

Server Logs in XProtect

Logs that deliver the insights you need to stay ahead

As video management software (VMS) systems grow in scale and complexity, organizations need a clear and consistent way to understand how their servers and applications behave across all sites and services. The Server Logs feature in Milestone XProtect® meets this need by providing essential insights into system activity, performance, and health.

It helps view and analyze logs, while the Server Logs collector forwards log data to the customer's external log management platforms. This ensures every organization can integrate XProtect into its broader monitoring strategy.

Server Logs is the default solution in an XProtect installation for managing audit, system, and rules-based logs. Logs are stored in a database and can be filtered, viewed, and exported. This gives administrators a centralized, reliable way to monitor system activity, troubleshoot issues, and support compliance.

Server Logs to third-party systems

Server Logs can be exported to third-party log management systems via a built-in integration based on OpenTelemetry — a standardized, open-source framework for collecting and exporting telemetry data.

The OpenTelemetry Protocol (OTLP) is the default transport mechanism for sending telemetry data between system components and backend platforms. This allows customers to forward server logs to external log management systems in a consistent, vendor-neutral format. OpenTelemetry is widely adopted across the industry and supports the reliable transfer of logs and metrics to external systems. To receive this data, the third-party platform must support OTLP or a syslog-compatible endpoint.

By standardizing how telemetry data is collected and transported, organizations gain end-to-end visibility. This reduces fragmentation, simplifies operations, and delivers richer, more actionable insights, resulting in faster

Key benefits

- **Centralized visibility:** Consolidate logs from multiple XProtect systems into a single platform.
- **Faster issue resolution:** Quickly identify, investigate, and troubleshoot system issues.
- **Freedom of choice:** Integrate XProtect with tools already used within your organization.
- **Support for distributed deployments:** Maintain visibility across multiple sites and installations.
- **Improved operational awareness:** Gain deeper insights into system performance, health, and activity.

Key features

- **Centralized log management:** View, filter, export, and manage audit, system, and rule-based logs from a centralized repository.
- **Third-party log integration:** Forward XProtect server logs to external platforms using industry-standard protocols.
- **OpenTelemetry support:** Export telemetry data using the OpenTelemetry Protocol (OTLP) for vendor-neutral integration.
- **Configurable log retention:** Define retention periods to align with operational, security, and compliance requirements.

troubleshooting, higher system reliability, and freedom to choose the monitoring tools that best fit the organization.

Use cases

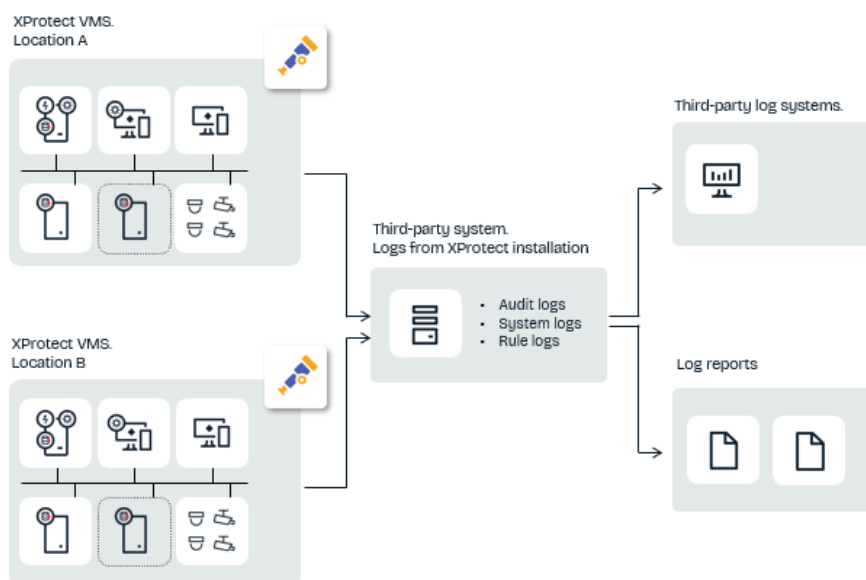
Organizations are rapidly shifting away from managing logs within their own systems and towards applications purpose-built for handling logs of any kind. Logging is no longer a basic operational necessity, but a strategic capability. Modern organizations look for centralized, tamper-resistant, analytics-driven logging environments that operate independently of the systems they monitor.

Beyond security, teams require real-time observability. Logs are active signals used to detect anomalies, correlate events across distributed systems, and trigger automated responses. External platforms provide advanced capabilities such as machine-learning-based detection, cross-system correlation, long-term retention, and high-performance search — features that are costly and complex to build into individual systems.

How it works using OTLP

Starting with XProtect 2026 R1, an OpenTelemetry collector is automatically deployed during installation. Customers who want to forward logs to a third-party monitoring system deploy that system separately. They can use any solution that supports OTLP — such as Graylog and Grafana.

To collect telemetry from all XProtect components, OpenTelemetry collectors are installed on each relevant server. These collectors act as a bridge between XProtect and the third-party system, ensuring that telemetry data is collected and forwarded correctly. For multi-site deployments, whether connected through XProtect Interconnect or Milestone Federated Architecture, collectors must be deployed on each site and all relevant servers to ensure complete coverage.



Different XProtect VMS installations across locations send log data to a third-party log management system via the open-source telemetry protocol. To the right, the data is either consolidated into a single dashboard or used for reports or audits.

Key features, continued

- **Multi-site log collection:** Collect and aggregate logs across distributed deployments, including XProtect Interconnect and Milestone Federated Architecture environments.

Technical specifications

Supported protocols:

- OpenTelemetry Protocol (OTLP)
- System Logging Protocol (Syslog)

Supported third-party systems:

- Any log management platform supporting OTLP or Syslog

Log retention:

- Default retention: 7 days
- Logs older than the configured retention period are automatically deleted

Supported deployment types:

- Single-site installations
- Multi-site installations
- Milestone Federated Architecture (MFA)
- XProtect Interconnect

Compatibility

Server logs with OTLP are supported across all XProtect variants starting with 2026 R1.

Want to know more?

Read more about Server Logs in XProtect in the Documentation Portal:





About Milestone Systems

Milestone Systems is a leading provider of data-driven video technology software in and beyond security 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 500,000 customer sites worldwide. Founded in 1998, Milestone is a stand-alone company in the Canon Group.

www.milestonesystems.com