Disable the XProtect Smart Client message that the server has a newer version

Support Team - 2016-07-11 - Comments (0) - IP Surveillance

Summary

If you have upgraded the XProtect® server, but not the XProtect® Smart Client(s), after login, the user encounters this message: Connect to Server - The server holds an updated version of XProtect Smart Client. The current version on the server is X.Xx. Upgrade is recommended. - The new version can be downloaded from http://[servername]:[serverport]/

Answer

To disable this message on the clients:

1. Open Notepad as an administrator.
2. Open the file SmartClientVersion.xml located on the Server Side: C:\Program Files (x86)\Milestone\Milestone Surveillance\httpdocs\SmartClientVersion.xml
3. Edit the Version Major digit from the existing version to your lowest version.
   For example, you can change:
   <version major="9" minor="0" revision="a" beta="0" forceupgrade="false" displayname="9.0a"/>
   to:
   <version major="7" minor="0" revision="a" beta="0" forceupgrade="false" displayname="7.0a"/>
4. Then restart all services and logout/login to the XProtect Smart Client to verify that the setting changed.

Note: Instead, if you want to make sure that the XProtect Smart Client is updated, you can set *forceupgrade="true"*. Then the XProtect Smart Client refuses to log in. It is then up to the user to use the download page to download and install the newer XProtect Smart Client.

- Tags
- IP Surveillance
- Milestone
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