



For immediate release:

January 19, 2018

Re: Meltdown and Spectre

The recently announced CPU vulnerabilities called “Meltdown” and “Spectre” affect millions of devices around the world. To protect your system from being exploited, please read [Microsoft security advisory](#), run Windows Update and install all Windows OS updates, specifically update #KB4056894.

*Note: Microsoft has **not** released the “Meltdown” security patch for Windows XPe OS, as this operating system is End of Life and End of Support (i3 DVMS units built in June 2014 or earlier, SN 129946 and below).*

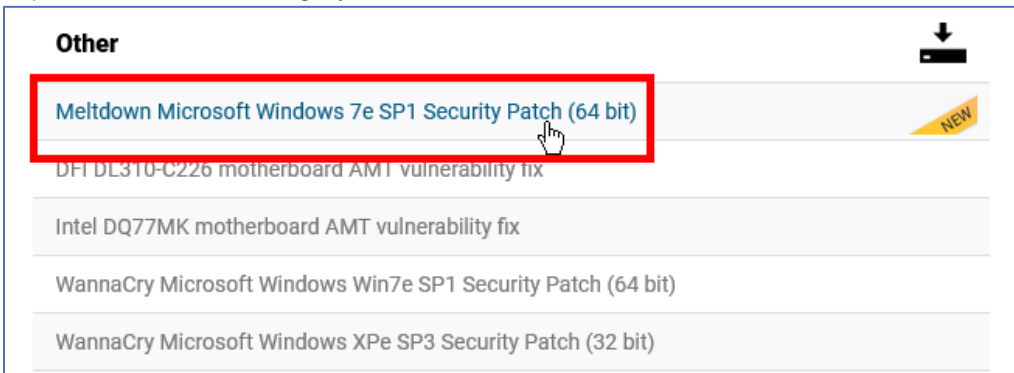
Important: It is the user’s responsibility to ensure that the patch matches the OS version or their server. i3 International is not responsible for any adverse outcome due to incorrect/improper Microsoft Windows software update installation.

Downloading and installing Microsoft Windows “Meltdown” security patch from i3 website

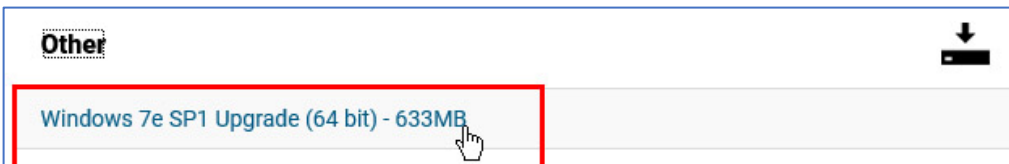
To protect your Windows 7e i3 DVMS, download and install Microsoft “Meltdown” security patch #KB4056897 from i3 website or [Microsoft Update Catalog](#).

To install the Microsoft “Meltdown” security patch from i3 website,

1. Go to i3 website > SUPPORT > [Downloads](#)
2. Expand the “**Other**” category and download Meltdown Microsoft Windows 7e SP1 Security Patch (64bit).



Important: Service Pack 1 must already be installed on your Windows 7e OS. Windows 7e SP1 installation package is also available for download from i3 website.



CONTACT

www.i3international.com
Toll free: 1.866.840.0004
Tel: 416.261.2266
Fax: 416.759.7776

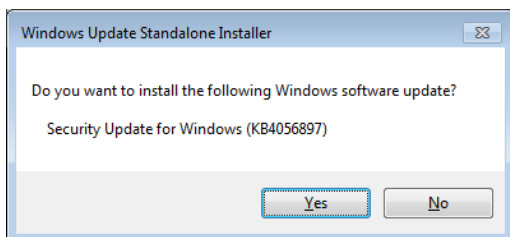
CANADA

i3 International Inc.
780 Birchmount Rd,
Unit 16, Toronto, ON,
M1K 5H4

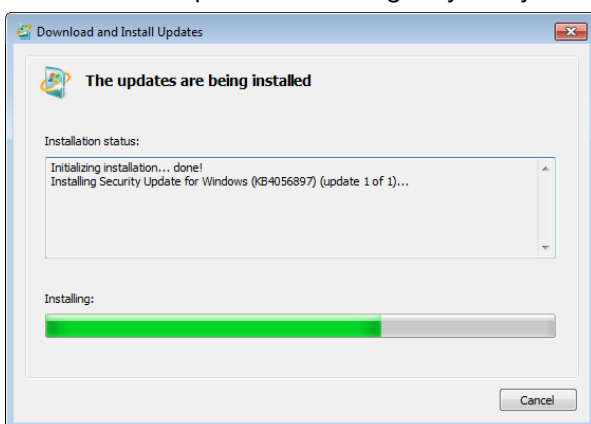
USA

i3 America (Nevada) Inc.
4450 Witmer Industrial
Estates, Unit 4, Niagara
Falls, NY 14305

