

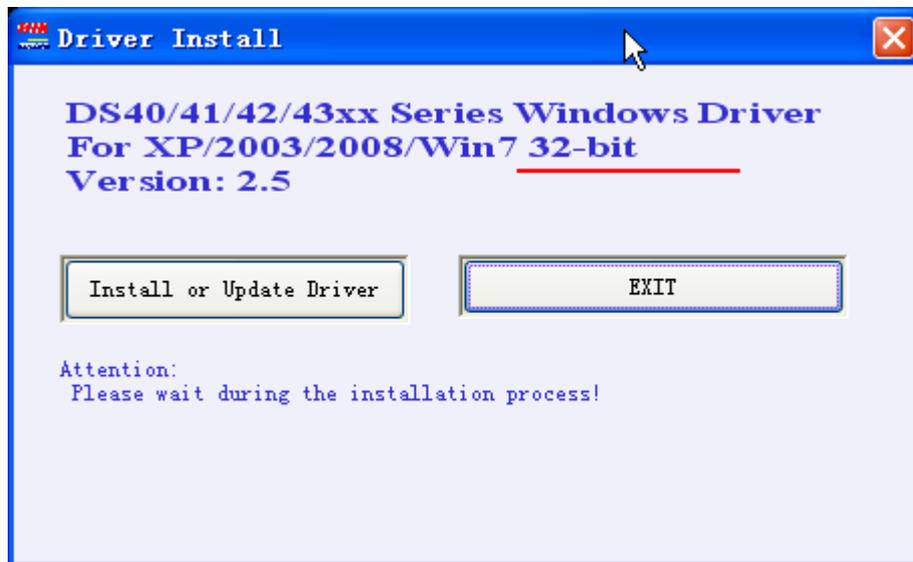
# Hikvision Card Windows Driver install Notes and FAQs

## 1. Operating system and drivers corresponding relationship

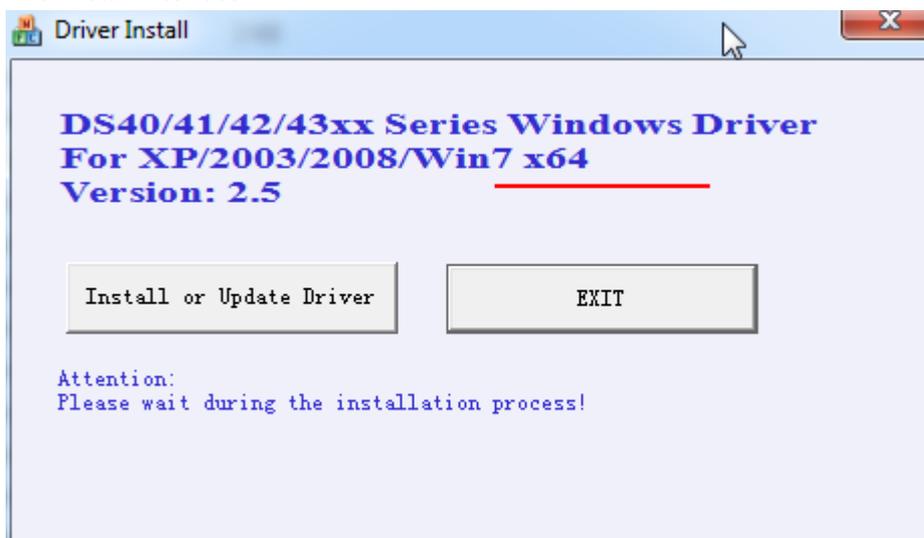
The driver you use should match the operating system, 32 bit driver in 32 bit OS while X64 driver in X64 OS. You can directly execute the setup.exe in "Driver" directory to install, also you can execute the "Driver Install.exe" under the appropriate directory according to the system is win 32 or win X64 to install.

32 bit and X64 driver install interface as shown below:

i. 32 bit driver install interface



ii. X64 driver install interface



32 bit OS involve Windows XP/2003 Server/Vista/2008 Server /Windows 7.

X 64 OS involve Windows XP/2003 Server/Vista/2008 Server /Windows 7 X64.

## 2.Driver and SDK Correspondence

Driver and SDK must matched,otherwise card can not be used.

