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XProtect® Incident Manager 2025 R2

Administrator manual



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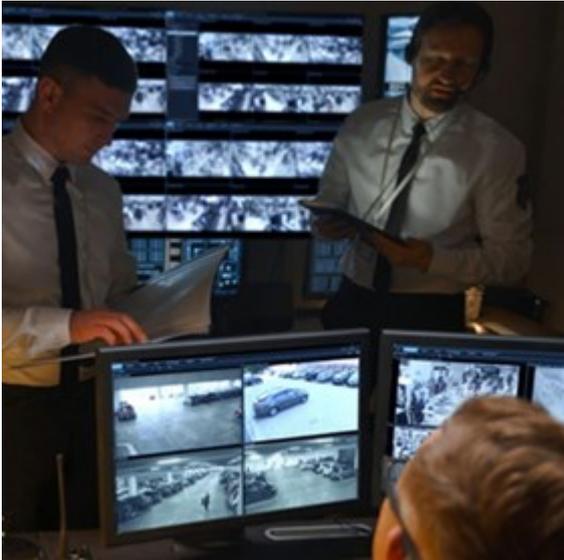
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## Overview

### XProtect Incident Manager for administrators

XProtect Incident Manager is an extension that enables organizations to document incidents and combine them with sequence evidence (video and, potentially, audio) from the XProtect VMS.



Users of XProtect Incident Manager can besides video save all the incident information in incident projects. From the incident projects, they can track the status and activities of each incident. In this way, the users can manage incidents effectively and easily share strong incident evidence, both internally with colleagues and externally with authorities.

XProtect Incident Manager helps organizations gain an overview and understanding of the incidents happening in the areas they survey. This knowledge enables the organizations to implement steps to minimize the chance that similar incidents happen in the future.

In XProtect Management Client, the administrators of an organization's XProtect VMS can define the available incident properties in XProtect Incident Manager to the organizations' needs. The operators of XProtect Smart Client start, save, and manage incident projects and add various information to the incident projects. This includes free text, incident properties that the administrators have defined, and sequences from the XProtect VMS. For full traceability, the XProtect VMS logs when administrators define and edit incident properties and when operators create and update the incident projects.

## What's new?

### In XProtect Incident Manager 2023 R1

- To comply with GDPR or other applicable laws concerning personal data, administrators of XProtect Management Client can now define a retention time for incident projects.

### In XProtect Incident Manager 2022 R3

- The XProtect Incident Manager extension is now also compatible with XProtect Expert, XProtect Professional+, and XProtect Express+ version 2022 R3 or later.
- XProtect Incident Manager can now show more than 10,000 incident projects.

### In XProtect Incident Manager 2022 R2

- The first release of this extension.
- The XProtect Incident Manager extension is compatible with XProtect Corporate version 2022 R2 and later and with XProtect Smart Client version 2022 R2 and later.

## This documentation and eLearning courses

This documentation describes how to gather strong evidence with the features in XProtect Incident Manager.

Milestone offers eLearning courses for all XProtect products. Visit the Milestone Learning Portal at <https://learn.milestonesys.com/index.htm>.

To find the XProtect Incident Manager courses, search for **incident manager**. The course **Using XProtect Incident Manager** is for operators of XProtect Smart Client and the course **Configuring XProtect Incident Manager** is for administrators of XProtect Management Client.

# Licensing

## XProtect Incident Manager licensing

XProtect Incident Manager requires the following licenses:

- A **base license** that covers the full use of XProtect Incident Manager

Use of XProtect Incident Manager is only supported in the following VMS products and versions:

- XProtect Corporate 2022 R2 and later: a base license for XProtect Incident Manager is included
- XProtect Expert and XProtect Professional+ and later: purchase a base license for XProtect Incident Manager separately

## Activate your XProtect Incident Manager license

If you are using XProtect Corporate version 2022 R2 or later, the license for XProtect Incident Manager is included in and activated together with your license for your XProtect VMS.

If you have purchased XProtect Incident Manager for your existing installation of XProtect Expert, XProtect Professional+, or XProtect Express+ version 2022 R3 or later, activate your new license.

## Requirements and considerations

### System requirements

The XProtect Incident Manager extension has the same system requirements as XProtect VMS and XProtect Smart Client.

For information about the system requirements for the various VMS applications and system components, go to the Milestone website (<https://www.milestonesys.com/systemrequirements/>).

### Motion detection required

No feature in XProtect Incident Manager triggers the recording of sequences. Usually, when an incident happens, there is also motion.

Therefore, enable motion detection on your cameras to ensure that your XProtect Smart Client operators can add relevant recorded sequences from cameras to their incident projects.

### Ports used by XProtect Incident Manager

The XProtect Incident Manager web service and server components use the following inbound connections.

Port number	Protocol	Process	Connections from...	Purpose
80	HTTP	IIS	XProtect Smart Client and the Management Client	The purpose of port 80 and port 443 is the same. However, which port the VMS uses depends on whether you have used certificates to secure the communication. <ul style="list-style-type: none"> <li>• When you have not secured the communication with certificates, the VMS uses port 80.</li> <li>• When you have secured the communication with certificates, the VMS uses port 443.</li> </ul>
443	HTTPS	IIS		

## Logging and SQL Server databases

### SQL Server databases and storage of data

XProtect Incident Manager has its own SQL Server database named Surveillance\_IM. The Surveillance\_IM SQL Server database stores information about all your incident projects, data added to the incident projects, and log entries with some of the user activities related to XProtect Incident Manager. All sequences—added to incident projects or not—are as always stored in your cameras' media databases on your recording servers' storages.

### System log file for XProtect Incident Manager

To troubleshoot system errors, you can find the log file on the computer where you have installed the Management Server system component, in this location: C:\ProgramData\Milestone\XProtect Incident Manager\Logs.

