

White Paper

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# System Architecture Guide for IT Professionals

XProtect® Corporate  
XProtect® Expert  
XProtect® Professional+

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# Table of Content

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<b>Introduction</b>	<b>4</b>
<b>Purpose and target audience</b>	<b>4</b>
<b>Designed for network and IT systems</b>	<b>4</b>
<b>Overall system architecture</b>	<b>7</b>
<b>System components</b>	<b>7</b>
<b>Server components</b>	<b>8</b>
Management server	8
Failover management server	9
Recording server	9
Failover recording server	10
Event server	11
Failover event server	12
Log server	12
Mobile server	12
SQL server	13
<b>Client components</b>	<b>13</b>
Management Client	13
XProtect Smart Client	14
XProtect Web Client	15
XProtect Mobile	15
<b>Additional products and components</b>	<b>16</b>
XProtect Smart Wall	16
XProtect Access	16
XProtect Transact	16

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XProtect Rapid Review	16
Incident Manager	16
XProtect Hospital Assist	17
MIP SDK	17
<b>VMS Design Guide</b>	<b>17</b>
Standard system designs guide	18
Design 1 – Single system - Less than 100 cameras / Demo system	18
Design 2 – Single system - Up to 300 cameras	19
Design 3 – Single system - More than 300 cameras	19
Design 4 – Single system, multiple sites. No direct user access in remote	20
Design 5 - Multiple systems, multiple sites. Direct user access to remote sites using Milestone Federated Architecture	21
Design 6 – Multiple systems, multiple sites. Direct user access to remote sites using Milestone Interconnect	22
<b>Integration with standard IT technology</b>	<b>23</b>
Microsoft Active Directory (AD)	24
SQL server	24
Virtualization	24
VLAN	24
VPN	25
IPv4, IPv6 and multicast	25
VMS, server, and network monitoring	25
Email	25
SNMP	25
NTP	25
Windows reliability and Performance Monitor	26
<b>Benefits and summary</b>	<b>27</b>

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## Introduction

XProtect Corporate, XProtect Expert and XProtect Professional+ are video management software (VMS) designed for medium to large-scale installations.

XProtect Corporate, XProtect Expert and XProtect Professional+ share the same architecture and components and throughout this document they are referred to as 'XProtect® VMS products'.

## Purpose and target audience

The purpose of this whitepaper is to provide insight to the benefits and ease of using Milestone XProtect VMS products. Furthermore, it introduces and describes the system components and overall system architecture.

This white paper should enable the reader to understand the overall system architecture of the XProtect VMS products and the primary system components and their functions. Furthermore, it provides recommendations for various system layout designs and includes references to more information on specific topics.

The primary audience for this white paper is system integrators and IT administrators with limited experience using Milestone XProtect VMS products who are in the process of selecting, deploying, administering, or expanding a Milestone XProtect VMS system.

The reader is assumed to have a general understanding of IT and network infrastructure. In addition, a general knowledge about video encoding standards like MJPEG, MPEG4, H.264 and H.265 as well as transmission of video over IP networks is an advantage.

## Designed for network and IT systems

From a technical standpoint, Milestone XProtect VMS products are designed and implemented as a regular IT infrastructure system. The product's system architecture, with a client-server design and management principles, should therefore be very familiar to IT and network administrators.

### Use standard IT equipment, configuration options, and protocols:

- Standard servers of your choice
- Standard storage of your choice; SATA, SAS, SSD, DAS, SAN, NAS, iSCSI, etc.
- Standard storage configuration of your choice; RAID 0, 1, 5, 6, 10, etc.
- Standard network equipment with configuration and layout of your choice including support for VLAN's, VPN, and firewalls etc.
- Standard certificate-based HTTPS encryption of network communication
- Integrates with the standard Microsoft Active Directory
- Integrates with OpenID and OAuth2 authentication and authorization
- Use standard Microsoft SQL Server for storing the VMS configuration and logs

**Wide choice of Microsoft® Windows® operating systems:**

- Microsoft Windows 10 (64 bit) - Pro & Enterprise
- Microsoft Windows 10 (64 bit) - IoT Enterprise LTSC (v1607 or later)
- Microsoft Windows 10 (64 bit) - IoT Enterprise (v1803 or later) & IoT Core
- Microsoft Windows 11 (64 bit) - Pro & Enterprise
- Microsoft Windows Server 2016 (64 bit) - Essentials, Standard & Datacenter
- Microsoft Windows Server 2019 (64 bit) - Essentials, Standard & Datacenter
- Microsoft Windows Server 2022 (64 bit) - Essentials, Standard & Datacenter

The newest updated list can be found here: [System Requirements](#)

**Support for cloud hosting and virtualization technology:**

- Support for VMware
- Support for Microsoft Hyper-V
- Support for Amazon AWS
- Support for Microsoft Azure Virtual Machines
- As well as all other virtualization technologies supporting Microsoft Windows operating systems

**Easy installation and upgrade:**

- All XProtect VMS products are offered in fully functioning trial versions. These trial versions can easily be upgraded to paid versions by simply applying a new license file to the running system – No need to reinstall, reconfigure or even restart the VMS
- Likewise, XProtect Expert and XProtect Professional+ can easily be upgraded to a more advanced XProtect product by simply applying a new license file to the running system – Again, no need to reinstall, reconfigure or even restart the VMS
- Installers for the VMS server components and clients are hosted on the management server for easy download to new computers where VMS components should be installed – No need to manually distribute installers via USB thumb drives
- Easy upgrade or addition of new camera drivers via dedicated device packs - No need to upgrade all VMS components and clients to support new camera models or new camera firmware

**Flexible deployment that can be scaled over time:**

- A scalable system architecture. Depending on the requirements, configuration, system size or usage, everything can be run on a single server, or components can be distributed over multiple servers. This provides everyone with the option to choose the most cost-efficient hardware and VMS system design that fits their needs, whether the needs are for a small or a large VMS installation.
- Support for Milestone Federated Architecture™ to tie related systems together
  - For more information: [White paper - Milestone Federated Architecture](#)
- Support for Milestone Interconnect™ to tie independent systems together
  - For more information: [White paper - Milestone Interconnect](#)

**Central management and monitoring:**

- All VMS management and configuration is done through a Management Client that can be used on any computer, for instance on the IT or VMS administrator's local workstation. This eliminates the need to access the VMS servers directly to manage the VMS

- The XProtect VMS products support definition of an unrestricted number of user roles, each with support for controlling which cameras/devices, functions and features the users in the role can access or administrate
- Having the roles defined, users are simply added to the roles they should have in the VMS
- Using Microsoft Active Directory (AD), it can be even simpler to manage the VMS users. The reason for this is that AD groups can be used in the VMS roles, which allows management of VMS access by simply assigning users to the right groups in the AD
- Built-in server and VMS performance monitoring including email notification on events and failures. Alternatively, or in addition to the built-in monitoring, you can use standard IT tools to monitor the servers, storage, network, etc.

### Secure and reliable architecture:

- Failover support on management and event servers via:
  - XProtect Management Server Failover add-on product
  - Microsoft Windows Server Failover Clustering (WSFC)
  - Virtualization software like VMware, Microsoft HyperV etc.
- Dedicated hot-standby or cold-standby failover recording servers
- Certificate based HTTPS encryption of communication between VMS servers and clients, and between recording servers and cameras
- Support for separating client network and camera network, thus preventing that users and equipment on the client network get the opportunity to tamper with or hack the cameras or interfere with video recording

For more information and recommendations on securing and hardening the servers, network, and VMS installation:

- [White paper - Ensuring end-to-end protection of video integrity](#)
- [Hardening Guide for XProtect VMS](#)

