

March 6, 2023

Re: i3 Media Server Installation Environment and Maintenance Requirements

To all of our customers and partners;

This bulletin is a summary of environmental and maintenance recommendations for your i3 media server's peak performance and longevity. Where i3 product damage results from the environmental or maintenance recommendations not being met, i3 factory warranty may be void.

Summary:

- Install in a restricted access location
- Uninterrupted Power Supply (1000VA) must be used
- Temperature range: 64.4-77°F / 18-25°C; acceptable humidity: 20%-80%, non-condensing
- Perform regular maintenance every 6 months
- Approved video storage drives: Western Digital **Ultrastar** and **Datacenter Gold** only.
- Windows updates must be regularly installed
- Install and use an antivirus software
- Do not install additional/unapproved software or open email attachments

Restricted Access Location

Your i3 equipment is intended for installation in **Restricted Access Location** to limit the chances of equipment tampering. If available, use the keys provided to lock the unit's front panel and restrict access to the unit's power button and SBB3/SBB4 hard drive bays' power buttons

Uninterrupted Power Supply (1000VA)

An Uninterrupted Power Supply (1000 VA) with a constant power of 118 to 120 AC must be used with each i3 media server to safeguard against electrical surges and improper system shutdown during power outages resulting in damage to the media server's internal components.

Acceptable Temperature/Humidity Range

To function properly and to its full potential, i3 media server must be installed in a clean dust free room and a well-ventilated area with consistent temperatures within the acceptable range of 64.4-77° Fahrenheit / 18-25° Celsius. The acceptable temperature range must be maintained for the stability and longevity of the i3 media server. Operating Relative Humidity in the server room must fall within the acceptable range of 20% to 80% (non-condensing).

Additional Installation Recommendations

- i3 equipment installation location must be free from:
 - excessive heat, such as direct sunlight or heating appliances
 - moisture, dust, smoke, and magnetic fields or electrical waves (e.g. microwaves, radios, fridge compressors, telephones, cell phones)
 - temperatures below 41° Fahrenheit / 5° Celsius
 - any obstructions to system ventilation holes

CONTACT US

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- Before installing your i3 equipment, ensure that:
 - power is switched off (**Do not plug the media server in.)
 - system is placed on an even surface
 - power source is located within 3 feet or 1 meter of the UPS
 - system and its connecting cables have sufficient space

Regular Maintenance

Recommended maintenance frequency for i3 media server is once every 6 months.

Media server cleaning is the practice of physically cleaning the interior, and exterior, of a unit including the removal of dust and debris from cooling fans, power supply, and hardware components.

5 Basic Maintenance Steps

Step 1: Swab Heavy Dust Areas

Heavy dust, grime and debris may accumulate on the media server over time. Sweep the heavy dust and debris off the unit. To loosen the grime, use foam rubber swabs. Do not use brushes, cotton swabs, or cloth rags, as they can create static buildup and may leave residue. Never use fluid to clean the unit, cleaning fluid or otherwise.

Step 2: Blow Out Accumulated Dust

Use proper ESD (Electrostatic Discharge) protection gear for this step, such as properly grounded wrist strap and antistatic protective clothing and gloves. Do not touch hardware components inside the unit.

Remove the top lid of the media server with the Phillips screwdriver. Using the air canister nozzle, blow out any accumulated dust thoroughly and from a variety of angles to remove all dust from the motherboard, the sides of the expansion cards, the vents, fans and other hardware components. Apply canned air evenly from all exposed sides of each hardware component to get into all hard-to-reach places and to remove as much dust as possible. Apply canned air to the blades of the fan for several seconds to let it spin and blow out the dust accumulated inside the fan. Apply canned air in-between hard drives (when applicable), inside the optical drive and on all cable connections.

Step 3: Air Spray the Power Supply

Dust and grime that accumulate in the media server's power supply can seize it. Clean the power supply by applying canned air through all the power supply's vent openings. Do not open the power supply, as it retains a powerful electrical charge even when turned OFF.

Step 4: Clean the Keyboard

Dust, hair, grime and grit accumulate inside your keyboard by falling in between the keys. Turn the keyboard upside-down and apply canned air between the keyboard keys allowing all loose particles to fall out. Sweep and discard any dislodged dust and other particles.

Step 5: Clean the Monitor

Clean your monitor with a screen cleaner that counters static buildup. Do not use household glass cleaners on your monitor as it may cause permanent damage to the screen. Cleaning the screen makes the image sharper, and removes the static charge that attracts dust, which may then find its way into your media server.

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Use i3-approved Hard Drives only

For the longevity and reliability of our products, only Western Digital Ultrastar and Gold-rated hard drives are approved for use with i3 equipment.

No other Western Digital hard drive category (Purple, Blue, Red, Black, etc.) meets our criteria and must **not** be used in combination with i3 software.

i3 Warranty Policy continues to stipulate that the use of any hard drives other than i3-approved Western Digital hard drives will result in void factory warranty (as of Mar. 1, 2016).

