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

🚟 Driver Install	>	X
DS40/41/42/43xx S For XP/2003/2008/ Version: 2.5	Series Windows Driver /Win7 32-bit	
Install or Update Driver	EXIT	
Attention: Please wait during the insta	allation process!	

ii. X64 driver install interface

DS40/41/42/43xx S For XP/2003/2008/ Version: 2.5	eries Windows Driver Win7 x64
Install or Update Driver	EXIT
Attention: Please wait during the instal	lation process!

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

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Card Type	SDK Version	available driver version			
DS40xx	4.3 and later	2.1 2.2 2.3 2.5			
	5.0	2.2			
DS-41xxHCV	5.1	2.2			
	6.0 and later	2.3 2.5			
DC 49UC/UEV	5.1	42xx Driver V1.2			
D3-42XXRC/ RF V	6.0 and later	42xx Driver V1.2 2.3 2.5			
DS4101HD	6.0 and later	2.3 2.5			
	6.1	2.4			
	6.2	2.4			
DS43xxHCV/HFV	6.3 and later	2.4 2.5			
	6.2	2.4			
DS43xxHFH	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			

Driver and SDK must matched, otherwise card can not be used. Driver and SDK Correspondence is shown as below:

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+ channels 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:

Hikvision	DS43XX	Series Pr	operties		2	×
General	Driver	Details	Resources			
9	Hikvisi	on DS43>	CX Series			
	Device	type:	Sound, vide	o and game co	ntrollers	
	Manufa	acturer:	Hangzhou H	Hikvision Digital	Technology	Co.,Lt
	Locatio	on:	PCI bus 4, d	levice 0, functio	n 0	
This	e status device is	working (property.			4
				ОК		ancel

(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:

Hikvision	DS43XX	Series Pr	operties			5	×
General	Driver	Details	Resources				
0	Hikvisi	on DS43X	X Series				
	Device	type:	Sound, v	ideo and g	ame contro	llers	
	Manufa	acturer:	Hangzho	u Hikvisior	n Digital Te	chnology	Co.,Lt
	Locatio	on:	PCI bus 4	, device (, function ()	
Wind for th instal be m	lows can is device led a file alicious s	not verify a. A recent that is sig software fr	the digital sig thardware of ned incorrect om an unkno	nature for software dy or dama wn source	the drivers change mig ged, or tha e. (Code 52)	required ht have t might)	*
					ОК	Ca	ncel

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

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Organize 🔻 🛅 Open Burn New folder							
☆ Favorites	Name		Date modified		Туре	Size	
🧮 Desktop	Attention and Version Update			1 16:41	Text Document	2 KB	
🐞 Downloads	A Driver Install		2011/11/	4 15:24	Application	462 KB	
🔛 Recent Places	OS40xxV.s	Open		1 16:25	System file	26 KB	
	🚳 DS41.scHD 👻	Run as administrator	>	1 16:39	System file	28 KB	
🥞 Libraries	S41xxV.s	Troubleshoot compatibility	-	1 16:29	System file	27 KB	
Documents	S42xxV.s	Send to		1 16:33	System file	26 KB	
J Music	🗿 DS4000			1 15:31	Setup Information	5 KB	
Pictures	ikdrv	Cut		1 16:43	Security Catalog	10 KB	
Videos	🚳 WdfCoIns	Сору		2 8:04	Application extens	1,875 KB	
		Create shortcut					
👰 Computer		Delete					
👊 Network		Rename					
		Properties					

(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 file is 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.Slove the issue that several 43xx cards can not be used in some motherboard.