Technical Bulletin: Browser Support

Details on browser support for the Luma Surveillance™ DVR and NVR.

Chrome

As of version 42.0.23.11.90m, Google Chrome blocks NPAPI plugins. This means that not all of the Luma web components initialize by default.

To check your version of Google Chrome, type *chrome://help/* in the address bar and press **Enter**.

To allow complete initialization, you must enable the NPAPI plugins. Type *chrome://flags/#enable-npapi* in the Google Chrome address bar and press **Enter**. Click **Enable** in the NPAPI section.

In September 2015, Google Chrome v45 will remove the ability to enable NPAPI plugins. Further, NPAPI support will be permanently removed. Since you will no longer be able to load those plugins, you will need to rely on other browsers until a solution is found for Chrome.

Internet Explorer

Some devices require Internet Explorer to be run using compatibility view. When accessing the Luma web interface while using compatibility view, some icons are misaligned.

We recommend that the Internet Explorer compatibility view mode not be used when accessing the Luma web interface.

Safari

Mac OS X browser support will be available in September 2015.

Mac users can access the Luma DVR and NVR using the Safari browser after the Mac plugin is downloaded. The Mac plugin can be found on the Luma DVR and NVR product pages.

Version 150819-0908