Driver and SDK Correspondence is shown as below:

Card Type	SDK Version	available driver version
DS40xx	4.3 and later	2.1 2.2 2.3 2.5
DS-41xxHCV	5.0	2.2
	5.1	2.2
	6.0 and later	2.3 2.5
DS-42xxHC/HFV	5.1	42xx Driver V1.2
	6.0 and later	42xx Driver V1.2 2.3 2.5
DS4101HD	6.0 and later	2.3 2.5
DS43xxHCV/HFV	6.1	2.4
	6.2	2.4
	6.3 and later	2.4 2.5
DS43xxHFH	6.2	2.4
	6.3 and later	2.4 2.5
DS43xxHD	6.3 and later	2.4 2.5
DS43xxHW	6.4 and later	2.4 2.5
DS4308MD	6.5	2.4 2.5

- Note: 1. 42xx Driver V1.2 can only support DS-42xxHC/HFV card.  
 2. Driver 2.5 refers to the version that support DS40/41/42/43xx,  
 not the version that only support DS43xx.

## 3. Driver install Notes and FAQs

### (1)No card found

If the installation prompts appear as shown,



Indicates that the system have not enumerate the card,please try as follow:

- i. Re-insert card or try another PCI/PCIe slot.
- ii. Wipe the goldfinger of the card through an eraser, goldfinger oxidation may occur for a long time of unused.

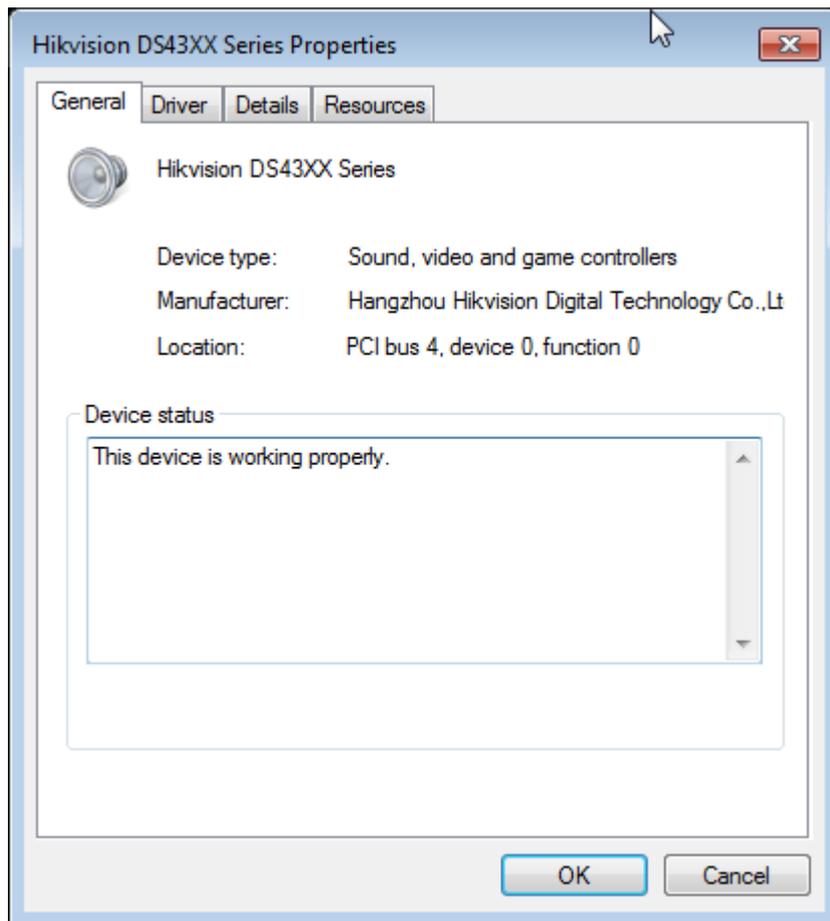
## (2)Device Status

If you need to configure large number of channels(e.g.16+ channnels D1 or 32+ channels CIF).

Please be sure your system has enough memory. You probably need to use 2GB+ memory.

If you see a yellow exclamation point next to our device in Device Manager(code 10), you need to restart computer.If the yellow exclamation still exist,you probably need to use much more memory.(This case occurred in the machines that have not enough memory while you used several boards).

