

May 25, 2017

Re: Updating Windows 7e OS to SP1 for WannaCry prevention.

To all of our customers and partners;

While Microsoft did release a security patch for their Windows 7 operating system, their WannaCry vulnerability patch can only be applied to the Win7e systems with Service Pack 1 (SP1) already installed.

To check what Service Pack version is installed on your Windows 7e OS,

1. Click **Start**
2. Right-click on **My Computer** and select **Properties**.
3. In System Properties window, select **General** Tab and find Service Pack information under System: information.

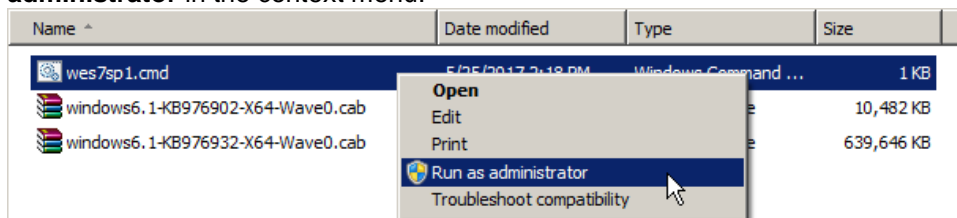
These instructions are for customers with i3 NVRs running Windows 7 without SP1.

To upgrade your Windows 7e to Service Pack 1 and then install Windows WannaCry security patch, follow instructions below:

1. Go to www.i3international.com/software-downloads
2. Click on **Other**

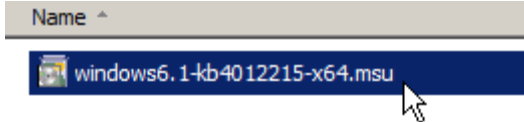


3. Download **Windows 7e SP1 Upgrade and WannaCry Security Patch (64 bit)** installation package.
4. Safely close the SRX-Pro Server software to access your Desktop (Login as an Administrator user and press **Ctrl + Alt + Shift + F4**)
5. Un-zip the downloaded package.
6. In the *Step 1. Reboot when done* folder, right-click on the **wes7sp1.cmd** file and select **Run as administrator** in the context menu.



7. Re-start SRX-Pro Server software and log in.
8. Wait for the Windows 7e SP1 installation to complete.
9. Re-start SRX-Pro Server software and log in.
10. Go **File > Shutdown** and allow your Server to shut down.

11. Press the Power button on the front panel of your unit to restart your Server. Your Windows 7e OS is now updated to Service Pack 1.
12. Wait for SRX-Pro Server to load, then repeat Step 4.
13. Go back to the downloaded installation package and in the *Step 2. Reboot when done* folder double-click on the **windows6.1-kb4012215-x64** file.



14. Wait for the WannaCry Windows Security Patch KB4012215 to install.
15. Repeat steps 7-11. Your Windows 7e OS is now protected from WannaCry Ransomware Windows OS vulnerability.

Regular Windows OS Updates

Important notice to Dealers



Because most Windows Upgrades require system reboot and some updates require user intervention, Automatic Windows Upgrades are **disabled** on all i3 NVR Servers. It is the responsibility of the customer to ensure that their Windows OS is up-to-date and all Security and other OS updates are downloaded and installed in a timely manner.

Windows Updates must be manually downloaded and installed **regularly** to maintain the security of i3 HVR/NVR Servers, especially i3 Servers that are connected to the Internet.

All i3 Dealers are strongly encouraged to educate their customers on the importance of regular Windows Updates. The dealers are encouraged to train End Users to perform the updates themselves, add this service to all maintenance contracts or reach out to existing customer base and suggest a service maintenance call with explicit purpose of protecting i3 Servers from WannaCry virus and all other Windows vulnerabilities.

Please contact your Regional Sales Manager if you have any questions.

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

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