

April 23, 2008

Re: Downgrading an SRX-Pro unit to SRX

In the event when the customer would like to downgrade the SRX-Pro unit to SRX, they will need the following:

- i. SRX v.5.025 Server software
- ii. AD-2016 V2.2 capture board driver

These components can be found in D:/Backup folder. They can also be downloaded from i³DVR FTP site. Please contact technical support at 1.877.877.7241 for the user login name and password.

If PACDM is required, the customer will also need:

- iii. SRX PACDM key

The customer may either choose to have the SRX PACDM SPK shipped to them or have their SRX-Pro SPK reprogrammed remotely by i³DVR Technical Support (fast internet connection required). To receive an SRX PACDM SPK, please contact our Customer Care at 416.261.2266. To have SRX-Pro SPK re-programmed, please contact technical support at 1.877.877.7241.

WARNING: Please note that as a result of downgrading SRX-Pro DVMS to SRX, **ALL VIDEO/AUDIO RECORDINGS WILL BE LOST.**

To downgrade SRX-Pro software to SRX, follow these instructions:

1. Make sure the SRX-Pro Server is in Live Mode. If not, click the Live Mode button first. Exit the SRX-Pro Server software by pressing **Ctrl+Alt+Shift+F4** simultaneously on the keyboard. (must be logged in as i3dvr user).
2. Enter the password in the confirmation window and click **OK**.
3. Change the Video Capture Board driver version from V3.2 or V2.11 to **V2.2**. For instructions on how to change the capture board driver version, please consult Technical Bulletin # 080421-SW-01.
4. Uninstall SRX-Pro Server software through the Control Panel menu. For instructions on how to uninstall SRX-Pro Server software, please consult Technical Bulletin # 080411-SW-03.
5. Remove i3Pro Server folder from the C:/ drive
6. Format all storage drives (except for C:/ and D:/)
 - i. Click on the START button
 - ii. Click on My Computer icon
 - iii. In My Computer, right-click on the storage hard drive (except for C:/ and D:/) and select **Format...** from the context menu
 - iv. In the Format window, check off **Quick Format** checkbox and click **Start**
 - v. Click **OK** in the warning window. **Note: ALL DATA WILL BE LOST!**
 - vi. Wait for the "Format Complete" message, click **OK**, then click **Close** in the Format window.
 - vii. Repeat steps **iii-vii** to format all storage drives (except for C:/ and D:/)
7. On the Taskbar, right-click on CriticalWatchDog and click **Close** from the context menu
8. Go to Local Disk D:/Backup folder and locate SRX v5.025 Server installation folder. Double-click Setup.exe file to initiate SRX software setup.
9. In the i3DVR Server Setup window, click **Next**, check off **I accept this License Agreement** checkbox, click **Next**, click **Next** and then click **Finish**. The DVMS will automatically restart.
10. After the DVMS has restarted, enter the License ID (serial number) and click **OK**
11. Contact i³DVR technical support to obtain the CD key and to re-program the SPK (if required)
12. Storage Structure window will be displayed. Click Allocate button for each storage partition and click **Proceed** button.
13. Click **Yes** in a Warning window, then select **NTFS** radio button and click **OK**. Wait while the partitions are being allocated.
14. Once drive allocation is complete, log into the SRX Server software and enter the CD key obtained from technical support.

To downgrade SRX-Pro Ultra/Pro Lite software to SRX, follow these instructions:

1. Make sure the SRX-Pro Server is in Live Mode. If not, click the Live Mode button first. Exit the SRX-Pro Server software by pressing **Ctrl + Alt + Shift + F4** simultaneously on the keyboard. (must be logged in as i3dvr user)
2. Enter the password in the confirmation window and click **OK**.
3. When the software is closed, press **Ctrl + Alt + Scroll Lock** simultaneously on the keyboard. Windows Security Dialog window will be displayed.
4. Click **Log Off**. When the Login screen appears, enter "**Administrator**" for the user name and "**Tech Support**" for the password. Note: The password is case-sensitive.
5. Repeat steps 1-2
6. Repeat steps 3-14 of previous set of instructions

With any questions, please contact our technical support at 1.877.877.7241 or support@i3dvr.com

Thank you very much for your attention and cooperation.

Best regards,

A handwritten signature in black ink that reads "Olga Alexeenko".

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