



XProtect VMS Interface

Installation Guide

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XProtect VMS Interface

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Overview of XProtect VMS Interface

XProtect VMS Interface from Hexagon's Safety, Infrastructure & Geospatial division provides an interface to the XProtect® Video Management Software from Milestone Systems. The XProtect VMS Interface provides the following capabilities:

- Retrieve (discover) camera configuration information
- Stream live video
- Stream archive video
- Pan-tilt-zoom (PTZ) control

Before You Install

Before you begin the installation process for the XProtect VMS Interface, verify that you have the following software and other requirements installed on the appropriate computers:

- Verify that the host computer where you will install XProtect VMS Interface has no pending restarts or updates (such as Windows updates). If there are pending restarts or updates, complete those now before you continue.
- **Interface server component** for Video Streamer installed and configured on the computer that will host the XProtect VMS Interface. See the *Video Streamer Installation Guide* for information about installing this component.
- For any supported version of XProtect, install the corresponding version of **Open Network Bridge** on the computer that hosts XProtect. The following versions are supported:
 - 2024 R2
 - 2025 R2

You will also need licenses for the following Hexagon products:

- Video Streamer
- XProtect VMS Interface

 For version 2509, Milestone VMS Interface has been renamed to XProtect VMS Interface. If you have a previous version of Milestone VMS Interface installed and want to upgrade to the XProtect VMS Interface, you must completely uninstall Milestone VMS



XProtect VMS Interface

Interface and then install XProtect VMS Interface. See "*Upgrade the XProtect VMS Interface Software* (on page 17)" for more information.

What's New

To read about new features, updated features, and system requirements, use the **Support** page. For online and phone support, see *Technical Support* (on page 20).

1. Go to the *Support page* <https://supportsi.hexagon.com>.
2. Click **Log in**.
3. On the **Smart Community** home page, open the **Downloads** tab and click **NetWorks**.
4. On the **NetWorks** page, select **Technical Notes and Whitepapers** and select the Product family to review Release documentation.
 - To read about new or enhanced features, click **Release Notes**.
 - To read about defects that have been fixed, click **Issues Resolved**.
 - To read about system requirements, click **Supported Environments**.
5. **Release Notes** and **Issues Resolved** might not be available for the initial release of a product because an initial release has all new features and no updated features. Some minor releases might not provide **Release Notes** or **Issues Resolved**.
 - Click **Release Notes** to review new or enhanced product features.
 - Click **Issues Resolved** to review defects that have been fixed.
 - Click **Supported Environments** to review system requirements.
 - Click **Open-Source Software Notices** in the **Product Information** box, if available, to review information on open-source software in the product.

 Some minor releases might not provide Release Notes or Issues Resolved.

Install a New XProtect VMS Interface

This section provides steps and information to install a new XProtect VMS Interface.

 For version 2509, Milestone VMS Interface has been renamed to XProtect VMS Interface. If you have a previous version of Milestone VMS Interface installed and want to upgrade to the XProtect VMS Interface, you must completely uninstall Milestone VMS Interface and then install XProtect VMS Interface. See "*Upgrade the XProtect VMS Interface Software* (on page 17)" for more information.

Use these steps to install the XProtect VMS Interface on the same computer that hosts the Interface server component for Video Streamer.

To install the XProtect VMS Interface:

1. Verify that the host computer where you will install XProtect VMS Interface has no pending restarts or updates (such as Windows updates). If there are pending restarts or updates, complete those now before you continue.
2. On the computer that hosts the Interface server component for Video Streamer, use the **Run as administrator** option to open a **Command Prompt** window.
3. Navigate to the location of the XProtect VMS Interface installation media.
4. From the command prompt, run the *install_hvs_xprotect.bat* file.

Running this command performs the following tasks:

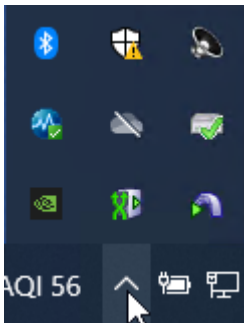
- Verifies the installation script is running in 64-bit mode and as administrator.
 - Verifies the Interface server for Video Streamer is installed.
 - Uses Chocolatey to install the XProtect VMS Interface.
5. When the installation is complete, close the **Command Prompt** window.

Set Up an XProtect Basic User

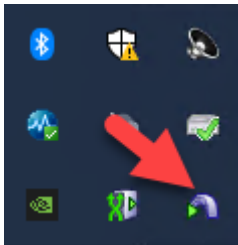
Create an XProtect **Basic User** and assign that user to a **Network Bridge** server.

