



October 30, 2012

**For immediate release:**

**Re: Recommended Anti-Virus Products**

To all of our customers and partners;

Recently i<sup>3</sup> has received several customer reports of viruses affecting Windows OS on their HVR/DVR systems. We would like to assure our customers that i<sup>3</sup> has a strict policy in place to ensure that the customer systems leave our facility virus-free.

In addition, it is i<sup>3</sup>'s strong recommendation that anti-virus software is an integral part of any DVR/HVR/NVR server installation and it is the customer's responsibility to install anti-virus software on their system.

**Important:** Anti-virus scans should be configured to scan drives **C:\ and D:\ only** and the SRX-Pro Server software must be closed for the duration of the scan.

i<sup>3</sup> International has found the following anti-virus software applications to work well with SRX-Pro Server software: ESET Security, Panda Security, AVG, and Avast Antivirus.

i<sup>3</sup> will continue the investigation of the reported instances of viruses on i<sup>3</sup> DVR/HVR systems to monitor for related trends or issues which can help prevent future recurrences.

Please contact technical support at [support@i3international.com](mailto:support@i3international.com) or by phone: 1.877.877.7241 if you have any other questions or issues. Thank you very much for your attention and cooperation.

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