



May 5, 2017

-----This is a re-issue of the Technical Bulletin originally released June 2, 2011-----

**Re: NVR Antivirus Scanning Instructions**

To all of our customers and partners;

This bulletin specifies how to continue using the antivirus software on your NVR server safely without affecting the SRX-Pro Server performance.

Please be advised that i3 International does not endorse any specific antivirus brand and does not pre-install antivirus application on the NVR systems prior to shipping. Please also note that NVR systems should never be used as a personal computer and installation of any additional software onto the NVR system, unless explicitly requested or approved by i3 International, is strongly discouraged.

**Important: When using antivirus software on your NVR system, only scan drives C and D in order to maintain the system's file structure intact. Do not scan video storage drives (i.e. Drive letter E:\ onward).**

During video writing process, NVR constantly accesses the video index files. If the antivirus scanning is performed on the video index file at the same moment as the NVR is trying to write to it, the index file may become corrupt rendering video data corrupt and inaccessible.

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Please contact technical support if you have any questions or issues.

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