Quick guide for
How to upgrade your product
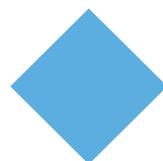
milestone
The open platform company

How to upgrade your product

XProtect® Enterprise 2014, XProtect® Professional 2014
XProtect® Express 2014, XProtect® Essential 2014

Milestone adds new functionality to XProtect products on a regularly basis, and each new release contains powerful and innovative features to improve your surveil¬lance system. Since XProtect installations exist in dynamic environments that are constantly evolving with new industry standards, device firm¬ware updates and increased software functionality requests, it is important to have the flexibility to update your system over time. With XProtect Professional VMS Products two different ways of upgrading your system are available:

- Upgrade the system to a new version of the same product (part I)
- Upgrade the system to a more advanced product (part II)

Upgrade the system to a new version of the same product (part I)
Let's assume that your current installation is based on XProtect Professional 2013 and you want to update your system to the latest version available, XProtect Professional 2014. You should follow these few steps:

1. Download the XProtect Professional VMS Products 2014 Installer from the Download Page on milestonesys.com
2. Run the XProtect Professional VMS Products 2014 installer. The installer automatically connects to Milestone Software Registration and obtains a license for the latest version available
3. Complete the install
4. The system is upgraded, activated and ready to use

Using this 4-step process requires that:
- The system is connected to the Internet
- The system has a valid Milestone Care Plus subscription

If the system is not connected to the Internet and/or doesn't hold a valid Care Plus subscription, please go to page two in this guide for further instructions.

Upgrade the system to a more advanced product (part II)
Let's assume that your current installation is based on XProtect Express 2014 and you want to update your system to the latest version of XProtect Professional 2014. You should follow these few steps:

1. Place a trade-in order
2. Download the new Software License Code (SLC) from the software registration portal or get it from your order confirmation email
3. Open the Management Application
4. Import the SLC (see image to the right)
5. Activate the license either online or offline.
6. Your system is upgraded, activated and ready to use
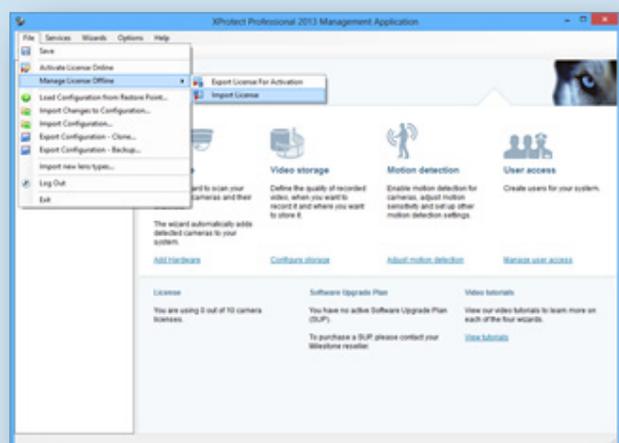
[1] The XProtect Professional VMS Products are XProtect Enterprise, XProtect Professional, XProtect Express, XProtect Essential and XProtect Go

Upgrade the system to a new version of the same product without Internet access (part I)
Let's assume that your current installation is based on XProtect Professional 2013 and you want to update your system to the latest version available, XProtect Professional 2014, but the system is not connected to the Internet. You should follow these steps:

1. Upgrade the license in the Software Registration and retrieve the new SLC (see image to the right)
2. Import the new SLC during installation of the XProtect Professional VMS Products installer
3. Perform offline license activation (for instructions on license activation, please see separate guide on this process available for download in the online [XProtect Product Information Kit](#)
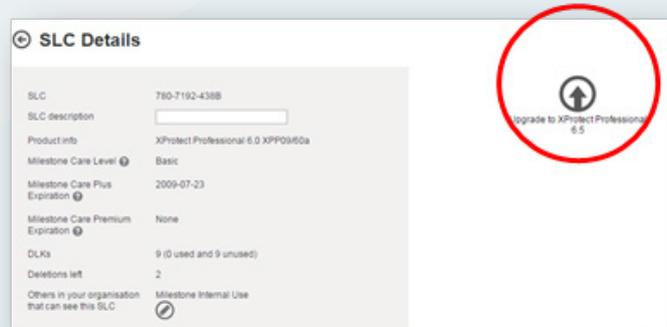
Upgrade the system to a new version of the same product without Care Plus (part I)
Let's assume that your current installation is based on XProtect Professional 2013 and you want to update your system to the latest version available, XProtect Professional 2014, but your XProtect Professional 2013 installation does not have a Care Plus subscription. You should follow these steps:

1. Place a trade-in order
2. Download the new SLC from the Software registration portal or get it from your order confirmation email
3. Download the XProtect Professional VMS Products 2014 Installer from the [Download Page](#) on milestonesys.com
4. Run the XProtect Professional VMS Products 2014 installer. When prompted for a license, please select the license retrieved in step two
5. Complete the install
6. The system is upgraded, activated and ready to use

It is important that the new license is selected during installation (step four). If you choose to install a trial version, and then import the new license after the installation (using the Management Application), some video recordings will be lost. The retention time for a trial version is at most five days.

About Milestone Systems
Milestone Systems is a global industry leader in open platform IP video management software, founded in 1998 and now operating as a stand-alone company in the Canon Group. Milestone technology is easy to manage, reliable and proven in thousands of customer installations, providing flexible choices in network hardware and integrations with other systems. Sold through partners in more than 100 countries, Milestone solutions help organizations to manage risks, protect people and assets, optimize processes and reduce costs. For more information, visit www.milestonesys.com

Milestone Systems Headquarters, DK
Tel: +45 88 300 300

Milestone Systems US
Tel: +1 503 350 1100

Milestone Systems UAE
Tel: +97 14 3641380