



Upcoming Changes Due to Chrome Browser Update in September 2015

September 2, 2015

Valued customers:

Google Chrome has discontinued support of NPAPI plugins. [As explained on the official Chrome blog](#), “today’s browsers are speedier, safer, and more capable than their ancestors. Meanwhile, NPAPI’s 90s-era architecture has become a leading cause of hangs, crashes, security incidents, and code complexity. Because of this, Chrome will be phasing out NPAPI support.” NPAPI plugins will not work on Chrome version 45 and higher.

Because Hikvision is committed to providing safe and effective solutions to our customers, we are working to update the firmware for our products so they will be compatible with Chrome going forward. This solution, which will require a firmware upgrade on DVRs, NVRs, and IP cameras, will be rolled out as outlined below. **During this transition period, our products will continue to operate with other browsers** such as Internet Explorer, Safari, and Firefox.

Firmware Release Schedule to Resolve Chrome Compatibility

Product Line	Models	Date Available
ST series NVR	DS-76/77/85/86/95/9600NI-ST	End of November 2015
	DS-76/7700NI-SP	End of November 2015
	DS-95/9600NI-RT	End of November 2015
	DS-9600NI-XT	End of November 2015
E series NVR	DS-7600NI-Ex(/P)(/N)	End of November 2015
	DS-7700NI-Ex(/P)	End of November 2015
	DS-8600NI-Ex	End of November 2015
Turbo DVR	DS-71/72/73/81/9000HQ(G)HI-SH	End of November 2015
	DS-71/7200HGHI-Ex	End of November 2015
IP Camera	DS-2CD2xx2	End of October 2015

We apologize for any inconvenience this may cause you, and we thank you for your patience as we ensure that our integration with Google Chrome operates as smoothly as with current browsers. If you have any questions, please email our technical support team at techsupport.usa@hikvision.com or call 909-612-9039.

Thank you,
Michael Hendrix
Technical Support Manager

