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# Milestone Systems

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Milestone Software Manager

Administrator manual

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All names of people and organizations used in the examples in this text are fictitious. Any resemblance to any actual organization or person, living or dead, is purely coincidental and unintended.

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.

## Supported VMS products and versions

This manual describes features supported by the following XProtect VMS products:

- XProtect Corporate
- XProtect Expert
- XProtect Professional+
- XProtect Express+
- XProtect Essential+

Milestone tests the features described in this document with the XProtect VMS products in the current release version and the two previous release versions.

If new features are only supported by the current release version and not any previous release versions, you can find information about this in the feature descriptions.

You can find the documentation for XProtect clients and extensions supported by the retired XProtect VMS products mentioned below on the Milestone download page (<https://www.milestonesys.com/downloads/>).

- XProtect Enterprise
- XProtect Professional
- XProtect Express
- XProtect Essential

# 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 computers where Milestone Software Manager is to be installed:

- Windows 10<sup>®</sup>
- Windows Server<sup>®</sup> 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<sup>®</sup> user operating Milestone Software Manager must be member of the administrator group
- The Windows<sup>®</sup> 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 computer 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 computers. Only valid Milestone installer files, with a valid Milestone digital signature, can be imported.

The following installer files are supported:

- Milestone XProtect Smart Client x86
- Milestone XProtect Smart Client x64
- Milestone XProtect Event Server
- Milestone XProtect Recording Server
- 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 server connections before updating remote servers (see [Test servers on page 14](#)). 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 for accurate detailed results of the update (see [Manage servers wizard on page 17](#)).

## Version specific issues

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

# Installation

## Install the Milestone Software Manager

1. Download the software from the internet (<https://www.milestonesys.com/downloads/>) and run the Milestone Software Manager installation file.
2. In the installation wizard, read the *Milestone End-user License Agreement*. Select the **I accept the terms in the license agreement** check box and click **Continue**.
3. Do one of the following:
  - To install the English version of Milestone Software Manager in the default location, select **Typical**.
  - To select a product language and a file location for Milestone Software Manager, select **Custom**.
4. Click **Install**.

