

Re: SRX-Pro v.3.2.1, May 9 Patch Release Notice

To all of our customers and partners;

This bulletin affects the customers who have downloaded the recent SRX-Pro Server/Remote v. 3.2.1 software from i3 International's website between May 2nd and May 8th.

Please note that a SRX-Pro v.3.2.1 has been re-released and a newer package is now available for download from the i3 Downloads page and from i3's Web FTP site. We sincerely apologize for any inconvenience this may cause.

To determine whether this applies to you, please check the Build date of your SRX-Pro Server or Remote. To check the build date, click **Help > About** in the menu bar (Fig 1.).



Fig 1. SRX-Pro Help menu.

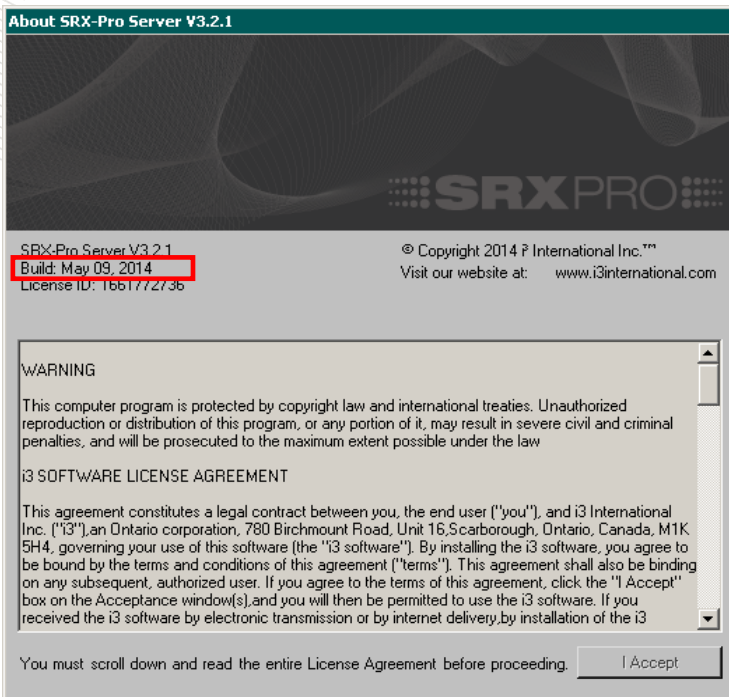


Fig 2. SRX-Pro About window

In the About window, find the **Build:** date (Fig 2). If the Build date in your software is **not** May 09, 2014, please follow the instructions in this bulletin to download the May 9th patch for your SRX-Pro v.3.2.1 software.

Downloading May 9th SRX-Pro patch from the i3 Web FTP:

To download the patch from i3's Web FTP website,

1. Go to www.i3international.com
2. Go to Support -> Web FTP (Fig. 3)
3. Select "srxpro" in the Username drop-down menu
4. Enter the password "g3kli6n"
5. Select "srx_pro" item, then scroll down and select "v3.2.1"
6. In the Web FTP window, download and install the most recent patches (Fig. 4):
 - hotfix_remote_v3.2.1_20140509.zip
 - hotfix_server_v.3.2.1_20140509.zip

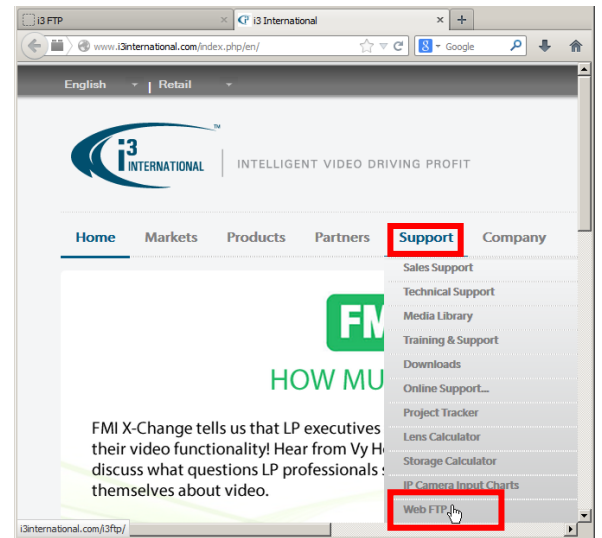


Fig 3. i3 Website. Support menu

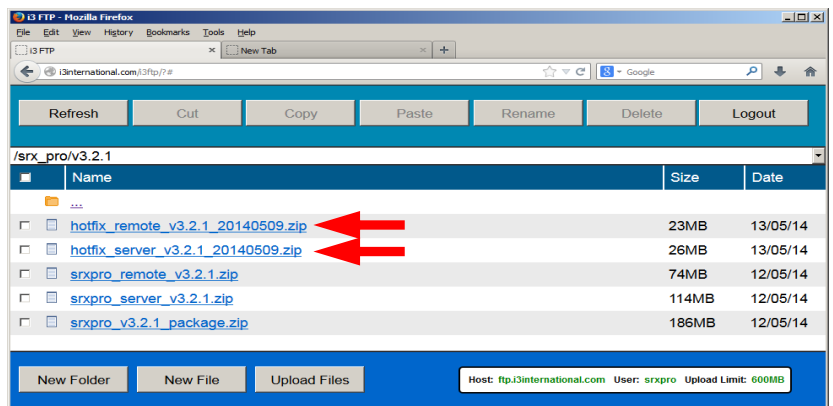


Fig 4. i3 Web FTP

Downloading May 9th SRX-Pro patch from the i3 Downloads Website:

To download the patch from i3's Web FTP website,

1. Go to www.i3international.com
2. Go to Support -> Downloads (Fig. 5)
3. On the i3 Software Downloads page, download and install the most recent patches (Fig. 6):
 - SRX-Pro Server v3.2.1 (patch only for previous build)
 - SRX-Pro Remote v3.2.1 (patch only for previous build)



Fig 6. i3 Downloads Website.

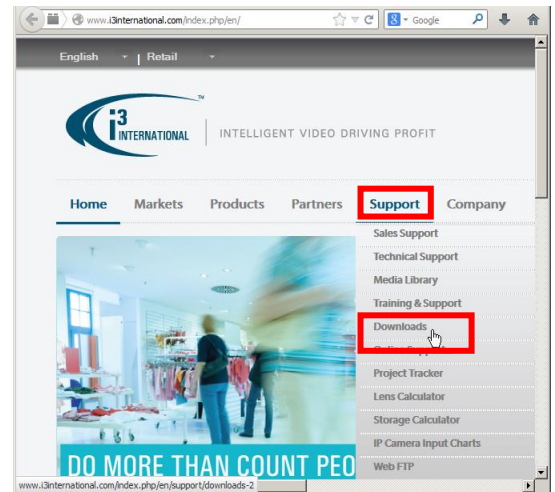


Fig 5. i3 Website. Support menu

To install the patch, shut down your SRX-Pro Server or Remote first. After installation, restart the software and check the Build date (see Fig. 2) to confirm that the installation has been successful. The Build date should now say **"Build: May 9, 2014"**.

Please consult with your Regional Sale Managers 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

Tel.: 1.877.877.7241

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

i3 International Inc.
Technical Support and Services