

MAKE THE
WORLD SEE

Milestone Systems

Milestone® Software Manager

Administrator manual



Contents

- Copyright, trademarks, and disclaimer 3**
- Overview 4**
 - Introduction 4
- Requirements and considerations 5**
 - Prerequisites 5
 - Supported operating systems 5
 - Prerequisites for all remote servers 5
 - Important information 5
 - Version specific issues 6
- Configuration 7**
 - Enter default credentials 7
 - Software library 7
 - Point software library to correct path 8
 - Surveillance servers 9
 - Open server list10
 - Add individual surveillance servers10
 - Add complete surveillance setup10
 - Test servers11
 - Reboot servers13
 - More server options 13
- Operation14**
 - Manage servers wizard14

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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.

Overview

Introduction

The Milestone Software Manager is a single-point tool for remote update of Milestone software on multiple remote servers in large installations. Examples of this type of remote servers are XProtect Corporate recording servers.

Main features:

- Monitoring of installed and running versions of XProtect systems on remote servers
- Central upload of new software versions and uninstall/install of uploaded versions to relevant remote servers
- Central progress monitoring – makes it possible to check that the upload/uninstall/install is on schedule and its final status
- Options, such as:
 - Work with single or multiple servers
 - Perform the update in parallel or sequential mode

Main components:

- A software library where it is possible to point to the installer files you wish to work with
- A list of remote servers you select to work with
- A wizard to help manage or update your remote servers

Requirements and considerations

Prerequisites



It is strongly recommended to always test Milestone Software Manager on a test system or on one or two remote servers before employing a full-scale update on your main system to all remote servers in one go.



Be aware that your surveillance services may be affected, and that this may in turn affect video viewing and recording during the operation. When this is the case, you might want to perform the operation at a time when video viewing and recording is not critical.

For Milestone Software Manager to run successful updates, read the following.

Supported operating systems

On machines where Milestone Software Manager is to be installed:

- Windows 10®
- Windows Server® 2012 (64-bit)
- Windows Server® 2012 R2 (64-bit)
- Windows Server® 2016 (64-bit)

Prerequisites for all remote servers

- Close all Milestone applications on all remote servers before beginning updates via Milestone Software Manager
- Firewall on the remote server must be disabled
- The Windows® user operating Milestone Software Manager must be member of the administrator group
- The Windows® user operating Milestone Software Manager must have logged on to the remote server at least once before

Important information

Milestone Software Manager operates with Milestone installer files. The Milestone installer files are imported into the Milestone Software Manager software library on the machine where Milestone Software Manager is installed or on a network drive accessible to the Milestone Software Manager. In order for the Milestone Software Manager

to be able to install or uninstall a product, the relevant Milestone installer file must be uploaded to the local library of the remote machine(s). Only valid Milestone installer files, with a valid Milestone digital signature, can be imported.

The following installer files are supported:

- Milestone XProtect Recording Server
- Milestone XProtect Smart Client x86
- Milestone XProtect Smart Client x64
- Milestone XProtect Device Pack



Instead of the actual installer files, previous versions of the Milestone Software Manager used .exe files known as software packages. These files are still supported for legacy systems, but installation files should be used.

After the product is installed or uninstalled, you can delete the installer file or software package. However, the installer file or software package must then be uploaded again if you need to perform a new installation or uninstallation.

If you work with one or more installations using Software License Codes (SLCs), be careful when you enter the SLC – they are not validated by Milestone Software Manager.

If you work with one or more installations using .lic files, and do not select a .lic file, the product(s) included in the selected installer files will be installed as trial product(s).

Always test (see Test servers on page 11) server connections before updating remote servers. If errors are reported, do not start updating remote servers. Study the test report and—if needed—contact Milestone.

Canceling installation/uninstallation on a remote server only stops monitoring it—it does not stop the update itself. As a consequence, it is recommended to study the package-level result (see Manage servers wizard on page 14) for accurate detailed results of the update.