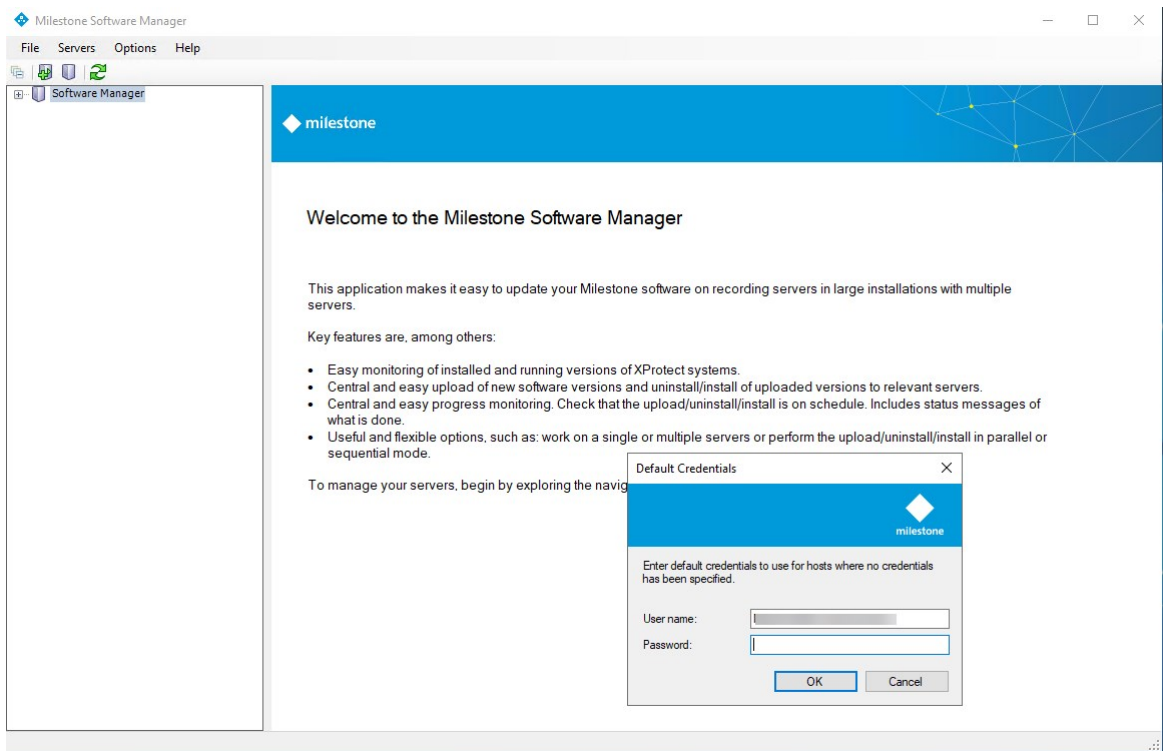


# Configuration

## Enter default credentials

Once you have launched Milestone Software Manager, before you can start working, you must enter default credentials for the remote computers 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 computers on your network (and no other or specific credentials are specified for a computer).
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 16](#)) on each remote computer.



This has nothing to do with accessing Milestone Software Manager itself. It is strictly a matter of specifying default credentials for relevant remote computers on the network (where no other or 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.

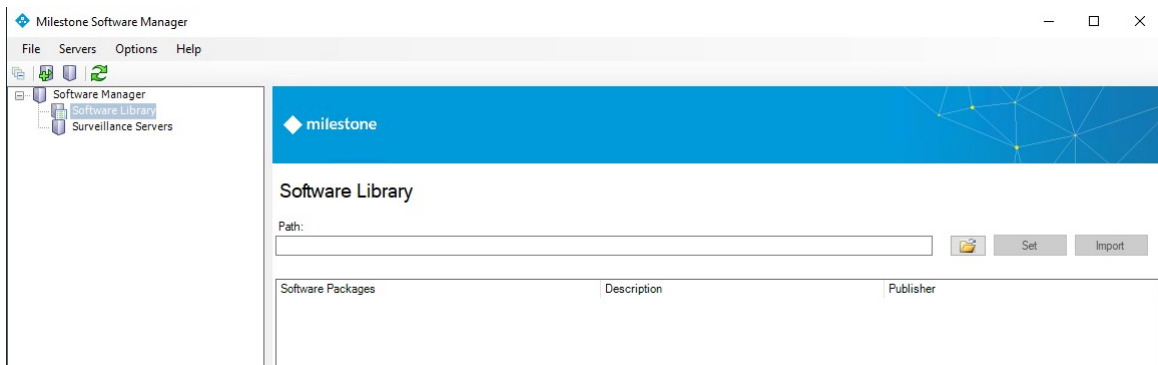


To work with software packages, double-click each one to unpack them to your destination folder. In Milestone Software Manager, point your software library path to the folder.

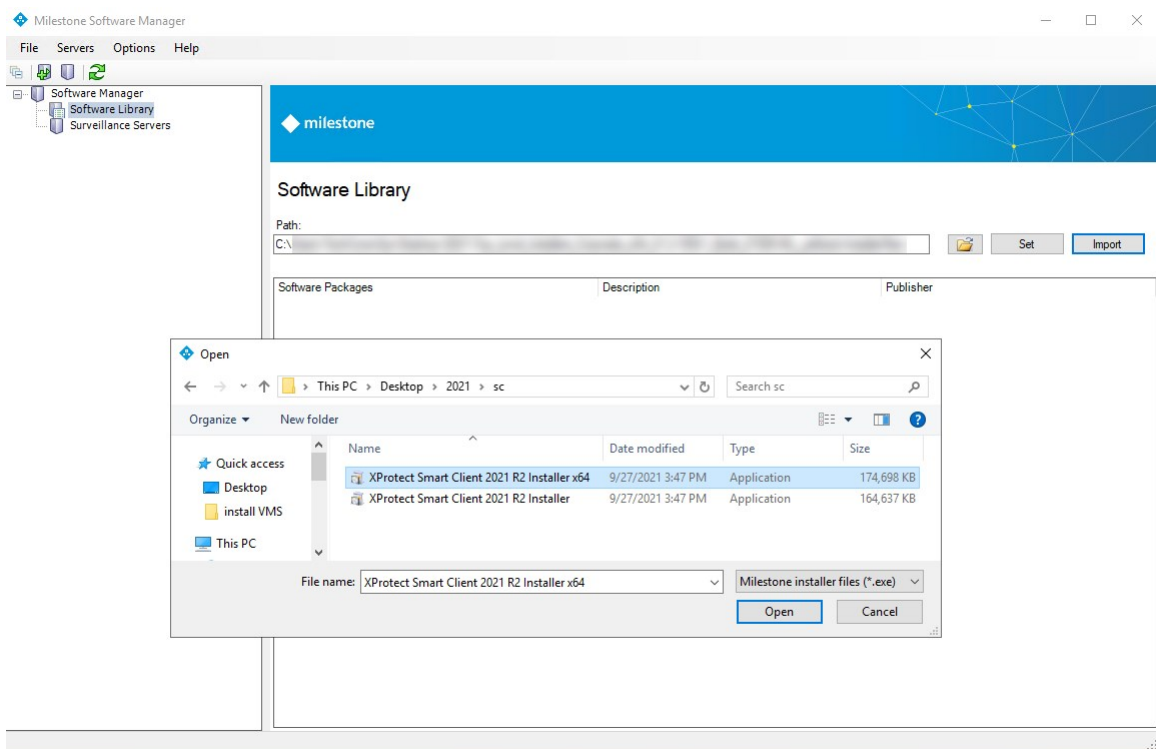
## Point software library to correct path