When the system log file for XProtect Incident Manager becomes larger than 10 MB, the VMS copies and archives the file into an Archive subfolder. The VMS writes new log entries into a new system log file. If you have the necessary user permissions, you can change when the VMS archives the system log file. Change the value for the archive **maxsize** value in the C:\Program Files\Milestone\XProtect Management Server\IIS\IncidentManager\Web.config file.

### Logging of user activity in Management Client and XProtect Smart Client

XProtect Incident Manager stores detailed records of user activity in SQL Server databases.

When administrators in Management Client create, enable, and edit incident properties, these activities are written to the log server's SQL Server database **SurveillanceLogServerV2**.

When operators of XProtect Smart Client create and edit incident projects, the activities are written to XProtect Incident Manager's own SQL Server database named Surveillance\_IM, to the log server's SQL database SurveillanceLogServerV2, or to both SQL Server databases.

Where the activities are logged depends on the specific activity.

Who and where	Activity	Activity logged in	
		Surveillance_IM	SurveillanceLogServerV2
Administrators in Management Client	Define, edit, and delete all incident properties and settings related to XProtect	No	Yes

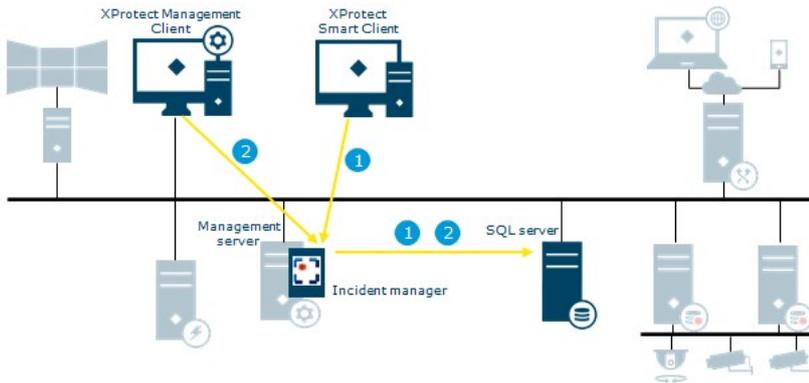
Who and where	Activity	Activity logged in	
		Surveillance_IM	SurveillanceLogServerV2
	Incident Manager.		
Operators in XProtect Smart Client	Create and delete incident projects. Generate and print incident reports.	Yes	Yes
	Open and export incident projects.	Yes	No
	Edit incident projects. For example, apply or change incident types, statuses, categories, and data, and add comments or information about calls.	Yes	No
	Create and remove sequences. Add and remove sequences to/from incident projects.	Yes	No

The Surveillance\_IM database is located on the same SQL Server installation as the SQL Server database for the Management Server service. If you move the SQL Server database for the Management Server service, you must move the Surveillance\_IM database to the same location. You can move and back up the Surveillance\_IM database the same way as you do with other SQL Server databases.

## System architecture

XProtect Incident Manager is installed on the same computer as the Management Server service.

The following diagram illustrates the system communication and data flows between the different components in XProtect Incident Manager and the XProtect VMS.



Flow	Actions and components
1	An operator of XProtect Smart Client starts, saves, edits, or deletes an incident project. Information about the incident project and its data is saved in the extension's own SQL Server database Surveillance_IM. The activities related to incident projects are - depending on the activity - logged in the extension's own SQL Server database Surveillance_IM, in the Log Server service's SQL Server database SurveillanceLogServerV2, or in both.
2	A Management Client administrator creates, edits, or deletes an incident property. The incident property definition is saved in the extension's own SQL Server database Surveillance_IM. The user activity is logged in the Log Server service's SQL Server database SurveillanceLogServerV2.

## Clustering

You can cluster your installation of XProtect Incident Manager.

See also the available information about clustering in the administrator manual for your XProtect VMS.

## XProtect Incident Manager and Milestone Federated Architecture

You can use XProtect Incident Manager on an installation that is part of a federated site hierarchy of parent/child sites.

You can use XProtect Incident Manager on all sites with a base license for XProtect Incident Manager. You can add sequences from your own site and its child sites to your incident projects.

However, the incident projects are only available on the site they are created. XProtect Smart Client operators working on other sites - parent or child sites alike - don't have access to the incident projects even if sequences from their sites are added to the incident project.

See also the available information about Milestone Federated Architecture™ in the administrator manual for your XProtect VMS.

## Getting started overview

Before you can start using the functionalities in XProtect Incident Manager, you need to:

1. Install and activate your XProtect VMS.
2. Enable motion detection.
3. Configure the behavior of XProtect Incident Manager in XProtect Management Client.

See also [Incident properties in Management Client on page 14](#).

4. Finally, your operators can start saving incident projects in XProtect Smart Client to document and manage incidents, and share information about them with relevant parties within or outside your organization.

# Installation

## Installation of XProtect Incident Manager

When installing XProtect Corporate 2022 R2 or later, XProtect Incident Manager is also installed.

If you have purchased XProtect Incident Manager with XProtect Expert, XProtect Professional+, and XProtect Express+ 2022 R3 and later, XProtect Incident Manager is also installed.

For how to install your VMS, see the administrator manual for your VMS product.

XProtect Incident Manager is installed on the same computer as the Management Server service is. See also [System architecture on page 10](#).

## XProtect Incident Manager and the Log Server service

If you don't install the Log Server service, the VMS can't log some of the user activities related to XProtect Incident Manager.

If you didn't install the Log Server service during the initial installation but install it at a later time, you need to restart the Incident Manager web service.

To restart the Incident Manager web service, open Internet Information Services (IIS) Manager. Right-click **VideoOs IM AppPool** and select **Stop**, then right-click **VideoOs IM AppPool** again and select **Start**.

