

Title:	Web Browser Compatibilities	Version:	Current	Date:	10/05/2018
Product:	Cameras (V5.5.81) and NVR (V4.1.65)	Page:	1 of 5		
Action Required:	Information Only				

Summary

Tested or verified the front and back end plugin-free solution charts from HQ with DS-2CD5565G0-IZHS (V5.5.81) and DS-7616NI-I2/16P (V4.1.65). Compared compatibilities (including encoding formats) among Firefox (version 62.0.3), Google Chrome (version 69.0.3497.100), and Safari (Windows version 5.1.7) Web browsers. Also, combined both front and back end charts into one for internal use.

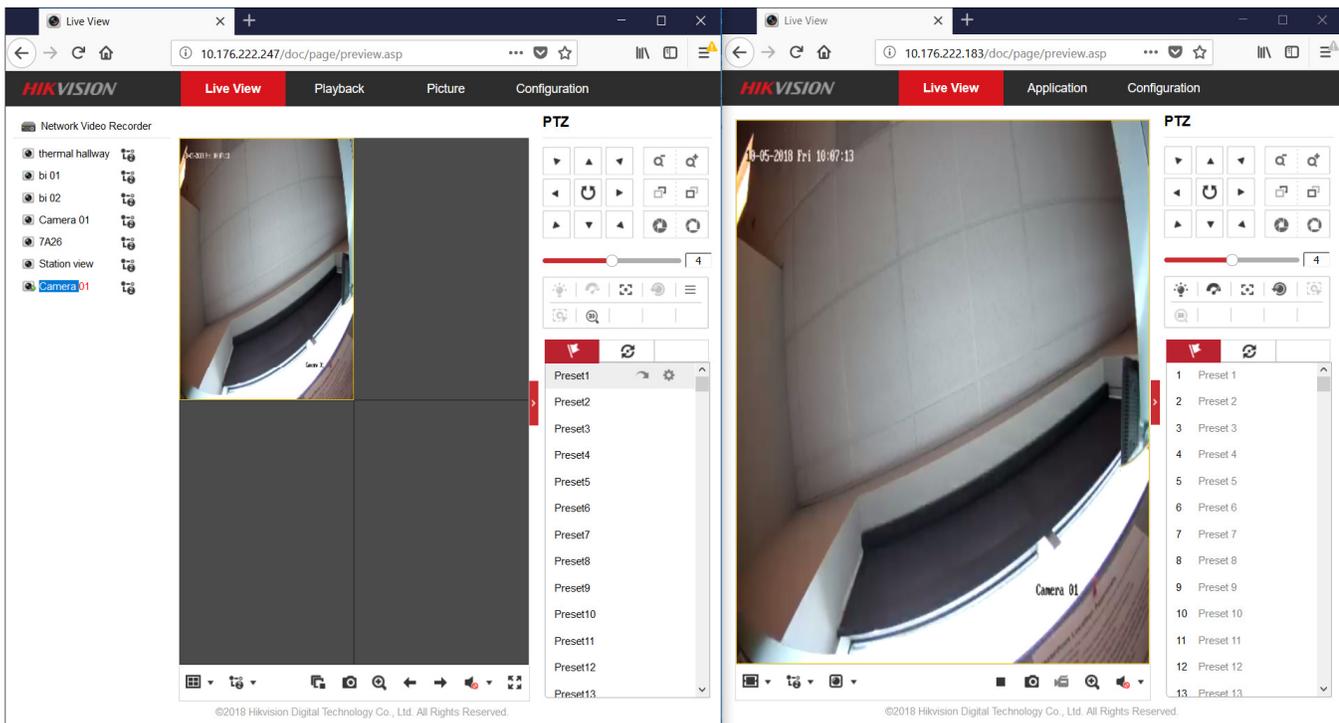
Supported Web Browsers

The recommended Web browser is IE (Internet Explorer), which supports all functions with the plugin.