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.

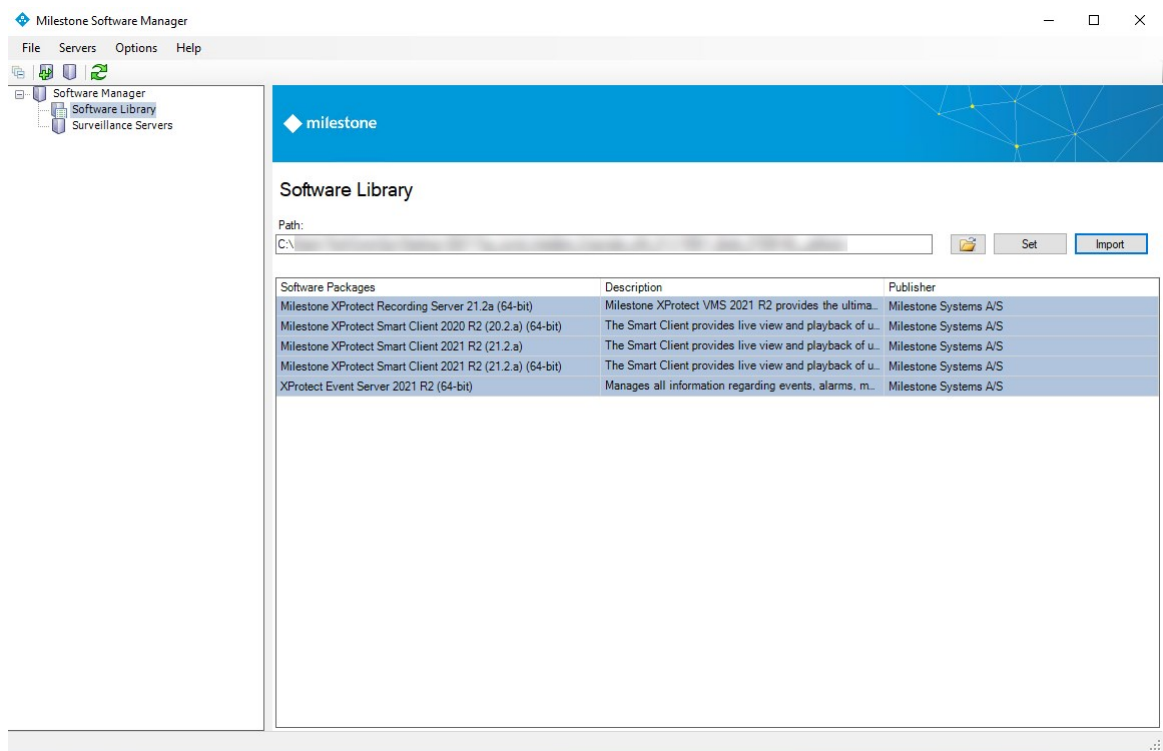


2. In the **Software Library**, browse to the destination folder and click **Set**. This enables the **Import** button.
3. Click the **Import** button and select the installer file to import it to the library.