After the restart, the VMS starts writing log entries to the log server's SQL Server database SurveillanceLogServerV2. See also [Logging and SQL Server databases on page 9](#).

# Configuration

## Define the retention time for your incident projects

Incident projects often contain personal data. To always comply with GDPR or other applicable laws concerning personal data, define how long you want to keep your incident projects. See also the recommendations in the GDPR privacy guide.

When the incident project expires, the project and all its information is automatically deleted. Sequences (recorded video and audio) have their own retention time.

To define or edit the retention time for incident projects:

1. Select **Tools > Options**.
2. On the **Incidents** tab, enter how many days you want to keep your incident projects. You can enter between 1 and 365,000 days. 7 days is the default value.



Even if the retention time for your incident projects created before the XProtect 2023 R1 release is expired, the XProtect VMS doesn't delete these pre-2023 R1 incident projects. You have to delete them manually.

## Incident properties in Management Client

You can use and define the different incident properties in XProtect Incident Manager to standardize how XProtect Smart Client operators document and manage incidents and thereby get an better overview of your incidents.

The following incident properties are available:

Property	Description	Examples
<b>Types</b>	Incident types are the primary way to categorize and distinguish between incidents. See <a href="#">Define and edit incident types on page 22</a> .	<ul style="list-style-type: none"> <li>• Workplace injury - employee</li> <li>• Workplace injury - contractor</li> <li>• Workplace injury - visitor</li> </ul>
<b>Statuses</b>	Incident statuses help the XProtect Smart Client operators track the progress of an incident investigation.	<ul style="list-style-type: none"> <li>• New</li> <li>• In progress</li> <li>• On hold</li> </ul>

Property	Description	Examples
	See <a href="#">Define and edit incident statuses on page 22</a> .	<ul style="list-style-type: none"> <li>Closed</li> </ul>
<b>Categories</b>	<p>Incident categories and incident data help the XProtect Smart Client operators categorize incident projects in more detail. Both incident properties are optional.</p> <p>See <a href="#">Define and edit incident categories on page 23</a> and <a href="#">Define and edit incident data on page 24</a>.</p>	<p>Incident categories:</p> <ul style="list-style-type: none"> <li>Location of injury</li> <li>Reason for injury</li> </ul> <p>Incident data:</p> <ul style="list-style-type: none"> <li>Number of people injured</li> <li>Emergency contact notified</li> </ul>

For a walk-through example of how to use and define the different incident properties, see [A scenario on page 15](#).

## An example of how to use and define incident properties

### A scenario

You can use and define the different incident properties in XProtect Incident Manager to get an overview of your incidents and to help standardize how XProtect Smart Client operators document and manage incidents.

In the following scenario, you want to document and manage the circumstances around workplace injuries and therefore need the following incident properties.

#### Incident types

First, you will use incident types to document the most important detail of your workplace injuries. In this scenario, you would like to know who gets injured.

See how in [Scenario: Use incident types to document who gets injured on page 16](#).

#### Incident categories

Later, you will introduce incident categories to categorize each workplace injury better and hopefully find ways to prevent them in the future. In this scenario, you would like to know:

- What are the reasons behind the workplace injuries?
- Where do the workplace injuries occur?

See how in [Scenario: Use incident categories to document why and where injuries occur on page 17](#).

## Incident data

Finally, you will introduce incident data to document more details about each workplace injury. In this scenario, you would like to know:

- How many people got injured?
- Was an emergency contact notified?
- Were goods damaged, and what is their value?

See how in [Scenario: Use incident data to document the number of injured and additional circumstances on page 20](#).

## Scenario: Use incident types to document who gets injured

To start tracking workplace injuries, you will first only focus on who gets injured. You will use incident types to document this data.

From the **Site Navigation** pane in XProtect Management Client, select **Incidents** and then **Incident properties**. Select the **Types** tab.

Create the following incident types:

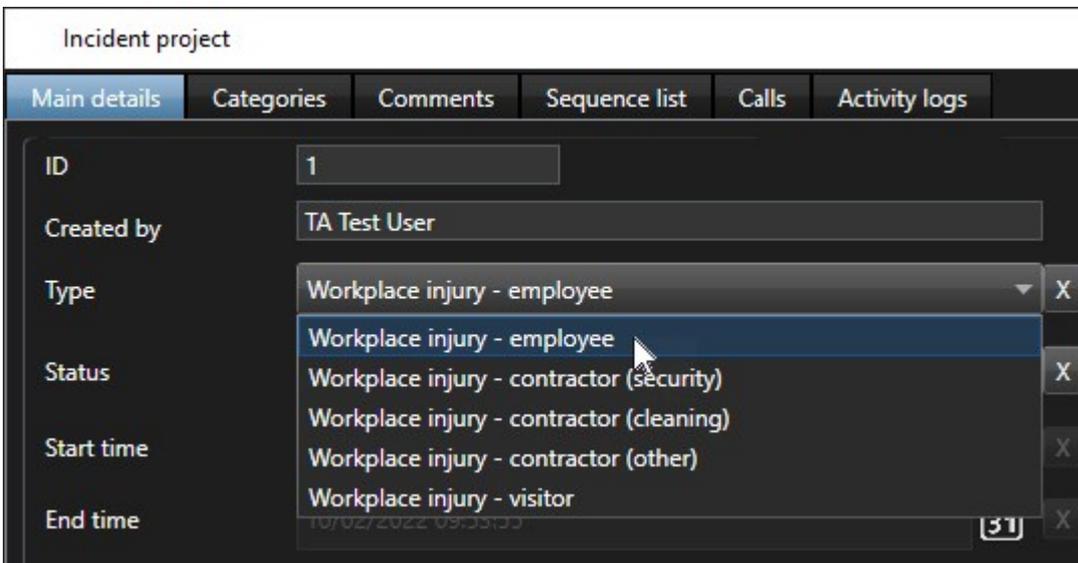
Incident type names
Workplace injury - employee
Workplace injury - contractor (security)
Workplace injury - contractor (cleaning)
Workplace injury - contractor (other)
Workplace injury - visitor

Configuration		
Types	Statuses	Categories
Category 1	Category 2	Category 3
Category 4	Category 5	Category 6
Search <input type="text"/>		
ID	Name	Description
1	Workplace injury - employee	
2	Workplace injury - contractor (security)	
3	Workplace injury - contractor (cleaning)	
4	Workplace injury - contractor (other)	
5	Workplace injury - visitor	

Save the settings and ask the XProtect Smart Client operators to restart XProtect Smart Client.

