



The Open Platform Company

Connecting your Milestone XProtect® video management software (VMS) to the Internet

What does it mean to take your XProtect VMS online?

As with many other technical aids in the modern world, it is possible to connect your video management system to the Internet. But why should you? Read on to learn more about the benefits and different possibilities to customize the experience to your needs.

Benefits of having your system online

Make sure your system is running all the time

Allow resellers to help you monitor your system's health. Being online allows your VMS to send error messages directly to the reseller, so they can take action if, for example, a camera breaks. This help to ensure your system is always operational and recording video when you need it.

No-hassle license activation

When the VMS has Internet access, it is possible to activate camera licenses with the press of a button. This will speed up the process of adding or replacing cameras, which ensures that your expanded or repaired system is back in service quickly with no hassle in the VMS.

Software update notifications*

When the VMS has Internet access, the VMS software will notify you if there is a software update or new camera drivers become available. This allows you to take action to update to the latest version as soon as it is available, or wait and do it as part of a system service visit from your reseller.

Tutorial videos

When the VMS has Internet access, you can access the many Milestone tutorial videos that will show you how to use the most important features. Such as setting up camera live views, navigating in playback, or exporting video.

Access your video on-the-go

When the VMS has Internet access, you can use Milestone Mobile and XProtect® Web Client to view your video from almost anywhere in the world. You can use your smartphone or an Internet connected computer to log in and see what is going on right now, or what has been recorded by your XProtect VMS.



Ways to configure the network

One of the common concerns of bringing systems online is the security. With an XProtect VMS you have several options so you can select the one that best fits your needs.

* Only applies to the 2014 versions of XProtect Professional VMS Products 2014.

Direct access

The VMS server connects directly to the internet through a connection provided by your Internet service provider. This could be a cable modem or a 3G USB dongle. In this case, the Milestone Recording Server will get a public internet address from the service provider. It will give you all the benefits of being online and will allow you to connect remotely without further network configuration.

Through a router

Your Internet service provider has installed a router in your building. This router then provides internet access to the local area network (LAN) and allows all your computers to access the Internet. If the XProtect VMS is connected to this network, it will get a local network address.

Inbound access or not?

Internet data traffic can be categorized in two groups: inbound and outbound communication.

Outbound communication is the most common. It is what allows your browser to open a website. Outbound communication can only be initiated from a specific PC or server connected to the Internet. Similar to a phone that can only make calls but not receive them.

Inbound communication allows computers on the Internet to contact the local computer on their own initiative. Similar to receiving a phone call from someone who dialed your number.

Typically networks are not configured to support inbound access. You can make the choice to get it set up to allow Milestone Mobile and XProtect Web Client to connect from the outside. Or you can choose not to configure this and your XProtect VMS will be protected from any outside access. It will still have the other benefits of being online even if inbound access is blocked.

What about data usage?

Most of the Milestone online services consume very little data traffic. It is only when viewing video, either the video tutorials or remote viewing through for example Milestone Mobile that you need to make sure you have a connection with a sufficient data allowance.

More technical information

To get more information about how to configure the Milestone system, please consult our manuals and other online resources. These documents also contain relevant information for IT personnel, including ports to be routed to get Milestone Mobile access and other important port numbers.

About Milestone Systems

Founded in 1998, Milestone Systems is the global industry leader in open platform IP video management software. The XProtect platform delivers powerful surveillance that is easy to manage, reliable and proven in thousands of customer installations around the world. With support for the widest choice in network hardware and integration with other systems, XProtect provides best-in-class solutions to video enable organizations – managing risks, protecting people and assets, optimizing processes and reducing costs. Milestone software is sold through authorized and certified partners. For more information, visit www.milestonesys.com

[Milestone Systems Headquarters, DK](#)

Tel: +45 88 300 300

[Milestone Systems US](#)

Tel: +1 503 350 1100