



**Re: SRX-Pro v.3.0.1 and SRX-Pro v.3.1.0 Patch for MAC Address**

To all of our customers and partners;

This bulletin announces the immediate release of a software patch for SRX-Pro Server versions 3.0.1 and 3.1.0.

The patches are available for download from the i3 website:

<http://www.i3international.com/index.php/en/support/downloads-2> and are called “**SRX-Pro Server v3.0.1 Patch only MAC Address**” and “**SRX-Pro Server v3.1.0 Patch only MAC Address**” respectively.

The patch resolves the issue that causes the MAC Addresses on a DVR/NVR to be changed or removed, which in turn affects the data being sent to CMS Servers. Please note that this issue does not affect customers, who do not use the CMS service/feature.

Affected SRX-Pro Server versions:

- SRX-Pro Server v.3.0.0
- SRX-Pro Server v.3.0.1
- SRX-Pro Server v.3.1.0

In order to apply patch for one of the affected Server versions above, follow these instructions.

**For SRX-Pro Server v.3.0.0 and v.3.0.1 (If your DVR is running SRX-Pro Server v.3.0.1, skip step 1):**

1. Download and install **SRX-Pro Server v.3.0.1** from i3 website:  
[http://www.i3international.com/images/software/srxpro\\_server\\_v3.0.1.zip](http://www.i3international.com/images/software/srxpro_server_v3.0.1.zip)
2. Download and install **SRX-Pro Server v3.0.1 Patch only MAC Address** from i3 website:  
[http://www.i3international.com/images/software/hotfix\\_server\\_v3.0.1\\_20140106.zip](http://www.i3international.com/images/software/hotfix_server_v3.0.1_20140106.zip)
3. Restart DVR

**For SRX-Pro Server v.3.1.0:**

1. Download and install **SRX-Pro Server v3.1.0 Patch only MAC Address** from i3 website:  
[http://www.i3international.com/images/software/hotfix\\_server\\_v3.1.0\\_20140106.zip](http://www.i3international.com/images/software/hotfix_server_v3.1.0_20140106.zip)
2. Restart DVR

Please consult with your Regional Sale Manager for more information.  
Thank you very much for your attention and cooperation.

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

Email: [support@i3international.com](mailto:support@i3international.com)

Tel.: 1.877.877.7241

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

i3 International Inc.  
Technical Support and Services