

## Notice: HiDDNS Service Migrates to Hik-Connect

01 December, 2016

To Our Valued Customers,

"HiDDNS" ([www.hik-online.com](http://www.hik-online.com) (<http://www.hik-online.com>)) is the Dynamic Domain Name Service provided by Hikvision to our customers for remote access over the past few years. However, as the user base continues to grow, a new platform with enhanced capacity has become necessary. To meet this need, Hikvision is now introducing a cloud-based service called **Hik-Connect**, which integrates the Dynamic Domain Name Service with alarm PUSH notification services.

Please be aware that the current HiDDNS ([www.hik-online.com](http://www.hik-online.com) (<http://www.hik-online.com>)) will discontinue service over time. The cessation of service will follow these steps:

Step	Timeline	Action	Details
1	December 30th, 2016	HiDDNS Web Portal (HiDDNS user account management system) will be closed.	Customers will not be able to register new accounts on <a href="http://www.hik-online.com">www.hik-online.com</a> ( <a href="http://www.hik-online.com">http://www.hik-online.com</a> ), nor will they have the ability to access the Device Status tab or the Device Management tab  HiDDNS functionality of existing devices will not be affected. Users can continue to access each device via domain URL or through iVMS-4200 or iVMS-4500 client software.
2	February 16th, 2017	No new devices can be registered using the current HiDDNS platform	Previously registered devices will continue to function on the HiDDNS platform.

Due to this change, every customer now using the HiDDNS service will need to migrate to Hik-Connect. Alternatively, customers still have the option to use other third-party DDNS providers, such as DynDNS, NO-IP and PeanutHull.

Hikvision will do its utmost to assist all customers to migrate to this new cloud-based service. Please feel free to contact our local technical support team or email [support@hikvision.com](mailto:support@hikvision.com) (<mailto:support@hikvision.com>) for assistance. We do apologize for any inconvenience this process causes.

Thank you again for your continued support!

**Hikvision Digital Technology Co., Ltd**  
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