HIKVISION[™] TECHNICAL BULLETIN

| Title: | Internet Explorer: ActiveX Control Not Registered | | | | | |
|------------------|---|----------|-----|-------|---|--|
| Date: | 9/17/2010 | Version: | 1.0 | Pages | 2 | |
| Product: | HIKvision IP Cameras, DVR's and NVR's | | | | | |
| Action Required: | Add address as Truste | d Site | | | | |

When trying to connect to a HIKvision DVR using Internet Explorer, you may get the message, "ActiveX control not registered". Here's what to do:

• At the top of Explorer, go to Tools, then Internet Options,



• Click on the Security tab



- Click on Trusted Sites, then Sites
- Click on Add, then Close

| nisten sites | | | |
|--|---|---------------------------|---|
| asted sites | | | |
| You can add and rem in this zone will use t | ove websites from he zone's security s | this zone. Al ettings. | l websites |
| Add this website to the zone: | | | |
| http://www.google.com | | | Add |
| | | | |
| websites: | | | |
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| | | | |
| Require server verification | (https:) for all site: | s in this zone | |
| Require server verification | (https:) for all site: | s in this zone | |
| Require server verification | (https:) for all site: | s in this zone | Close |
| Require server verification | (https:) for all site: | s in this zone | Close |
| Enable Protected Mo | (https:) for all sites | s in this zone | Close |
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• Then make sure trusted Sites is still selected, then click on Custom Level

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• Set to Low



- Click OK
- Close and Restart Explorer

You should now be able to connect to the DVR's Login page.