To create an XProtect basic user:

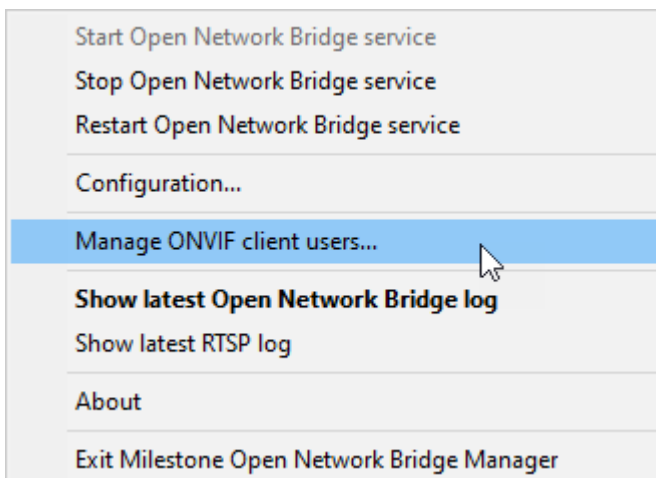
1. Open the hidden icons from the System tray.



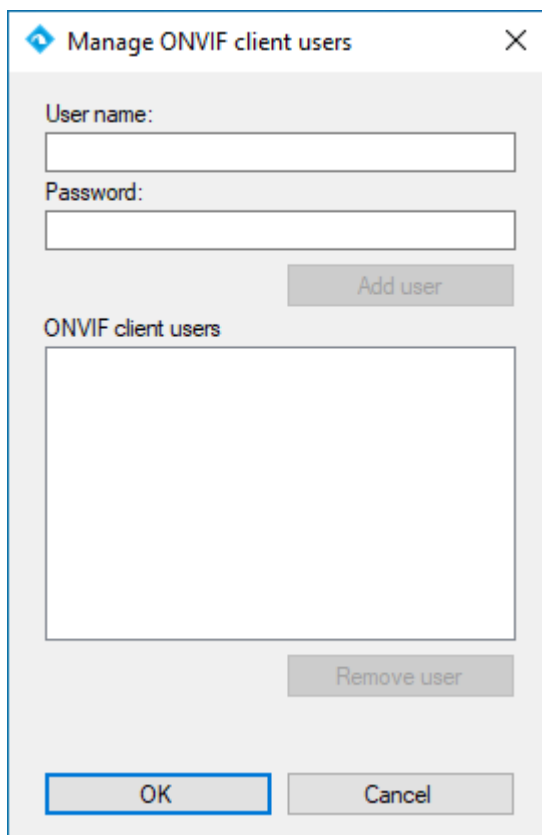
2. Right click the **Open Network Bridge** icon.



3. Select **Manage ONVIF client users** from the menu.



4. When the **Manage ONVIF client users** dialog box is displayed, type the user name for this basic user in the **User name** field.



The dialog box titled "Manage ONVIF client users" contains the following elements:

- User name:** A text input field.
- Password:** A text input field.
- Add user:** A button located below the password field.
- ONVIF client users:** A list box for displaying existing users.
- Remove user:** A button located below the list box.
- OK:** A button at the bottom left.
- Cancel:** A button at the bottom right.

