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| Press release |
| Milestone SYSTEMS INTRODUCES THE XPROTECT Troubleshooting Assistant |
| Copenhagen - November 19, 2019 |
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*This complimentary new online tool is a helpful addition to existing Milestone eLearning troubleshooting courses, Knowledge Base articles, and robust User Forum*

Milestone Systems has released the troubleshooting assistant for partners and customers using Milestone XProtect® video solutions. Video management systems today are not only used to protect people and assets, but also to help optimize businesses and improve the way people live and work. Milestone Systems’ open platform video management software (VMS) makes these innovations easily available to a wide range of integrator, consultant, and end-user customers. As a result, more and more businesses and people may need support to maintain, upgrade, and operate their XProtect system. Fortunately, the troubleshooting assistant is now available 24/7 to help users resolve issues and optimize their systems.

## What is the Milestone Troubleshooting Assistant?

The troubleshooting assistant is a self-help online tool that enables XProtect users to identify causes of issues and guides them through a step-by-step resolution. The Milestone troubleshooting assistant is an interactive decision tree that provides support in maintaining, upgrading, and troubleshooting many common issues, such as:

* Being unable to log into the Smart Client
* Being unable to add a camera
* Having server performance issues

The guide leads users through a branching process where one can select answers to questions that become progressively more specific to their issue. The assistant leverages and compliments the Milestone Knowledge Base articles, User Forum, and more.

**How is the Troubleshooting Assistant accessed?**

The Troubleshooting Assistant is available [online](https://milestonesys.yonyx.com/y/portal/?id=cbe7d0f3-97c8-11e7-91e4-bc764e10d166&at=browse&lang=en), and is also accessible through the [Milestone Support Page](https://www.milestonesys.com/support/)**.** Milestone will regularly update the troubleshooting assistant and add more guides to address additional issues as needed.

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| About Milestone Systems 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.  For more information visit: [www.milestonesys.com](file:///C:\Users\ozh\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\B1PUZ22D\www.milestonesys.com). For news and other press releases, visit our [Newsroom](https://www.milestonesys.com/news/). Click [here](https://news.milestonesys.com/trademark-information/) for information on Trademarks. |
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