



Hik-Connect Software Update (Version 5.3.1.20230721)

July 28, 2023

Dear Valued Partner,

We are writing to inform you of an update (Version 5.3.1.20230721) to Hik-Connect. As part of our commitment to cybersecurity and delivering the safest and most reliable products, Hikvision updates software on a regular basis as needed.

Sharing device access is a common requirement of many users and a normal practice in the physical security industry. Hikvision's Hik-Connect app enables this feature by offering the option of sharing devices using a QR code, bringing further convenience to users. Hik-Connect provides two different ways to share QR codes: either via P2P or IP/Domain. The appropriate safeguarding measures are in place for both modes to secure sharing, including protecting passwords.

As a global leader in the industry, it is always Hikvision's priority to provide the best products with both prime reliability and excellent usability. Hikvision recognizes the importance of convenience our users should enjoy by sharing security devices among persons of trust, but Hikvision has taken the decision to put security first. Compared with some other manufacturers' offerings, Hik-Connect goes the extra mile by setting up more safeguards on device sharing.

The Hik-Connect software update affects the functionality of sharing devices via QR codes as follows:

P2P Device Sharing: QR codes generated to share devices through P2P will be restricted by a shortened validity period and a reduced number of connections. The maximum validity period will be reduced from 365 days to 30 days, the minimum validity period from 7 days to 1 day, and the maximum number of QR code recipients from 50 down to 10 people.

IP/Domain Device Sharing: QR codes generated to share devices added by IP/domain will be restricted using a validation period, which limits the QR code's functionality to only 3 hours. The updated Hik-Connect version will make any prior generated "permanent" QR codes in the previous Hik-Connect versions invalid, greatly deterring any potential abuses.

We encourage you to remind your customers to set up strong, complex and unique passwords for their devices and sharing, and to use different passwords for different accounts. To ensure better cybersecurity, please also advise your customers to always



update products when new software becomes available. We do not recommend that anyone connect devices directly to the open Internet.

While some other manufacturers may offer device sharing options, our focus on putting security first sets us apart. We hope you appreciate these additional steps as we believe that prioritizing security, we can provide our users with peace of mind, knowing that their safety and privacy are of utmost importance to us.

Please do not hesitate to contact our team with any questions.

Sincerely,

Hikvision Canada Inc.