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

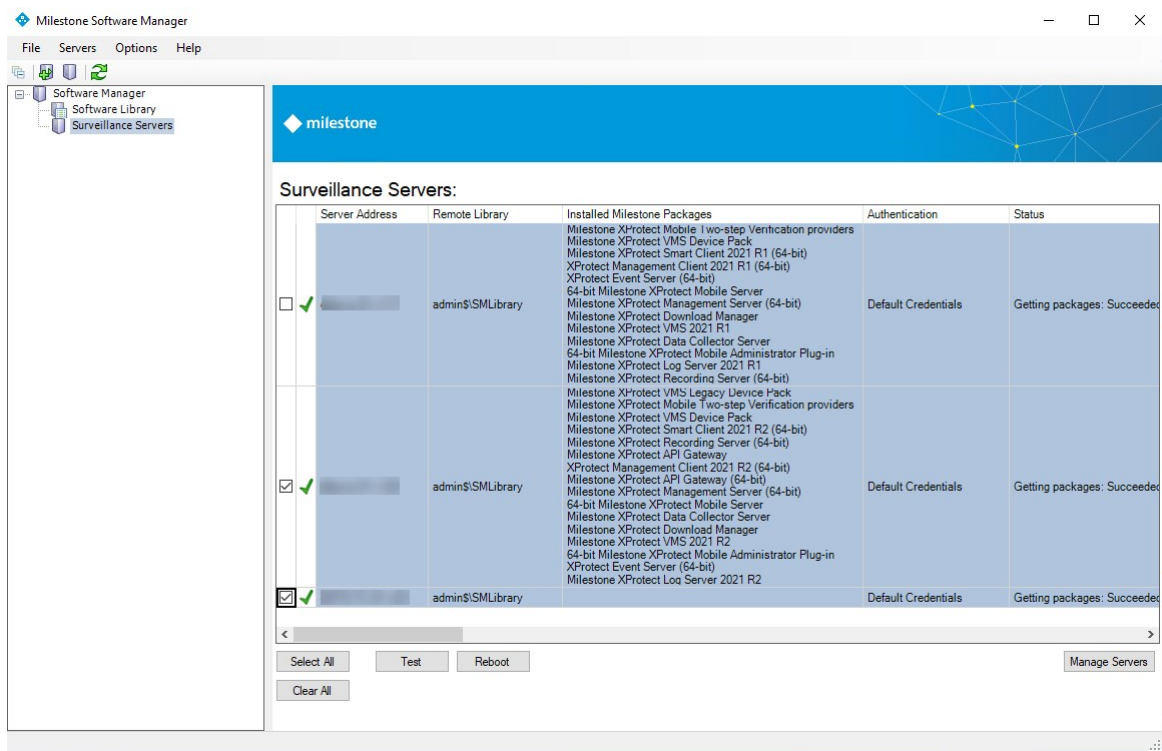
1. In the navigation pane, right-click **Surveillance Servers** and select **Add Individual Surveillance Server**.
2. Enter the address of the remote server to be added to the list.
3. Enter a library name where the installer file(s) should be placed when uploaded and click **OK**. The library must be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

