



July 16, 2021

**Re: Windows Print Spooler Remote Code Execution Vulnerability in Windows 10**

To all of our customers and partners;

Microsoft has recently released critical security patches to resolve the Windows Print Spooler Remote Code Execution Vulnerability (CVE-2021-34527). “An attacker who successfully exploited this vulnerability could run arbitrary code with SYSTEM privileges. An attacker could then install programs; view, change, or delete data; or create new accounts with full user rights.” This vulnerability exists in all versions of Windows and can only be resolved by installing an appropriate Microsoft patch or disabling spooler service.

All owners of the i3 NVR products as well as of any Windows-based PCs are strongly encouraged to download and install the relevant Microsoft security update.

**Affected i3 Products:**

- All NVRs

While i3 NVR systems are shipped with Windows Updates enabled, the updates will not be automatically installed unless prompted by the user.

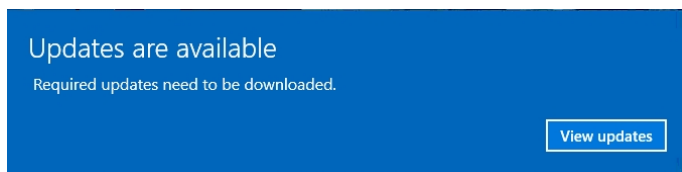
Please note that regular Windows updates are critical part of your system maintenance and are the responsibility of the unit owner or maintenance service provider.

i3 International strongly recommends that you check all connected Windows devices on the network and make sure all security updates have been installed. 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 suggest a service maintenance call with explicit purpose of protecting i3 Servers from Windows Print Spooler Remote Code Execution Vulnerability and all other Windows vulnerabilities.

**Installing Windows Security Update:**

All i3 NVRs running Windows 10 IoT operating systems will show the following notification message on the screen whenever new Windows updates are available for installation.

- Click “**View updates**” to proceed to the Windows Update screen. If no “Updates are available” message is shown on your screen, you can access Windows Update screen as follows:  
Press the Windows Key > Type **Settings** > Click on **Update & security**



- In the Windows Update screen, review the available **Updates** and click **Download**.

CONTACT US

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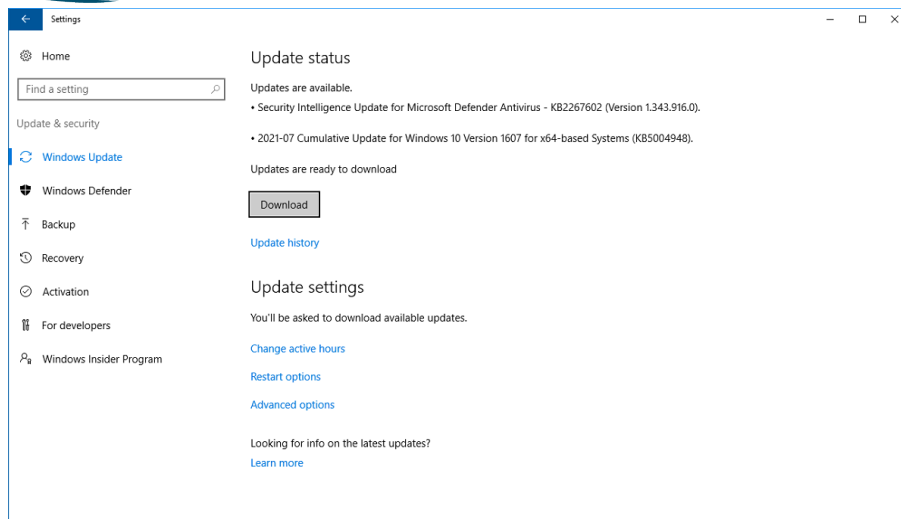
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- Allow the updates to download and install. Reboot your i3 NVR as required.

**Which Microsoft Security Update is right for you?**

- If your NVR is not connected to the Internet, you'll need to determine what Windows security patch is right for your system, then download and install the patch manually.

i3 NVR Model	Windows 10 IoT version	Microsoft Cryptography Vulnerability Patch
U1, U2, U3, UR3, UR3-Ai, URX, U12, U20, U30	Windows 10 2016 LTSCB ( <b>Build 1607</b> )	Microsoft Patch: <b>KB5004948</b> <a href="#">Direct Microsoft Download Link</a> (1.62GB) <a href="#">Microsoft Article</a>
U3i, UR5-Ai, URX-Ai	Windows 10 2019 LTSCB ( <b>Build 1809</b> )	Microsoft Patch: <b>KB5004947</b> <a href="#">Direct Microsoft Download Link</a> (501MB) <a href="#">Microsoft Article</a>

Review i3's [NVR Installation Environment and Maintenance Requirements](#) bulletin for more information on how to keep your i3 NVR safe from Internet viruses, attacks and social engineering.

Consult with your Regional Sale Manager for more information.  
 Contact technical support if you have any questions or issues\*.  
 Email: [support@i3international.com](mailto:support@i3international.com)  
 Tel.: 1.877.877.7241  
 Live Chat: <http://i3chat.i3international.com/chat>

i3 International Inc.  
 Technical Support and Services  
*\*Service charge will be waived for i3 International registered dealers.*

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