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

- Then make sure trusted Sites is still selected, then click on Custom Level
Internet Explorer: ActiveX Control Not Registered

Action Required: Add address as Trusted Site

- Set to Low

![Security Settings Window]

- Click OK
- Close and Restart Explorer

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