### Predictable cost:

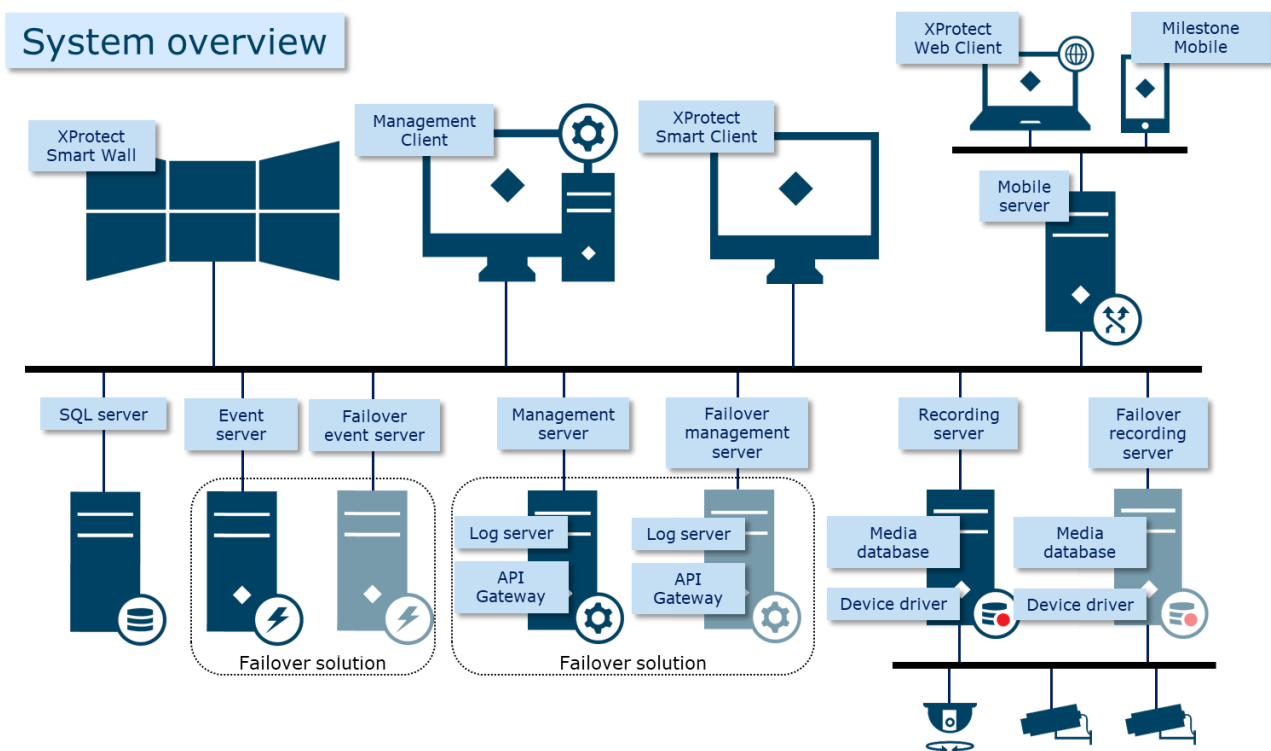
- Transparent and simple license structure
  - Base license:
    - The base license unlocks all software functionality and allows the software to be installed and used on multiple sites when owned by the same legal entity
  - Device license:
    - For single and multi-sensor cameras, a device license typically allows use of all video channels in the device. For video encoders, NVR's, DVR's etc. a device license may be needed per each channel that is enabled
    - For precise information on supported devices and the device license required: [Supported Devices](#)
  - Milestone Care Plus is mandatory for XProtect Corporate and XProtect Expert for the first year. Milestone Care Plus gives access to new product releases for free
  - Milestone Care Plus is optional for XProtect Professional+
- No license cost on number of recording servers used
- No license cost on storage amount used
- No license cost on number of clients used
- No license cost regardless of video codec used – for instance, H.264, H.265 etc.
- Predictable maintenance cost as the system runs on standard IT equipment

## Overall system architecture

Milestone XProtect VMS products are state-of-the-art products designed for medium- to large-scale high-security installations. The XProtect VMS products consist of several components that can be installed across multiple servers in a single installation (site), as well as supporting Milestone Federated Architecture and Milestone Interconnect to support VMS installations that are distributed over multiple sites. That said, all components can also be installed on the same single server if the server can support the combined load.

Not all components are needed in all installations if the functionality they offer is not needed. For instance, the failover recording servers, which can take over recording if a standard recording server fails, and the mobile server, which provides access to XProtect® Web Client and XProtect® Mobile client, are optional components. Likewise, if the users only access the VMS using XProtect Web Client and/or XProtect Mobile client, the XProtect® Smart Client does not need to be installed.

## System components



### Note:

- XProtect® Smart Wall is included in XProtect Corporate, but is an add-on to XProtect Expert
- XProtect® Smart Wall and failover recording servers are not supported by XProtect Professional+

# Server components

## Management server

The management server is the central component of the VMS. It handles the system configuration, distributes configuration to other system components, such as recording servers, and facilitates user authentication.

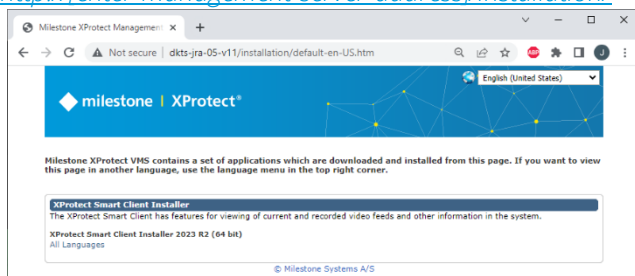
The configuration data is stored in a standard Microsoft SQL server, which is installed either on the management server itself or on a separate dedicated server.

## System component and client repository

In addition to the management server's VMS function, the management server also hosts two download pages where installers for all other system components and clients can be found. This makes it easy and convenient for administrators and integrators to download and install system components and client applications on additional servers and workstations, without the need to copy the component installers to USB thumb drives and hand carry them to the other computers.

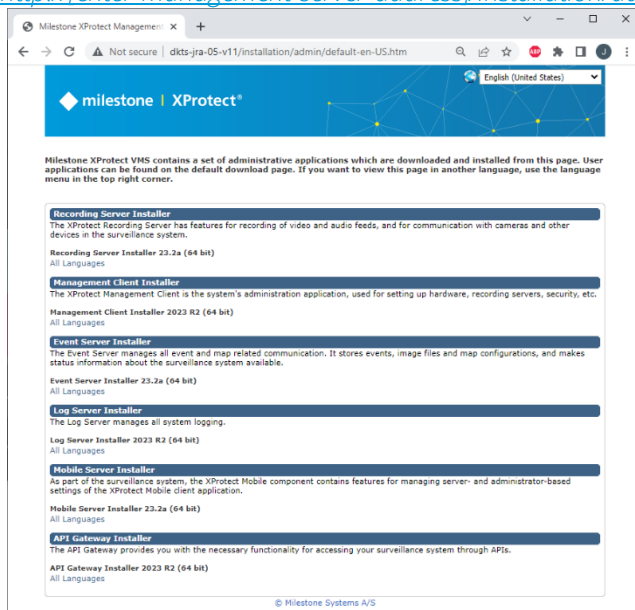
Client download page (does not require user authentication):

[http://\[enter-management-server-address\]/installation/](http://[enter-management-server-address]/installation/)



Server component download page (may require user authentication):

[http://\[enter-management-server-address\]/installation/admin](http://[enter-management-server-address]/installation/admin)





In upgrade scenarios, the management server will also host the newly updated component versions once it has been updated. It can thus again be used as a distribution point for the other server and client components that should be upgraded.

### Failover management server

Failover support on the management server can be achieved in a few different ways.

The add-on product Milestone XProtect Management Server Failover can be purchased and configured to provide failover support. Alternatively, Microsoft Windows Server Failover Clustering (WSFC) can be used to provide failover capabilities natively by the Windows Servers. Finally, virtualization software like VMware or Microsoft HyperV can be used to provide the failover functionality.

In all cases, the solutions ensure that if the active server fails, another standby server can take over the management server function for continued operation.

More information about XProtect Management Server Failover: [XProtect Management Server Failover](#)  
More information about Microsoft's Failover Clustering: [Failover Clustering in Windows Server](#)

### Recording server

The recording server is responsible for the core VMS functionality of communicating with cameras and surveillance devices, for recording, storing, and securing the recorded media as well as providing VMS clients access to the live and recorded media.

The recording server handles these functions:

- Communicate with devices such as cameras, audio and video encoders, I/O (input/output) modules and metadata sources.
- Record and store video, audio and metadata media retrieved from the devices for the set retention time
- Encrypt and digitally sign the recorded media in the media database
- Provide client access to live and recorded video, audio, and metadata
- Secure and control client access to live and recorded media
- Provide access to device status
- Perform motion detection and generate Smart Search metadata
- Trigger system and video events on device failures, events, etc.

Furthermore, when using Milestone Interconnect, the recording server is responsible for communicating with the remote interconnected system.

For more information about Milestone Interconnect: [White paper - Milestone Interconnect](#)

### Device drivers

An essential part of the recording servers are device drivers. The drivers work as the interface between the recording server and the devices (cameras, video and audio encoders, I/O modules, metadata sources, etc.). A dedicated device driver is needed for each device or series of devices from the same manufacturer. In addition to the dedicated device drivers, the VMS also supports an ONVIF driver that can be used for ONVIF-compliant devices.

If a dedicated driver has not been developed for a specific device or video system, and the specific device or video system is not ONVIF compliant, then, in many cases, a 'universal' driver can be used. Alternatively, a custom dedicated driver can be developed for the specific device or video system by using the Milestone Integration Platform Software Development Kit (MIP SDK).

The device drivers are by default installed with the recording server. However, the drivers are installed as a separate device pack and they can thus be updated later by downloading and installing a newer and updated device pack with no need to update the recording servers or any other VMS components.

New device packs are released every second month.

For more information on supported devices: [Supported hardware](#)  
New device packs can be downloaded here: [Download device packs](#)

### **Media database**

The retrieved video, audio, and metadata are stored in the dedicated Milestone-developed, high-performance media database, which is optimized for recording and storing streamed real-time video, audio, and metadata.

