

MAKE THE
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Milestone Systems

Milestone Husky™ X8 NVR

Getting started guide

September 2019



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This product may make use of third-party software for which specific terms and conditions may apply. When that is the case, you can find more information in the file `3rd_party_software_terms_and_conditions.txt` located in your Milestone system installation folder.

Your new Milestone Husky™ X8

You have just received:

- Milestone Husky™ X8
- Hard drives (if ordered from Milestone)
- Hard drive trays
- Power cables
- Getting started guide
- Warranty agreement

You can use your Milestone Husky™ X8 in different setups depending on your system requirements:

- Standalone Installation
- Multi-unit installation, where one Milestone Husky X8 takes the role of the management server and the recording server, while other Milestone Husky X8 units are installed as recording servers
- Milestone Husky X8 as the recording server in an existing XProtect system

Note these flexible features:

- Milestone Husky X8 is shipped with XProtect video management software pre-loaded
- Husky Assistant completes the installation of XProtect to optimize the use of Milestone Husky X8
- Milestone Husky X8 can be used with any version of the five XProtect VMS products by entering a valid software license code (SLC)

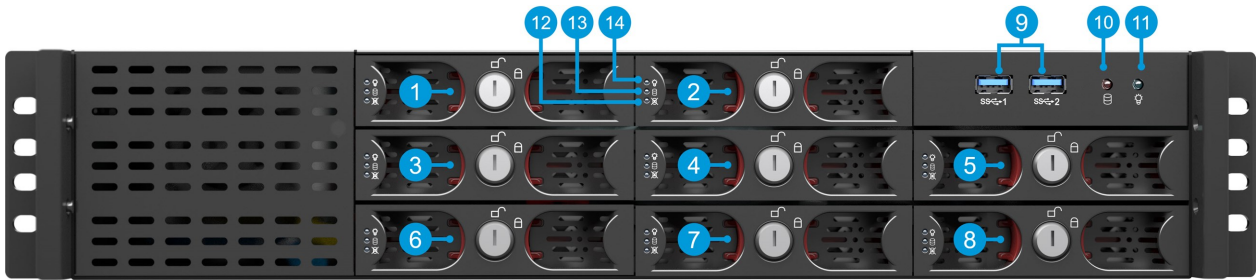
Milestone Husky X8 exists in two models: the HX8RC and the HX8R, with or without a CNA card with 2 x 10Gb/s LAN ports. This guide covers both models. The following sections will take you through the minimum steps to get started with your Milestone Husky X8:

- Front view on page 5
- Back view on page 6
- Getting started checklist on page 7

For more product information and support, go to the Milestone Husky X8 product information web page (<https://www.milestonesys.com/HuskyX8-support/>). You can also use your mobile phone to scan the QR code on the back of the unit. This will take you to the same web page.

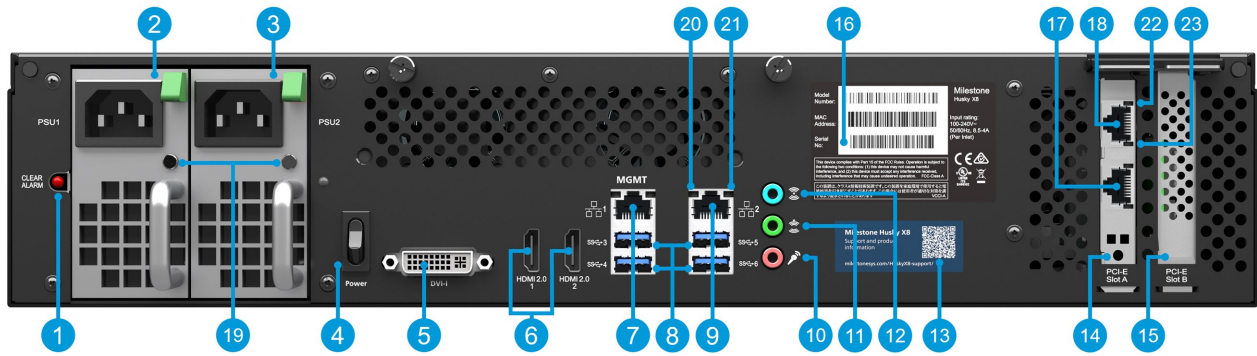
Remember to check the Milestone website (<https://www.milestonesys.com/downloads/>) for updates to the Husky Tools Installer, which gives you the most recent version of Husky Assistant.

Front view



| Connectors | LED status indicators | LED colors |
|---------------------------|------------------------------|-----------------|
| 1-8. Data hard drive bays | 10. Hard drive activity | Flashing orange |
| 9. 2 x USB 3.0 ports | 11. Unit power | Blue means ON |
| | 12. Data hard drive failure | Red |
| | 13. Data hard drive activity | Flashing green |
| | 14. Data hard drive power | Blue means ON |


Back view



| Connectors | | |
|--------------------------------------|--|--|
| 1. Clear alarm button (power supply) | 7. LAN port 1 (Intel AMT) | 13. QR code for support and information |
| 2. Power supply 1 (hot swappable) | 8. 4 x USB 3.0 ports | 14. PCI-E slot A (Option: 2 x 10Gb/s CNA card) |
| 3. Power supply 2 (hot swappable) | 9. LAN port 2 | 15. PCI-E slot B (RAID controller) |
| 4. Power switch | 10. Audio IN | 16. Label with serial number |
| 5. DVI display port | 11. Audio OUT | 17. (Option CNA card LAN port 2) |
| 6. 2 x HDMI display ports | 12. Audio MIC | 18. (Option CNA card LAN port 1) |
| LED status indicators | LED colors | |
| 19. Power supply | Red = Only one power supply is connected. Green = Both are connected | |
| 20. LAN ports activity | Flashing yellow | |
| 21. LAN ports link speed | Yellow = 100Mb/s. Green = 1Gb/s. Off = 10Mb/s | |
| 22. CNA card LAN ports link speed | Yellow = 1Gb/s. Green = 10Gb/s | |
| 23. CNA card LAN ports activity | Flashing green | |