Limitations

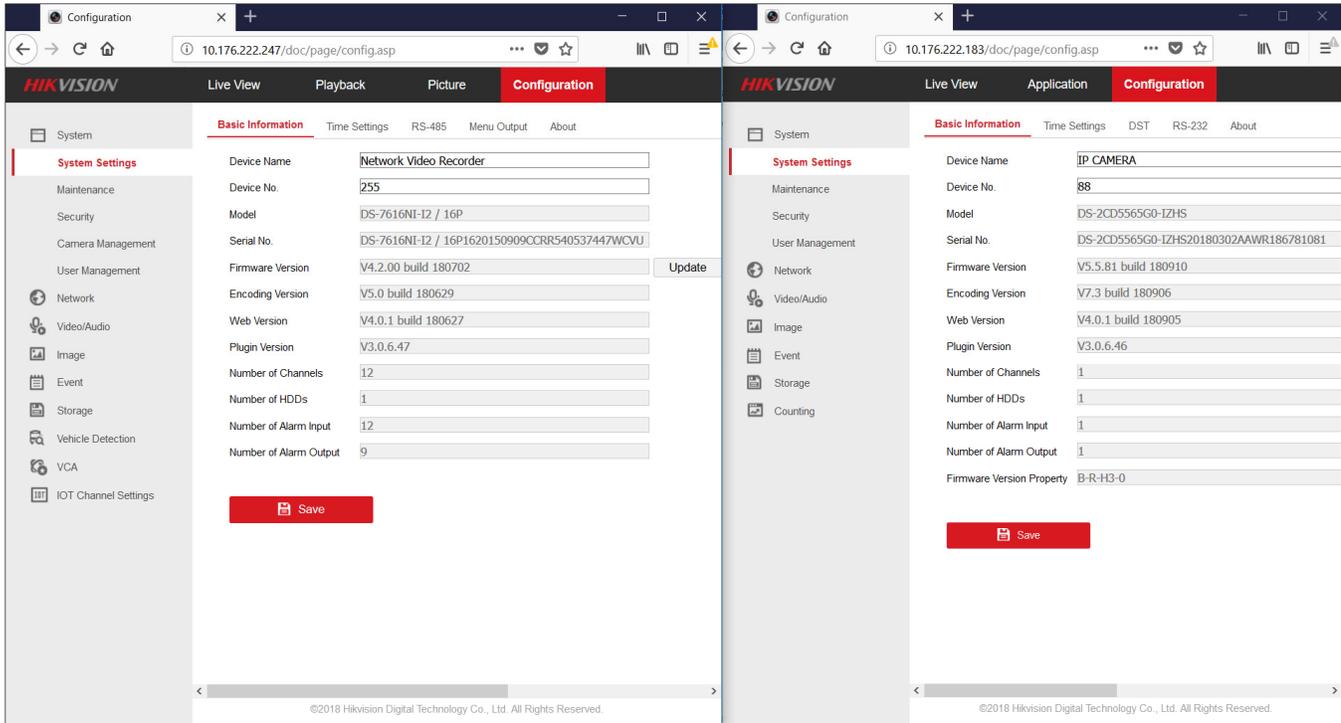
Here are some examples:

