

Milestone Systems

Quick guide: Upgrade your XProtect® video management software product

Milestone Customer Dashboard



milestone
The open platform company

Introduction

This quick guide describes how to upgrade XProtect video management software products to a newer version.

Milestone regularly adds powerful, innovative features and improvements to its products. XProtect video management software products are often used in dynamic environments that are constantly evolving with new industry standards, device firmware updates, new features, and so on. Because of this, it is important to keep your system up-to-date.

Milestone Customer Dashboard is an easy-to-use online portal that Milestone partners and resellers can use to manage information about Milestone software licenses for their customers.

Upgrading licenses on Milestone Customer Dashboard

Milestone Customer Dashboard makes it easy to upgrade a license by automating almost all steps in the process. The process creates and registers a new software license code (SLC) that is linked to the previous license. The process also transfers information such as the customer account and the number of hardware device licenses they have to the new SLC.

There are some rules and requirements for upgrading your product on Milestone Customer Dashboard:

- You must have a My Milestone account to log on to Customer Dashboard. Additionally, your My Milestone administrator must give you access by assigning you to the License User or License Administrator user role. If you do not have a My Milestone account, create one on the Milestone (<http://www.milestonesys.com>) website.
- You must have, or have had, a valid Milestone Care Plus subscription. You can upgrade to the newest version of a product up to the date when your subscription expires/expired. For example, if your Milestone Care Plus subscription expired just after the release of the 2016 version, you can upgrade to the 2016 version, but not to 2016 R2 or later.
- You must have a computer that can access the Internet.

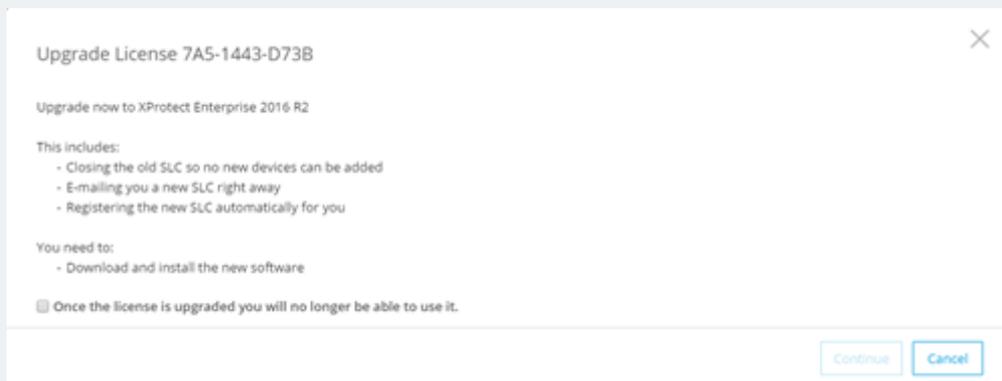
Upgrade a software license on Milestone Customer Dashboard

To upgrade a software license, follow these steps.

1. Use the login credentials for your My Milestone account to access Milestone Customer Dashboard (<http://online.milestonesys.com>).
2. On the homepage, click **Customers & Licenses**. By default, the **Customers** list displays.
3. Click the **Licenses** tab. Find the license in the list, or search for the SLC, and then select the license. The preview panel on the right displays details about the license.
4. In the preview panel, click **Details** to view more information about the license. If an upgrade is available for the license, an orange bar displays at the top of the page.



5. To start the upgrade process, click either **Upgrade license** or the **Click here** link in the orange bar. A window opens that explains what's about to happen, and the next step you'll need to take.



6. Select the **Once the license is upgraded you will no longer be able to use it** check box, and then click **Continue**. When the upgrade process completes, a confirmation window displays the previous SLC for the license that you upgraded, and the new SLC for the upgraded license. You will also receive an email with the upgraded software license file.



7. Click **Continue** to display more details about the upgraded license.
8. To get the upgraded license, click **Download the license file**.

Upgrade your XProtect video management software product

The detailed steps in the upgrade process differ slightly, depending on which specific XProtect video management software product you are upgrading, and whether the system you are upgrading can or cannot access the Internet.

9. Download the upgraded software license file from Customer Dashboard and the XProtect video management software product installer from the download section (<https://www.milestonesys.com/support/download-software/>) of the Milestone website.

If your system cannot access the Internet, download the software license file and the product installer on another computer, and then transfer them to the computer where the product you want to upgrade is installed. For example, use a USB flash drive.

10. Run the installer. When prompted for a software license, select the upgraded software license file.

Important: Make sure you select the upgraded software license file. If you install a trial version, and then import the new software license file afterward, you may lose some video recordings.

11. Complete the installation, and activate the software license. For instructions on how to activate software licenses offline and online, download the license activation quick guide from the Product Information Kit (<https://www.milestonesys.com/productinformationkit>) section of our website or consult the help.

About Milestone Systems

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 150,000 sites worldwide. Founded in 1998, Milestone is a stand-alone company in the Canon Group. For more information, visit: <http://www.milestonesys.com>.