**How the defined incident types look in XProtect Smart Client**

The next time the operators log in to XProtect Smart Client and start or update an incident project, they can assign one of the new incident types to the incident project.



**Scenario: Use incident categories to document why and where injuries occur**

Workplace injuries keep happening, and the XProtect Smart Client operators create more and more incident projects to document the injuries, why you now better understand who is getting injured. You decide to document more circumstances about the injuries. For example, you can now see that:

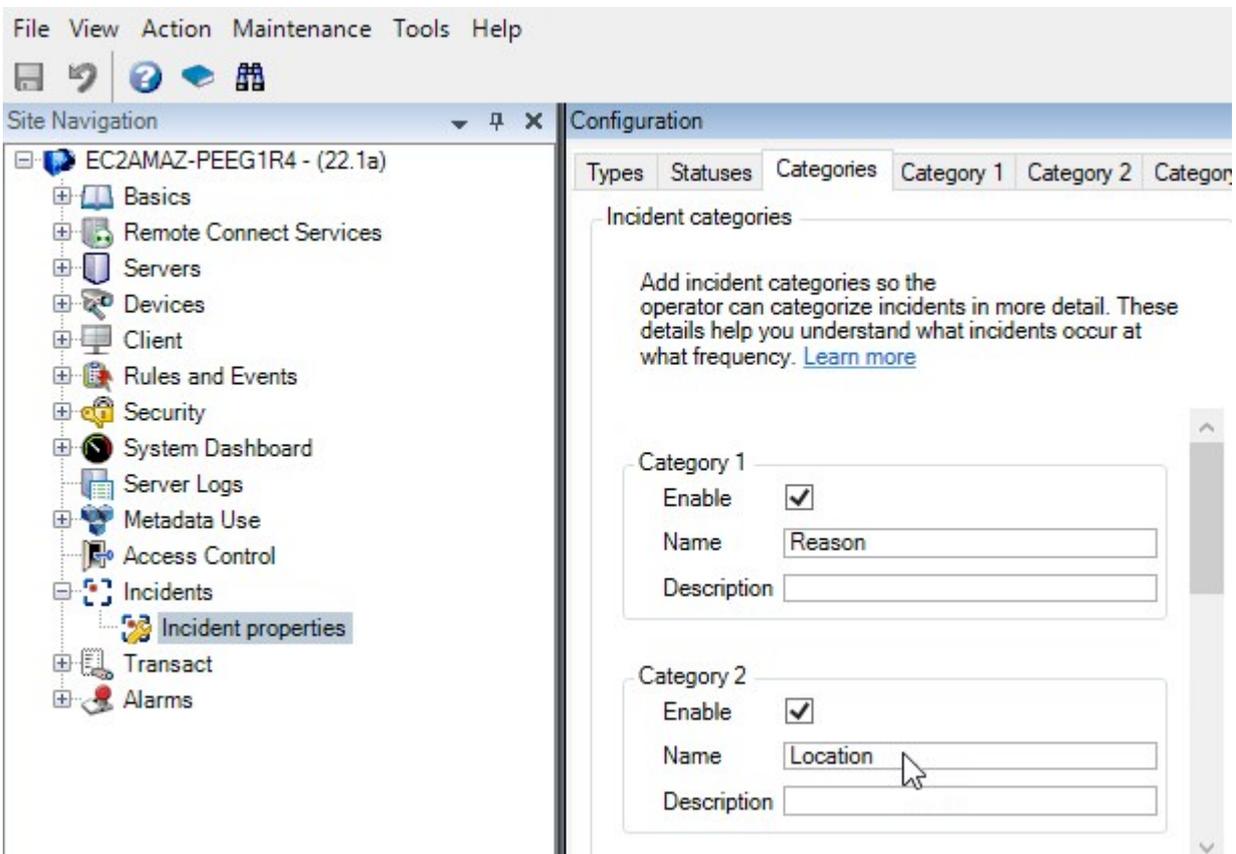
- Most injuries are related to falling or getting hit by an object. You want to ensure that every incident project has information about the reason for the injury
- Most injuries occur in the laboratory and storage room, and a few occur in the offices. You want to ensure that every incident project has information about the location of the injury

To document the these details, you enable and define incident categories.

From the **Site Navigation** pane in XProtect Management Client, select **Incidents** and then **Incident properties**. Select the **Categories** tab.