1. Firefox browser is not compatible with “Record” and “Audio On” functions.

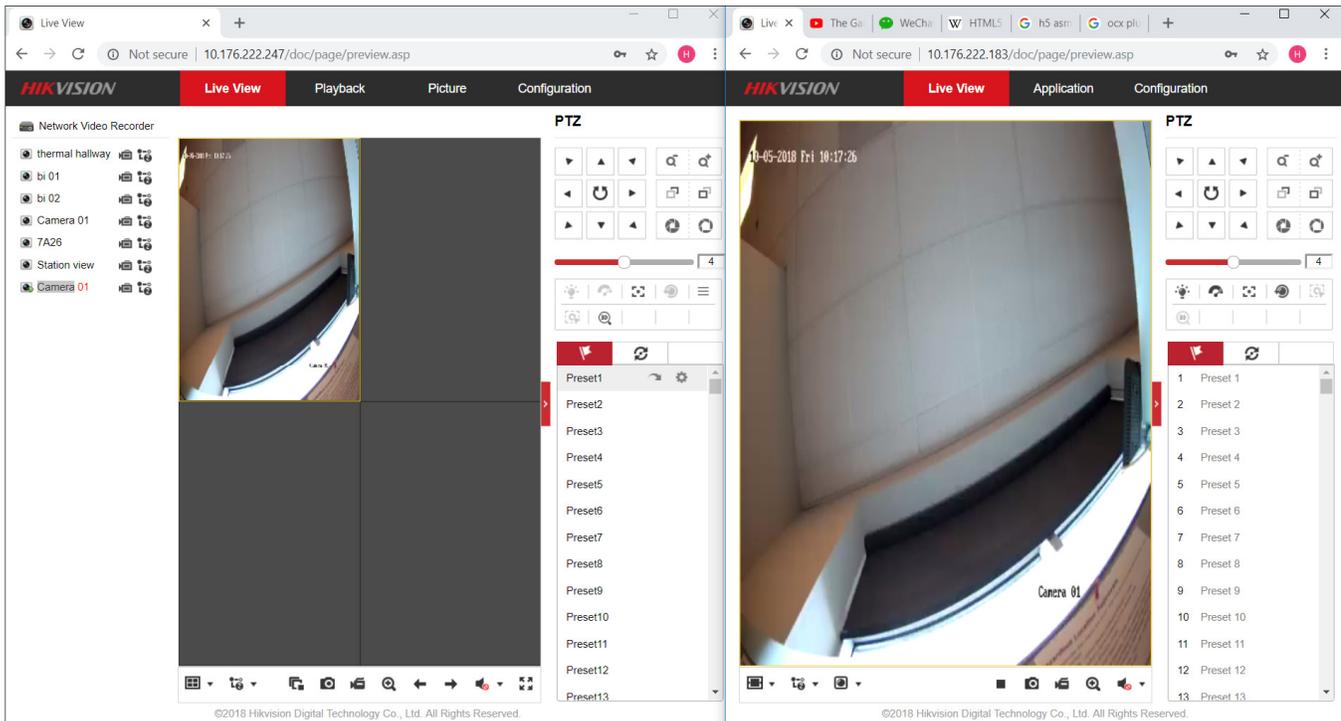


2. Firefox browser is not compatible with the “Local” tab.

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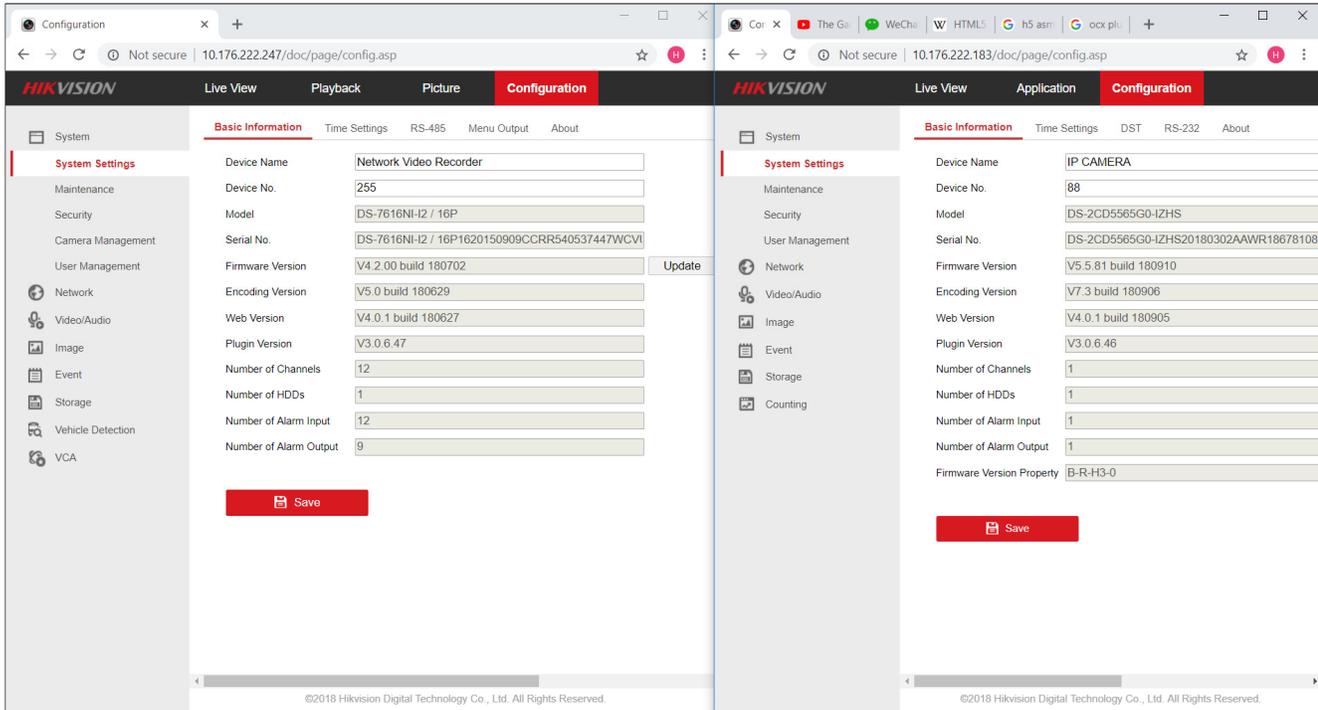


