| Title:	Windows Digital Signature Issue	**Version:**	v1.0	**Date:**	052016
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Figure 3, Windows 7 WebComponents Warning

Affected Products
This issue affects all Hikvision devices with firmware builds January 1, 2016, (build 20160101) and later.

Solution
Right-click the mouse button to "run anyway" and proceed to install the Web component. Firmware to fix this issue will be released by the end of May.

If a customer is concerned about the security, he can use a firmware build before January 1, 2016, to avoid this issue.

Upgrade Strategy
Hikvision is currently developing a solution to make our digital signature compatible with Windows systems. Firmware upgrades will be released as per the Upgrade Timeline chart on the next page.

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Upgrade Timeline*

Device	IPC	NVR	DVR	PTZ
Upgrade Plan	v5.4.1	v3.4.61	v3.4.7	v5.4.0
Proposed release time	Late May 2016	Mid May 2016	Early June 2016	Early May 2016

*Actual upgrade plan may be modified according to company strategy. Not all device models are included in this chart.

Current Users

Before the upgrade is released, we suggest that users who have already installed WebComponent keep using it. Current WebComponent's signature is secure and stabilized. Users can download the setup file, skip the signature verification, and keep installing it.