The media database supports various unique features such as Dual-stream recording, multistage storage architecture, video grooming, Scalable Video Quality Recording™ (SVQR), encryption and digital signatures. Dual-stream recording enables recording of two separate streams in different resolutions, codec, framerate and bitrate from the same camera source. Multistage storage architecture enables splitting the media database into a so-called live database and one or more archive databases. This allows the storage system and media database to be distributed across different storage technologies making it possible to design and optimize the VMS and storage system for both performance (live recording), size (archive retention), and cost.

For more information about the media database and storage architecture: [XProtect Storage Architecture and Recommendations](#)

### **Failover recording server**

The failover recording server takes over the recording server tasks if a standard recording server fails.

The failover recording server can operate in two modes:

- Cold-standby mode - provides failover support for multiple recording servers
- Hot-standby mode - provides dedicated failover support for a single recording server

The difference between cold-standby and hot-standby failover modes is that in cold-standby failover mode the failover recording server does not know which server to take over in advance. This means that it cannot preload the configuration and start its processes until a recording server actually fails. Loading the configuration and starting the processes increases the failover startup time compared to hot-standby failover mode.

In hot-standby mode, the failover time is significantly shorter because the failover recording server already knows which recording server to take over recording for and thus it can preload the configuration and start up completely - except for the last step where it connects to the cameras. So,

when a recording server is stopped or fails, the only thing the hot-standby failover recording server needs to do is to connect to the cameras and start recording, which takes very little time.

**Note:** Failover recording server is not supported in XProtect Professional+.

## Event server

The event server handles various tasks related to events, alarms, maps, XProtect® Access, XProtect® LPR, XProtect® Transact and third-party integrations via the Milestone Integration Platform Software Development Kit (MIP SDK). All data handled by the event server, such as alarms, maps and data from add-on products are stored in the same SQL server as the one that the management server uses.

### Events

All system events are consolidated in the event server (if a function is subscribing to them), making them available for the other features and integrations in the event server.

### Alarms

The event server hosts the alarm feature, alarm logic, and alarm state and it manages the alarm database.

### Incident Manager

The event server hosts the Incident Manager feature. The Incident Manager is used to manually log, track and document incidents and to provide access to incident reporting.

**Note:** Incident Manager is included in XProtect Corporate and can be purchased as an add-on for XProtect Expert and XProtect Professional+.

### Maps and Smart Maps

The event server hosts the Maps and Smart Map features that are configured and used by the XProtect Smart Client.

**Note:** Smart Map is not supported in XProtect Professional+.

### Milestone XProtect Access

The event server hosts the XProtect Access add-on product. XProtect Access enables integration of access control systems using a standardized access control framework. When integrated, the VMS and the access control system can be controlled from one centralized interface.

### Milestone XProtect LPR

The event server hosts the XProtect LPR add-on product. XProtect LPR enables detection and registration of license plate information from vehicles and links the license plate information with video from the VMS.

### Milestone XProtect Transact

The event server hosts the XProtect Transact add-on product. XProtect Transact extracts transactional data from point-of-sale (POS) systems, barcode scanning systems and other systems that generate textual data, and pairs that data with video from the time of the transaction.

## MIP SDK

The Milestone Integration Platform Software Development Kit (MIP SDK) enables integrations with the XProtect VMS products. In the event server, the MIP SDK can be used to create plug-ins for the event server, enabling integrations of the VMS and third-party systems.

## Failover event server

As with failover support for the management server, failover support for the event server can be achieved in a few different ways.

In the cases where the event server is installed on the same server as the management server, the Milestone XProtect Management Server Failover add-on product can be purchased and configured to provide failover support for the event server also. Alternatively, Microsoft Windows Server Failover Clustering (WSFC) can be used to provide failover capabilities natively by the Windows Servers. Finally, virtualization software like VMware or Microsoft HyperV can be used to provide the failover functionality.

In all cases, the solutions ensure that if the active server fails, another standby server can take over the event server function to ensure continued operation.

More information about XProtect Management Server Failover: [XProtect Management Server Failover](#)  
More information about Microsoft's Failover Clustering: [Failover Clustering in Windows Server](#)

## Log server

The log server stores all log messages for the entire system. The log server uses the same SQL server as the management server and is typically installed on the same server as the management server. Alternatively, it can be installed on a separate server if the combined load of the management and log server is too high for a single server.

The system can log three types of logs:

- System log:  
The system administrator can choose to log errors, warnings, information, and combinations of these. The default is logging errors only
- Audit log:  
The system administrator can choose, in addition to log-in and administration logs, to log user activity in the clients
- Rule log:  
The rule log can be used by the system administrator to create logs on specific events

## Mobile server

The mobile server hosts the XProtect Web Client and provides gateway functionality to the VMS for the XProtect Web Client and XProtect Mobile users.

The mobile server is also responsible for providing access to the video streams. This is done by either relaying the original H.264 video from the recording server to the clients, or by transcoding the video to JPEG in the cases where the browser does not support the video codec used, or the user is doing playback of recordings.

If many users play back recordings at the same time or view live video from cameras configured with other codecs than H.264, the mobile server will have to transcode a lot of video – which is a very resource demanding task. In these cases it is highly recommended to install the mobile server on a dedicated server - preferably on a server that has an Intel CPU with Intel Quick Sync Video support, or which has an NVIDIA card installed. This will ensure that the transcoding load is offloaded to the GPU.

## SQL server

The management server, event server and log server use an SQL server to store configuration, alarms, incidents, events, maps, log messages, etc.

The XProtect VMS products installer includes a Microsoft SQL Server Express edition that can be used freely.

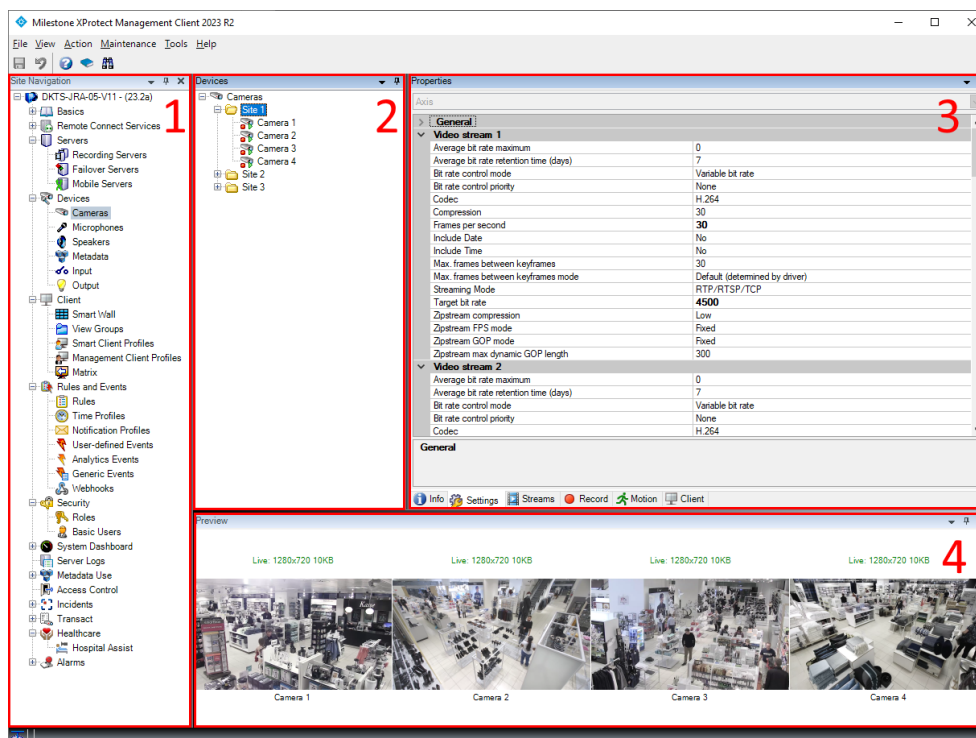
For larger systems with more than ~300 cameras, it is recommended to use Microsoft SQL Server Standard or Enterprise edition on a dedicated server. These editions can handle larger databases, have a better utilization of system resources, offer automatic backup functionality and have 'Always On' functionality.

## Client components

### Management Client

The Management Client is the administration interface for the VMS.

The VMS is designed for large-scale operation and the Management Client is therefore designed to be run remotely to the VMS servers, for example from the VMS administrator's computer.



The Management Client has a “Site Navigation” area (1), where nodes for various parts or functions of the system can be selected, for instance ‘Cameras’ as shown on the screenshot above.