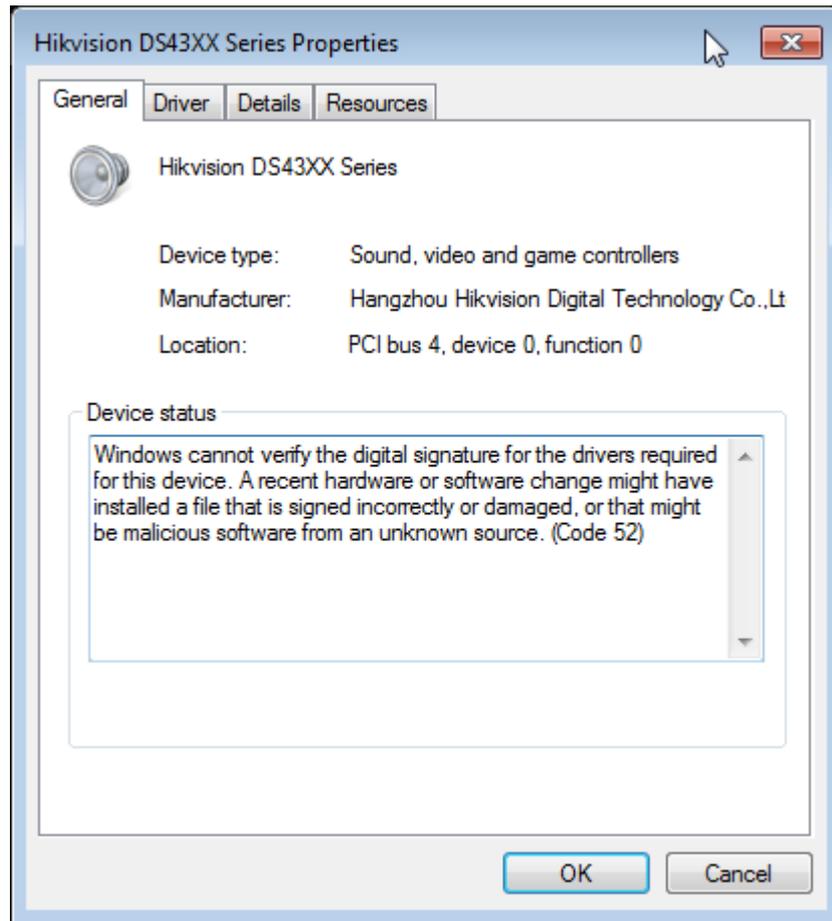
In order to use card,card device status must shown as below:



### **(3)Digital Signature**

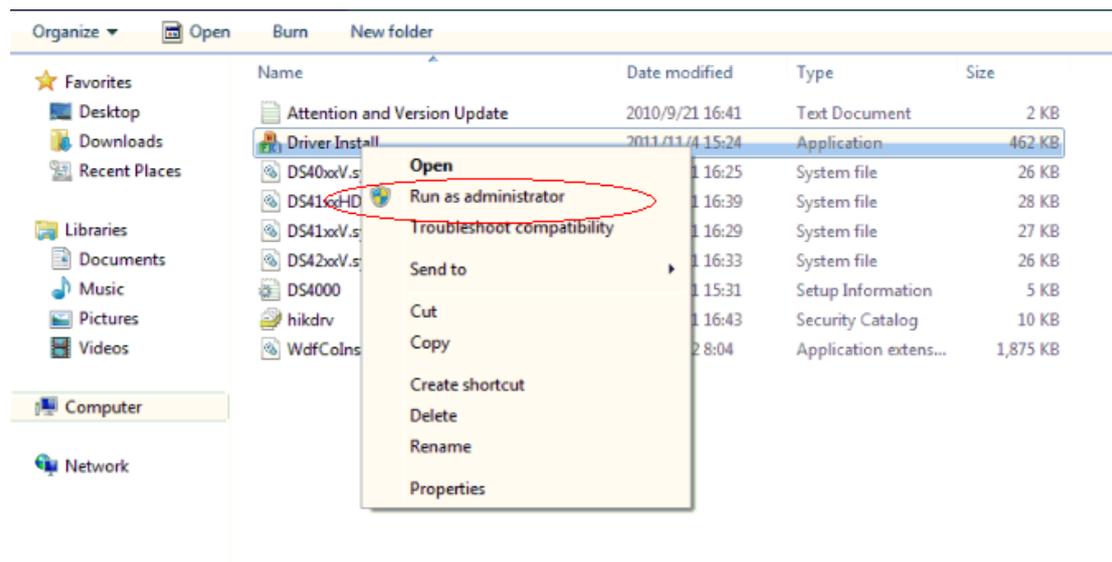
By default, the Microsoft Windows Vista X64 later will not install device drivers that do not contain an officially-recognized digital signature. This security measure helps to prevent users from unknowingly installing malicious software. Based on this, DS-40/41/42/43xx card need to use 2.3 later version driver(it is signed) In Windows Vista/2008 Server/Windows 7 X64 OS.

