Re: SRX-Pro Server, v.2.0.3 patch release with any INTEL QUAD CORE CPU

To all of our customers and partners;

The usage of the Intel CPU Quad Core Q8200/Q8400 series in combination with Video Analytics feature of the SRX-Pro Server appears to have caused the black screen / dead motherboard issue experienced by some customers.
i3 International was able to produce a software/firmware patch that will ensure the proper functioning of the system.

Solution:

If the user's DVR is currently running SRX-Pro v.2.0.2, an SRX-Pro v.2.0.3 patch can be applied to the system.
If the SRX-Pro version predates v.2.0.2 (Jan. 28th, 2011 release), a full SRX-Pro .2.0.3 installation package is also available for the download. To complete the fix, the user will also have to disable the Core Multiplexing Technology of their Intel CPU through BIOS.

Please note: Only SRX-Pro Server application requires a patch; this release does not affect SRX-Pro Remote users.

Installing SRX-Pro Server v.2.0.3 patch/software:

1. In order to download the SRX-Pro Server patch or a full package (depending on the current version of the SRX-Pro Server version), go to i3 FTP file: ftp://srxpro:kdwnxya@files.123ip.com/srx_pro/v2.0.3/

   Download **srxpro_server_v.2.0.3.zip** file if your DVR/NVR is running SRX-Pro v.2.0.2. Otherwise, go to **patches** folder and download Upgrade_SRXPro_Server_From_V2.0.2_20110128_To_V2.0.3_20110420.exe file
2. To install full SRX-Pro v.2.0.3 package, uninstall current SRX-Pro Server version and delete the SRX-Pro Server settings (optional but highly recommended), then unzip the downloaded file and run the **setup.exe** file. Follow instructions to complete the installation.
3. To install SRX-Pro v.2.0.3 patch, run the downloaded **Upgrade_SRXPro_Server_From_V2.0.2_20110128_To_V2.0.3_20110420.exe** file.

Disabling Core Multiplexing technology on BIOS:

1. First, establish your motherboard model. To do so, restart the DVR and press F2 during power on to access the system's BIOS menu. The motherboard model can be found under MAIN -> ADDITIONAL INFORMATION category. The motherboard model with either be **DG41TY or DG43NB**. Depending on your findings, download the appropriate BIOS patch from the FTP: ftp://srxpro:kdwnxya@files.123ip.com/srx_pro/v2.0.3/patches/

Motherboard model	Patch needed
DG41TY	TYBIOS_04-21-2011_TY0037.EXE
DG43NB	NBBIOS_04-27-2011_NB0099.EXE

2. Run downloaded BIOS patch in Windows.
   In the Custom BIOS Update, click "Next", then accept license agreement and click "Next" again. Click "Update" to complete the BIOS patch installation. Reboot the system again.
3. Press F2 during power on to access the system's BIOS menu.

4. In the BIOS setup, go to EXIT tab, select "Load Optimal Defaults" option and press Enter. Press "Y" for Yes on the keyboard to confirm.

5. Then, select "Exit Saving Changes" option and press Enter. Press "Y" for Yes on the keyboard to confirm during the prompt.

   To verify that the patch has been successfully applied to BIOS, restart your system once again and access BIOS setup (by pressing F2). Under MAIN tab, ensure that the Core Multiplexing Technology is set to "DISABLED".
   If Core Multiplexing Technology is set to "DISABLED", the patches have been successfully applied. If not, please run the appropriate BIOS patch from Windows again and Load Optimal Defaults once again in the BIOS setup.

Please contact technical support at support@i3international.com or by phone: 1.877.877.7241 if you have any questions or issues.

i³ International Inc.
Technical Support and Services
1.877.877.7241
support@i3international.com