Getting started checklist

This guide applies to all models of the Milestone Husky X8. Follow the checklist below to ensure that you carry out the steps of your installation in the right order. Each step is detailed in the subsequent sections.

| | |
|--|--|
| <input type="checkbox"/> Prepare network and devices | <ul style="list-style-type: none"> • Assign static IP addresses to all system components and cameras • Make sure camera models and firmware are supported by the XProtect system • Cameras must be connected to the network, and you can access them from your unit |
| <input type="checkbox"/> Obtain a software license code | <ul style="list-style-type: none"> • Purchase XProtect software and obtain the license file • Go to the Milestone website (https://online.milestonesys.com/) and register your SLC <div style="background-color: #e6f2ff; padding: 5px; border: 1px solid #0070c0; margin-top: 10px;">  This step does not apply to XProtect Essential+ systems </div> |
| <input type="checkbox"/> Prepare your unit | <ul style="list-style-type: none"> • Mount the unit using a shelf or rails to support the chassis • Insert hard drives • Connect peripherals, LAN, and power |
| <input type="checkbox"/> Turn on the unit and complete the Husky Assistant | <ul style="list-style-type: none"> • Configure computer name and domain or workgroup settings • Select if you want to install the Intel® AMT local management software • Select RAID configuration • Select the pre-loaded XProtect software version or go to the Milestone website (https://www.milestonesys.com/downloads/) and download the relevant XProtect version |
| <input type="checkbox"/> Install XProtect VMS | <ul style="list-style-type: none"> • Detailed description of system installation • Detailed description of recording server installation |
| <input type="checkbox"/> Download the latest XProtectDevice Pack | <ul style="list-style-type: none"> • A device pack is automatically included when you install the XProtect software. For support of new devices and firmware versions, get the latest device pack |
| <input type="checkbox"/> Update Windows® | <ul style="list-style-type: none"> • Make sure that your Windows operating system is updated with all the latest Windows updates |
| <input type="checkbox"/> Install clients on other computers | <ul style="list-style-type: none"> • Install XProtect Smart Client • Install XProtect Management Client |

Before you install

Milestone recommends that you go through the steps described in the next sections before you start the actual installation.

Prepare network and devices

1. Assign static IP addresses to all system components, devices, and cameras.
To prepare and configure your devices or cameras, follow the instructions provided by the camera manufacturer.
2. Make sure your cameras and devices are supported and connected to the camera network.
On the Milestone website, you can find a detailed list of supported devices and firmware versions (<https://www.milestonesys.com/supported-devices/>).
3. Connect your local area network with internet connection, if available, to **LAN port 1**. This network is for management and viewing.
4. Connect your camera network to **LAN port 2**. If your unit is equipped with a CNA card, connect your camera network to the **CNA card LAN ports**.

Obtain a software license code

Your Milestone Husky unit is shipped with XProtect video management software pre-loaded, and you can use it with any version of the five XProtect VMS products by applying a valid software license code (SLC). You receive the SLC when you purchase the XProtect product. Read more about Milestone XProtect products and Milestone Care™ coverage on the Milestone website to find out which product matches your needs.

The SLC is printed on your order confirmation, and the software license file is named after your SLC. Milestone recommends that you register your SLC on the Milestone website (<https://online.milestonesys.com/>) before installation. Your reseller may have done that for you.

You can also run the free version of XProtect Essential+ on your unit. This version provides you with basic functionality and a limited number of cameras compared to a purchased XProtect VMS system. In this case, the license is provided with the installer. To receive this free license, your unit needs to be connected to the internet during installation.

When you run Husky Assistant, you can see the version of the pre-loaded VMS. If you want a different version, you can choose that option if you have a valid SLC.

If your unit is used as a recording server to an existing VMS system, you do not need an SLC. This setup is covered by the SLC that you bought with the VMS system.

XProtect software is licensed through different types of licenses:

- Base licenses: Controls which XProtect product you can use.
- Hardware device licenses: Controls how many hardware devices you may connect to the Milestone Husky unit. A hardware device can be a camera, encoder, or similar, identified by a separate IP address. You do not need licenses for speakers, microphones, or input and output devices attached to the hardware devices.
- Add-on product licenses: Your new Milestone Husky unit can run any XProtect add-on product. Most XProtect add-on products require additional licenses.

After installation, the surveillance system runs on licenses that need to be activated before a certain period ends. This is the grace period. Once the installation is complete, you can get an overview of your licenses for all installations with this SLC on the Basics > License Information node in the Management Client.

Milestone recommends that you activate your licenses before you make the final adjustments.

- For online activation, log in to the Software Registration page with your My Milestone account on the Milestone website (<https://online.milestonesys.com/>).
- For offline activation, you must export a license request (.lrq) file in the Management Client, and then log in to the Software Registration page and upload the .lrq file.

Once you have uploaded the .lrq file, Milestone emails you an activated .lic file for import.

Prepare your unit

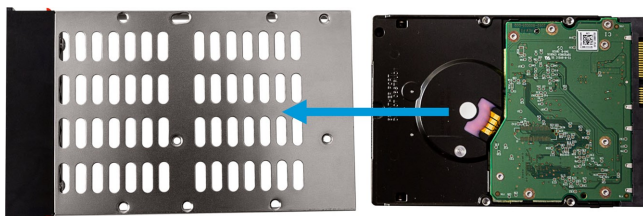


Always place the unit on a shelf or use rails to support the chassis.

