◆ milestone

Upgrade and system migration

Milestone Professional Services team can onsite or remotely upgrade your XProtect software to the latest purchased version, or assist with its migration from E-Code to C-Code or C-Code to C-Code, as requested. This will ensure you get a functional XProtect system that's meant to last.

MILESTONE SYSTEMS – PROFESSIONAL SERVICES				
SERVICE CATEGORY	**SERVICE NAME**	**SERVICE SUMMARY**	**FORMAT**	**LANGUAGE**
Upgrade assistance	Upgrade or system migration from E-Code to C-Code or C-Code to C-Code.	Onsite or remote upgrade of a Milestone VMS product or system migration from E-Code to C-Code or C-Code to C-Code.	Onsite or remote assistance	EN Local language support is subject to availability upon request

1. Scope
Assist in onsite or remote format with full upgrade or migration of existing XProtect VMS to-gether with its components (recording server) to the latest purchase version. Depending on the complexity of the installation, the case may require in-depth investigation.

2. Recommended use
This service is recommended to Milestone XProtect customers, who due to time con-straints or limited knowledge with XProtect VMS installations need assistance to upgrade or migrate an existing XProtect system.

3. Service details
Depending on the case, the service may cover and not be limited to:
   a. Onsite or remote assistance to start the upgrade/migration task.
   b. XProtect server or recorder setup per standard guidelines, license activation, continu-ous recording, devices and user configuration, etc.
   c. Recommendations for improvement in specific areas and corrective action.
   d. Review end-user requirements and ensure that the installed system meets these re-quirements.

4. Prerequisites and limitations
   • The service and all associated fees are meant to provide an additional level of skill and knowledge to assist the client.

   • XProtect software license or device licenses are not included in this service.

   • The server or recorder has already been physically installed and properly configured to communicate with the appropriate devices on the network.

   • Devices and aggregated systems must be fully accessible on a pre-configured and properly operating network.

   • Unless otherwise explicitly agreed upon in writing, all tasks 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.