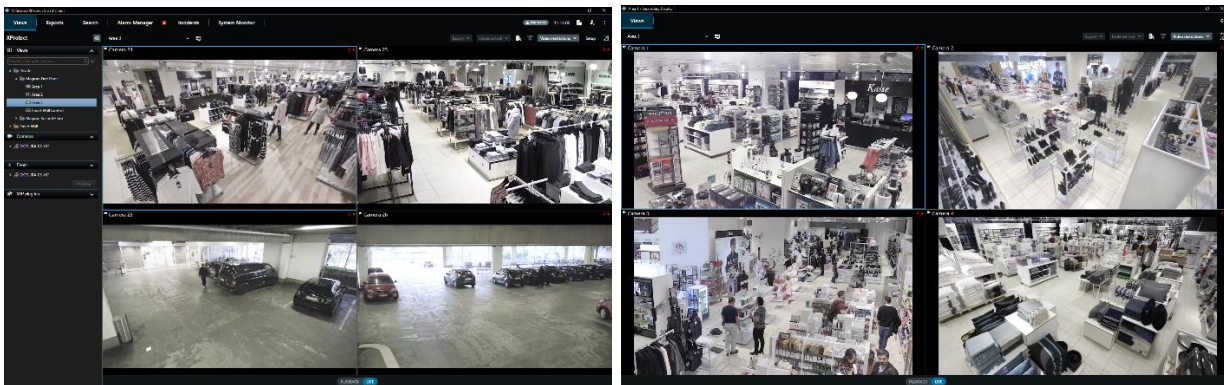
Selecting a node will show the settings for this node, typically in a second tree structure where more items of this kind can be selected (2). When an item is selected, the settings are displayed in the properties dialog, shown in the right side of the client (3). Since the selected items often have many settings, the settings are grouped on different tabs that are assigned to one configuration area, for instance ‘Settings’ as shown on above screenshot.

When selecting a camera or a camera group, a preview of the camera(s) is shown in the preview pane (4). By default, the preview shows up to 64 cameras at a reduced framerate to avoid putting too much load on the computer running the Management Client. To conserve bandwidth and CPU load even more, the preview pane can be closed completely.

## XProtect Smart Client

The XProtect Smart Client is the main client for the VMS, offering a full set of advanced features and is designed for day-to-day use by VMS operators.

The XProtect Smart Client is designed to run on the operator’s work stations and supports hardware accelerated video decoding and multi-screen use as shown below. Furthermore, the XProtect Smart Client also supports floating windows where the client window can be resized and moved freely.



The XProtect Smart Client has different tabs dedicated to different tasks. By default, the following tabs are available:

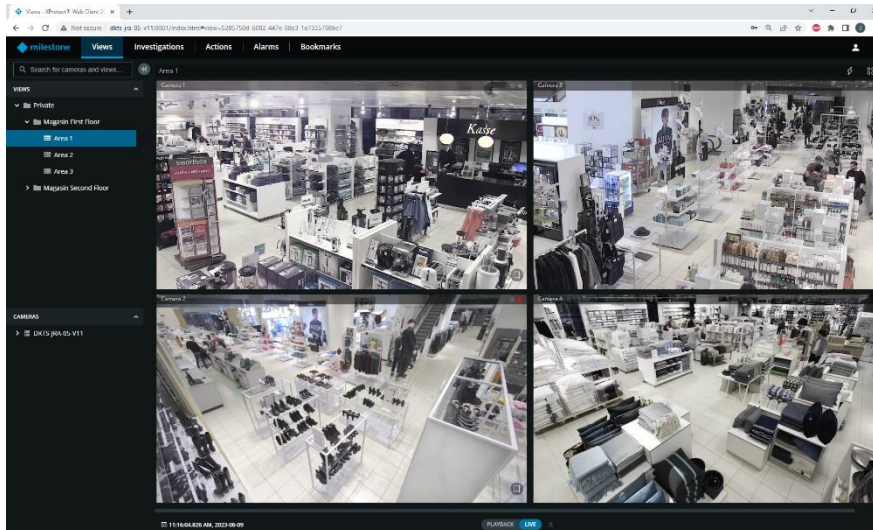
- Views: Live and playback
- Exports: Exporting media from the VMS
- Search: Searching for recordings based on search parameters
- Alarm Manager: Alarm management
- System monitor: Monitor state and load of servers, storage, cameras, etc.

In addition to the standard tabs, the XProtect add-on products as well as third-party integrations can add additional tabs that provide user interfaces dedicated to specific functions - for instance:

- Incident Manager: Incident Management (included in XProtect Corporate)
- XProtect Rapid Review: Forensic analytics solution
- XProtect Access: Access control integrations
- XProtect LPR: License plate functionality
- XProtect Transact: Viewing transactional data

## XProtect Web Client

The XProtect Web Client is designed for the occasional or remote user who needs access to the VMS from a standard browser.



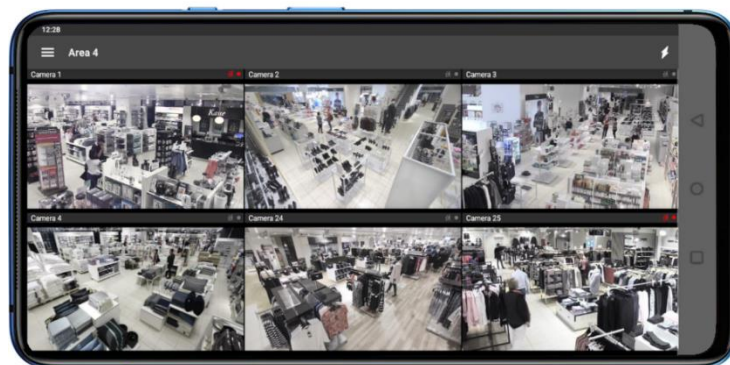
The XProtect Web Client layout and functionality is similar to the XProtect Smart Client but has a small feature set.

Compatible browsers can be found on the XProtect Web Client tab listed here: [System requirements](#)

## XProtect Mobile

XProtect Mobile is the client designed for the user on-the-go. It offers easy access to live and playback of cameras, as well as access to doing investigations, triggering events, managing alarms, and controlling XProtect Access integrations.

Furthermore, the XProtect Mobile can be used as a remote camera for the VMS by using the device's built-in camera and microphone and the video push feature. When activated, the video and optionally audio from the device's camera and microphone is streamed back to the VMS and recorded like a standard camera and microphone.



Compatible smartphone operating systems can be found on the XProtect Mobile tab listed here: [System requirements](#)

## Additional products and components

In addition to the Milestone XProtect VMS products, Milestone has a suite of add-on products and utilities, of which a few are highlighted below.

### XProtect Smart Wall

XProtect Smart Wall is Milestone's advanced video wall product that is designed to work as a flexible canvas to increase operators' situational awareness and improve response times. It displays relevant video cameras and other surveillance related content, giving operators a complete overview of large surveillance installations.

XProtect Smart Wall is fully integrated with XProtect Smart Client, allowing users to control the XProtect Smart Wall in an easy and intuitive way. Furthermore, the content shared on the XProtect Smart Wall can also be displayed locally in the users' XProtect Smart Client if needed.

In extension to manual user control of what is displayed on the XProtect Smart Wall, the XProtect Smart Wall can be controlled automatically by using the VMS' event and time-based rule system. Alternatively, the XProtect Smart Wall can be controlled by third-party systems that are integrated using the MIP SDK.

XProtect Smart Wall is included in XProtect Corporate and can be purchased as an add-on for XProtect Expert. The XProtect Smart Wall is not supported for XProtect Professional+.

For more information: [XProtect Smart Wall](#)

### XProtect Access

XProtect Access provides support for connecting access control systems directly into the XProtect VMS. This enables viewing video and controlling the access control system through a single interface.

For more information: [XProtect Access](#)

### XProtect Transact

XProtect Transact extracts transactional data from point-of-sale (POS), barcode scanning systems, and other data systems, and pairs that data with video from the time of the transaction.

For more information: [XProtect Transact](#)

### XProtect Rapid Review

XProtect Rapid Review is a forensic analytics solution that enables rapid video review, search, and analysis. With XProtect Rapid Review, hours of recordings can be viewed in minutes and making it easy to locate people and objects of interest.

For more information: [XProtect Rapid Review](#)

### Incident Manager

XProtect Incident Manager enables logging and documentation of incidents, provides an overview of all incidents and makes reporting less time consuming.



For more information: [Incident Manager](#)

## XProtect Hospital Assist

XProtect Hospital Assist is a suite of functionality designed for remote patient monitoring in hospitals. With XProtect Hospital Assist, time and resources are freed up for nurses, allowing them to focus on delivering high-quality patient care.

In extension to the standard functionality offered by the VMS, XProtect Hospital Assist offers, AI-driven fall detection, on demand privacy protection and on-screen sticky notes.

For more information: [XProtect Hospital Assist](#)

## MIP SDK

The MIP SDK is a comprehensive software package that facilitates the integration of third-party applications and systems with Milestone's XProtect VMS. The MIP SDK provides flexible access to the VMS and supports nearly all functions and features such as viewing live/recorded video, audio and metadata, event integration, rule integration, viewing performance data and configuration of the VMS.

