

FAQ

Legacy Device Pack Frequently Asked Questions

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General information

What is the legacy device pack?

One of Milestone's unique selling points is its vast support for a huge number of cameras, currently 7,000 devices. Drivers are delivered bi-monthly via a download-heavy device pack, which is included in the XProtect VMS installer. To reduce download time, we have decided to split the device pack into two. The main device pack, called the device pack, contains commonly used camera drivers, is released every two months and is included in the XProtect installer. The second device pack, called the legacy device pack, only contains older drivers for less commonly used devices and is separate from the XProtect installer.

What are the benefits of the legacy device pack?

Two device packs, the device pack and the legacy device pack, allow us to reduce the size of our device pack, which leaves a smaller footprint on servers. This gives users a faster download and smaller installer for a better overall experience.

What devices are included in the legacy device pack?

In general, the legacy device pack is for the least commonly used and older drivers.

Does it cost anything to get the legacy device pack?

Just like our main device pack, the legacy device pack is an integral part of the XProtect installation and is available at no cost from the Milestone website to all XProtect users.

Downloading and installation

How do I know if I need to install the legacy device pack?

Generally, installations with older and not commonly used drivers will need the legacy device pack. However, it is extremely easy to find out whether you need the legacy device pack. Simply visit

<https://www.milestonesys.com/community/business-partner-tools/device-packs/>

and enter in the devices you plan to use. Then you can see the device packs you need and download links for them.

How do I know if the legacy device pack is installed?

You can easily check if you have the legacy device pack installed in the same way you do for the device pack. In Windows, go into System Settings, then go to Add/Remove Programs and scroll to see if the legacy device pack is listed.

Is the legacy device pack included in the XProtect installer?

No, the legacy device pack is not part of the XProtect installer and needs to be downloaded separately from the Milestone website. To determine if you need the legacy device pack, visit

<https://www.milestonesys.com/community/business-partner-tools/device-packs/>. However, the device pack

will continue to be part of the XProtect installer.

Where can I download the legacy device pack?

The legacy device pack can be downloaded, along with the device pack, from the Milestone website. If you know what you need, simply visit www.milestonesys.com/downloads to get a link to download. If you are unsure which device pack(s) you need, visit <https://www.milestonesys.com/community/business-partner-tools/device-packs/> and enter in the devices you plan to use and get download links for the device pack(s) you need.

My installation needs both the device pack and legacy device pack, how do I upgrade?

For XProtect Express and XProtect Professional, you should install the legacy device pack prior to running the software update, or the installer will fail until the legacy device pack is installed. For XProtect Essential+, XProtect Express+, XProtect Professional+, XProtect Expert and XProtect Corporate, you can install the legacy device before or after the software update. Please note that until the legacy device pack is installed, not all devices will work.

I currently have an XProtect Express or XProtect Professional installation, what happens when I upgrade my system to 2018 R1?

The installer will determine if you need the legacy device pack. If you do need it and you do not have it, the upgrade installer will stop until you install the legacy device pack. To continue with the upgrade, cancel the upgrade installer, download and install the legacy device pack and start the upgrade installer again. If you do not need the legacy device pack, the upgrade installation process will continue as normal and install the latest device pack.

I currently have an XProtect Essential+, XProtect Express+, XProtect Professional+, XProtect Expert or XProtect installation, what happens when I upgrade my system to 2018 R1?

The installer will complete installation as usual and install the latest device pack. Regardless of the cameras you are using, the installer will tell you to check the Milestone website to determine if the legacy device pack is needed. Visit <https://www.milestonesys.com/community/business-partner-tools/device-packs/> to enter your cameras and determine if you need the legacy device pack. If you have older cameras that need drivers in the legacy device pack, these cameras will only work once the legacy device pack is installed.

I currently have an XProtect Express or XProtect Professional installation, what happens when I download the latest device pack?