Version specific issues

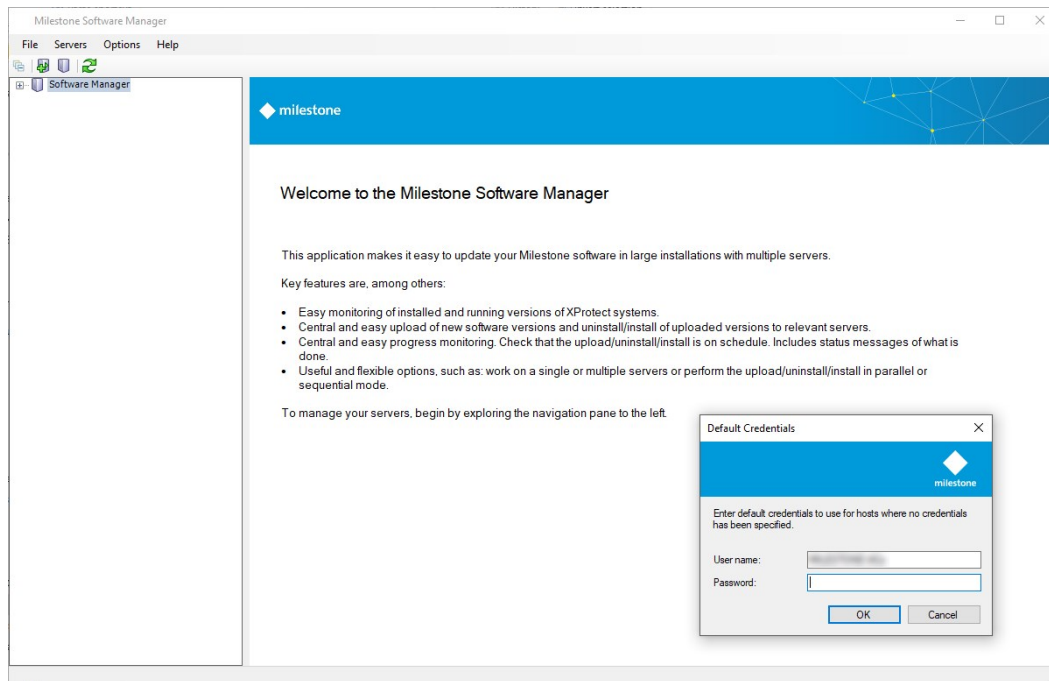
Do not update 32-bit and 64-bit computers at the same time. This is due to the fact that it is not possible to set separate installation paths for each server installation.

Configuration

Enter default credentials

Once you have launched Milestone Software Manager, before you can start working, you must enter default credentials for the remote machines on the network.

1. Launch Milestone Software Manager. A **Default Credentials** window appears.



2. Fill in the default login credentials. These are used as default login when working with remote machines on your network (and no other/specific credentials are specified for a machine).
3. If you need to change default credentials at a later time, go to **Options > Change default credentials**.
4. If needed, you can later specify individual credentials (see More server options on page 13) on each remote machine.



This has nothing to do with accessing Milestone Software Manager itself. It is strictly a matter of specifying default credentials for relevant remote machines on the network (where no other/specific credentials have been specified).

Software library

Normally, the first area you work with is the **Software Library** area.

This is the location to which you import the Milestone installer files. Before accessing the installer files, you must create a destination folder for them—the name and location of the folder is your choice—and copy the installer files to this folder.



In older versions of Milestone Software Manager, the software library contained a number of .exe files known as software packages. These files are still supported for legacy systems, but installation files should be used.