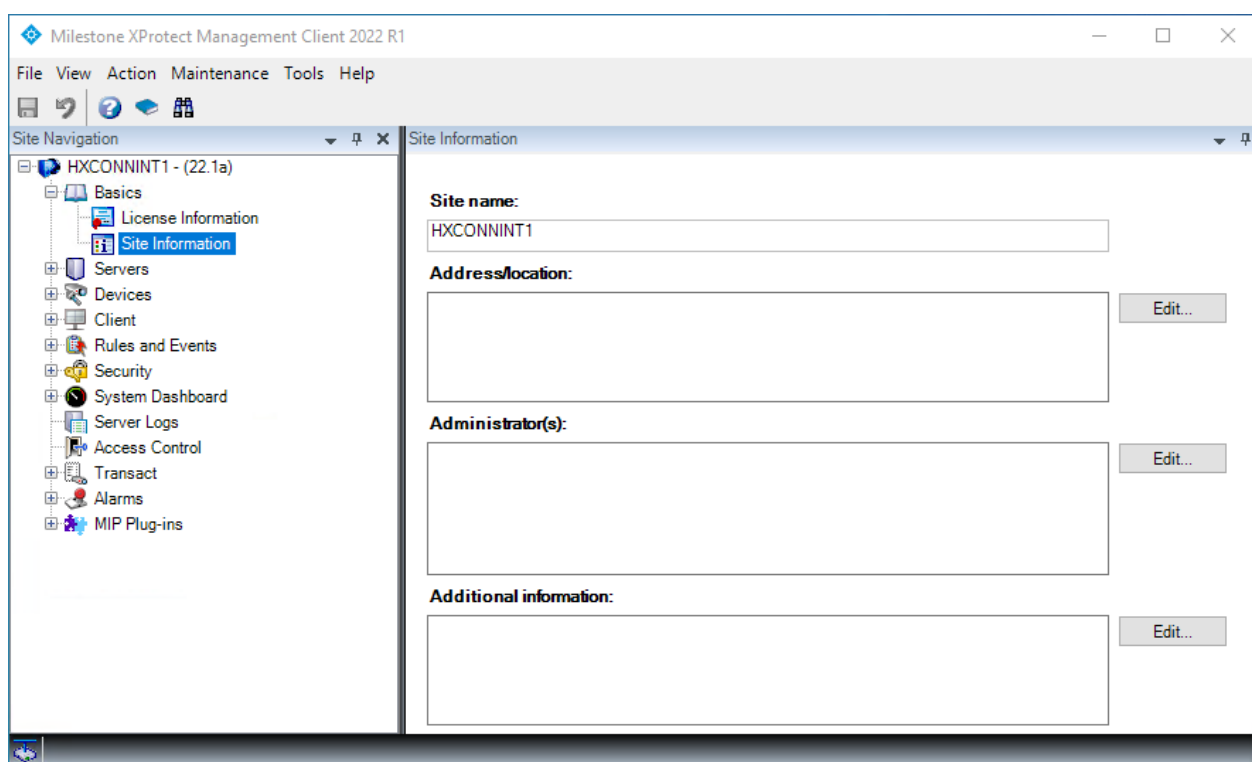
5. In the **Password** field, type the password for this basic user.
6. Click **Add User** to validate the new user against other users in the system. If the name and password you entered are valid, the new user is added to the **ONVIF client users** list.
7. Click **OK**. You are prompted that applying the changes will restart the server.
8. Click **Yes** to continue.
9. When you are prompted that the changes were successful, click **OK**.

Locate and Record Each XProtect Site

For each XProtect environment that will be connected to Video Streamer, you must locate the "site" and add the site name when you add a video source.

 If you have multiple XProtect sites that will be connected to Video Streamer, you must *add a video source* (see "*Add a Video Source for XProtect*" on page 12) **for each one** and add the site name to that video source.

1. Use the Milestone XProtect Management Client and Site Navigation to locate the XProtect VMS Interface "site" that you want to connect to. See the example below.



2. Record the name of this site. You will use it when you *add a video source* (see "*Add a Video Source for XProtect*" on page 12).
3. Repeat steps 1 and 2 for each "site" to be connected to the Video Streamer.

Add a Video Source for XProtect

To view live video, you must first add video sources. Adding a video source creates an interface to the XProtect Video Management Software from Milestone. Every camera must be associated with a video source.

For the XProtect VMS Interface, you create a video source for cameras associated with an installed instance of XProtect VMS.

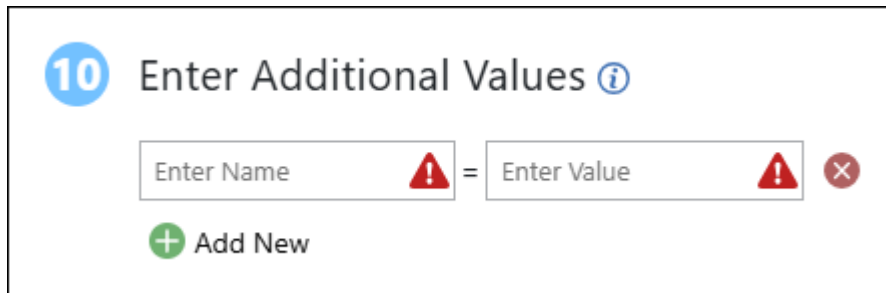


- If you have multiple XProtect sites that will be connected to Video Streamer, you must add a video source **for each one** and include the site name as an **Additional Value**. See *"Locate and Record Each XProtect Site (on page 11)"* for more information.
- If the **Open Network Bridge** and the **XProtect Management Server** are on **different computers**, you must add an **Additional Value** to the video source that points to the location of the **Open Network Bridge**. The steps below include the information for adding this value.