Create the following incident categories:

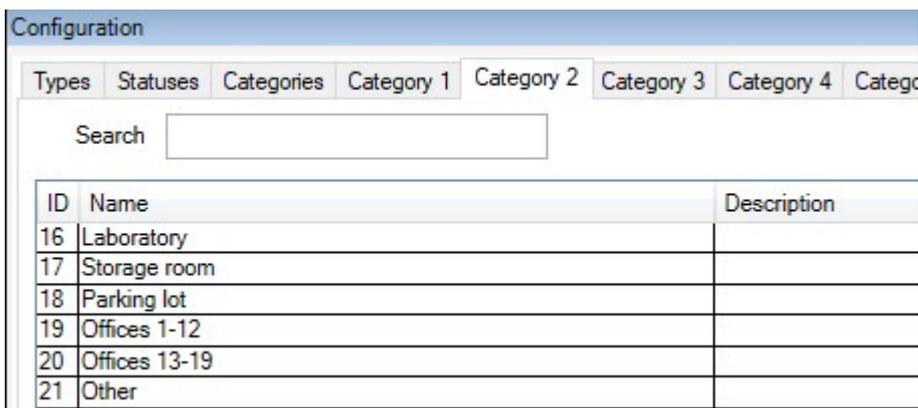
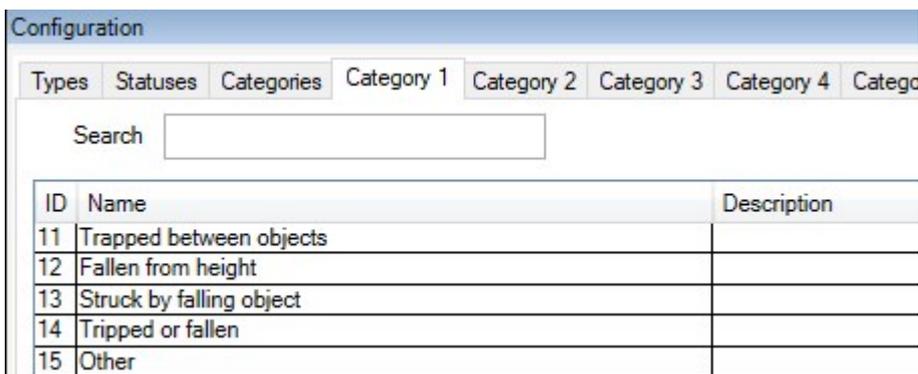
Category	Name	Description
1	Reason	What happened?
2	Location	Where did the incident happen?



Next, on the **Category 1** tab and on the **Category 2** tab, you then create the values for the most common reasons and locations of the injuries.

Create the following values for the incident categories:

For category	Category names
Category 1 (Reason)	Trapped between objects Fallen from height Struck by falling object Tripped or fallen Other
Category 2 (Location)	Laboratory Storage room Parking lot Offices 1-12 Offices 13-19 Other

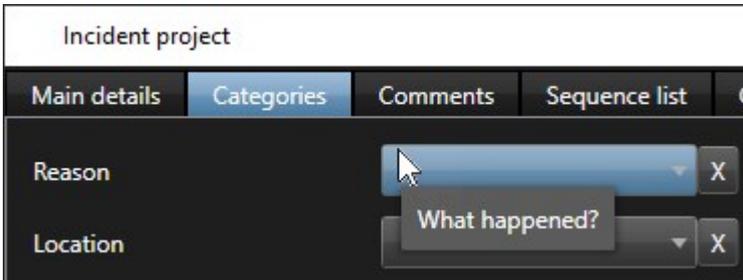


Save the settings and ask the XProtect Smart Client operators to restart XProtect Smart Client.

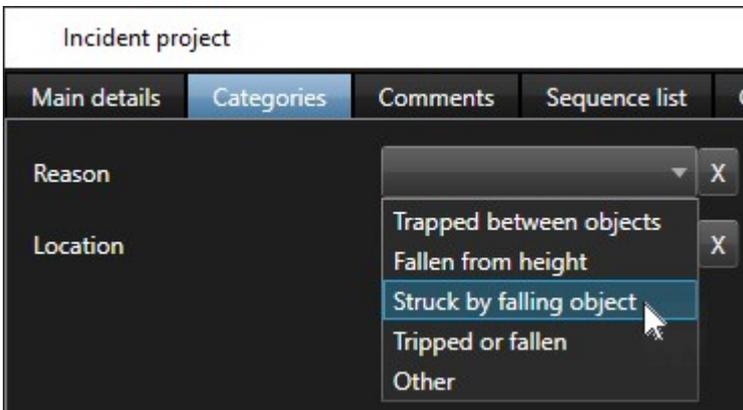
The next time the operators log in to XProtect Smart Client and update an incident project, they can assign the new categories and category values to the incident project.

**How the defined incident categories and category values look in XProtect Smart Client**

The names and descriptions of the incident categories that you enabled and defined now appear as labels and tooltips. To see incident categories, select the **Incidents** tab, double-click an incident project to open it, and select the **Categories** tab.



The incident category values you defined appear in the lists next to the category they belong to. To see values, select the **Incidents** tab, double-click an incident project to open it, and select the **Categories** tab.



