

System Troubleshooting

Sometimes installing or troubleshooting an XProtect® system can be difficult to correct on your own or within the standard Milestone Technical Support framework. With extensive experience in this area Milestone Professional Services team is ready to assist you.

MILESTONE SYSTEMS – PROFESSIONAL SERVICES				
SERVICE CATEGORY	SERVICE NAME	SERVICE SUMMARY	FORMAT	LANGUAGE
Quick start-up service	System Troubleshooting	Onsite or remote system troubleshooting of a Milestone VMS product	Onsite or remote assistance	EN Local language support is subject to availability upon request
<p>1. Scope Provide troubleshooting assistance for a pre-existing technical support case, in onsite or remote format.</p> <p>2. Recommended use This service is recommended to Milestone XProtect customers who have not purchased Care Premium and have encountered a complex or urgent technical issue or situation, that needs to be prioritized outside the general technical support timeframe. Cases of this complexity are generally site specific and require in-depth investigation.</p> <p>3. Service details Depending on the case, the service may cover and not be limited to:</p> <ol style="list-style-type: none"> Onsite or remote assistance for root cause analysis. Review system performance, system logs and diagnosis. Recommendations for improvement in the specific affected areas. Corrective actions. <p>4. Prerequisites and limitations</p> <ul style="list-style-type: none"> Due to the level of complexity of these cases, Milestone does not guarantee that all troubleshooting sessions (onsite or remote) will result in a fix. The service and all associated fees are meant to provide an additional level of skill and knowledge to assist the client. Unless otherwise explicitly agreed upon in writing, all tasks and corrective actions apply to XProtect software only. Third-party infrastructure, hardware, or software configuration(s), including that which may integrate with XProtect products, is not included or implied. 				