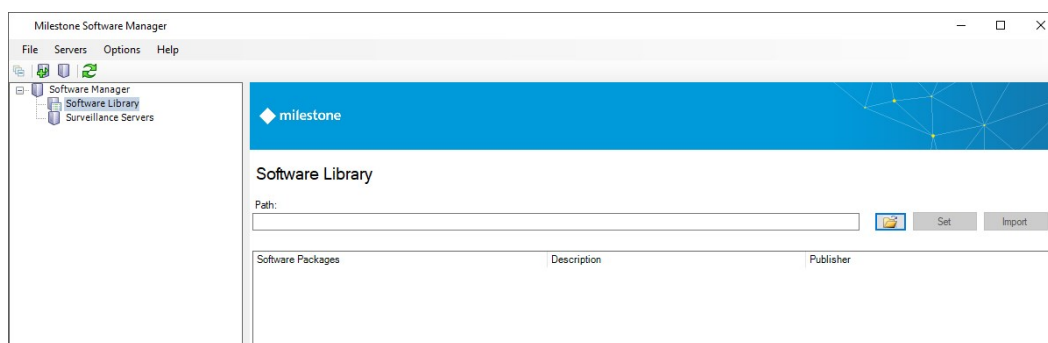


To work with software packages, double-click each one to unpack them to your destination folder. In Milestone Software Manager, point your software library path to the folder.

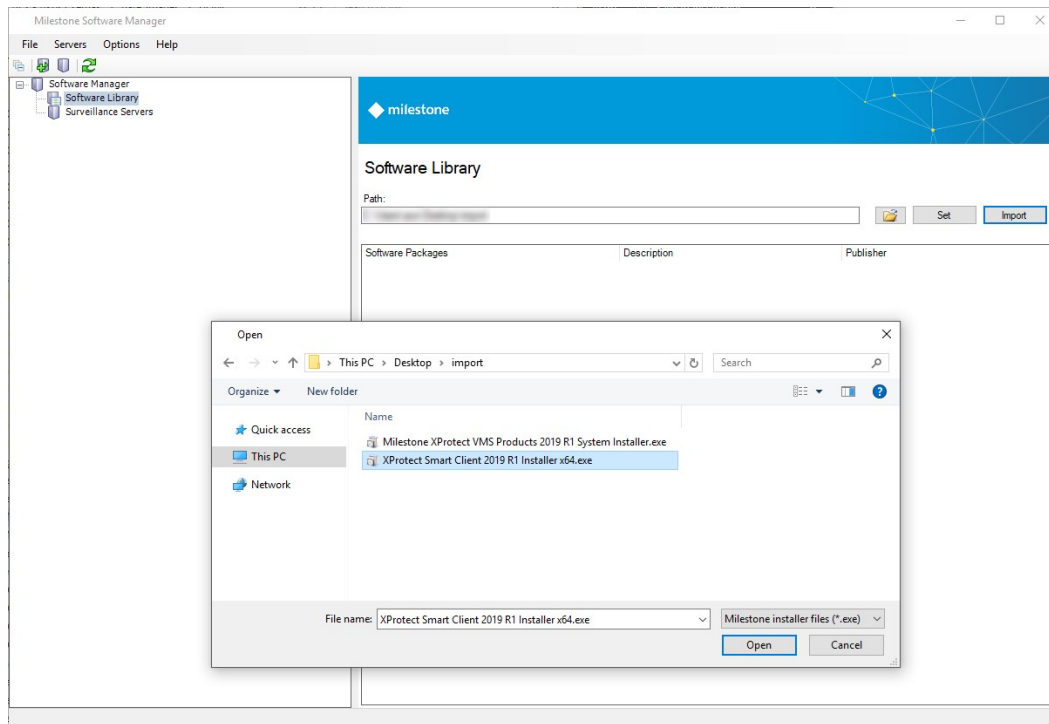
Point software library to correct path

1. In the navigation pane in the left side of Milestone Software Manager, expand **Software Manager** and select **Software Library**.

This opens the **Software Library** window. The first time you use this application, the software library list will be empty.