Regular Windows Updates

Because most Windows Upgrades require system reboot and some updates require user intervention, Automatic Windows Upgrades are **disabled** on all i3 media servers. It is the responsibility of the customer to ensure that their Windows OS is up-to-date, and all Security and other OS updates are downloaded and installed in a timely manner.

Windows Updates must be manually downloaded and installed **regularly** to maintain the security of i3 media servers, especially if they are connected to the internet.

All i3 Dealers are strongly encouraged to educate their customers on the importance of regular Windows Updates. The dealers are encouraged to train End Users to perform the updates themselves, add this service to all maintenance contracts or reach out to existing customer base and suggest a service maintenance call with explicit purpose of protecting i3 media servers from viruses and all other Windows vulnerabilities.

Use Antivirus Software

Anti-virus is pre-installed and is mandatory for i3 media servers belonging to SSP and DSP.

For units not belonging to SSP or DSP, i3 International does not endorse any specific antivirus brand and does not pre-install antivirus applications on the media server prior to shipping. However, the use of antivirus is highly recommended for all media servers connected to the internet to avoid adverse events, such as viruses, ransomware and security breaches.

Important: When using antivirus software on your media server, scan drives C and D *only* to maintain the system's file structure intact. Exclude video storage drives from antivirus scans (Drive letter E:\ onward).

During the video writing process, the media server constantly accesses the video index files. If the antivirus scanning is performed on the video index file at the same moment as the media server is trying to write to it, the index file may become corrupt rendering video data corrupt and inaccessible.

Do not install unapproved software / Do not open email attachments

i3 media servers run on an Windows™ IoT (Embedded) operating system. All i3 media servers come with pre-installed i3 Software (SRX-Pro, i3Ai, ACT, PACDM, etc.). Do not install any additional software not recommended by i3. The media server should not be used as a personal computer. Doing so will jeopardize the media server's performance and may result in a loss of data or a system crash.

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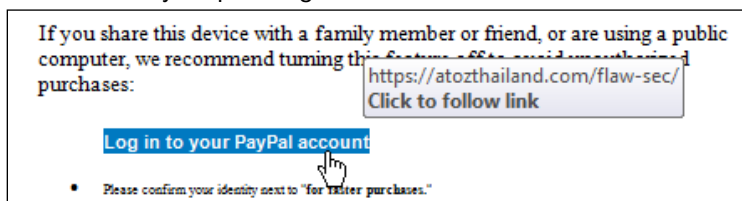
Additional Safety Tips for your i3 media server.

- Do not open email attachments unless you are expecting them. When receiving attachments/links from known contacts, confirm the safety of the file/link with them before opening – infected computers are able to send out emails/messages to the contacts in the address book.
- Do not click on suspicious links in unsolicited emails, text messages or social media messages/websites.
- Do not visit unsafe or unreliable websites. Phishing emails often masquerade as a known/popular/trusted website or service. The perpetrators, however, will not be able to use the legitimate web address. Check the link address without clicking on it by hovering the mouse cursor over the link.

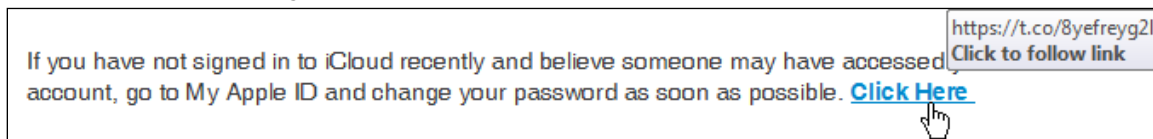
Examples of fraudulent “phishing” emails:

To confirm the identity of the link in the suspicious email, hover your mouse cursor above the link. **Do not click on it.** You will be able to see the link address.

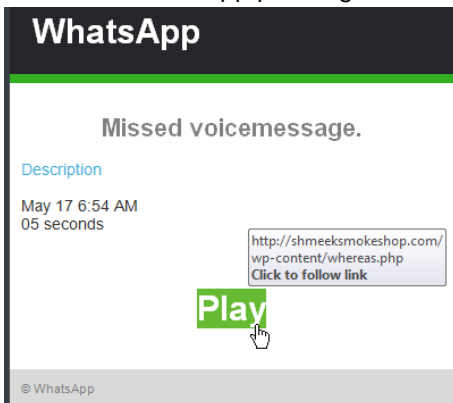
Fraudulent PayPal phishing email. Notice the link redirects to atozthailand.com, not PayPal.



Fraudulent Apple phishing email. Notice the link redirects to an untrusted https://t.co/ website, not iCloud/Apple.



Fraudulent WhatsApp phishing email. Notice the link redirects to shmeeksmokeshop.com, not WhatsApp.



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

Email: support@i3international.com

Tel.: 1.877.877.7241