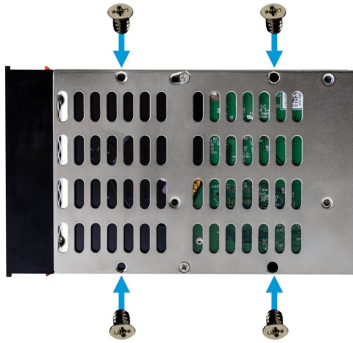


If you have ordered the unit without hard drives, make sure that your hard drives performance is approved for use with the Milestone Husky products. For more information on performance approved hard drives, go to the Milestone Husky support and information page (<https://www.milestonesys.com/HuskyX8-support/>).

1. Locate the hard drives and the trays. Turn the hard drives and the trays upside down, and slide the hard drives into the trays.



2. Use the supplied screws to fasten the hard drive to the tray.



3. Slide each of the trays into the hard drive bays located on the front of your unit. Pinch the buttons inside the tray before you insert the tray.



4. Lock the trays to protect your hard drives from unauthorized removal.
5. Connect your peripherals: mouse, keyboard, audio, and cameras, to the backplane connectors.
6. Connect your local area network with internet connection, if available, to **LAN port 1**. This network is for management and viewing.
7. Connect your camera network to **LAN port 2**. If your unit is equipped with a CNA card, connect your camera network to the **CNA card LAN ports**.
8. Connect both power cables and plug them into a power socket.



If you only connect one power cable, both power supply LEDs turn red and an audible alarm starts. In this case, connect both power cables and clear the alarm on the power supply alarm clear button.

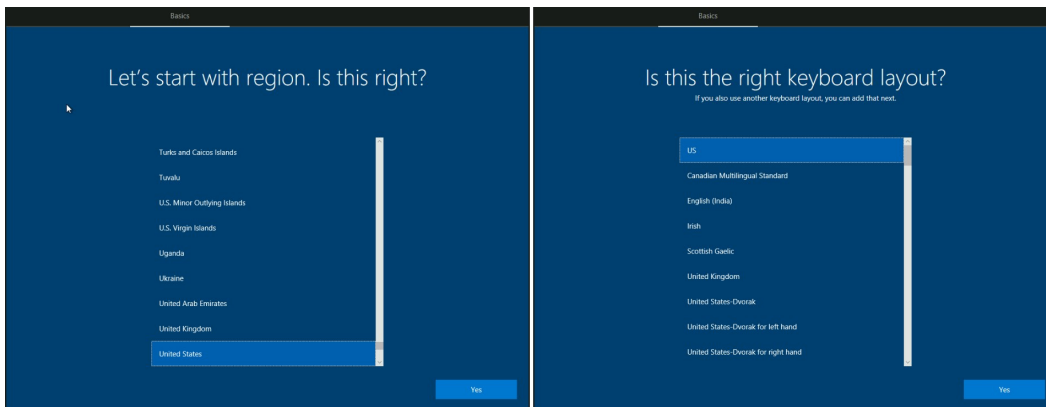
Turn on the unit and complete the Husky Assistant wizard

Turn on your Milestone Husky unit and wait for Windows to boot for the first time.

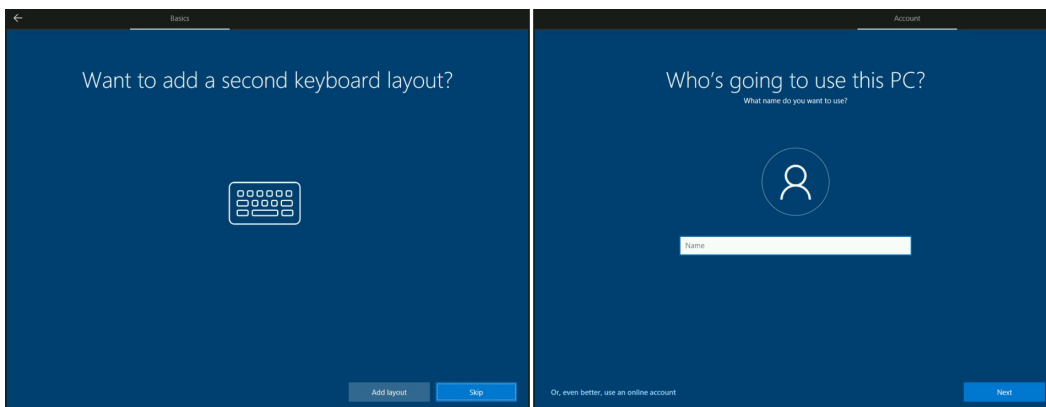
Windows first run

Configure the country, language, keyboard, and account information:

1. Select your region and click **Yes**.



2. Select the right keyboard layout and click **Yes**.
3. Add a second keyboard layout or click **Skip**.



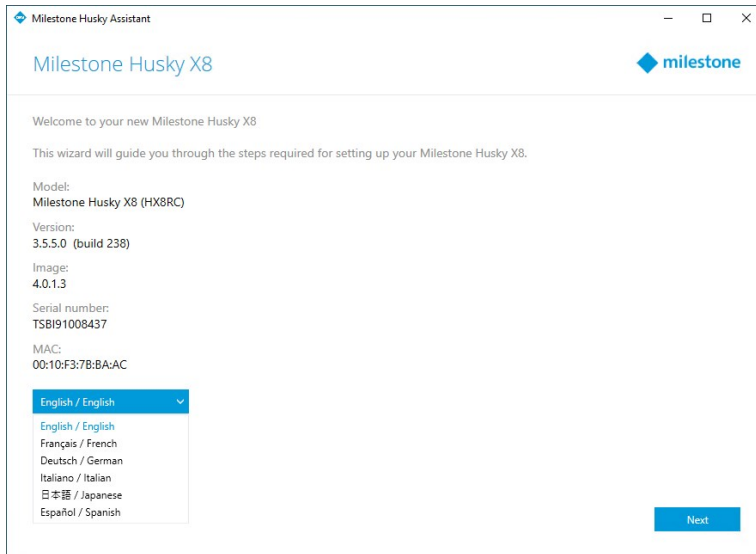
4. Create an account with a user name and password.
5. Click **Next** and wait for the Windows desktop to appear.