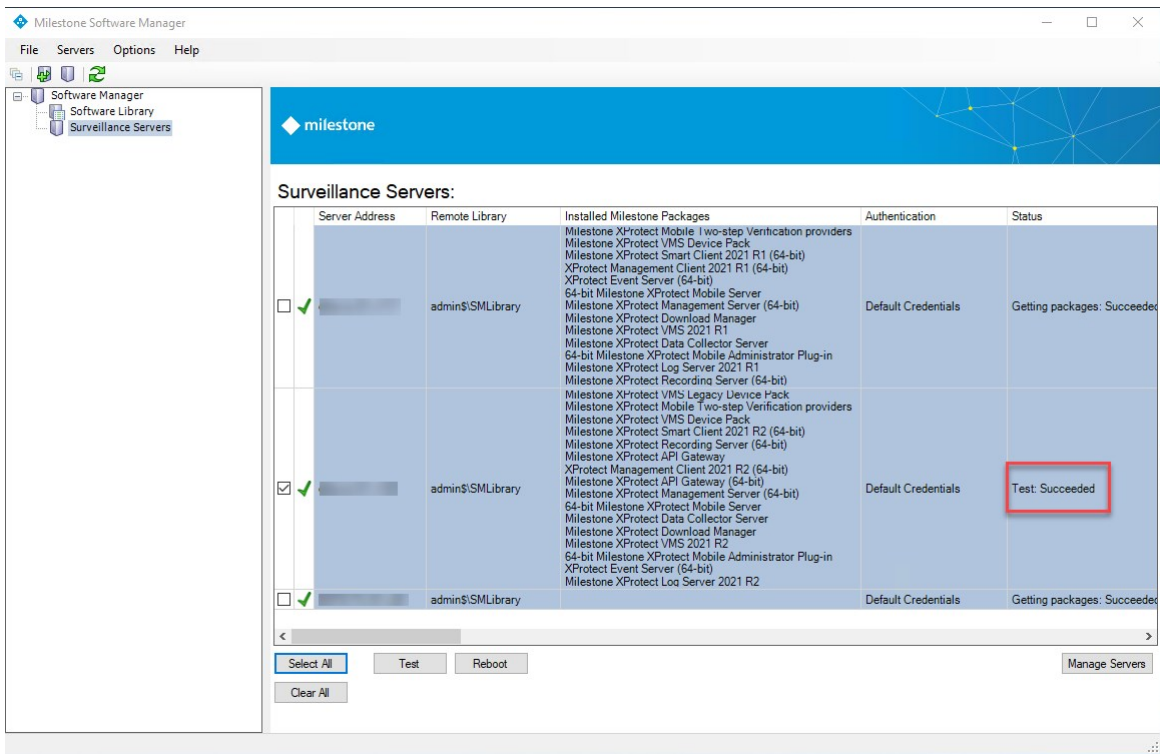


It is recommended to always test your remote server connections before starting an update (see [Important information on page 6](#)).

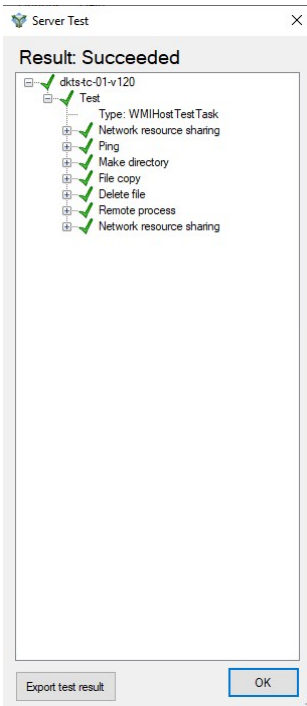
When you test connections, you check whether you have the correct user permissions to do the update. If—for some reason—you do not and the test fails, you should not proceed with the update until the issue(s) have been resolved.

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.



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/en-us/help/947232/error-message-when-you-try-to-access-an-administrative-share-on-a-wind>).

## Reboot servers

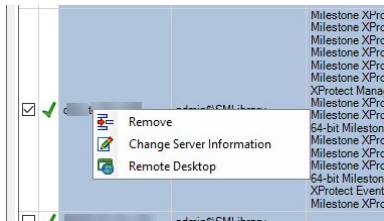
1. In the navigation pane select **Surveillance Servers**.
2. Select the remote server(s) to reboot and click **Reboot**.

The far right **Status** column (see "Figure: Close up of server list (see [Test servers on page 14](#)) 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 9](#))
  - 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.