To support the integration of different third-party applications and systems, the MIP SDK has different integration methods, including API integration, component integration and a unique plug-in abstraction layer. Using the plug-in integration, custom built solutions become a fully integrated part of the XProtect VMS user interface.

For more information: [MIP SDK](#)

Furthermore, the MIP SDK includes a plug-in framework for simple development and integration of access control systems.

For more information: [XProtect Access](#)

Finally, the MIP SDK includes a device driver framework for simple development of custom device drivers for video, audio or IoT devices that are not currently supported by the device drivers in the device pack.

For more information: [Driver Framework](#)

## VMS Design Guide

### Notes to presented VMS designs:

This guide presents the VMS implementation designs that are recommended for the most typical installations. In addition to these typical implementation designs, it is of course possible to design and implement the VMS in other ways to suit specific needs.

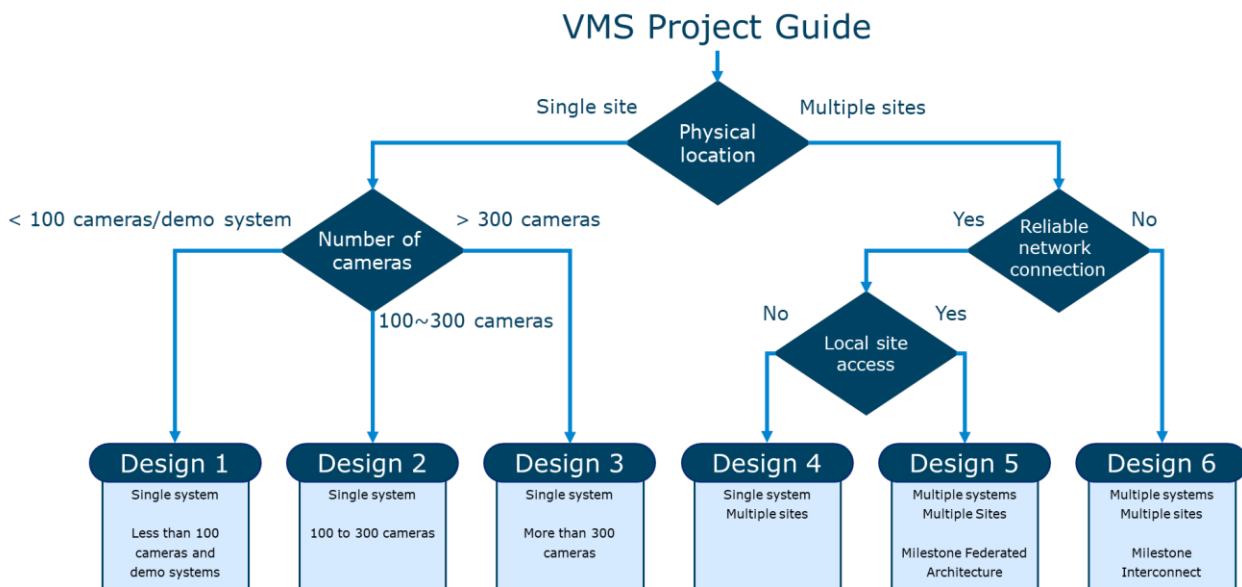
### Server specifications:

To get server recommendations for specific projects, use the [XProtect Server Calculator](#) (**Note:** requires a *My Milestone* login).

## Standard system designs guide

When deciding how to implement the VMS, the first things to consider are the physical location of the sites that should be surveyed, where the users of the VMS are located, and the quality of the network infrastructure if the installation covers multiple physical locations.

For typical VMS installations, this design guide can help to choose the recommended way to implement the system.

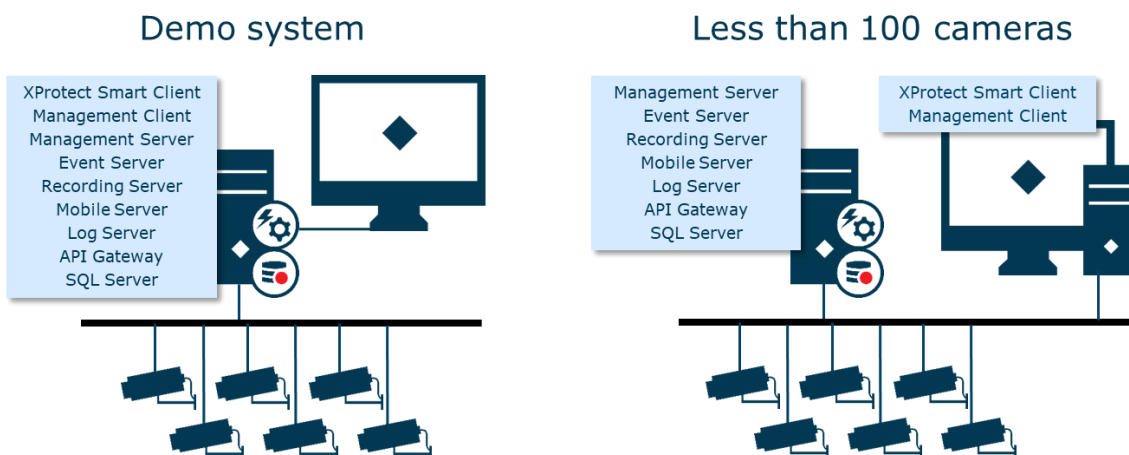


**Note:** The 'Number of cameras' decision limits are based on cameras set to: H.264/H.265, 1080p, 25/30 FPS and a bitrate of 3-5 Mbit/s.

- With lower resolution/bitrates, the limits will be higher
- With higher resolution/bitrate, the limits will be lower

### Design 1 - Single system - Less than 100 cameras / Demo system

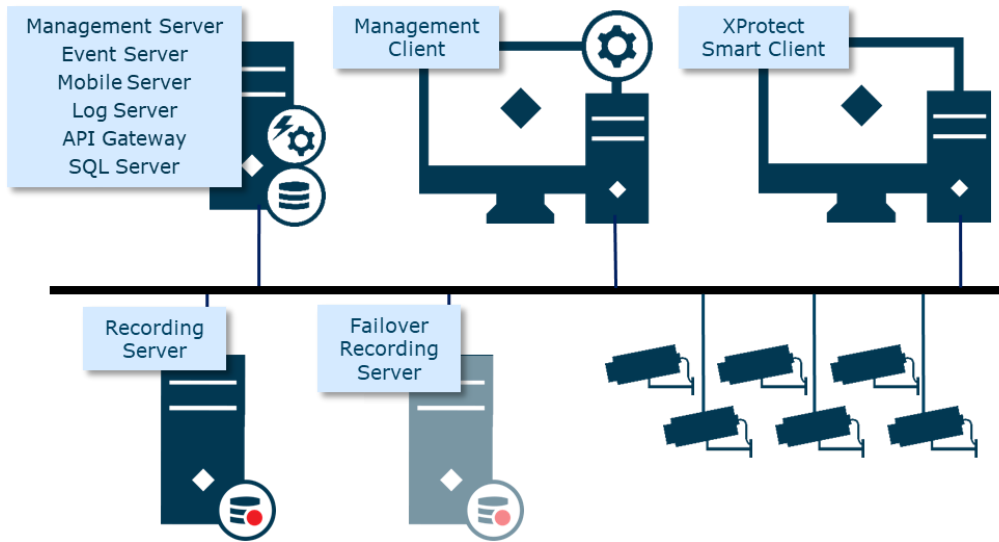
This VMS design is the simplest possible design where everything is connected to the same network and all server components, and maybe even the clients, are installed on the same computer.



Typically, for real-world usage, it is recommended that the VMS servers and VMS clients are installed on separate computers. However, if the computer is powerful enough, everything could be installed on the same computer – for instance, a laptop to try out or demonstrate the XProtect VMS.