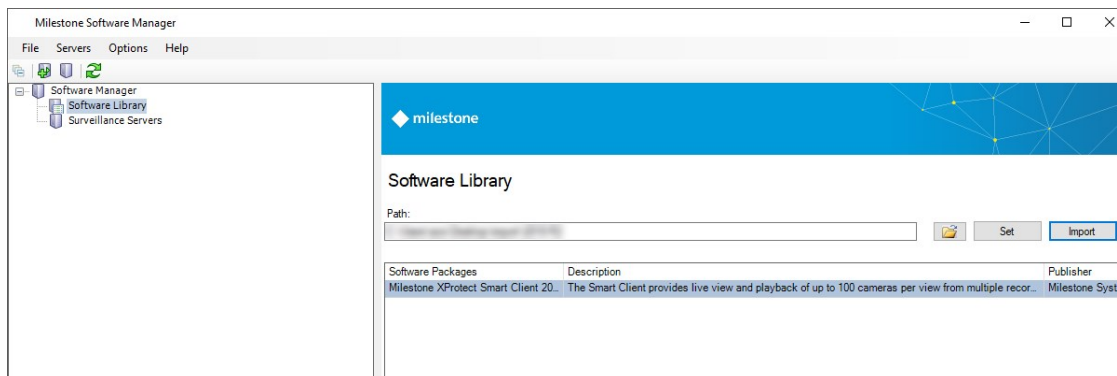


2. In the **Software Library**, browse to the destination folder and click **Set**. This enables the **Import** button.
3. Click the **Import** button and select the installer file to import it to the library.



The import process results in a new folder containing an installer file and a package.xml file.

Only valid Milestone installer files with a valid Milestone digital signature can be imported.



Surveillance servers

After the **Software Library** is populated, in the **Milestone Servers** area, you create a list of relevant remote servers that you want to work with.

Open server list

In the navigation pane select **Surveillance Servers**. This opens the **Surveillance Servers** window. The first time you use this application, the server list is empty.

You may fill it in two ways – by adding each server individually or by requesting a main surveillance server to compile a list.

Add individual surveillance servers

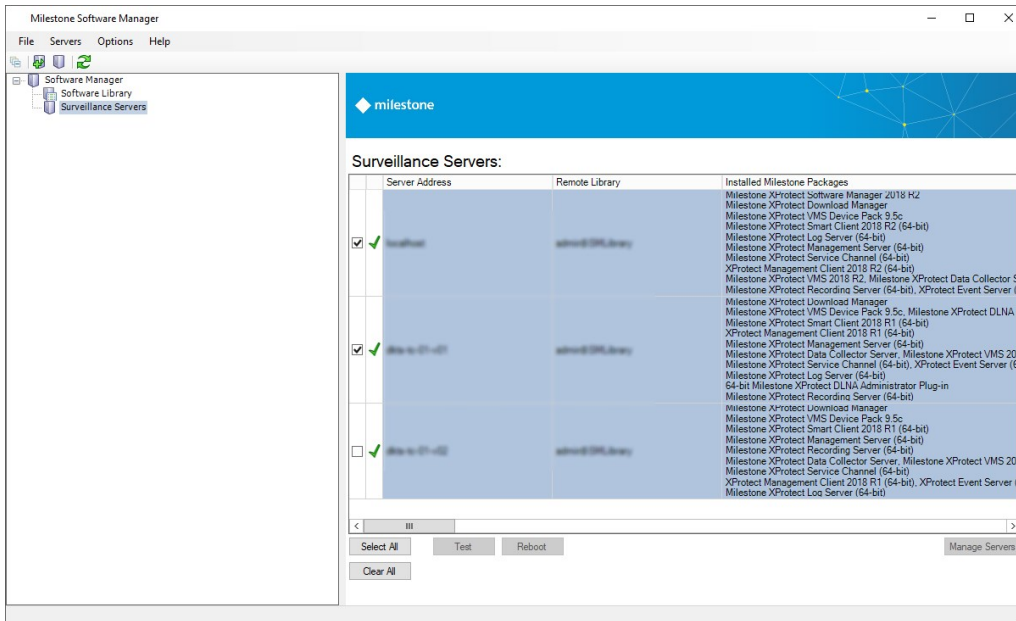
1. In the navigation pane, right-click **Surveillance Servers** and select **Add Individual Surveillance Server**.
2. Enter the address of the remote server to be added to the list.
3. Enter a library name where the installer file(s) should be placed when uploaded and click **OK**. The library must be shared and given full read and write permissions.