Complete the Husky Assistant wizard

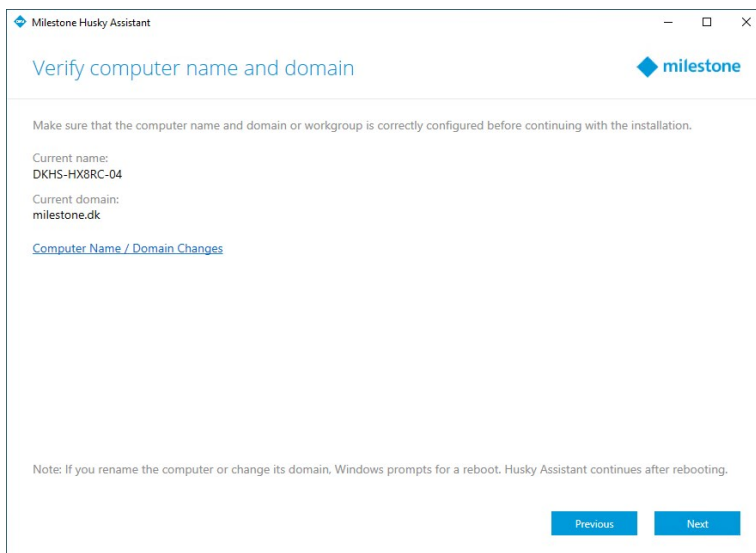
The Husky Assistant now starts automatically. This wizard helps you check, select, and configure your Milestone Husky X8 with:

- Computer name and domain or workgroup
- Intel AMT local management
- Data storage drive detection
- VMS version
- Data storage RAID configuration
- Additional system optimizations

1. Select your preferred language and click **Next**.



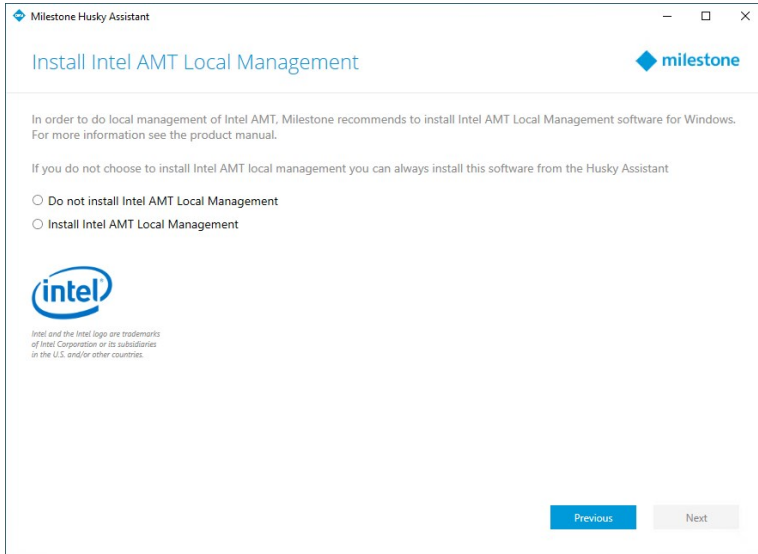
2. Click **Computer name / Domain changes** to configure computer name and domain or workgroup settings.




When completed, Windows will require a restart to apply the changes.

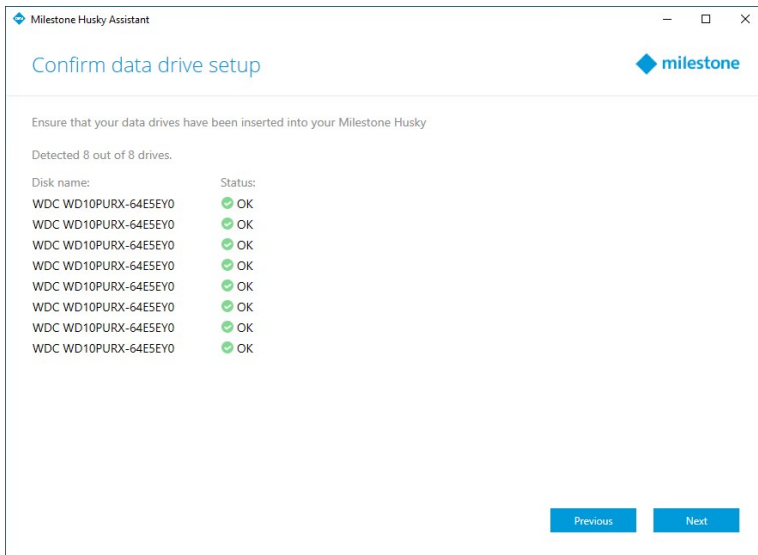
3. Restart Windows and wait for Windows to boot.
The Husky Assistant restarts. Click **Next**.
4. Because you have already configured the name and domain setting, click **Next**.

5. Select if you want to install the **Intel AMT local management** software and click **Next**.



 Intel Active Management Technology (Intel AMT) provides the user and administrator with the ability to monitor the status of the management and security technologies that are built into the Intel chips inside your Milestone Husky X8. Only users and administrators connected via LAN port 1 can use this feature.