To add a video source for XProtect VMS Interface:

1. Type the URL for the Video Streamer Administrator into a Chromium-based web browser (Google Chrome or Microsoft Edge). A sign-in page is displayed.
2. Type `admin` as the username.
3. Type the password for Video Streamer Administrator.
4. Click **Sign In**. Video Streamer opens to the **Overview** page.
5. From the menu, select **Video Sources**.
6. On the **Video Sources** page, click **Add New Source**.
7. On the **Add Video Source** dialog box, select **Video Management System** as the type of source to add.
8. Type `XProtect` as the source name. This new name is added to the existing list of sources after you click **Submit**.
 The value for the source name must be `XProtect`; otherwise, the software will not function properly.
9. Enter a unique name to be displayed for this video source.

10. Type the fully qualified domain name (IP address or **Hostname**) for the computer that hosts XProtect.
11. Type the **Port** number of the computer where XProtect VMS Interface will accept connections.
12. Select the **Transport Protocol** for the video data from the drop-down list. Valid options are UDP, TCP, HTTP, or Multicast.
13. Select the **Recording Type** to specify how the instance of the XProtect VMS Interface handles the recording of video streams:
 - **Motion** - Cameras record video based on motion detected within the viewing area of the video stream.
 - **Continuous** - Cameras record video continuously.
14. Enter the username and password that you created for the *XProtect Basic User* (see "Set Up an XProtect Basic User" on page 9).
15. Click **Additional Options** to enter additional values required by XProtect VMS Interface.
16. If you have multiple XProtect sites that will be connected to Video Streamer, you must add a video source **for each one** and include the site name as an **Additional Value**. See "Locate and Record Each XProtect Site (on page 11)" for more information.
 - a. Click **Add New**.



10 Enter Additional Values ⓘ

Enter Name ⓘ	=	Enter Value ⓘ	✕
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+ Add New

- b. In the **Enter Name** box, type *Site*.

- c. In the **Enter Value** box, type the site name. An example is shown below.

10 Enter Additional Values ⓘ

Site = computername

+ Add New

17. If the **Open Network Bridge** and the **XProtect Management Server** are on **different computers**, you must add a custom property to the video source to point to the location of the **Open Network Bridge**.

- Click **Add New**.
- In the **Enter Name** box, type `Bridge`.
- In the **Enter Value** box, type the host name (`server.domain.com:port`) for the Open Network Bridge. Be sure to include the port value for the Open Network Bridge location. An example is shown below.

10 Enter Additional Values ⓘ

Bridge = server.domain.com:port

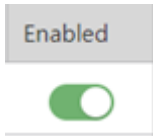
+ Add New

18. Click **Submit** to save the information. The XProtect VMS Interface video source is added to the list on the **Video Sources** page; however, its **Status** is **Disconnected**.

Name	Status	Source Name	Source Type	Cameras	Enabled
TestSource	Disconnected	Milestone	VMS	0	☐

19. As noted in the *Before You Install* (on page 5) topic, you will need an available Video Streamer VMS license. If you have not set up this license, see the "Set up the License" topic in the *Video Streamer Installation Guide*.

20. After the license is set up, turn on the **Enabled** setting (green is on; gray is off) to activate the new video source.



Discover Cameras

Use these steps to discover cameras for the XProtect VMS Interface video source.

To discover cameras for a XProtect VMS Interface video source:

1. From the **Video Streamer** menu, select **Video Sources**.
2. On the **Video Sources** page, select **XProtect VMS Interface**. Information for the video source is displayed in the upper-right panel.
3. Make sure the **Video Source** is enabled.
4. Click **Discover** to open the **Discover Video Source** dialog box.
5. Click **Start**. Processing messages are displayed in the **Discover Status** section. When camera discovery is completed successfully, a blue check mark is displayed.
6. Click **Close**. The discovered cameras are displayed in the **Cameras** list. The following image shows an example:

Cameras (7)		
XProtect 2025 R1 - HikVision DS-2DE3304W-DE (10.153.40.50) - Camera 1	Online	
Camera Type:	Lat / Long: 0 / 0	
XProtect 2025 R1 - Amcrest IP2M-841B-V3 (10.153.44.47) - Camera 1	Online	
Camera Type:	Lat / Long: 0 / 0	
XProtect 2025 R1 - Amcrest IP2M-841B-V3 (10.153.40.44) - Camera 1	Online	
Camera Type:	Lat / Long: 0 / 0	
XProtect 2025 R1 - HikVision DS-2DE3304W-DE (10.153.40.52) - Camera 1	Online	
Camera Type:	Lat / Long: 0 / 0	
XProtect 2025 R1 - Amcrest IP2M-841B-V3 (10.153.44.76) - Camera 1	Online	
Camera Type:	Lat / Long: 0 / 0	

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Upgrade the XProtect VMS Interface Software

To upgrade to the latest version of XProtect VMS Interface, you must uninstall the previous version and then install the latest version.

