

HID® Origo™ Bridge Service

Security Update

Technical Bulletin

Release 2.4.5 (Build 2.4.5.1112)
PLT-08427, Rev. A.0
December 2025



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Contacts

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

What's new

| Date | Description | Revision |
|---------------|------------------|----------|
| December 2025 | Initial Release. | A.0 |

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

1.1 Scope

This technical bulletin provides information related to HID® Origo™ Bridge Service Release 2.4.5 (Build 2.4.5.1112). The release addresses a security issue and includes proactive security enhancements to improve the overall security of the HID Origo Bridge Service.

Important: We strongly recommend that all customers apply this patch immediately. If you encounter any issues, please reach out to our support team for assistance.

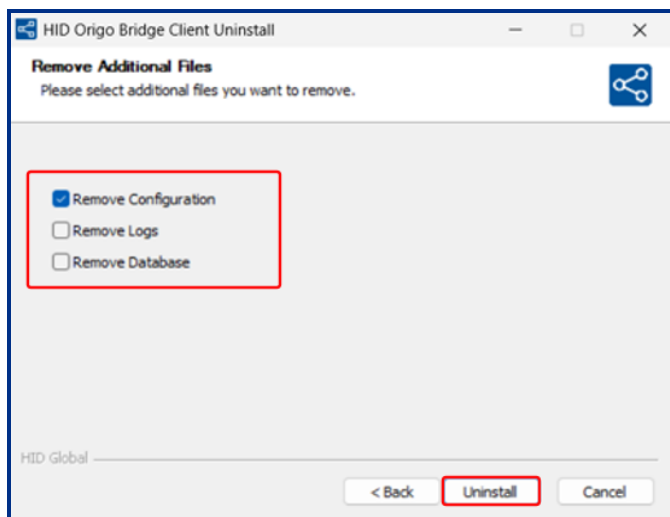
1.2 HID Origo Bridge Service installation update

The following provides instructions to help you install the updated HID Origo Bridge Service.

1.2.1 Uninstall the existing Bridge Client

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
3. To uninstall the existing Bridge Client (without deleting the Database File) go to the **Control Panel** on the client system.
4. Navigate to **Programs and Features** (or **Add or Remove Programs**, depending on the OS version).
5. Select the existing Bridge Client software and click **Uninstall**.

Important: Make sure that the Remove Configuration option is selected and the Remove Database option is not selected.



1.2.2 Download the latest Bridge Client installer

Download the latest Bridge Client installer from the HID® Origo™ Management Portal:

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_v2.4.5-1112-Headend Name.exe**.

1.2.3 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.

1.2.4 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.

Revision history

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