



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://\[servername\]:\[serverport\]/](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

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