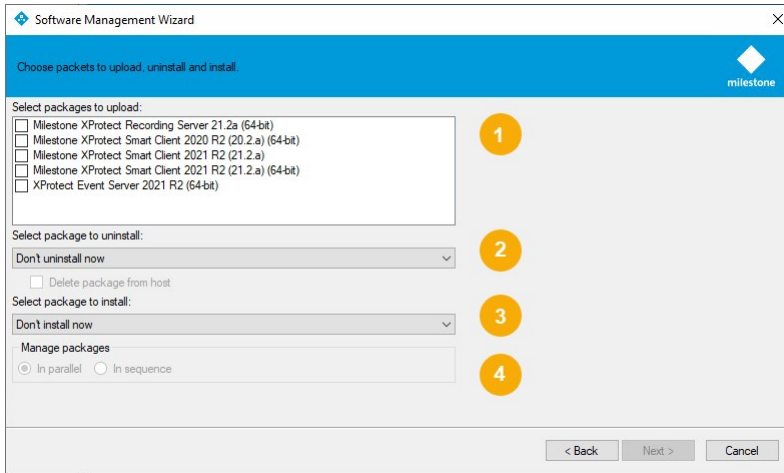
To carry out a remote update of all or selected remote servers:

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 14](#)). 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 by 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 6](#)) (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 than updating in parallel (see [Important information on page 6](#)). 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**.


- Next - if you are uninstalling or installing software - enter parameters for the selected uninstall and install processes.

If the field is left blank, the existing value or default value will be used.

**Smart Client:**


Name	Description
<b>Installation path</b>	The location where the product is installed. For example: {drive}:\{foldername}\ and environment variables (such as "%PROGRAMFILES%").
<b>Language</b>	The language to install the product in.

**Event Server:**

Name	Description
<b>Installation path</b>	The location where the product is installed. For example: {drive}:\{foldername}\ and environment variables (such as "%PROGRAMFILES%").
<b>Management Server URL</b>	The hostname of the management server. For example: http://{hostname}/ or {IPAddress}.
<b>System configuration password</b>	Protect the overall system configuration by assigning a system configuration password. After you assign a system configuration password, backups are protected by this password. The password settings are stored on the computer that is running the management server in a secure folder.
<b>Service account name</b>	<p>The Event Server is installed as a Windows service. You must provide a user name that will be used to launch the service. If blank, "Network Service" user will be used. Default value is NT AUTHORITY\NETWORK SERVICE.</p> <div style="border: 1px solid #0070C0; padding: 5px; background-color: #D9E1F2;">  <p>The <b>Service account name</b> must correspond with the language of the selected operating system.</p> </div>

Name	Description												
	<table border="1"> <tr> <td data-bbox="458 327 804 591">                     English                      Simplified Chinese                      Traditional Chinese                      Korean                      Japanese                      Russian                 </td> <td data-bbox="804 327 1382 591">NT AUTHORITY\NETWORK SERVICE</td> </tr> <tr> <td data-bbox="458 591 804 672">French</td> <td data-bbox="804 591 1382 672">AUTORITE NT\SERVICE RÉSEAU</td> </tr> <tr> <td data-bbox="458 672 804 752">German</td> <td data-bbox="804 672 1382 752">NT-AUTORITÄT\NETZWERKDIENTST</td> </tr> <tr> <td data-bbox="458 752 804 833">Italian</td> <td data-bbox="804 752 1382 833">NT AUTHORITY\SERVIZIO DI RETE</td> </tr> <tr> <td data-bbox="458 833 804 913">Portuguese</td> <td data-bbox="804 833 1382 913">AUTORIDADE NT\SERVIÇO DE REDE</td> </tr> <tr> <td data-bbox="458 913 804 994">Spanish</td> <td data-bbox="804 913 1382 994">NT AUTHORITY\SERVICIO DE RED</td> </tr> </table>	English Simplified Chinese Traditional Chinese Korean Japanese Russian	NT AUTHORITY\NETWORK SERVICE	French	AUTORITE NT\SERVICE RÉSEAU	German	NT-AUTORITÄT\NETZWERKDIENTST	Italian	NT AUTHORITY\SERVIZIO DI RETE	Portuguese	AUTORIDADE NT\SERVIÇO DE REDE	Spanish	NT AUTHORITY\SERVICIO DE RED
English Simplified Chinese Traditional Chinese Korean Japanese Russian	NT AUTHORITY\NETWORK SERVICE												
French	AUTORITE NT\SERVICE RÉSEAU												
German	NT-AUTORITÄT\NETZWERKDIENTST												
Italian	NT AUTHORITY\SERVIZIO DI RETE												
Portuguese	AUTORIDADE NT\SERVIÇO DE REDE												
Spanish	NT AUTHORITY\SERVICIO DE RED												
<b>SQL connection string</b>	<p>The connection parameters used by the Event Server when connecting to the SQL database. Modify the provided connection string with values for data source and catalog.</p> <p>Default value is Data Source=localhost;initial catalog='Surveillance';Integrated Security=SSPI.</p>												
<b>Skip registration</b>	<p>To register the service to the management server during the installation. If "true", the Event Server service is registered. If "false", the registration is skipped.</p> <p>Default value is "true".</p>												
<b>Enable server-to-server encryption</b>	<p>Enables encrypted (https) communication between services (Management Server, Recording Server, Data Collector).</p>												
<b>Certificate thumbprint for server-to-server encryption</b>	<p>The thumbprint for the certificate to use when encrypted server-to-server communications is enabled.</p>												