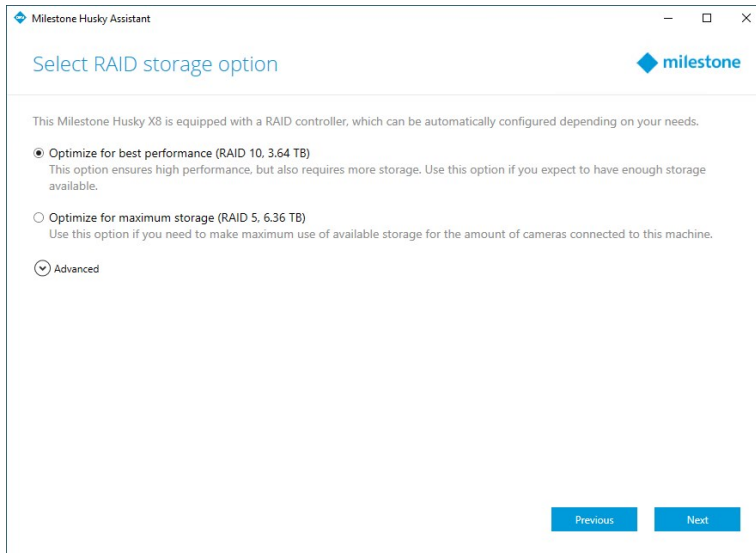
6. Make sure that all the hard drives are detected and click **Next**.



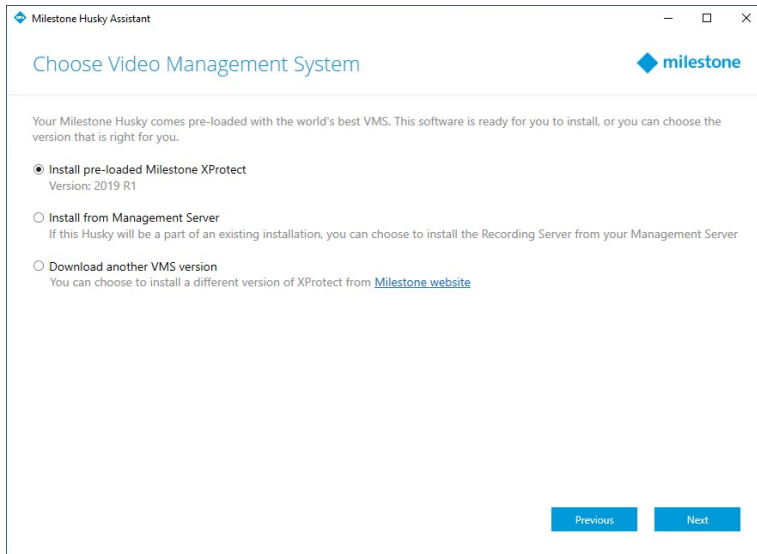
7. Select the preferred RAID configuration to match your storage requirement. Click **Next**.



The **Advanced** option is to manually configure the RAID using the RAID storage manager application.

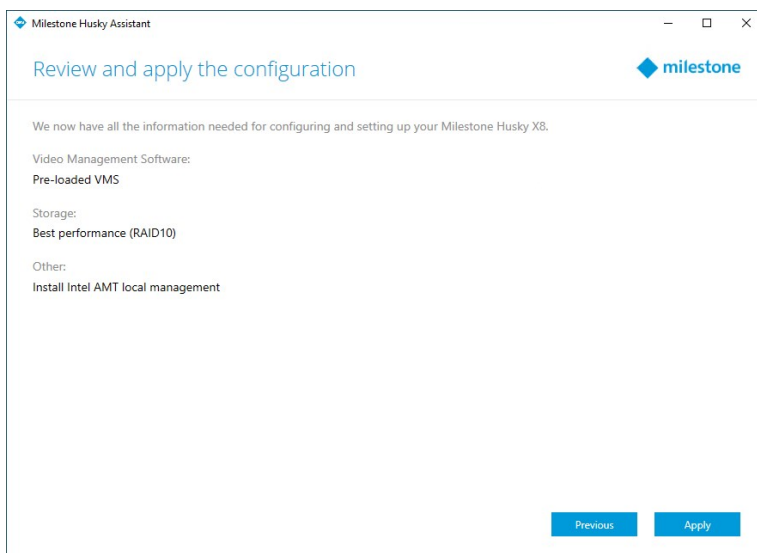


8. You have three options:



- To install a standalone system with the pre-loaded XProtect version, select **Install pre-loaded Milestone XProtect** and click **Next**.
- To use your unit as a recording server, select **Install from Management Server** and click **Next**. Provide the IP address of the computer with the management server installed, and credentials. The installation files for the recording server will be downloaded from the management server later.
- To select another XProtect version, select **Download another VMS version** and click the **Milestone website** link to download the installation file. When your download is complete, click **Next**. Read the information page and click **Next**.

9. The **Review and apply the configuration** window appears. Verify your selections and click **Apply** to start the process.



- If you selected the pre-loaded VMS in step 8, the system automatically starts the installation of XProtect. Continue to Install XProtect VMS on page 18, step 3.
- If you selected to install a recording server, continue to Install a recording server on page 20.
- If you downloaded another XProtect version, continue to Install XProtect VMS on page 18, step 1.

Install XProtect VMS

The XProtect VMS installer installs all server and client components on your Milestone Husky unit. The recording server is authorized, so you are ready to use the system after installation.

You can install a free version of XProtect Essential+. This version provides you with limited capabilities of the XProtect VMS for a limited number of cameras. You must have internet connection to install XProtect Essential+.

The recording server scans your network for hardware. Discovered devices are added automatically to your system. Cameras are preconfigured in views, and a default operator role is created. After installation, XProtect Smart Client opens and is ready for use.

You may be prompted to restart the computer. After restarting your computer, depending on the security settings, one or more Windows security warnings may appear. Accept these and the installation completes.

1. Download the software from the internet (<https://www.milestonesys.com/downloads/>) and run the `Milestone XProtect VMS Products System Installer.exe` file.
2. The installation files unpack. Depending on the security settings, one or more Windows® security warnings appear. Accept these and the unpacking continues.
3. When done, the **Milestone XProtect VMS** installation wizard appears,
 1. Select the **Language** to use during the installation (this is **not** the language that your system uses once installed; this is selected later). Click **Continue**.
 2. Read the *Milestone End-user License Agreement*. Select the **I accept the terms in the license agreement** check box and click **Continue**.
 3. In the **Enter or browse to the location of the license file**, enter your license file from your XProtect provider. Alternatively, browse to locate it or click the **XProtect Essential+** link to download a free license file. The system verifies your license file before you can continue. Click **Continue**.