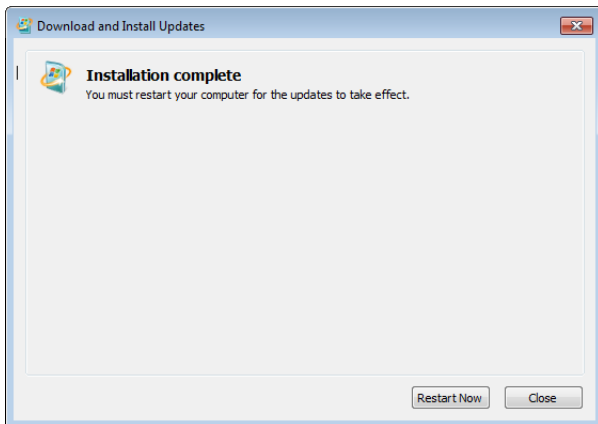
3. Safely close the SRX-Pro Server software to access your Desktop (Login as an administrator user and press **Ctrl + Alt + Shift + F4**)
4. Un-zip and run the security patch on your HVR/NVR to install it:
 - a. Click **Yes** in the confirmation window.



- b. Wait while the update is installing on your system.



- c. After the installation is complete, click **Restart Now**.



5. Let the DVMS reboot, then log into SRX-Pro Server as normal.

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Regular Windows OS Updates

Please be reminded that 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 Meltdown & Spectre and other Windows vulnerabilities

Additional Safety Tips for your i3 Server.

- Always download and install Windows Updates.
- Use Antivirus software (not included with i3 Server) and always install most recent updates.
Important: Scan C:\ and D:\ drives only. Do not scan video storage drives.
Read 170505-HW-03_NVR_Antivirus_Scanning_Instructions.pdf bulletin for more information.
- Do not open email attachments unless you are expecting them. When receiving attachments/links from known contacts, confirm the safety of the file/link with them before opening – infected computers are able to send out emails/messages to the contacts in the address book.
- Do not click on suspicious links in unsolicited emails, text messages or social media messages/websites.
- Do not visit unsafe or unreliable websites. Phishing emails often masquerade as a known/popular/trusted website or service. The perpetrators, however, will not be able to use the legitimate web address. Check the link address without clicking on it by hovering the mouse cursor over the link.

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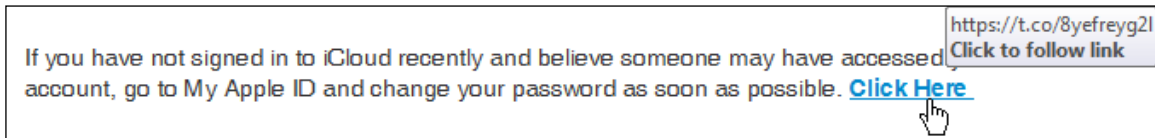
Examples of fraudulent “phishing” emails:

To confirm the identity of the link in the suspicious email, hover your mouse cursor above the link. **Do not click on it.** You will be able to see the link address.

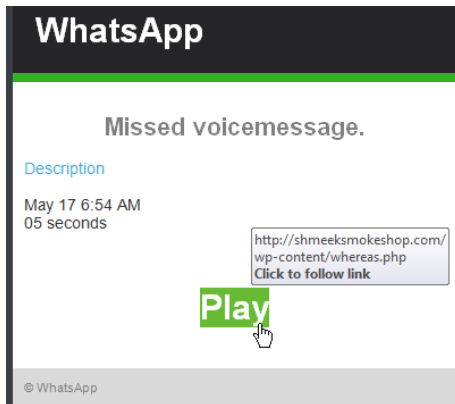
Fraudulent PayPal phishing email. Notice the link redirects to atozthailand.com, not PayPal.



Fraudulent Apple phishing email. Notice the link redirects to an untrusted https://t.co/ website, not iCloud/Apple.



Fraudulent WhatsApp phishing email. Notice the link redirects to shmeeksmokeshop.com, not WhatsApp.



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

Email: support@i3international.com

Tel.: 1.877.877.7241

Live Chat: http://i3international.com/vaas_chat_box.html (Enter your name, email address and select Tech Support from the drop-down menu, then click **Start chat**)

i3 International Inc.

Technical Support and Services

**Service charge will be waived for i3 International registered dealers.*

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