**Recording Server:**

Name	Description
Server type	Select recording server or failover.
Installation path	The location where the product is installed. For example: {drive}:\{foldername}\ and environment variables (such as "%PROGRAMFILES%").
Recording server name	The name of a recording server. The name is used in the Management Client. The default name is the server name.
Management Server hostname	The hostname of the management server to which a recording server should connect.
Management Server port	The port of the management server to which the recording server should connect. Default value is 80.
Media Database	The path to the media database where video is initially recorded. For example: {drive}:\{foldername}\ (drive = local or network drive).
Windows user or system account type	<p>The 'logon as' account type for the Recording Server Service.</p> <p>Select <b>System account</b> or <b>User account</b>.</p>
User name for the account	<p>The service account for the Recording Server and Data Collector services. For example: (network service), {domain}\{username} (user account) or {username} (local user in a workgroup).</p> <p>Possible values are 'NT AUTHORITY\NETWORK SERVICE', 'NT AUTHORITY\LocalService', 'NT AUTHORITY\SYSTEM' or a domain/Windows user name.</p> <div data-bbox="459 1581 1385 1709" style="background-color: #e6f2ff; padding: 10px; border: 1px solid #0070c0;">  <p>The <b>User name for the account</b> must correspond with the language of the selected operating system.</p> </div>

Name	Description	
	English Simplified Chinese Traditional Chinese Korean Japanese Russian	NT AUTHORITY\NETWORK SERVICE
	French	AUTORITE NT\SERVICE RÉSEAU
	German	NT-AUTORITÄT\NETZWERKDIENT
	Italian	NT AUTHORITY\SERVIZIO DI RETE
	Portuguese	AUTORIDADE NT\SERVIÇO DE REDE
	Spanish	NT AUTHORITY\SERVICIO DE RED
<b>Password for the account</b>	The password for the Domain user. It should be left empty if a system account is entered in user name.	
<b>Management Server reachable</b>	States if the Management Server is reachable by the recorder installation. If <b>Reachable</b> , it retries to connect to a management server that is offline during installation when the management server is online again. If <b>Not reachable</b> , it does not retry to connect to the management server.	

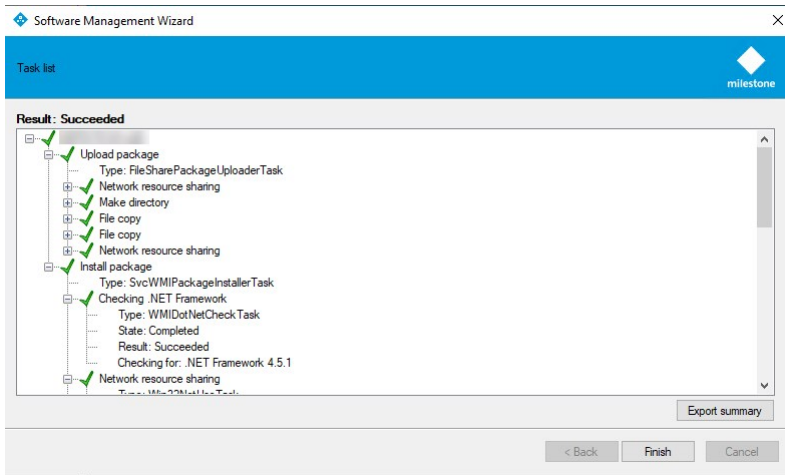
Click **Next**.

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**.

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.

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



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**.



[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/>.