If the driver of the card is not signed, device status will shown as below:



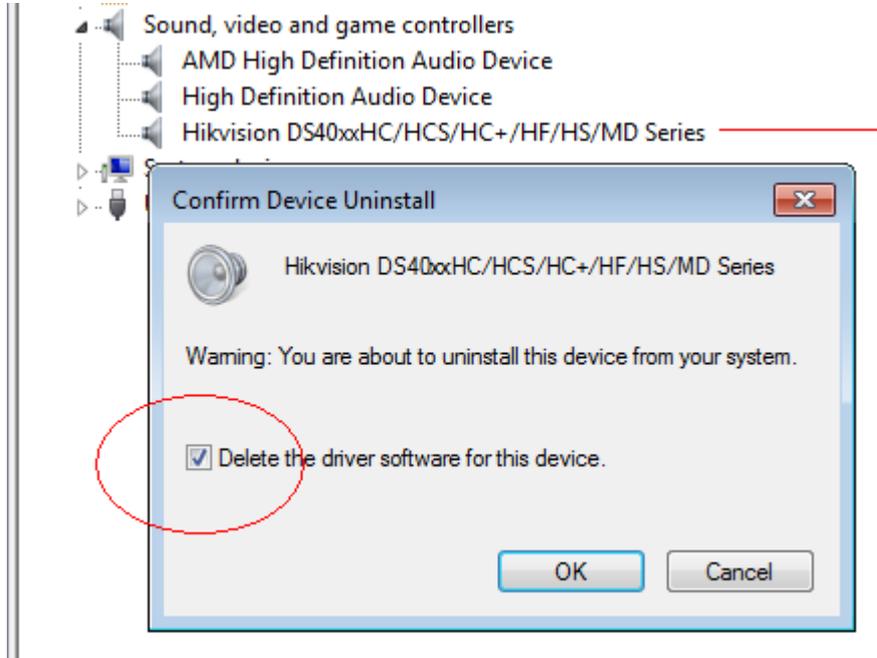
#### (4) Run as administrator to install driver in X64 OS

Run as administrator to install driver in X64 OS, otherwise it will be failed .As shown below:



## (5) Driver update in Windows 7 OS

You should delete the old version driver of the card before update card driver in Windows 7, As shown below:



Otherwise update will be failed.

## (6) Preview Overlay and Windows Aero Theme

If you can not get the image when you do stretch using our demo in Vista/Windows 7, do as following:

For Vista, select "Control Panel/Appearance and Personalization/Appearance Settings/Color scheme", change "Windows Aero" to "Windows Vista Basic".

For Windows 7, select "Control Panel/Appearance and Personalization/Personalization", change "Aero Themes->Windows 7" to "Basic and High Contrast Themes->Windows 7 Basic".

(For the color scheme "Windows Aero" will hold "Overlay")

## (7) Hikvision card manufacture error display

If you used other company's card in your system before, hikvision card may showed incorrectly in device manager, In order to solve this, you should delete the corresponding oem\*.inf and oem\*.PNF file. These two files are in \WINDOWS\inf directory. If you are not sure which two oem\*.inf and oem\*.PNF cause hikvision card manufacture error display, you can delete all the oem\*.inf and oem\*.PNF in \WINDOWS\inf directory. Then reset PC and install driver.

## **(8)Windows Update Setting**

Do not select "Install updates automatically(recommended)" for system windows update setting, If you select this,it will cause computer restart after install updates automatically.

## **(9)Windows Sleep**

Do not force the computer to enter sleep mode while our device is working(preview,capture and so on).

## **(10)Chinese path in English language OS**

When the driver installation package folder or its parent folder has the name of Chinese characters and the OS language is English, the installation may fail.

This is because Chinese character is not identified when Language for non-Unicode programs is English. You should change the name of driver installation package folder or its parent folder to English or digital character.

# **4.Version Update**

## **(1) 2.1 version(2008-05-04)**

- i.Support Windows 2000/XP/2003/Vista;
- ii.Solve the PC crash problem caused by Windows Vista sleep function.

## **(2) 2.2 version(2008-09-18)**

- i.Support DS40/41xx Series;
- ii.Support systems with more than 4 GB of memory.

## **(3) 2.3 version (2010-09-21)**

- i.Support DS40/41/42xx Series;
- ii.Digital signed, Support Windows 2000/XP/2003/Vista/Win 7;
- iii.Solve the PC crash problem caused by illegal exit of SDK.

## **(4) 2.4 version (2011-08-04)**

Support DS43xxHCV/HFV and DS43xxHFH Series.

## **(5) 2.5 version (2012-05-07)**

i.Support DS4304HD;

ii.Solve the issue that several 43xx cards can not be used in some motherboard.