

HID® Origo™ Bridge Client Installation Update

Technical Bulletin

PLT-08572, Rev. A.0
July 2026



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Contacts

For technical support, please visit: <https://support.hidglobal.com>.

What's new

Date	Description	Revision
July 2026	Initial Release.	A.0

A complete list of revisions is available in [Revision history](#).

1.1 Scope

This technical bulletin provides information related to a recommended HID® Origo™ Bridge Client installation update for all Bridge Client versions earlier than v2.5.7.1386.

1.2 Issue

This recommended update addresses an issue related to a change introduced in a third-party cloud authentication service used by HID Origo Bridge. This change impacts the authentication process used when HID Origo Bridge connects to HID Origo cloud services.

While currently running HID Origo Bridge services are not affected, any Bridge instance running a version earlier than v2.5.7.1386 may experience authentication failures following a service restart and will therefore be unable to reconnect successfully.

1.3 Resolution

To avoid potential service disruption it is strongly recommended that all HID Origo Bridge installations earlier than v2.5.7.1386 are updated to the latest version as soon as possible.

1.3.1 Stop the Bridge Service and backup the folder

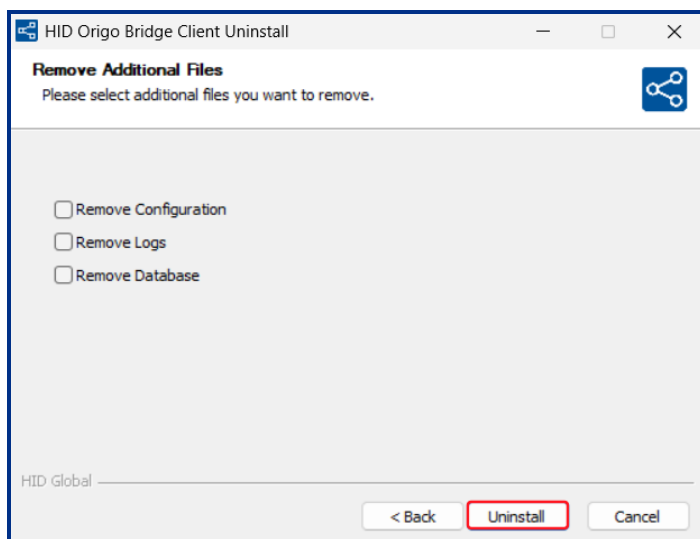
1. Stop the HID Origo Bridge Service.
2. Copy the following folder to a secure place before uninstalling the existing Bridge Client:

C:\ProgramData\HID Global\HIS\data

1.3.2 Uninstall the existing Bridge Client

1. To uninstall the existing Bridge Client (without deleting the Database File), on the client system, navigate to **Control Panel > Programs and Features** (or **Add or Remove Programs**, depending on the OS version).
2. Select the existing Bridge Client software and click **Uninstall**.

Important: Do not select the options to remove your database (DB), configuration file, or logs during the uninstall process. This will ensure that your existing settings and data are preserved.



1.3.3 Download the latest Bridge Client installer

1. Launch the HID Origo Management Portal.
2. Log in using the existing user account credentials provided by the Organization.
3. Download the latest Bridge Client and verify the build version is **BridgeClient_v2.5.7-1386-Headend Name.exe**.

1.3.4 Install the latest Bridge Client installer

Run the downloaded installer and follow the on-screen instructions to install the new Bridge Client. During installation ensure the following:

- Use the same PACS User Name and Password and the same DB User Name and Password (for selected PACS) during the installation.
- Use the **Tenant ID**, **Client ID**, and **Client Secret** as was used previously.
- Once the installation is complete, the HID Origo Bridge Service will start automatically.

1.3.5 Verify that the HID Origo Bridge Service is functioning

Verify that the HID Origo Bridge Service is functioning as expected by testing its core features:

1. Ensure that the HID Origo Bridge Service is running in the background.
2. Validate Identity synchronize and Credentials synchronize.

Note: This can be validated by modifying the existing identity, and the credentials status.

1.3.6 Important notes

- HID Origo Bridge services currently running can continue operating normally until restarted.
- Any HID Origo Bridge service running a version earlier than v2.5.7.1386 may fail to reconnect following a restart.
- Applying this update ensures continued compatibility with the cloud authentication service and prevents this issue from occurring.

Revision history

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