Failover Configuration

If the Video Streamer environment is set up for **failover**, do the following:

1. Stop the failover cluster role.
2. Upgrade the primary node: Run the uninstall and install batch files as described in the steps below.
3. Restart the failover cluster role.
4. Upgrade each standby node: Run the uninstall and install batch files as described in the steps below.

No Failover Configuration

If the Video Streamer environment is **not set up for failover**, run the uninstall and install batch files as described in the steps below.

To upgrade from 2503 (Milestone VMS) to 2509 (XProtect VMS):

 For version 2509, Milestone VMS Interface has been renamed to XProtect VMS Interface. If you have a previous version of Milestone VMS Interface installed and want to upgrade to the XProtect VMS Interface, you must completely uninstall Milestone VMS Interface and then install XProtect VMS Interface.

1. Use administrator privileges to sign on to the computer where the Milestone VMS Interface is installed.
2. Use the **Run as administrator** option to open a **Command Prompt** window.

3. Navigate to the location of the Milestone VMS Interface 2503 installation media.
4. Use the 2503 version of the *uninstall_hvs_milestone.bat* file to uninstall the 2503 version of Milestone VMS Interface.
5. When the uninstall is complete, navigate to **Control Panel > Uninstall** and uninstall the Milestone MIP SDK 2020 R1. The Milestone SDK is no longer required for XProtect VMS Interface.
6. Run the 2509 version of the *install_hvs_xprotect.bat* file.
7. When the upgrade is complete, close the **Command Prompt** window.

To upgrade the XProtect VMS Interface (standard upgrade):

1. Use administrator privileges to sign on to the computer where XProtect VMS Interface is installed.
2. Use the **Run as administrator** option to open a **Command Prompt** window.
3. Navigate to the location of the XProtect VMS Interface installation media.
4. Run the *uninstall_hvs_xprotect.bat* file. The script displays output in the **Command Prompt** window.
5. When the uninstall is finished, run the *install_hvs_xprotect.bat* file.
6. When the upgrade is complete, close the **Command Prompt** window.

Uninstall the XProtect VMS Interface

You must uninstall XProtect VMS Interface software when upgrading to the latest version. You might also need to uninstall to solve a problem with an existing installation. You can uninstall the XProtect VMS Interface components using the uninstall batch files located on your installation media.

 The XProtect VMS Interface software that you installed with batch files does not appear in the **Programs and Features** dialog box in Windows.

To uninstall XProtect VMS Interface:

1. Use administrator privileges to sign on to the computer where XProtect VMS Interface is installed.
2. Use the **Run as administrator** option to open a **Command Prompt** window.
3. Navigate to the location of the XProtect VMS Interface installation media.
4. Run the *uninstall_hvs_xprotect.bat* file. The script displays output in the **Command Prompt** window.
5. When the uninstall is finished, close the **Command Prompt** window.

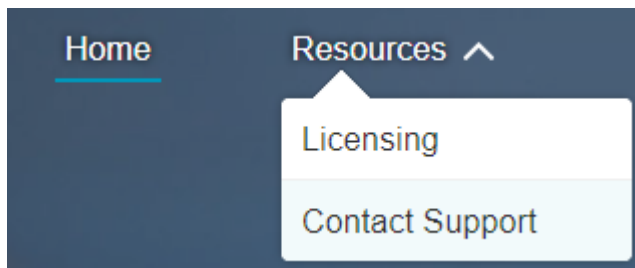
Technical Support

Hexagon's Safety, Infrastructure & Geospatial division provides several ways to contact Support, including online case submission and phone support. For general Hexagon information, call 800-345-4856 (US). For phone support, see the *Contact Support page* https://supportsi.hexagon.com/help/s/contactsupport?language=en_US.

Submit a Case Online

Hexagon provides an online method of requesting support 24/7.

1. Go to the *Support page* <https://supportsi.hexagon.com>.
2. Click **Log in**.
3. Type your username and password, and click **Log in**.
4. From the **Resources** list, select **Contact Support**.



The **Contact Support** page displays.

5. Click **Online case submission**.

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