When done, the remote server will be added to the list. Repeat to add further servers to the list.

Add complete surveillance setup

1. In the navigation pane, right click **Surveillance Servers** and select **Add Complete Surveillance Setup**.
2. On an XProtect Corporate server, enter the address of the management server that must compile the list of available recording servers.
3. Select the type of authentication to be used.
4. Enter the user name and password, if relevant.
5. Enter a library where the software package(s) should be placed when uploaded and click **OK**. The library must be shared and given full read and write permissions.

When done, the server list is compiled and added to the list.



Next to each remote server, an icon indicates its connection status. The following icons exist:

-  Indicates that Milestone Software Manager can connect to the server
-  Indicates failure to connect
-  Indicates that Milestone Software Manager is currently processing the server

Click the **Refresh** icon in the toolbar to refresh the icons.

Test servers



It is recommended to always test your remote server connections before starting an update (see Important information on page 5).

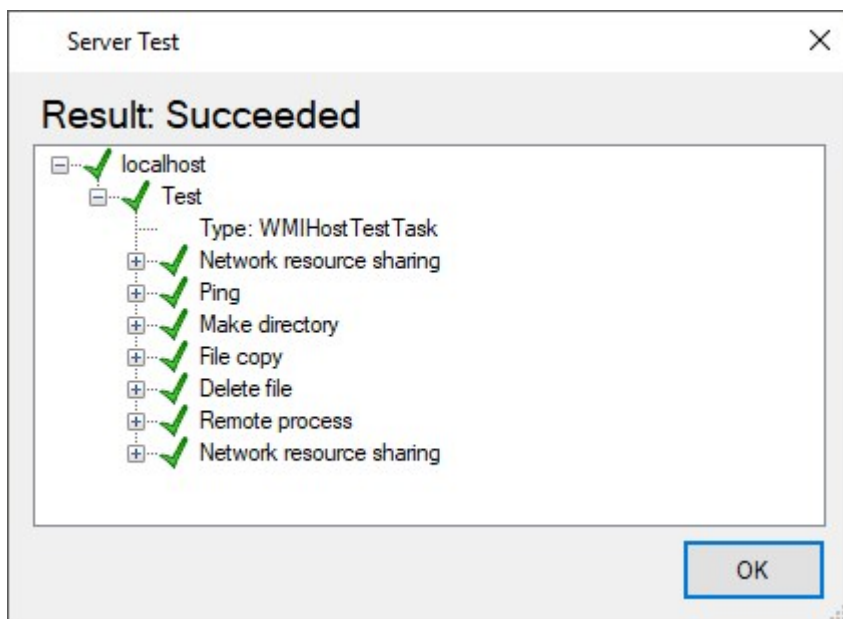
When you test connections, you check whether you have the correct user rights to do the update. If—for some reason—you do not and the test fails, you should not proceed with the update until the issue(s) have been resolved.

1. In the navigation pane, select **Surveillance Servers**.
2. Select the remote server(s) you wish to test and click **Test**.

The far right **Status** column keeps you informed of the progress and status of the test. If relevant, server status icons will also change.

	Server Address	Remote Library	Installed Milestone Packages	Authentication	Status
☒	localhost	admin@DLNA.library	Milestone XProtect Software Manager 2018 R2 Milestone XProtect Download Manager Milestone XProtect VMS Device Pack 9.5c Milestone XProtect Smart Client 2018 R2 (64-bit) Milestone XProtect Log Server (64-bit) Milestone XProtect Management Server (64-bit) Milestone XProtect Service Channel (64-bit) XProtect Management Client 2018 R2 (64-bit) Milestone XProtect VMS 2018 R2, Milestone XProtect Data Collector Server Milestone XProtect Recording Server (64-bit), XProtect Event Server (64-bit)	Default Credentials	Test Succeeded
☐	192.168.1.101	admin@DLNA.library	Milestone XProtect Download Manager Milestone XProtect VMS Device Pack 9.5c, Milestone XProtect DLNA Server Milestone XProtect Smart Client 2018 R1 (64-bit) XProtect Management Client 2018 R1 (64-bit) Milestone XProtect Management Server (64-bit) Milestone XProtect Data Collector Server, Milestone XProtect VMS 2018 R1 Milestone XProtect Service Channel (64-bit), XProtect Event Server (64-bit) Milestone XProtect Log Server (64-bit) 64-bit Milestone XProtect DLNA Administrator Plug-in Milestone XProtect Recording Server (64-bit)	Default Credentials	Server available: Succeeded

A server test window will present detailed test results.



