

June 4, 2008

Re: Formatting Old Video Data before SRX-Pro Software Upgrade

To all of our customers and partners;

Please note that when upgrading SRX-Pro Server software from version 1.401 or lower to a higher software version, it is *highly* recommended to format all storage drives.

If the video data from older SRX-Pro Server software is not formatted prior to software upgrade, there is a risk of the storage structure becoming corrupt. In which case all data, old and new, will be lost and no new video recordings will be stored on the DVR.

Important: All video storage hard drives must be formatted prior to upgrading the SRX-Pro software. The drives should be formatted through Disk Management and not through SRX-Pro Server's Storage Setup.

In order to format the video storage drive(s), please follow the steps below:

1. Locate My Computer icon, right-click and select **Manage** from the context menu.
2. In the Computer Management window, select **Disk Management** entry.
3. Right-click on the first video storage drive (usually E:/) and select **Format...** from the context menu.
IMPORTANT: Do **NOT** format drives C:/ and D:/
4. In the Format window, do not change the default settings and click **OK**.
5. Please repeat steps 3-4 for all video storage drives.
6. After all storage drives have been formatted, please uninstall older version of the SRX-Pro Server software and install the newer version.
Note: For more instructions on un/installing SRX-Pro Server software, please refer to the Technical Bulletin # 080411-SW-03

Please contact technical support at support@i3dvr.com or by phone: 1.877.877.7241 if you have any other questions or issues regarding the above.

Thank you very much for your attention and cooperation.

Best regards,



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