3. Google Chrome is not compatible with the “Audio On” function.

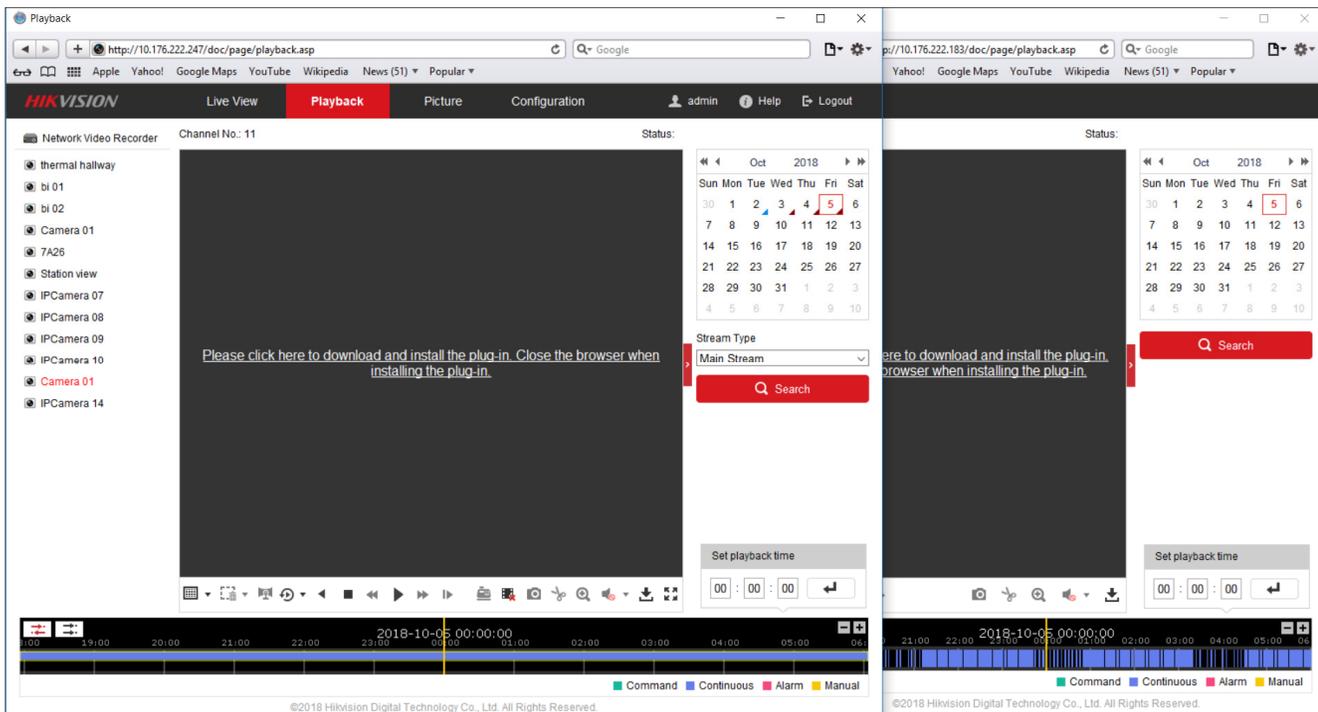


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4. Google Chrome is not compatible with the “Local” tab.



5. Safari’s compatibilities are very limited without the plugin.



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Comparison Chart

Model	Function	Firefox	Chrome	Safari
Preview	Preview (Bitrate <= 16 M, Resolution <= 6 MP)	✓	✓	×
	Audio	✓	✓	×
	Capture	✓	✓	×
	Digital Zoom	✓	✓	×
	Window Division (NVR only)	✓	✓	×
	Full-Screen	✓	✓	×
	Record	×	✓	×
Playback	Audio On	×	×	✓
	Playback	✓ (NVR only)	✓ (NVR only)	✓ (search only)
Picture	Download Video	✓ (NVR only)	✓ (NVR only)	✓ (search only)
	Picture	✓ (NVR only)	✓ (NVR only)	✓ (search only)
Application	Application (camera only)	✓	✓	✓ (search only)
	Export Device Parameters	✓	✓	×
	Import Device Parameters	✓	✓	×
Configuration	Upgrade (Only DAV format file supported)	✓	✓	×
	Draw Area	✓	✓	×
	Counting (camera only) (Only supports draw detection line. OSD display isn't supported)	✓	✓	×
	Export Log (Supports .txt format)	✓	✓	✓ (search only on NVR)
	Local	×	×	✓ (tab only)
	File Path Setting (Only file name can be displayed. It cannot show complete path.)	✓	✓	×

Plug-in Free

Supported Maximum Resolution	IE7 processor is required
Supported Browser	Firefox62, Chrome69, Safari5.1.7 (Windows)
Supported Encoding Format	H.264, H.264+, H.265, H.265+

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Discretion

End users might not have full access to the cameras and NVRs due to limited compatibilities with non-IE Web browsers. Although other Web browsers should be included as well due to their popularities, please recommend customers to use the IE Web browser in order to maximize the device's performance.

(NOTE: Safari 12 and above on OS system will no longer support plugin(s), and a non-plugin solution would be available at the end this year with limitations similar to Windows).

Technical Support



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