If you are using Milestone Software Manager to deploy software to a computer in a separate workgroup outside of a domain and get an error message saying **System error 5 has occurred. Access is denied**, when you are logged on to the target PC as a local administrator user: This is because of an issue with your account rights on the target computer. By default, Windows prevents local accounts from accessing administrative shares through the network. To fix this issue, you must modify the Windows Registry. In Windows Registry, add **LocalAccountTokenFilterPolicy=1** to HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Policies\System to modify the system settings and give local administrator users the necessary rights. For more information, see the *Let me fix it myself* guide on the Microsoft website (<https://support.microsoft.com/kb/947232/>).

Reboot servers

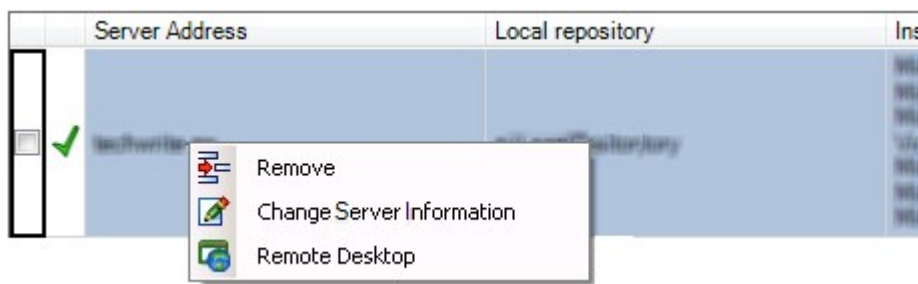
1. In the navigation pane select **Surveillance Servers**.
2. Select the remote server(s) to reboot and click **Reboot**.

The far right **Status** column (see "Figure: Close up of server list (see Test servers on page 11) keeps you informed of the progress and status of the reboot. If relevant, server status icons (second column from the left) will also change.

More server options

The **Surveillance Servers** window contains further options for the remote servers on the list.

1. In the navigation pane select **Surveillance Servers**.
2. Place the cursor over the remote server you wish to work with and right-click.
3. The following menu options appear: **Remove**, **Change Server Information** and **Remote Desktop**.



4. Do one of the following:
 - Select **Remove** to remove the remote server from the server list
 - Select **Change Server Information** to change server information such as the library in which to store software packages and to change default credentials (see Enter default credentials on page 7)
 - Select **Remote Desktop** to log on to the remote server via Remote Desktop

Operation

Manage servers wizard

Now that you have your software library in place and a list of remote servers, you can start updating or configuring the selected servers. Milestone Software Manager has a built-in, dedicated wizard for this purpose.

To carry out a remote update of all or selected remote servers:

1. In the navigation pane, select **Surveillance Servers**. This opens the **Surveillance Servers** window. Make sure you have selected one or more servers in the list.
2. Run a test of your remote server connection (see Test servers on page 11). Only proceed if this test is successful.

3. Click **Manage Servers** in the lower right corner. This starts the **Software Management Wizard**. Click **Next**.

With the **Software Management Wizard** you can upload, uninstall and/or install software packages easily. The wizard lets you do everything in one run, or if you prefer, upload first, then uninstall and finally install packages. Or you can do any combination hereof by simply running the wizard as many times as needed. However, provided a run of the wizard contains more than one task, the task sequence is always the same, first upload, then uninstall and finally install.