The installer will determine if you need the legacy device pack. If you do need it and you do not have it, the device pack installer will stop until you install the legacy device pack. To continue with installation, cancel the device pack installer, download and install the legacy device pack and start the device pack installer again. If you do not need the legacy device pack, the device pack installation process will continue as normal and install the latest device pack.

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Will the legacy device pack overwrite my already installed device pack?

No, the legacy device pack will not uninstall the device pack. You can have both the device pack and legacy device pack installed on your system at the same time. However, when you install the latest device pack, it will replace the older device pack on your system. Similarly, when you install the latest legacy device pack, it will replace the older legacy device pack on your system.

I can see I need both the device pack and the legacy device pack, can I install both?

Yes, you can have both the device pack and legacy device pack installed on your system at the same time.

What if I uninstall the legacy device pack, will my system stop working?

It is completely safe to uninstall either the device pack or the legacy device pack. However, if you uninstall the legacy device pack and you have older cameras that need those drivers, the system will only remain operational for the cameras using the device pack. If you don't need the drivers in the legacy device pack and you uninstall it, the system will be fully operational.

What happens if I have the legacy device pack and I want to install an old version of the device pack?

You should not run into any issues installing an old version of the device pack. The old device pack will overwrite overlapping drivers in the legacy device pack and your system should remain completely functional.

Can I only use the legacy device pack?

No, even if your system does not have cameras that need drivers in the device pack, you must have the device pack installed for the legacy device pack to work.

Support

Can I contact support if I have issues with devices that are part of the legacy device pack?

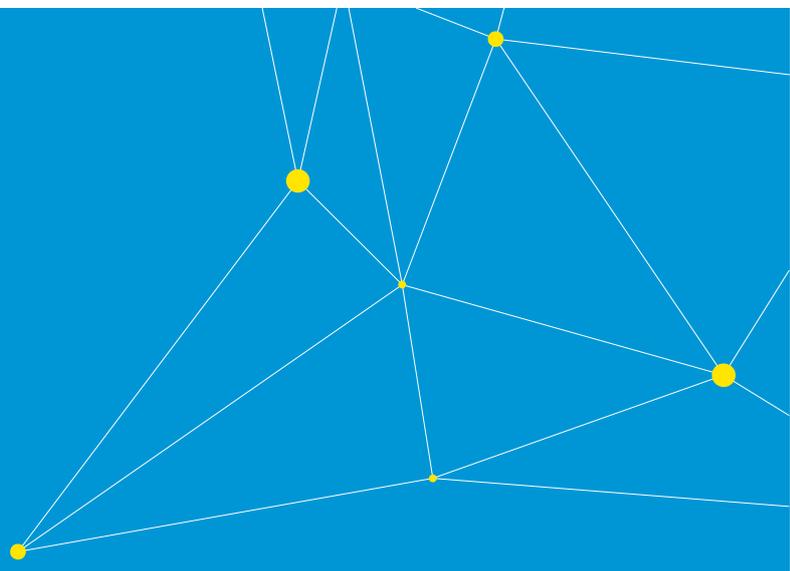
Yes, you can continue to contact support just like you normally do with the device pack. Remember to check our [Supported Devices list](#) for supported firmware versions and functionalities.

Will Milestone stop updating a device if it is part of the legacy device pack?

The legacy device pack contains older, not common drivers that are no longer part of our device pack development roadmap. We will no longer update drivers that are a part of the legacy device pack. This means that we will not fix potential bugs or update the feature set of drivers in the legacy device pack, but we will continue to offer technical support on the XProtect system.

Will the legacy device pack be updated for cybersecurity issues?

Our focus with device drivers is to develop new drivers for the latest technologies and create deep integrations for the most common drivers. Therefore, we will not update drivers in the legacy device pack for bug fixes, new features or cybersecurity issues. For customers concerned with cybersecurity, Milestone recommends to only use devices supported by drivers in the device pack because we release a device pack every two months with the latest features, including bug fixes and cybersecurity patches.



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.