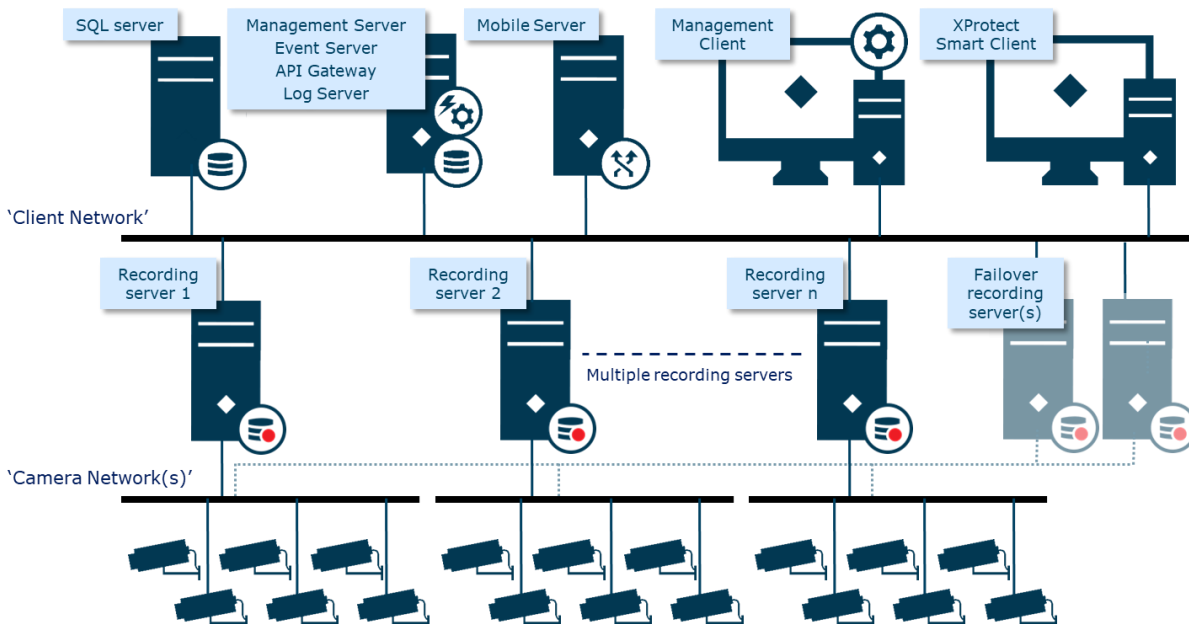
## Design 2 – Single system - Up to 300 cameras

With this design, the recording server is installed on a dedicated server to ensure optimal performance.



To provide live and recording capabilities in scenarios where the recording server has failed or is stopped for maintenance, a failover recording server can be added.

## Design 3 – Single system - More than 300 cameras



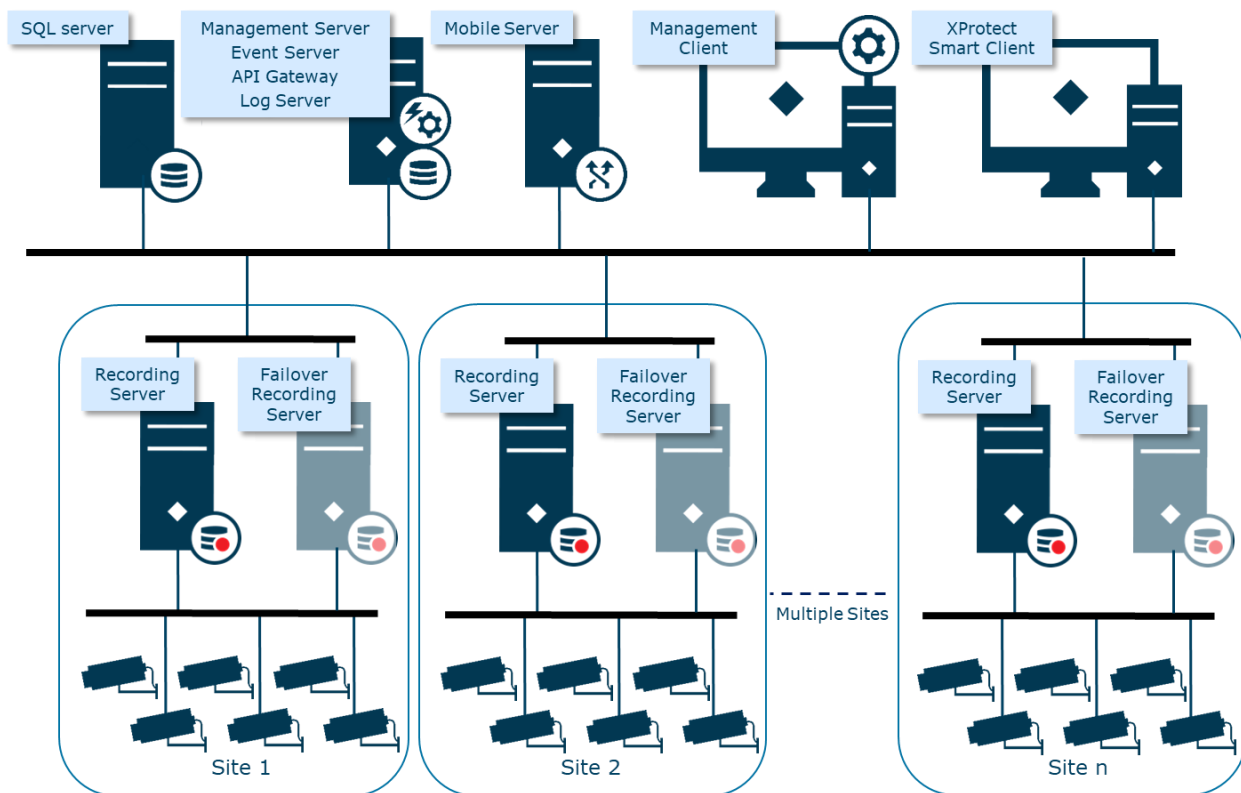
**Note:** When the system is larger than ~300 cameras, it is recommended to run the SQL server on a dedicated server and use either the Standard or Enterprise edition of the SQL server.

Furthermore, with many cameras in the system, it is recommended to separate the network into a 'client network' and a 'camera network'.

Separating the camera network from the client network increases performance, stability and security and furthermore makes it easier to dimension the network.

- Performance is increased by separating the traffic to and from recording servers so any high load on the client network does not impact the recording performance
- Stability is increased because any network interference on the client network does not affect the camera network
- Security is increased because the cameras are protected behind the recording servers, and they can therefore not be accessed, hacked, or blocked by users or other equipment connected to the client network
- Dimensioning of the network is made easier because the load is separated into several different network segments where the load, especially on the critical camera network, can easily be calculated

#### Design 4 - Single system, multiple sites. No direct user access in remote sites



This design is essentially the same as design 3. The only difference is that the cameras and recording servers are located on physically remote sites, and not on the main site where the management server and the VMS users are located.

The advantage of this design is that the bandwidth from the remote sites to the central site can be much lower compared to recording all cameras from the remote sites on the central site. Basically, the

network requirements are set by the number of cameras from the remote site that must be viewable at the same time by the clients on the central site.

An example with some requirements to illustrate it:

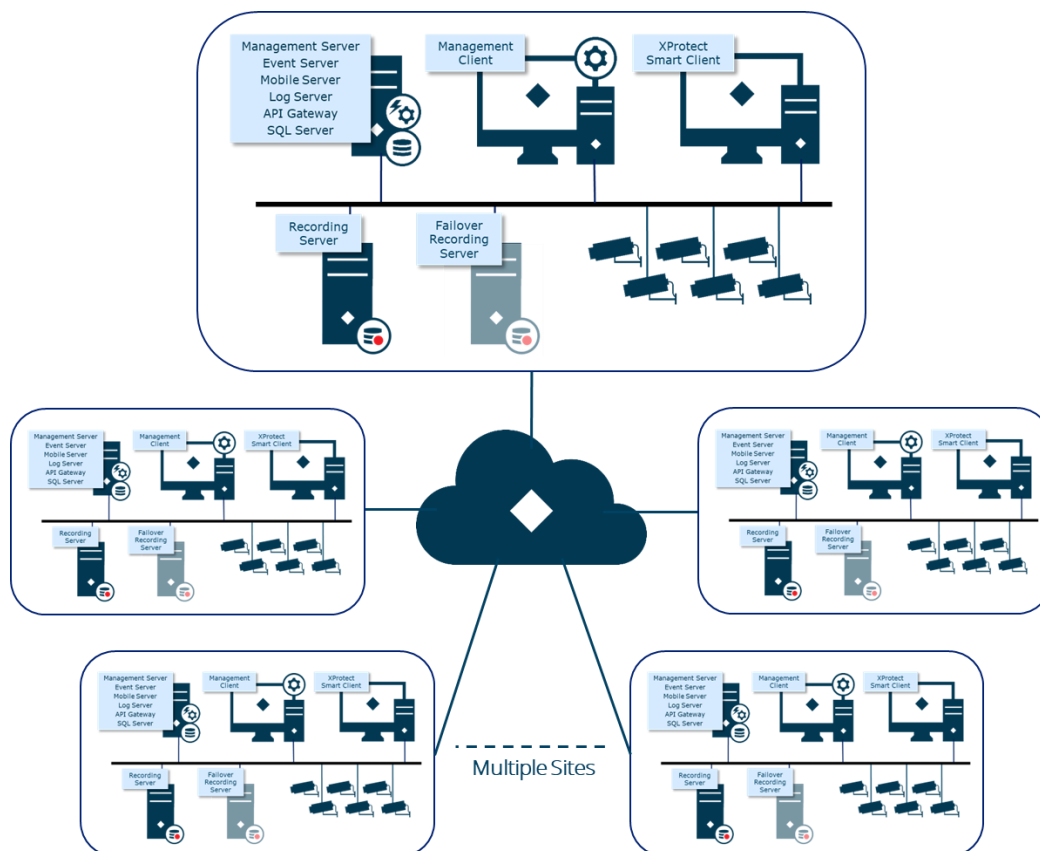
- Each site has one recording server that records 100 cameras at: 1080p, 25/30 FPS, 4 Mbit/s, H.264/H.265
- The users on the central site must be able to view a maximum of 10 cameras at the same time for each remote site

If the recording servers were placed on the central site, as shown on the previous design 3, a bandwidth of  $100 * 4\text{Mbit/s} = 400\text{ Mbit/s}$  would be needed 24/7 from each remote site to the central site.