## Scenario: Use incident data to document the number of injured and additional circumstances

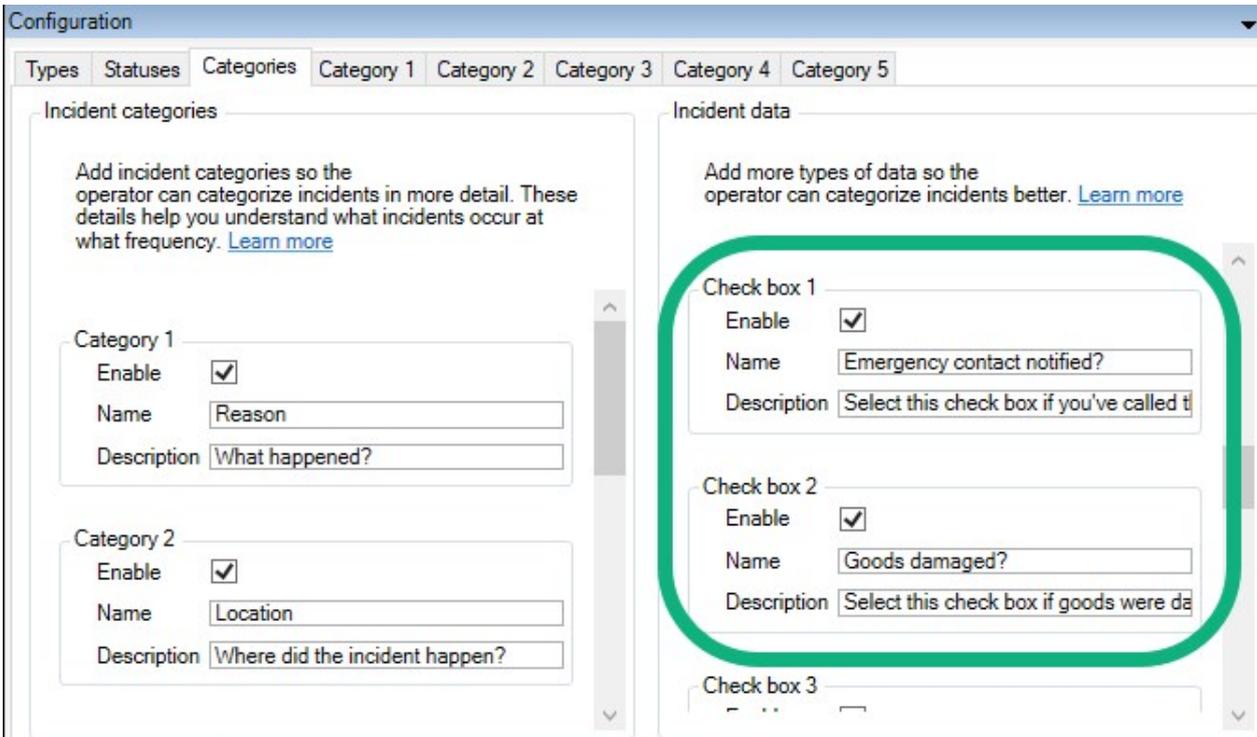
As the documentation of incidents is getting more comprehensive, you realize there is a need for documenting additional circumstances of each injury in a structured way. For example, in each incident project, you want to document:

- How many people got injured?
- Was an emergency contact notified?
- Were goods also damaged in the incident?
- If yes, what's the value of the damaged goods?

From the **Site Navigation** pane in XProtect Management Client, select **Incidents** and then **Incident properties**. Select the **Categories** tab.

Enable and define the following incident data:

Enable	Define	
Incident data	Name	Description
Whole number 1	Number of people injured	
Check box 1	Emergency contact notified?	Select this check box if you've called the employee's emergency contact.
Check box 2	Goods damaged?	Select this check box if goods were damaged.
Decimal number 1	Approximate value of damages (USD)	

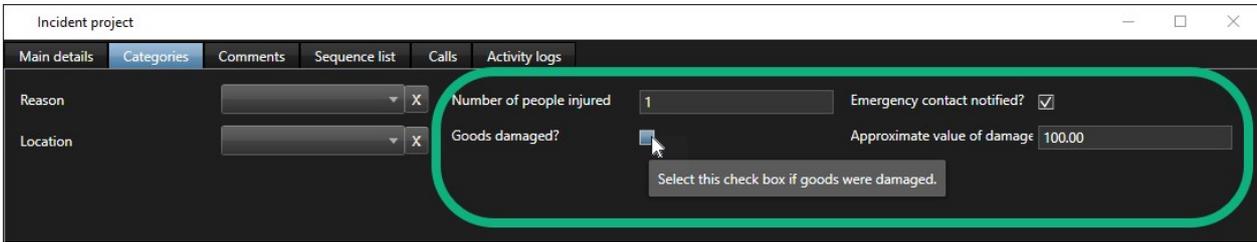


Save the settings and ask the XProtect Smart Client operators to restart XProtect Smart Client.

The next time the operators log in to XProtect Smart Client and update an incident project, they can use the incident data elements to document more details about workplace injuries.

**How the enabled and defined incident data look in XProtect Smart Client**

The names and descriptions of the incident data elements you enabled and defined will appear as labels and tooltips. To see them, select the **Incidents** tab, double-click an incident project to open it, and select the **Categories** tab.



## Define and edit incident types

Incident types are the primary way to categorize and distinguish between incidents. The XProtect Smart Client operators can assign one incident type to each incident project when they create or update incident projects.

To define or edit an incident type in Management Client:

1. Select **Site Navigation > Incident properties** .
2. On the **Types** tab, select:
  - **Add** to define a new incident type
  - **Edit** to update an existing incident type
  - **Delete** to remove an existing incident type



You can't edit or delete incident types assigned to one or more incident projects in XProtect Smart Client. Before you edit or delete incident types, press F5 to refresh to include the latest changes to incident projects.

3. Save the settings and ask the XProtect Smart Client operators to restart XProtect Smart Client.

The next time the operators log in to XProtect Smart Client, your changes to the incident properties are reflected.

For an example of how to use incident types, see [Scenario: Use incident types to document who gets injured on page 16](#).

## Define and edit incident statuses

Incident statuses help the XProtect Smart Client operators track the progress of an incident investigation. The XProtect Smart Client operators can assign one status to each incident project when they update existing incident projects.

Examples of incident statuses are:

- **New**
- **In progress**
- **On hold**
- **Closed**

To define or edit an incident status in Management Client:

1. Select **Site Navigation > Incidents > Incident properties**.
2. On the **Statuses** tab, select:
  - **Add** to define a new incident status
  - **Edit** to update an existing incident status
  - **Delete** to remove an existing incident status



You can't edit or delete incident statuses that are assigned to one or more incident projects in XProtect Smart Client. Before you edit or delete incident statuses, press F5 to refresh and include the latest changes to incident projects.

