

Because even the most successful careers have to end...

# ***WE'RE RETIRING XPROTECT<sup>®</sup> EXPRESS AND XPROTECT<sup>®</sup> PROFESSIONAL***

For many years, XProtect Express and XProtect Professional have provided thousands of customers with easy-to-use video surveillance software. Now, Milestone is taking innovation to the next level with an increased focus on XProtect<sup>®</sup> Express+ and Professional+.

**This means that by June 2024, XProtect Express and XProtect Professional will no longer be a part of Milestone's video management software portfolio.**

## **Want to learn more about XProtect Express+ or Professional+?**

Our eLearning course shows you how to successfully install and configure them.

eLearning



## **Want to migrate existing systems?**

Get the technical details on how to switch to a new system in our migration guide.

Migration Guide



# How to say goodbye...

What you need to know about the retirement of XProtect Express and XProtect Professional

**This is a gradual process.** The products will be retired over the next five years, starting with a final release of the products in a 2019 R2 version in June and ending with official termination in June 2024.

**The products will be available for new sale** until June 2022, and for expansion sale until June 2024.

**The products remain safe and well functioning.** Customers will continue to get security patches and bug fixes during the five-year maintenance period if a severe or catastrophic issue is identified.

**We're here for you.** Milestone will continue to provide technical support for XProtect Express and XProtect Professional during the five-year maintenance mode period.

Over the next few months, we will also offer further information and support for existing customers who are transitioning to other Milestone products.

**Camera compatibility is still possible.** Our June 2019 R2 release marks the final device pack release for XProtect Express and XProtect Professional. From this point we will only add new devices

to the supported device list for products in our advanced XProtect VMS range, which includes XProtect Express+, Professional+, Expert and Corporate.

Still, most new devices are expected to be ONVIF-compliant and compatible with XProtect Express and XProtect Professional via our ONVIF drivers.

**Milestone has even better solutions for you.** Milestone offers XProtect Express+ and XProtect Professional+, which contain a superior feature-set built on an innovative technology that's primed for the future.



## WHAT'S NEXT?

Read on to discover how XProtect Express+ and XProtect Professional+ can provide even more benefits for you and your customers.

# Meet your new solutions

Make no mistake, XProtect Express and XProtect Professional are great, easy-to-use video surveillance software. But as the pace of innovation accelerates, it's important to focus on products that are poised for the future. Luckily, XProtect Express+ and XProtect Professional+ are perfect candidates to build long-lasting customer relationships.

**Both sets of software solutions** provide advanced video surveillance functionalities that will boost your overall system performance. They are the perfect choice for customers who crave a high-performing, cost-effective and reliable video surveillance system.

	XProtect Express	XProtect Express+ 	XProtect Professional	XProtect Professional+ 
Hardware-accelerated video decoding for video motion detection (Quick Sync)	-	✓	-	✓
Centralized management	-	✓	-	✓
H.265	-	✓	-	✓
Pre-recording buffer in RAM	-	✓	-	✓
Metadata support	-	✓	-	✓
Kerberos authentication	-	✓	-	✓
Flexible rule engine	-	✓	-	✓
Dual authorization Management Client	-	✓	-	✓
Configuration reports	-	✓	-	✓
Edge Storage	-	-	-	✓
Scalable Video Quality Recording™	-	-	-	✓
Manual bookmarking	-	-	-	✓



## Benefits of XProtect Express+ and XProtect Professional+ include:



**The industry's highest performing recording server**, with hardware-accelerated Video Motion Detection in the recording server, pre-buffer in RAM, and a minimum 3.1 Gbit/s recording rate



**Efficient media handling**, including Edge Storage with Scalable Video Quality Recording, H.265, and metadata support



**Easy installation and management** via centralized management, a versatile rule engine, configuration reports, and instant upgrades across the entire VMS portfolio



**Powerful investigation tools** that use Smart Search based on metadata



**Exceptional IT security** with comprehensive user rights' management, Kerberos, and dual-authentication in the XProtect Smart Client and Management Client



Change isn't easy –  
except with Milestone.

If you're worried about switching over to a new product, fear not! **Our eLearning course** teaches you what you need to know to successfully work with XProtect Express+ and XProtect Professional+.

Remember, the retiring products will be fully supported until 2024, so you can learn at your own pace until then.

## THE FINE PRINT



### How does this affect the **Care Plus** offering?

**Existing customers with Care Plus** agreements continue to benefit from our 100% trade-in credit on software upgrades, reseller access to the Milestone Customer Dashboard, Push Notifications, and Smart Connect until product termination. Customers can also renew their existing Care Plus agreement, provided that the coverage period doesn't exceed June 2024.

**New XProtect Express and XProtect Professional customers** can also purchase Care Plus, provided that the coverage period doesn't exceed June 2024.



### What about **camera compatibility**?

There will be **no new device packs** released for the retiring products after the 2019 R2 release.

**Most new devices will be ONVIF-compliant** and therefore compatible with XProtect Express and XProtect Professional via our ONVIF drivers.

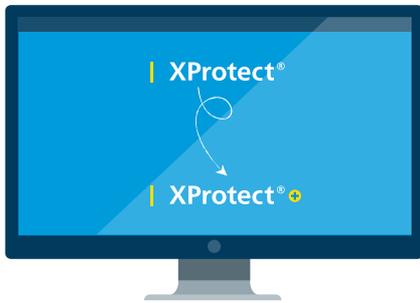
### What now?

Partners can find an overview of their products sold on their Milestone Customer Dashboard.

This will also show which customers are eligible for system migration.

[Access Customer Dashboard](#) →

Requires My Milestone credentials



## What's the best way to migrate to other XProtect software solutions?

To start, we recommend you take a look at our migration guide. It contains step-by-step guidelines and instructions as well as critical factors to consider before migrating your system.

[Download the Migration Guide here](#)



## NOTE!

Partners should be aware that the ability to set up existing XProtect Express and XProtect Professional systems as slave servers into XProtect Express+ and XProtect Professional+ as part of a migration process, will be removed with the 2019 R2

release. If you need to be able to make use of the Master/Slave functionality in the migration process, you should make sure to migrate to the 2019 R1 release of XProtect Express+ and XProtect Professional+ which supports this capabilities.

## DOWNLOAD CENTER

### eLearning Course

Learn more about XProtect Express+ and Professional+

[eLearning](#)



Requires My Milestone credentials

### Product Retirement Page

Online webpage designed for existing XProtect Express and XProtect Professional customers

[Go to webpage](#)



### Migration Guide

Learn more about how to migrate

[Migration Guide](#)



### Comparison Chart

A complete overview of XProtect Express+ and XProtect Professional+

[Comparison Chart](#)