However, by placing the recording servers at the remote sites, only the bandwidth for cameras actively viewed by in the clients on the central site are needed. With a maximum of 10 cameras viewed, only  $10 * 4\text{Mbit/s} = 40\text{ Mbit/s}$  are needed – and furthermore, this is only during periods where the cameras are viewed in the clients.

Should failover functionality be needed, it is recommended to place a failover recording server on each remote site to contain the traffic to the remote site in case of failure.

## Design 5 - Multiple systems, multiple sites. Direct user access to remote sites using Milestone Federated Architecture



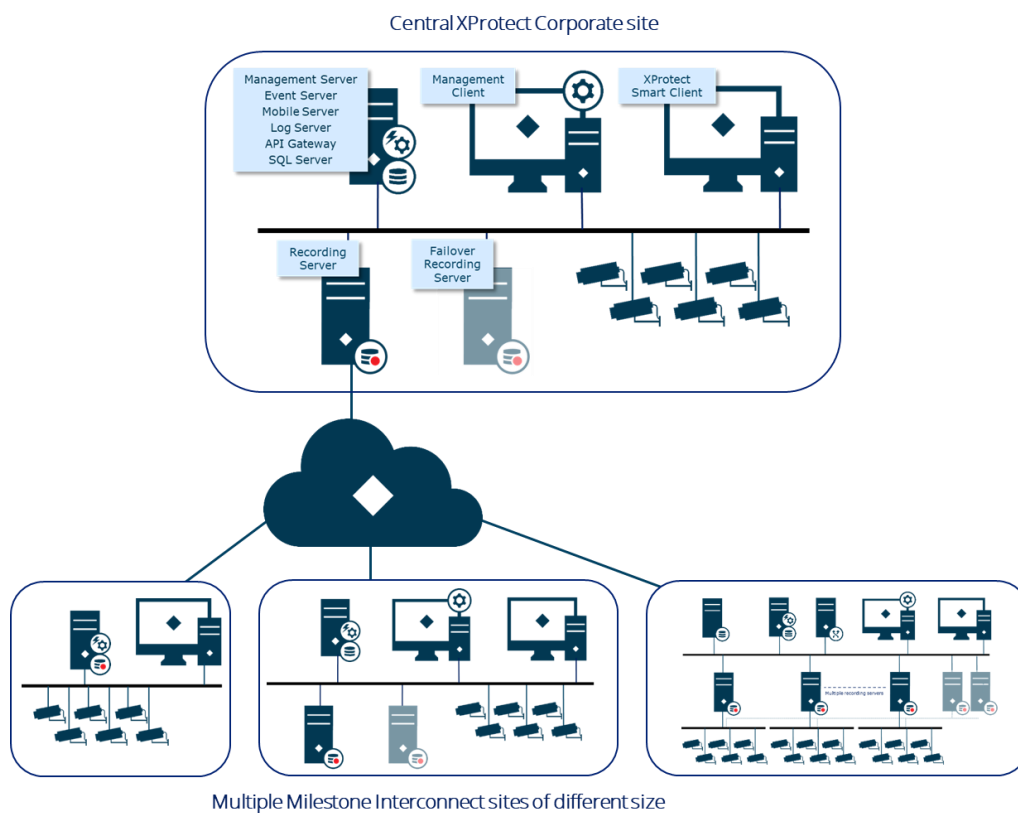
In a geographically distributed VMS system, where the network connection is stable and where users must access video locally on each of the remote sites, it is recommended to design the system using Milestone Federated Architecture.

Milestone Federated Architecture offers several advantages:

- Independent design and configuration
  - Each site can be designed independently, only taking the number of cameras and user requirements on the individual site into consideration
  - Each site are configured independently, keeping the complexity of the overall system low
  - User and administrator permissions can be set per site
- Seamless access
  - Users located at the central site can access the entire federated system seamlessly via a single log-in
  - Local users on the remote site can access the system on their site even if the connection to the central site is broken

For more information: [White Paper - Milestone Federated Architecture](#)

## Design 6 – Multiple systems, multiple sites. Direct user access to remote sites using Milestone Interconnect



In a physically distributed VMS system, where there is a need for accessing video locally by users on remote sites and where the network connections between the remote and central sites may be unstable or have limited bandwidth, it is recommended to use Milestone Interconnect.

Secondly, if the remote sites are on different domains, or maybe even use workgroups, it is also recommended to use Milestone Interconnect as it is domain agnostic. This means that any combination of domains and workgroups between the central and remote sites is supported.

Furthermore, Milestone Interconnect supports interconnecting all of the XProtect VMS products - except the free XProtect Essential+ product.

Milestone Interconnect offers several benefits:

- Independent design and configuration
  - Each site can be designed independently, only taking the number of cameras and user requirements on the individual site into consideration
  - Each site can be configured independently, keeping the complexity of the overall system low
  - User rights can be set and controlled per site
- Seamless access
  - Users on the central site can access the central and interconnected remote sites seamlessly via a single log-in
  - Local users on a remote site can access the system on their local site even if the connection to the central site is not working
- Flexible recording
  - In case the connection between the central site and remote site has been lost for a period and then later restored, the central site can automatically retrieve recordings made on the remote system during the period with network outage. This could for instance be used for surveillance in vehicles like cars, buses, trains, airplanes and ferries
  - In addition to automatic retrieval upon network reconnection, the system offers user-activated, rule-activated, scheduled, and MIP SDK-activated retrieval of recordings
  - Alternatively, instead of recording or retrieving recordings on the central site, the interconnected systems can be configured so clients on the central site play back recordings directly from the remote sites without first having to transfer them to the central site
- Resilient
  - With Milestone Interconnect, the system can handle unstable and intermittent network connections between the central and remote sites without impacting client log-on time, performance or management of the central or remote site

For more information: [White paper - Milestone Interconnect](#)

## Integration with standard IT technology

Milestone XProtect VMS products integrate seamlessly with commonly used IT technology and tools, and use terms and technologies commonly known by IT administrators. This makes it easy for IT administrators to understand, design, deploy, administrate, and operate the VMS.

Milestone XProtect VMS products look like, and are managed much like an IT system - the data the VMS handles are just video, audio and metadata streams instead of files, transactions, business data, etc.

The following list show examples of how Milestone XProtect VMS products integrate with and use standard IT technology.

### Microsoft Active Directory (AD)

Users and groups from the AD can be used in the security roles in the VMS. This makes it easy via the AD groups to administrate who can access the VMS and what they can access. New users to the system are simply added to the right AD group(s) and they have access to the VMS.

### SQL server

For installations with less than 300 cameras, the included free SQL Server Express edition can be used. For larger systems, it is recommended to use the Microsoft SQL Server Standard or Enterprise edition, because they offer better performance and most importantly, they offer scheduled backup of the SQL database.

The whole system configuration is stored in the SQL database, so it is important to configure a scheduled backup of the SQL database and not just make a manual one-time backup through the Management Client. The reason why a scheduled backup is recommended over a manual backup is that the VMS administrators or system integrators who are managing the VMS may forget to make a manual backup each time the configuration of the VMS is changed.

#### Note:

If you use full recovery mode in the SQL, a regular transaction log backup should be scheduled. This is to avoid an ever-increasing SQL transaction log. If you do not require full recovery mode, we recommend changing to use simple recovery, which will prevent the transaction logs from filling.

### Virtualization

All virtualization technologies and platforms that support running Microsoft Windows operating systems can be used with every Milestone XProtect product. The virtualization technology or platform could for instance be Microsoft Hyper-V, VMware, Citrix, or virtual servers in the cloud, such as Microsoft Azure and Amazon AWS.

While all XProtect servers and clients can run in virtualized machines (VM), running the mobile and recording servers in a VM may require some additional configuration of both the host and the VM's. The reason for this is that by default the host GPU is not available in the VM and both the mobile and the recording servers need access to a GPU for optimal performance to transcode video to the web or mobile clients or to decode video to do motion detection.

Depending on the virtualization platform, enabling the host GPU to be available in the VM may require configuration of both the host and the VM. This is to make sure that the GPU(s) are assigned to the right VM. Furthermore, a GPU can typically only be used with a single VM. If more VM's with GPU support are running on the same host, the host must typically have a dedicated GPU installed per VM.

### VLAN

It is possible to use a virtual local area network (VLAN) with Milestone XProtect software to segment the network to separate business and VMS network traffic.

