February 16, 2021

Re: i3 Video Pilot Client v.7.1.2.121 Roll back

This bulletin affects i3 customers still using SRX-Pro Server software v.3.3 and below. While the SRX-Pro v.3.3 End of Life/End of Service has been announced in June 2020, i3 has been able to maintain the backwards compatibility of the Video Pilot Client software up until the most recent release: v.7.1.2.121.

If you have recently updated Video Pilot Client to v.7.1.2.121, you may have experienced an issue trying to connect to your SRX-Pro v3. You may experience a VPC crashing issue or find that the date/time stamp on your remote cameras is no longer accurate.
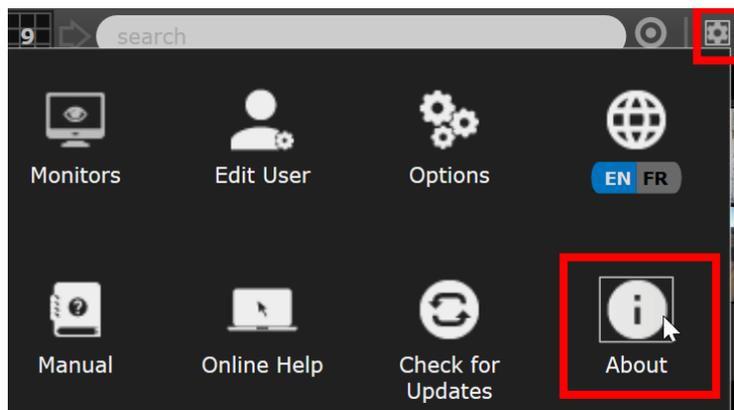
If you have experienced either one of the issues above, we recommend that you roll back your Video Pilot Client (VPC) software back to v.7.1.2.60.

To roll back your VPC software to an earlier version:
   i)   Confirm that your VPC version is v.7.1.2.121
   ii)   Download the VPC v.7.1.2.60 from i3's website
   iii)   Run the VPC installer
   iv)   Confirm that your VPC version is now v.7.1.2.60
   v)   Confirm that you can connect to SRX-Pro v3 using your VPC

Confirm that your VPC version is v7.1.2.121

   1.   In your Video Pilot Client, click on the small gear icon to access the Settings. Click on **About**.

CONTACT US   CANADA   USA

www.i3international.com   **i3 International Inc.**   **i3 America (Nevada) Inc.**

Toll free: 1.866.840.0004   780 Birchmount Rd, Unit 16   4001 Cobb International Boulevard,
Tel: 416.261.2266   Toronto, Ontario   Kennesaw, GA 30152
Fax: 416.759.7776   M1K 5H4, Canada

2. Check the software version number under Build:
   In this example, VPC version is 7.1.2.121, 64-bit.

About i3 Video Pilot Client

Version: 7.1
Build: December 29, 2020 · 7.1.2.121, 64-bit

If your VPC version is 7.1.2.60 or below, you do not need to do anything.
If your VPC version is 7.1.2.121 AND you still use SRX-Pro v3.3 or below, please proceed to the next section.

Download the VPC v.7.1.2.60 from i3's website

1. Close Video Pilot Client application.
2. Go to https://i3international.com/download and click on the VPC icon.
3. Download Video Pilot Client v7.1.2.60 from the website. Pick either 32-bit or 64-bit version depending on the version type currently installed on your computer. I.e. Check Step 2 in the previous section. If you have found out that you currently have VPC v.7.1.2.121, **64-bit** installed, download **Video Pilot Client v7.1.2.60 (64 bit) – 48MB**

Download software: VPC   X

Video Pilot Client

Video Pilot Client v7.1.2.60 (64 bit) - 48MB

Video Pilot Client v7.1.2.60 (32 bit) - 40.0MB

Windows Media Codec v9 (install with VPC) - 631KB

Xvid Codec v.1.3.4 (install with VPC) - 11.1MB

Video Pilot Client v6.0.2.19 (64 bit) - 32.6MB (Use for displays w/ resolution less than 1024x768)

Video Pilot Client v6.0.2.19 (32 bit) - 26.5MB (Use for displays w/ resolution less than 1024x768)

Close

Run the VPC installer

1. Locate the *.zip file you have downloaded in the previous section: **vpclient_setup_7.1.2.121_x86.zip** or **vpclient_setup_7.1.2.121_x64.zip**
2. Open the *.zip file and double-click the *.exe file inside of it: **VideoPilotClient_setup_v7.1_x86.exe** or **VideoPilotClient_setup_v7.1_x64.exe**
3. If a User Account Control window pops up, Allow Video Pilot Client installation to run.
4. Click **Next**, **I Agree**, **Install**, **Next**, **Close**.

5. Video Pilot Client application will launch automatically.

CONTACT US

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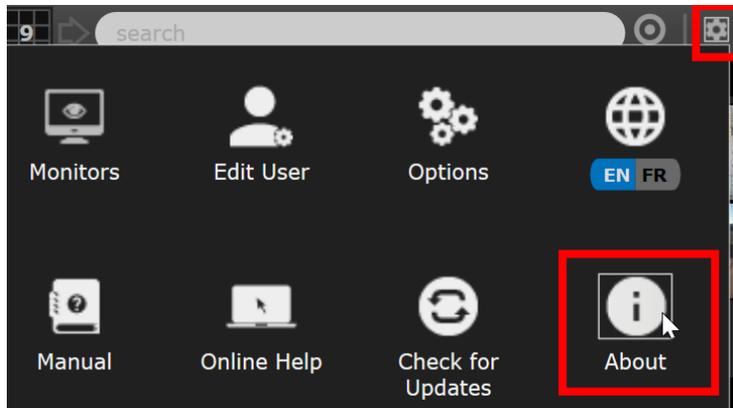780 Birchmount Rd, Unit 16
Toronto, Ontario
M1K 5H4, Canada

USA

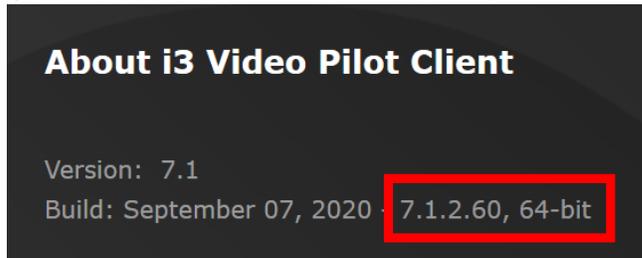**i3 America (Nevada) Inc.**

4001 Cobb International Boulevard,
Kennesaw, GA 30152

Confirm that your VPC version is now v.7.1.2.60

1. In your Video Pilot Client, click on the small gear icon to access the Settings. Click on **About**.

2. Check the software version number under Build. The version should now be v.7.1.2.60.

Confirm that you can connect to SRX-Pro v3 using your VPC.

Try connecting to your SRX-Pro v3. If you are able to successfully connect, you are done.
Please contact our Technical Support if you are still experiencing any issues.

Email: support@i3international.com
Tel.: 1.877.877.7241
Live Chat: http://i3chat.i3international.com/chat
i3 International Inc. Technical Support and Services

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