If you do not have a valid license file you can get one for free. Click the **XProtect Essential+** link to download a free license file. The free license file is downloaded and appears in the **Enter or browse to the location of the license file** field.

4. Select **Single computer**.

A list of components to install appears (you cannot edit this list). Click **Continue**.

5. In the **Specify recording server encryption** window, you can secure communication by encrypting the connections from clients and services that retrieve data streams from the recording server.

Select a valid certificate in the list. For more information about preparing your system for secure communication using recording server data encryption, download the XProtect VMS manual from the Milestone website (<https://www.milestonesys.com/support/help-yourself/manuals-and-guides/>).

You can also enable encryption after this installation from the Recording Server Manager tray icon in the notification area.

6. In the **Specify recording server settings** window:

1. In the **Recording server name** field, enter the name of the recording server. The default is the name of the computer.
2. The **Management server address** field shows the address and port number of the management server: localhost:80.
3. In the **Select your media database location** field, select the location where you want to save your video recording. Milestone recommends that you save your video recordings in a separate location from where you install the software and not on the system drive. The default location is the drive with the most space available.
4. In **Retention time for video recordings**, define for how long you want to save the video recordings for. You can enter from between 1 and 999 days, where 7 days is the default retention time.
5. Click **Continue**.

7. In the **Select file location and product language** window:

1. In the **File location** field, select the location where you want to install the software.
2. In **Product language**, select the language in which your XProtect product should be installed.
3. Click **Install**.

The software now installs.

8. When the installation completes, a list shows the components that are installed on the computer.

Click **Continue** to add hardware and users to the system.



If you click **Close** now, you bypass the configuration wizard and the XProtect Management Client opens. You can make configurations, such as add hardware and users to the system in the Management Client.

9. In the **Enter user names and passwords for hardware** window, enter the user names and passwords for the hardware that you have changed from the manufacturer defaults.

The installation program will scan the network for hardware with specified credentials and hardware with manufacturer default credentials.

Click **Continue**.

10. In the **Select the hardware to add to the system** window, select the hardware that you want to add to the system. Click **Continue**.
11. In the **Configure the devices** window, you can give the hardware descriptive names by clicking the edit icon next to the hardware name. This name is then prefixed to the hardware devices.

Expand the hardware node to enable or disable hardware devices, such as cameras, speakers and microphones.



Cameras are enabled by default, and speakers and microphones are disabled by default.

Click **Continue**.

12. In the **Add users** window, you can add Windows users and basic users. These users can have either the Administrators role or the Operators role.

Define the user and click **Add**.

When you are done adding users, click **Continue**.

When the installation and initial configuration are done, the **Configuration is complete** window appears, where you see:

- A list of cameras and devices that are added to the system
- A list of users who are added to the system
- Addresses to the XProtect Web Client and XProtect Mobile client, which you can copy and share with your users

When you click **Close**, the XProtect Smart Client opens and is ready to use.

Finally, when the Husky Assistant completes the setup process, click **Finish**.

Install a recording server

If you chose to use your Milestone Husky unit as a recording server in the Husky Assistant wizard, the recording server installation starts automatically while the Husky Assistant wizard runs in the background. When prompted:

1. Select the language that you want to use during the installation. Click **Continue**.
2. Select:
 - **Typical** to install a recording server with default values
 - **Failover** to install a recording server as a failover recording server, complete the steps described in [Install a failover recording server on page 21](#)
 - **Custom** to install a recording server with custom values
3. Specify the recording server settings:
 - **Recording server name**
 - **Management server address**
 - **Media database location** for saving recordings

Click **Continue**.

4. If you selected **Custom**:
 1. Specify the number of recording servers that you want to install on this computer. Click **Continue**.
 2. Specify the service account. If needed, enter a password and confirm it. Click **Continue**.
5. In the **Specify recording server encryption** window, you can secure communication by encrypting the connections from clients and services that retrieve data streams from the recording server.

Select a valid certificate in the list. For more information about preparing your system for secure communication using recording server data encryption, download the XProtect VMS manual from the Milestone website (<https://www.milestonesys.com/support/help-yourself/manuals-and-guides/>).



You can also enable encryption after this installation from the Recording Server Manager tray icon in the notification area.

6. Select **File location** for the program file. In **Product language**, select the language in which you want to install the server. Click **Install**.
7. The software is now installed. When the installer is complete, you see a list of successfully installed components. Click **Close**.

You can check the state of the recording server from the Recording Server Manager tray icon.
8. When the Husky Assistant completes the setup process, click **Finish**.

Install a failover recording server

After you have selected **Failover** in the recording server installation wizard, you continue installation as follows:



During installation, you are asked to specify a user account under which the **Failover Server service** should run. This user account must have administrator rights in the system.

1. Specify failover recording server properties. Click **Continue**.
2. When installing a failover recording server, you must use the particular user account named **This account**. If needed, enter a password and confirm it. Click **Continue**.
3. In the **Specify recording server encryption** window, you can secure communication by encrypting the connections from clients and services that retrieve data streams from the recording server.

Milestone recommends that you make the same selections as on the recording server from which this failover recording server takes over. For more information about preparing your system for secure communication using recording server data encryption, download the XProtect VMS manual from the Milestone website (<https://www.milestonesys.com/support/help-yourself/manuals-and-guides/>).

You can also enable encryption after this installation from the Failover Recording Server Manager tray icon in the notification area.

4. Select **File location** for the program file. In **Product language**, select the language in which you want to install the server. Click **Install**.
5. The software now installs. When the installation completes, you see a list of successfully installed components. Click **Close**.