3. Save the settings and ask the XProtect Smart Client operators to restart XProtect Smart Client.

The next time the operators log in to XProtect Smart Client, your changes to the incident properties are reflected.

## Define and edit incident categories

Incident categories help the XProtect Smart Client operators categorize incident projects in more detail. Incident categories are optional. When you have enabled the incident property, XProtect Smart Client operators can assign them to all incident projects regardless of their assigned incident type, incident status, or other incident properties.

You can enable and use five incident categories.

To enable and define or edit an incident category in Management Client:

1. Select **Site Navigation > Incidents > Incident properties**.
2. Select the **Categories** tab, then enable a category in the **Incident categories** area.
3. Give the category a name and optionally a description.
4. Now select the **Category 1-5** tab corresponding to the category you enabled. For example, if you enabled **Category 2** on the **Categories** tab, select the **Category 2** tab.

5. On the right **Category 1-5** tab, select:

- **Add** to define a new category value
- **Edit** to update an existing category value
- **Delete** to remove an existing category value



You can't edit or delete category values that XProtect Smart Client operators have assigned to one or more incident projects. Before you edit or delete category values, press F5 or select **Refresh** to ensure that the latest changes to incident projects are reflected.

6. Save the settings and ask the XProtect Smart Client operators to restart XProtect Smart Client.

The next time the operators log in to XProtect Smart Client, your changes to the incident properties are reflected.

For an example of how to use incident categories, see [Scenario: Use incident categories to document why and where injuries occur on page 17](#).

## Define and edit incident data

Incident data help the XProtect Smart Client operators categorize incident projects in more detail. Incident data are optional. When you have enabled the incident property, XProtect Smart Client operators can assign them to all incident projects regardless of their assigned incident type, incident status, or other incident properties.

There are different types of incident data:

- Fields for entering a whole number, a decimal number, and free text
- Selection of check boxes and date and time

You can enable and define three of each incident data type.

To enable and define or edit incident data in Management Client:

1. Select **Site Navigation > Incidents > Incident properties**.
2. Select the **Categories** tab, then in the **Incident data** area, enable the incident data type that best fits what you want to achieve.
3. Give the incident data type a name and, optionally, a description.
4. Enable and define more incident data types if needed.
5. Ask the XProtect Smart Client operators to restart XProtect Smart Client.

The next time the operators log in to XProtect Smart Client, your changes to the incident properties are reflected.

For an example of how to use incident data, see [Scenario: Use incident data to document the number of injured and additional circumstances on page 20](#).

## Define and edit report title

The XProtect Smart Client operators can create a report with all the textual information that has been added to an incident project.

If you want a specific main title of these reports in addition to the subtitle **Incident report**, you can define this title in Management Client. For example, the main title could be the name of your organization.

To define or edit the report title in Management Client:

1. Select **Tools > Options**.
2. On the **Incidents** tab, in the **Title of incident reports** field, enter the title of the report.

## Specify permissions for features and user interface elements in XProtect Incident Manager

You can specify the permissions for incident-related features and user interface elements that:

- Operator roles are allowed to view and manage in XProtect Smart Client
- Administrator roles are allowed to view and define in XProtect Management Client.

You can decide to give:

- No permissions
- Permissions only to view
- Permissions to manage

To allow users to view and access user interface elements, you must give the users permission to view them.

When you give users permission to manage a feature, you allow them to view, create, edit, and delete settings and properties related to that feature. The view permission allows the users only to view the settings and properties related to the feature but not to create, edit, or delete them.

Users assigned to the **Administrators** role always have all permissions for all incident-related features and user interface in both Management Client and XProtect Smart Client.

To specify permissions in Management Client:

1. Select **Site Navigation > Security > Roles**.
2. Select the **Incidents** tab and expand the **Incidents** node in the **Role Settings** window.
3. If you want to give a XProtect Smart Client operator role permissions to manage or view incident projects:
  1. Select an operator role or create one.
  2. Select **Incident properties** and give **View** permission so that the incident properties you define in Management Client are available for users with the operator role.
  3. If you want to give the operator role permissions for general features and user interface elements related to incident projects, select the **Incident projects** node, then select if the role should have permissions to manage or only view incidents projects.
  4. If you want to give permissions for some additional features and user interface elements, expand **Incident projects**, select a feature or user interface element, and give permission.
4. If you want to give permissions to a Management Client administrator role:
  1. Select an administrator role or create one.
  2. Select **Incident properties** and select if the role should have permission either to manage or only view the incidents properties that administrators can define for the XProtect Smart Client operators.



If you want to give XProtect Smart Client operators permission to export sequences added to incident projects, you define this in a Smart Client profile.

For more information about the permission settings related to XProtect Incident Manager, see [Incident tab \(Security > Roles node\)](#) on page 27.

## User interface details

### Incident properties (Incidents node)

The following information describes settings that are related to XProtect Incident Manager.

You define all incident properties for your XProtect Smart Client operators on these tabs:

- Types
- Statuses
- Categories
- Category 1-5

All the incident properties have the following settings:

Name	Description
<b>Name</b>	Incident property names do not have to be unique, but it is an advantage to use unique and descriptive incident property names in many situations.
<b>Description</b>	An additional explanation of the defined incident property. For example, if you have created a category named <i>Location</i> , its description could be <i>Where did the incident happen?</i>

### Incident tab (Security > Roles node)

If you have XProtect Incident Manager, you can specify the following permissions for your roles.

To give a Management Client administrator role the permissions to manage or view incident properties, select the **Incident properties** node.

To give an operator of XProtect Smart Client permission to view your defined incident properties, select **Incident properties** and give **View** permission. To give general permissions to manage or view incident projects, select the **Incident project** node. Expand the **Incident project** node and select one or more sub-nodes to give permissions for these additional specific features or capabilities.