When doing this, it is important to take into account that, depending on the number of cameras and their stream configuration, the VMS traffic may place a very high and continuous load on the underlying



network. This is because as video, audio and metadata is continuously streamed from the cameras to the recording servers, and from the recording servers to the clients.

A quick example: A recording server with 250 cameras configured with 1080p, 25/30 FPS, 4 Mbit/s, H.264/H.265 will put a continuous load of 1Gbit/s on the network into the recording server.

In addition to this, the network traffic from the recording server to the clients, which can also be substantial, must also be considered.

## VPN

If clients or cameras are connected via the public internet, a virtual private network (VPN) can be used to provide secure encrypted access for a client connecting from the internet to the VMS site.

## IPv4, IPv6 and multicast

Milestone XProtect VMS products support both IPv4 and IPv6, including multicast.

## VMS, server, and network monitoring

The XProtect VMS runs on standard IT equipment such as servers, storage and network switches. Furthermore, standard IT monitoring products and software already known by IT administrators can be used to monitor the health and status of the equipment running the VMS. This makes it easy to integrate the XProtect VMS software in the existing IT infrastructure and work processes.

In extension to external system monitoring tools, XProtect Corporate and XProtect Expert support built-in monitoring functions with a dedicated user interface called System Monitor.

The System Monitor gives an overview of the load and use of the servers and their storage, as well as the network in general. In addition to this, it provides an overview of VMS-specific parameters such as storage and network use per camera.

**Note:** The System Monitor is not supported on XProtect Professional+

## Email

In addition to the technical monitoring previously mentioned, the XProtect VMS products can use email to send notifications of technical issues, security events or events from third-party integrations. Using email notifications, it is also possible to include still images and/or AVI's of the event in the email notification.

## SNMP

SNMP traps can be used to send notifications to a standard network monitoring product, for instance SolarWinds Kiwi Syslog.

## NTP

When timestamps are enabled to be overlaid on the video from the cameras, when Edge Storage is used in the cameras, or when the cameras are interconnected to a central XProtect Corporate system, all cameras and VMS servers must use the exact same time.

If time synchronization is not ensured, the video overlaid timestamps will drift over time, and deviate from the VMS timestamps since the camera clocks are not very precise over a longer period.

Furthermore, when using Edge Storage and Milestone Interconnect, the solution will stop working if the camera and/or interconnected system's time is not synchronized with the central VMS site.

If VMS servers are joined to a domain, time synchronization of the servers is ensured by the domain controller. However, the cameras may not be joined to a domain. Instead, a Network Time Protocol (NTP) server must be installed and the cameras must be configured to synchronize their time with the rest of the VMS installation.

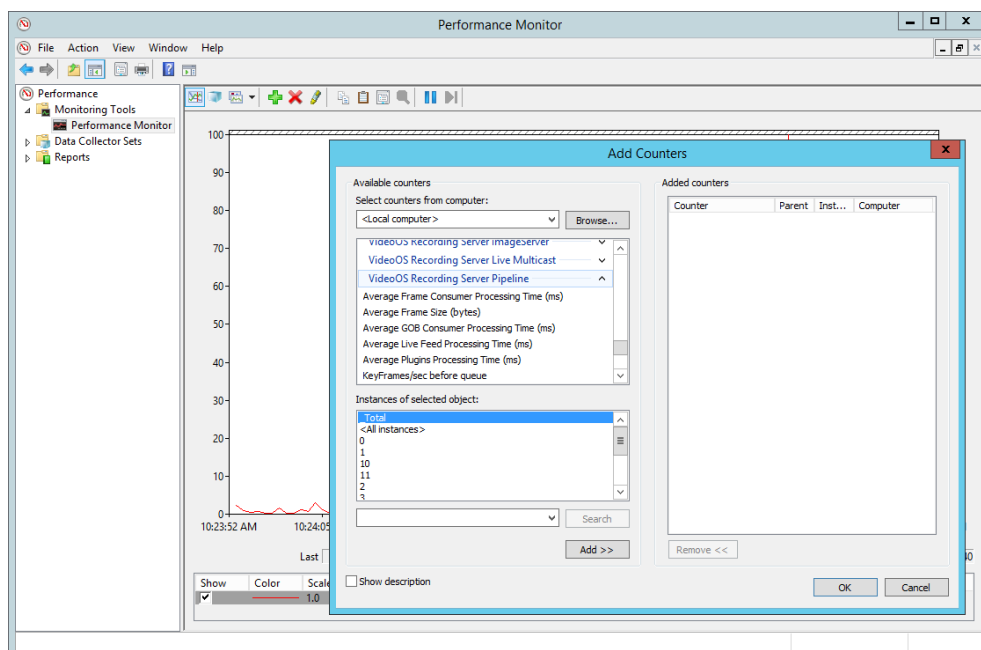
In case the VMS servers are not joined to a domain, they can be configured to synchronize the time with the same NTP server as the cameras.

**Note:** When using both a domain and NTP, it is important to ensure that the domain and the NTP are synchronized to the same time source. One way to do this is to install the NTP on one of the servers in the domain.

## Windows reliability and Performance Monitor

Performance Monitor is a powerful tool that is built into Windows. It can be used to track various Windows counters over time, such as CPU, network, disk load and I/O. In addition to the standard Windows counters, it can monitor counters from other software services if they offer service-specific counters.

The XProtect VMS products support a wide range of VMS-specific performance counters that can be used in the Performance Monitor to monitor the VMS' performance and pinpoint issues or bottlenecks within the VMS or its use of the server hardware.



The Performance Monitor can be started by typing "perfmon" in Windows start menu.

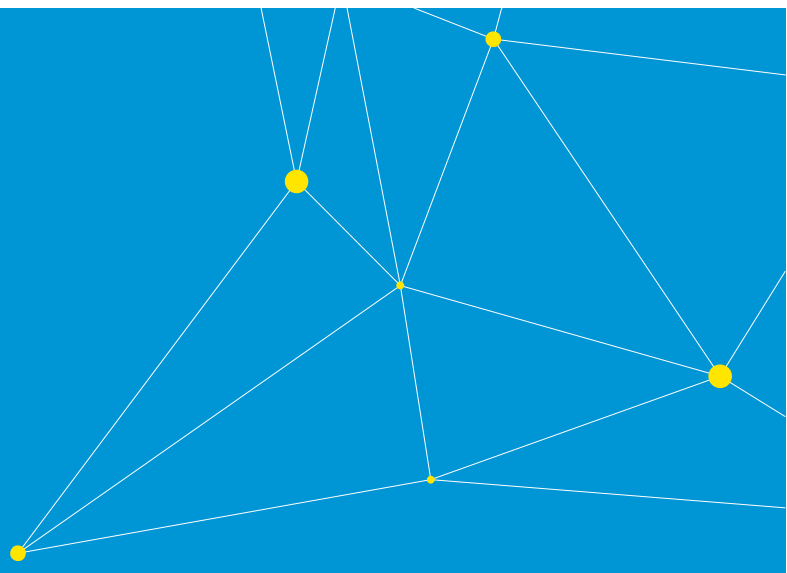
## Benefits and summary

As covered in this white paper, XProtect Corporate, XProtect Expert and XProtect Professional+ are built on a flexible multi-tiered client-server architecture where the architecture ensures a perfect fit with standard IT technologies, servers, network, and storage. The architecture also provides flexibility and scalability, making the VMS fit installations of any size ranging from small single-server systems with a few cameras to distributed multi-server and multi-site installations with thousands of cameras.

The modular system architecture also permits cost-efficient expansion and maintenance of deployed systems since additional recording servers can be added as needed. Secondly, the camera drivers, server components and client applications may be upgraded independently, making it more simple and flexible to upgrade the VMS.

To meet the strictest needs for system security and reliability, the XProtect VMS products offer the possibility to separate the camera network from the client network. This configuration will eliminate any interference in the video communication between the cameras and the recording servers on the one side and client-network traffic on the other side. This physical separation furthermore prevents users, or other unauthorized persons, from gaining access to video directly from the cameras or tampering with camera settings. In addition to this, XProtect VMS products provide an array of built-in security and high-availability mechanisms, including support for secure camera communication via HTTPS, fault tolerance using cold-standby or hot-standby failover recording servers and native or 3<sup>rd</sup> party failover methods for other VMS components.

Embracing standard IT technologies and concepts, such as standard IPv4 and IPv6 network communication, VLAN, VPN, Microsoft Active Directory, virtualization technologies, SQL databases and SNMP, XProtect VMS products fit into the existing IT topology. This allows system administrators to apply existing knowledge and IT tools when managing the VMS system, as a complement to the native central management and monitoring functions available via the VMS and the Management Client. This not only reduces the cost of equipment and training of system administrators, it also reduces the overall cost of maintaining the system in production.



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 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 500,000 sites worldwide. Founded in 1998, Milestone is a stand-alone company in the Canon Group.