You can check the state of the failover recording server from the Failover Recording Server Manager tray icon.

6. When the Husky Assistant completes the setup process, click **Finish**.

Download the XProtect® Device Pack

A device pack is a set of drivers that is installed with your XProtect system to interact with your devices. A device pack is installed on the recording server. Milestone adds support for new devices and firmware versions on an ongoing basis, and releases device packs every two months on average. A device pack is automatically included when you install the XProtect system. To get the latest device pack, manually check for newer versions to download and install.

To update your device pack after installation, go to the download section of the Milestone website (<https://www.milestonesys.com/downloads/>) and download the relevant installation file.



If your system uses very old cameras, you may need to download the device pack for legacy devices. For more information, see <https://www.milestonesys.com/community/business-partner-tools/device-packs/>.

Update Windows

To update your Windows operating system with all the latest Windows updates, go to Windows Update settings and check for updates. Make sure to install all available updates and restart the Husky unit if required.

Install clients on other computers

For best performance, you can access your XProtect system from other computers via dedicated clients:

- XProtect Smart Client used for viewing video
- XProtect Management Client used for configuring and managing the system

Install XProtect Smart Client

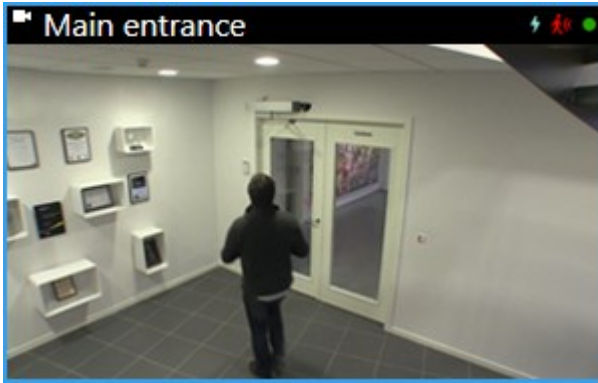
The XProtect system has a built-in public installation web page. From this web page, you can download and install XProtect Smart Client on any other computer on the network.


1. To access the public installation webpage, enter the following URL in your browser: **http://[computer address]/installation/**

[computer address] is the IP address or host name of the XProtect VMS computer.
2. Click **All Languages** and run the downloaded file.
3. Click **Yes** to all warnings. Unpacking starts.
4. Select the language for the installer and then click **Continue**.
5. Read and accept the license agreement. Click **Continue**.
6. Select the installation type. Click **Typical** to choose the default values and start the installation.
7. Open XProtect Smart Client. The XProtect Smart Client login dialog box appears.
8. Specify the host name or the IP address of your XProtect VMS computer in the **Computer** field.
9. Select authentication, enter your user name and password. Click **Connect** and XProtect Smart Client opens.
10. You can verify the default views or add new views: In **Setup** mode, add a group and then a view to this group.

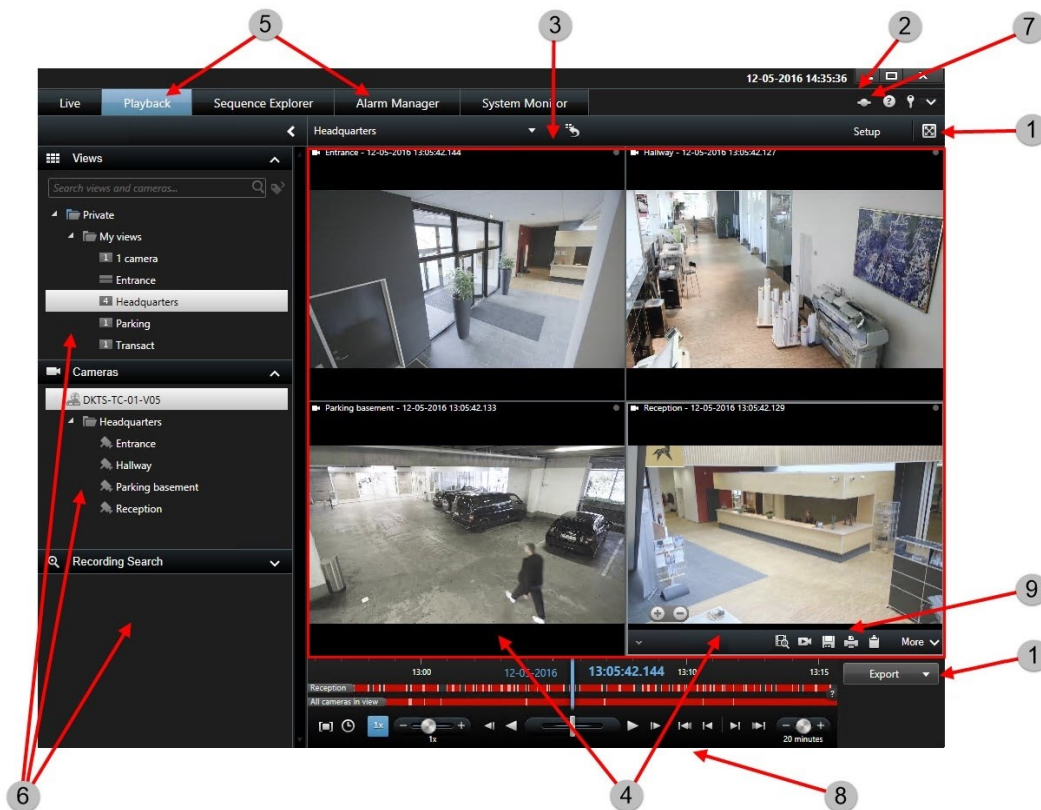
- 11. Add a camera to one of the view items by dragging and dropping it into a view item and click **Setup** again.

Check that you can see live video and that the round video indicator in the upper right corner of the camera view is either green or red. Green means that the camera sends video to the system, while red means that the system is also currently recording the video.