Name	Description
<b>Manage</b>	Permission to manage (view, create, edit, and delete) settings and properties related to a feature or view a user interface element represented by the selected node in either Management Client or XProtect Smart Client.
<b>View</b>	Permission to view (but not create, edit, and delete) the settings and properties related to a feature, view defined incident properties, or view a user interface element represented by the selected node in either Management Client or XProtect Smart Client.

# Troubleshooting

## XProtect Incident Manager troubleshooting

### System log file

To troubleshoot system errors, you can find the log file on the computer where you have installed the Management Server system component, in this location: C:\ProgramData\Milestone\XProtect Incident Manager\Logs.

### Messages in XProtect Smart Client

#### **Cannot add sequence. Try again later.**

Your connection to the VMS servers is unstable. If the problem persists, contact your system administrators.  
System administrators: check if the network and all VMS servers and services are running.

#### **Cannot create incident project. Try again later.**

Your connection to the VMS servers is unstable. If the problem persists, contact your system administrators.  
System administrators: check if the network and all VMS servers and services are running.

#### **Cannot generate report. Try again later.**

There can be two reasons for this message:

- a. Your connection to the VMS servers is unstable. If the problem persists, contact your system administrators.  
System administrators: check if the network and all VMS servers and services are running.
- b. The list of incident projects and lists of sequences are not updated in real time. So, if you have had one of these lists open for a while and another XProtect Smart Client operator has deleted items from the list, you will see this message if you try to edit the deleted list item or elements included in the deleted list item.  
For example, another operator has deleted an incident project while you had the list of incident projects open. You can still see the deleted incident project in the list on your computer, but you will get this error message if you try to generate a report.

#### **Cannot perform this action. Please refresh the list.**

The list of incident projects and lists of sequences are not updated in real time. So, if you have had one of these lists open for a while and another XProtect Smart Client operator has deleted items from the list, you will see this message if you also try to delete or save the already deleted incident project.

#### **Cannot perform this action. Try again later.**

Your connection to the VMS servers is unstable. If the problem persists, contact your system administrators.  
System administrators: check if the network and all VMS servers and services are running.

**Cannot remove all sequences. Try again later.**

Your connection to the VMS servers is unstable. If the problem persists, contact your system administrators.

System administrators: check if the network and all VMS servers and services are running.

**Cannot save [x]. Try again later.**

This message is shown in connection with trying to save a comment, information about a call, or another setting. There can be two reasons for this message:

- a. Your connection to the VMS servers is unstable. If the problem persists, contact your system administrators.

System administrators: check if the network and all VMS servers and services are running.

- b. The list of incident projects and lists of sequences are not updated in real time. So, if you have had one of these lists open for a while and another XProtect Smart Client operator has deleted items from the list, you will see this message if you try to edit the deleted list item or elements included in the deleted list item.

For example, another operator has deleted an incident project while you had the list of incident projects open. You can still open the deleted incident project from your computer, but if you try to add or edit a comment, information about a call, or change the incident status, or other, you will get this error message.

**Permission denied.**

Your system administrators haven't given you permission to use a feature. Contact your system administrators if you can't complete your tasks without this feature.

**Report generated but not all information is included.**

During the generation of the report, connection to the VMS servers or services was lost. The report does not contain all information from the incident project. Try to generate the report again.

**Messages in XProtect Smart Client and XProtect Management Client**

**This information is not available to you.**

Your system administrators haven't given you permission to use a feature. Contact your system administrators if you can't complete your tasks without this feature.

# Glossary

## A

### **activity logs**

Log entries added by the VMS that describe users' activities in the VMS.

## D

### **draft sequence list**

A temporary list of uninterrupted periods of recordings with video and possibly audio. The user adds the different sequences to the draft sequence list as the first step of 1) creating a new incident project and adding the sequences to the new project or 2) adding the sequences to an existing incident project.

## I

### **incident**

A negative or dangerous act or situation that could lead to damage to, loss of, or disruption to an organization's staff, properties, operations, services, or functions.

### **incident category**

Optional details about an incident. With categories, you can add more granular information about an incident. Examples of incident categories are: the location of the incident, the number of accomplices, and if the authorities were called.

### **incident management**

Activities of an organization to identify, document, handle, and analyze incidents in order to rectify situations with negative implications quickly and to prevent future re-occurrences. See also incident.

### **incident project**

A project in which the data about an incident is stored. The data can be video, audio, comments, incident categories, and other data. The operator adds the comments and selects relevant incident characteristics to an incident project in XProtect Smart Client. In Management Client, the system administrator defines which incident characteristics are available for the operators when creating incident projects.

### **incident properties**

A wide range of data you can define for an incident project: categories, status, type, and others

### **incident status**

A detail about an incident. With incident statuses, you can track the investigation progress of incidents. Examples of incident statuses are: New, In progress, On hold, Closed

### **incident type**

A detail about an incident. With a type, you categorize what kind of incident it is. Examples of incident types are: Theft, Car accident, Trespassing.

## S

### **sequence list**

A list of uninterrupted periods of recordings with video and possibly audio originating from the XProtect VMS.

## X

### **XProtect Incident Manager**

Product available as an add-on to XProtect surveillance systems. With XProtect Incident Manager, you can document and manage incidents within XProtect Smart Client.



[helpfeedback@milestone.dk](mailto:helpfeedback@milestone.dk)

#### About Milestone

Milestone Systems is a leading provider of open platform video management software; technology that helps the world see how to ensure safety, protect assets and increase business efficiency. Milestone Systems enables an open platform community that drives collaboration and innovation in the development and use of network video technology, with reliable and scalable solutions that are proven in more than 150,000 sites worldwide. Founded in 1998, Milestone Systems is a stand-alone company in the Canon Group. For more information, visit <https://www.milestonesys.com/>.