The wizard interface is divided into the following areas:

- 1 - Upload - lets you select the installer files to upload to the selected remote servers. You can select one or more files, or leave the check box empty. An installer file must be uploaded before it can be installed or uninstalled.
- 2 - Uninstall - lets you select the software to uninstall, or leave the field empty. Selecting **Delete package from host** will furthermore remove the installer file after the product has been uninstalled (see Important information on page 5) (at that point, the installer file is no longer needed).
- 3 - Install - lets you select software to install, or leave the field empty.
- 4 - Manage - lets you select how to schedule the upload, uninstallation and installation tasks on the remote servers. Select either **In parallel** or **In sequence**. If the tasks are scheduled in parallel, the task sequence will occur simultaneously on all the remote computers, and if the tasks are scheduled sequentially, the servers will be updated one at the time.

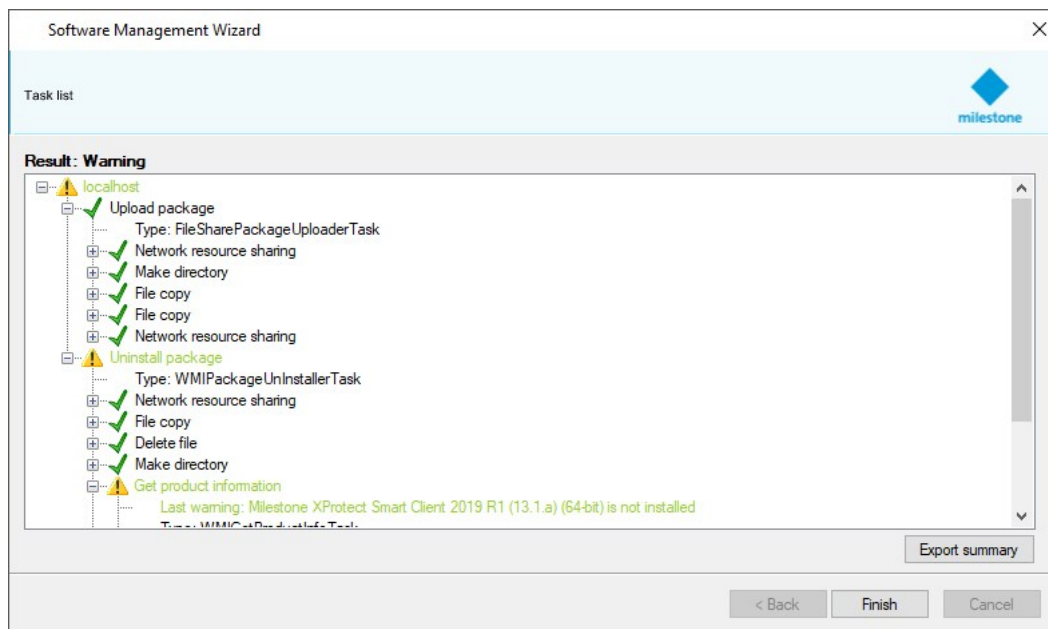
If you update in sequence, note that it will take somewhat longer (see Important information on page 5) than updating in parallel. However, updating in sequence might be desirable if network resources are limited or for testing the result of the process in small scale before rolling it out wide scale.

Click **Next**.

4. If you are installing software, read and accept the end-user license agreement. When done, click **Next**.
5. Next - if you are uninstalling or installing software - enter parameters for the selected uninstall and install processes. Click **Next**.
6. Now, you are presented with an overview of your selections (what to upload, uninstall, install and how) and the services that will be affected. Review, accept and click **Next**.
7. Next step shows progress for individual servers. From here, it is also possible to cancel individual processes by clicking **Stop**.

If an installation or uninstallation is stopped mid-process, it is recommended to redo the installation/uninstallation. When a process is canceled, it might be too late for some parts to be canceled (it might already be successfully installed or uninstalled) but it might not be too late for others. This might give a result that seems OK, but sub-parts might not be working.

8. When all processes are done, click **Next**.



9. Results for the entire update process are shown. Expand to view details.

To export results to other programs for further editing/distribution, click **Export Summary**. When done, click **Finish**.



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About Milestone

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