

December 4, 2008

**Re: Internet Explorer requirement with Arecont cameras**

To all of our customers and partners;

This bulletin addresses DVMS freezing issue that may be experienced by Arecont cameras users. This applies to SRX-Pro Server version 1.511 and below.

**Scenario:** Four (4) Arecont megapixel cameras are added to the SRX-Pro DVMS.  
The DVMS' operating system will freeze once SRX-Pro application launches after DVMS restart/startup.

**Solution 1:** Upgrade Internet Explorer version to v.7.0. This Internet Explorer version can be downloaded from the Microsoft website: <http://www.microsoft.com/windows/downloads/ie/getitnow.msp>

**Solution 2:** Reduce the number of Arecont cameras to three (3) and delete the C:\i3 Pro Server\Configuration Folder.

**Solution 3:** Upgrade your SRX-Pro Server version to 1.512.

Thank you very much for your attention and cooperation.  
Please contact our technical support line 1.877.877.7241 for further details.

Best regards,



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