Milestone XProtect Professional / Windows 10 Compatibility Problems

Support Team - 2018-01-25 - Comments (0) - IP Surveillance

Summary

If you run the latest Windows 10 build, you might be unable to log into the Management Application or the Smart Client on your 2014 or 2016 Professional product.

Symptoms

After an update, XProtect Management Application and Smart Client logins may not longer function on Microsoft Windows 10 systems .

Cause

Two necessary entries are missing from the registry.

Troubleshooting steps

Using the Registry Editor, find the specified location:

[HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows NT\CurrentVersion]

Add these two entries and restart the machine:

- **RegisteredOwner**
- **RegisteredOrganization**

To add the entries, follow the steps:

1) Create a new String Value.



2) Type in **RegisteredOwner** for a name and right-click to modify.



3) Define some Value data, for example **someOwnerNameText.**

Note: The actual values assigned to Owner and Organization are not important.



4) Repeat steps 1,2,3 for the second string **RegisteredOrganization.**

5) Restart the machine.

Resolution

N/A

- Tags
- Milestone
- VMS
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- XProtect