



Milestone Customer Dashboard technical information

Introduction

The Milestone Customer Dashboard is a system monitoring service available on My Milestone. This innovative service is supported by XProtect® Essential 2013, XProtect® Express 2013, XProtect® Professional 2013 and XProtect® Enterprise 2013.

The Customer Dashboard enables resellers to obtain a real-time overview of the system health of their customers' installations. This enables them to react proactively and solve technical incidents in the system before it becomes a problem for the customer.

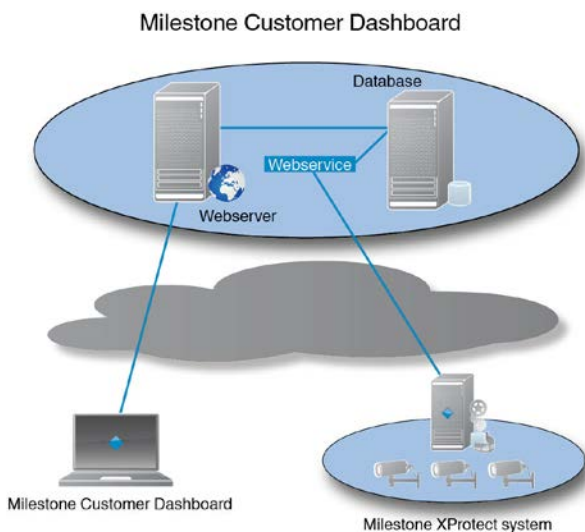
To use the Customer Dashboard, users need to 'accept' this service during the initial software installation or by accessing the 'Settings' tab in the Management Application. The Recording Servers being monitored need to have a connection to the Internet and a valid Software Upgrade Plan (SUP).

Technical information

Information flow

The information on the system status is sent from the Recording Server to the Customer Dashboard web service through https and the transportation channel is encrypted with SSL. Moreover, the information being sent is further protected by industry-standard encryption.

The Recording Server in the Milestone surveillance system sends encrypted status information over SSL to a web service that stores the information in a database. The 'My Milestone' webserver retrieves the information from the database, and presents it to the Customer Dashboard user who is accessing My Milestone over SSL as displayed in the chart below:





[Errors reflected on the Customer Dashboard](#)

The information sent from the Recording Server to the Customer Dashboard describes error situations that have occurred on the Recording Server. This includes, but is not limited to the following:

- Unable to connect to a camera
- One or more hard drives being used for recording and archiving has reached its full capacity
- Unable to add data to the media database
- More cameras are installed than the available camera licenses
- The Recording Server is unavailable¹
- Could not delete an archive
- Could not delete a file
- Recording server experienced a fatal error processing an archive
- An archive operation failed
- Archive file move error(s)

The Customer Dashboard will present information regarding the status of the systems being monitored. As a general rule, only systems where an error situation has occurred will be displayed.

[Customer Dashboard users](#)

As a general rule, any Milestone reseller logged-in to 'My Milestone' has access to the Customer Dashboard and will be able to see a list of all of his customers' installations. It is important to consider that only installations having an active and valid SUP will be able to send system statuses to be displayed in the Customer Dashboard.

The system status information sent to the Customer Dashboard is only visible to the reseller that has registered the customer's Software License Code (SLC) in the Milestone software registration center.

¹When the Recording Server is functioning it sends a heartbeat (an empty message) to the Customer Dashboard at a predetermined time interval. If this 'heartbeat' is not received as expected for three times in a row, the Customer Dashboard will indicate that the Recording Server is unavailable. It is important to consider that a broken Internet connection will cause the Customer Dashboard to indicate that a Recording Server is unavailable, even if the Recording Server is functioning.