Re: Antivirus Scanning Instructions for DVMS

To all of our customers and partners;

This bulletin specifies how to continue using the antivirus software on your DVMS server safely without affecting the SRX-Pro Server performance.

Please remember that i3 International does not endorse any specific antivirus brand and does not pre-install antivirus application on the DVMS systems prior to shipping. Please also note that DVMS systems should never be used as a personal computer and installation of any additional software onto the DVMS system, unless explicitly requested or approved by i3 International, is strongly discouraged.

Important: When using antivirus software on your DVMS system, only scan drives C and D in order to maintain the system's file structure intact. Do not scan video storage drives (i.e. Drive letter E:\ onward).

During video writing process, DVMS constantly accesses the video index files. If the antivirus scanning is performed on the video index file at the same moment as the DVMS is trying to write to it, the index file may become corrupt rendering video data corrupt and inaccessible.

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

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