

July 9, 2013

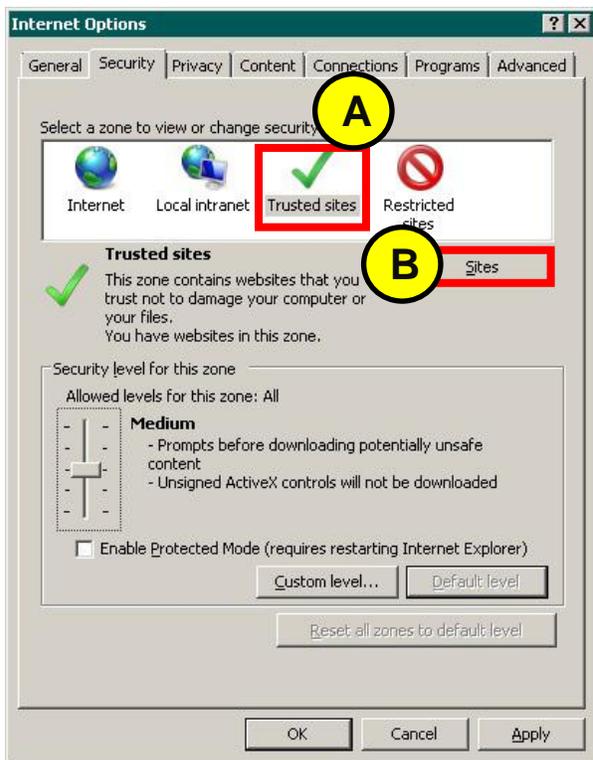
Re: IE v.10 Upgrade and Loss of Video on SRX-Pro Server

To all of our customers and partners;

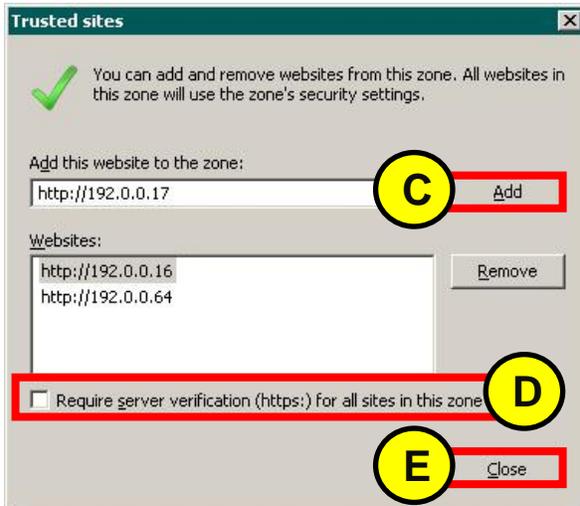
Customers that use Annexus encoders in their security installation may experience loss of video from connected analog cameras when attempting to view video remotely via IE v.10 or higher. This issue is caused by an expired Active X control certificate and can be remedied by adding the encoder's IP address to the list of trusted IE sites and lowering the trusted sites security level.

Follow these directions for step-by-step instructions:

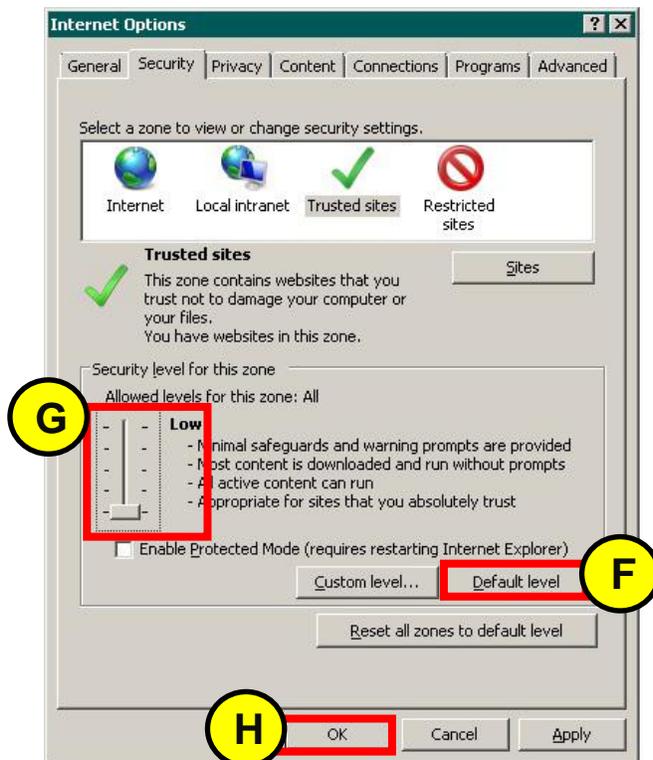
1. Open your IE v.10 browser
2. Go to **Tools** -> **Internet Options** and open the **Security** tab
3. Click on the **Trusted Sites** item (A)
4. Click on the **Sites** button (B)



- In the Trusted Sites window, type the IP address of your Annexus IP encoder and click the **Add** button (C).
- Make sure that the **Require server verification** checkbox is unchecked. (D)
- Click the **Close** button (E) to return to the Internet Options window.



- In the Internet Options window, click the **Default Level** button (F).
- Set the Security Level for trusted sites to **Low** (G)
- Click **OK** (H) to close the Internet Options window.





INTELLIGENT VIDEO DRIVING PROFIT

Please contact technical support if you have any questions or issues.

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Live Chat: <http://www.i3international.com/webim/client.php?locale=en>

i3 International Inc.
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