



Technical Release Notes

XProtect Arcules Connector v 4.3

Available October 20, 2026

These release notes cover the following product:

XProtect Arcules Connector v 4.3

Changes compared to XProtect Arcules Connector v 4.2

Enhancements and Fixes

This release introduces the ability to switch individual Arcules connections off and on, more resilient handling of authentication failures and several compatibilities, installer and diagnostics improvements.

Connection Management

A new **Connection enabled** option on the Authentication tab in the Management Client lets administrators switch an individual Arcules connection off and on, without deleting or reconfiguring it.

When a connection is switched off, it no longer connects to the Arcules cloud, alarm and event synchronization for the connection stops and its cameras are shown as unavailable.

When a connection is switched back on, the stored credentials are first verified with the Arcules cloud. If the credentials are rejected, the connection stays off and the administrator is asked to correct the username and password. If the Arcules cloud cannot be reached, the administrator can choose to switch the connection on anyway.

Hardware that was already disabled before a connection was switched off remains disabled when the connection is switched back on.

Existing connections remain switched on after an upgrade.

Connection Resilience

When the Arcules cloud rejects the configured credentials, the connector now retries at gradually increasing intervals instead of retrying continuously. This applies to camera connections, input polling, alarm synchronization and the event stream.

Temporary network or cloud failures are retried at short intervals, so connections recover quickly once the problem is resolved.

Retry timing requested by the Arcules cloud is now respected.

Playback resources are now released when a connection is closed.

Compatibility

Fixed an issue where live video could fail on some XProtect versions, for example XProtect 2024 R2, because of a version conflict between shared components used by the Recording Server and the connector.

Logging and Diagnostics

The driver and the plug-in now log their version and installation location at startup, making it easier to confirm which version is running.



About Milestone Systems

Milestone Systems is a leading provider of data-driven video technology software in and beyond security 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 customer sites worldwide. Founded in 1998, Milestone is a stand-alone company in the Canon Group.

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