To read in details about the features in XProtect Smart Client and what you can accomplish with your system, click the **Help** icon  in the upper right corner or press **F1** for context sensitive help.

XProtect Smart Client interface



In XProtect Smart Client, you view live video on the **Live** tab, and recorded video on the **Playback** tab. When you select the **Live** tab, your XProtect Smart Client connects to the surveillance system server and displays live video from cameras in the selected view.

| Item | Function |
|------|---------------------|
| 1 | Task buttons |
| 2 | Application toolbar |
| 3 | View |
| 4 | View item |
| 5 | Tabs |
| 6 | Panes |
| 7 | Application buttons |
| 8 | Timeline |
| 9 | The camera toolbar |

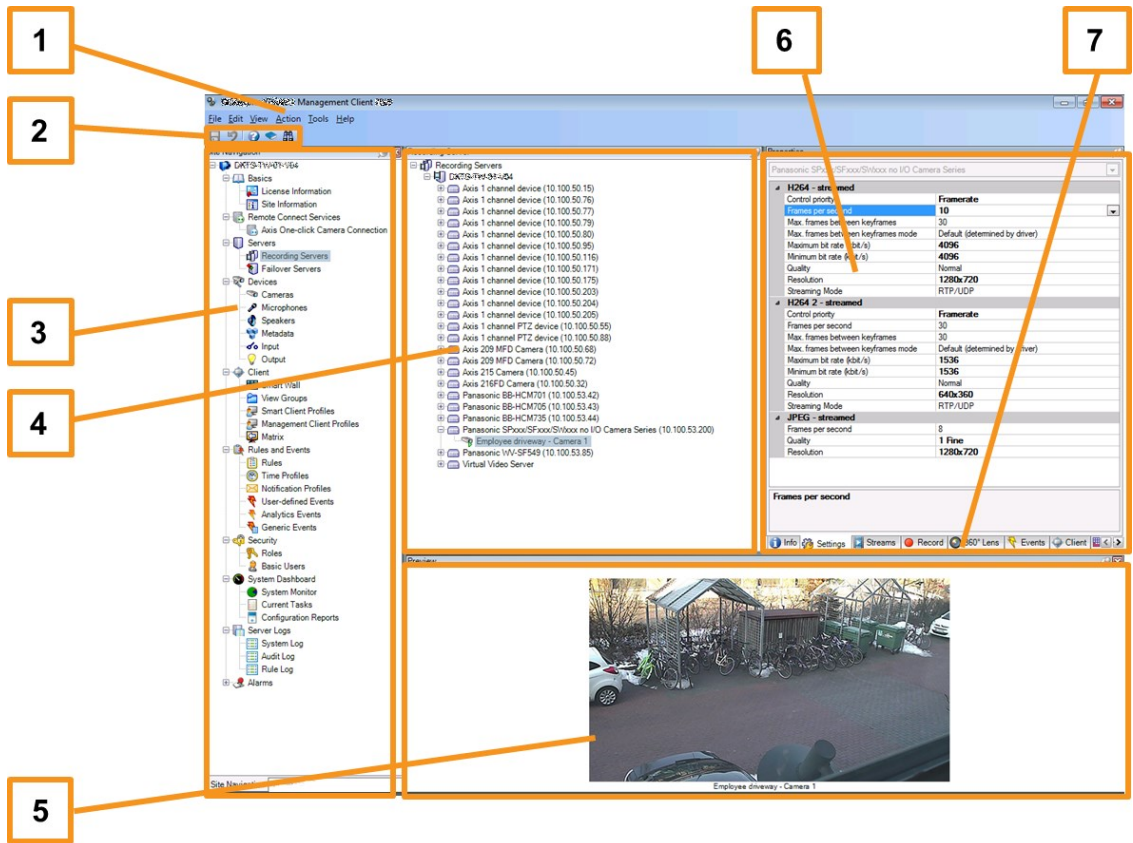
Install the Management Client

The XProtect VMS has a built-in administrative installation web page. From this web page, administrators can download and install the Management Client or other XProtect system components to any other computer on the network.

1. To access the administrative installation web page, enter the following URL in your browser: **http://[computer address]/installation/admin/**
[computer address] is the IP address or host name of the XProtect VMS computer.
2. Click **All Languages** for the Management Client installer. Run the downloaded file.
3. Click **Yes** to all warnings. Unpacking starts.
4. Select the language for the installer. Click **Continue**.
5. Read and accept the license agreement. Click **Continue**.
6. Select file location and product language. Click **Install**.
7. The installation is complete. A list of successfully installed components is displayed. Click **Close**.
8. Click the icon on the desktop to open the Management Client.
9. The Management Client login dialog appears.
10. Specify the host name or the IP address of your management server in the **Computer** field.
11. Select authentication, enter your user name and password. Click **Connect**. The Management Client launches.

To read in details about the features in the Management Client and what you can accomplish with your system, click **Help** in the tools menu.

Management Client interface



1. Tools menu
2. Shortcut icons
3. Site navigation pane
4. Overview pane
5. Video preview
6. Properties
7. Properties tabs

System scaling

To be able to scale to thousands of cameras across multiple sites, the system consists of components that handle specific tasks. If you have installed all components on a standalone Milestone Husky X8, you can instead install the components on separate dedicated servers in a distributed system to scale and distribute the load.

If you need the highest performance of the Milestone Husky X8, you should choose the HX8RC model which is equipped with a 2 x 10Gb/s CNA card.

Depending on the configuration, one standalone Milestone Husky X8 can handle 300-400 cameras. With optimal configuration, the HX8RC model can handle up to 750 cameras.

Not all components are needed in all installations. You can always add additional recording servers, failover recording servers, or XProtect Mobile servers for hosting and providing access to XProtect Mobile client and XProtect Web Client.



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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/>.

