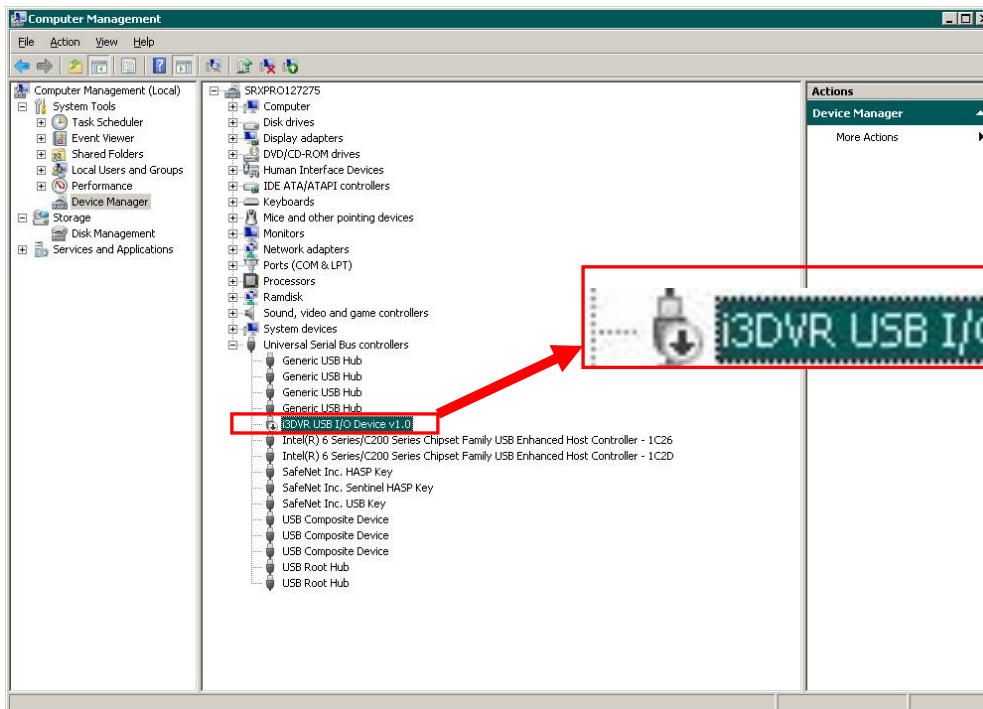May 31, 2013

Re: Re-enabling USB I/O after SRX-Pro v.3.0 upgrade
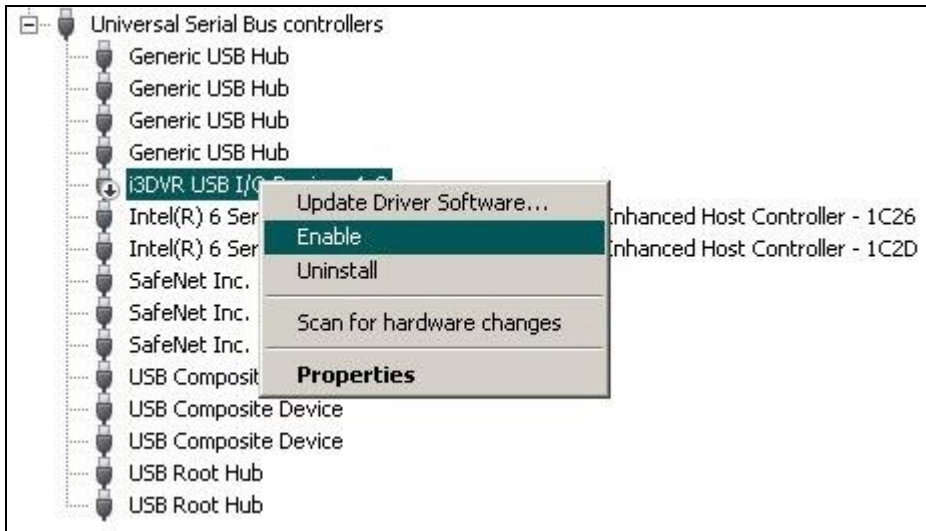
To all of our customers and partners;

Users who choose to upgrade their DVMS to the SRX-Pro v.3.0 software version may experience loss of PTZ Control and Input / Output functionality. This is as a result of USB I/O driver becoming disabled during the upgrade process. This can be easily corrected.

Please follow instructions below to maintain your unit's USB I/O functionality, such as PTZ control and Sensor/Control functionality after upgrading your SRX-Pro Server software to v.3.0.
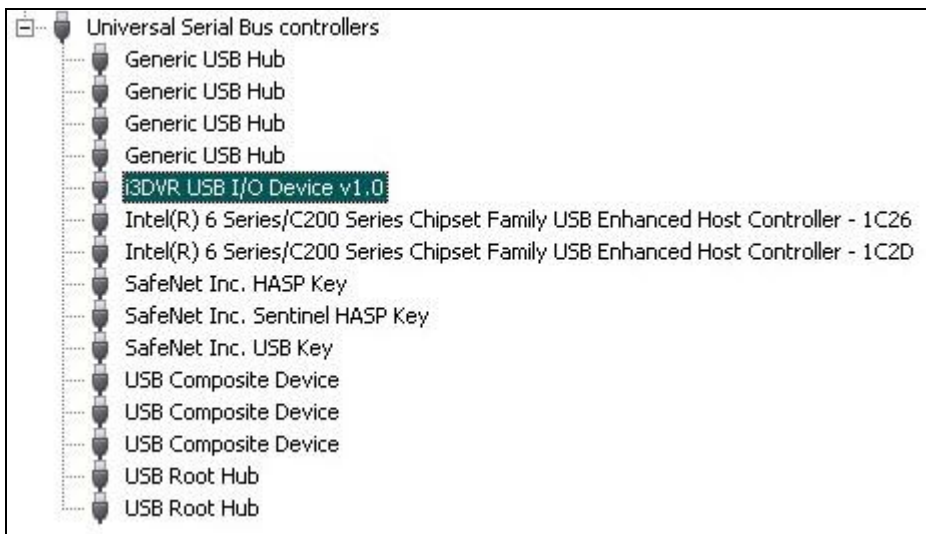
1. Close SRX-Pro Server application by pressing **Alt + Shift + Ctrl + F4** on your keyboard. Enter the administrator password to close SRX-Pro Server.
2. Access Windows **Device Manager**
3. In the Device Manager menu, open the **Universal Serial Bus controllers** tree list item
4. Locate **i3DVR USB I/O Device v1.0** item in the list. You will see that it is accompanied by a downward arrow icon.

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5. Right-click on the **i3DVR USB I/O Device v1.0** item in the list and select **Enable**.

6. The downward arrow icon next to the item will disappear and the USB I/O functionality will be regained.

7. Re-start SRX-Pro Server software

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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Technical Support and Services
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