You should know of some key limitations in the Milestone Xprotect software.

- Multiple monitors is only available on Express and higher.
- For more than one server, or for more than one location with one server at each location, one cannot view all his/her cameras without logging in and out of each server unless he/she is using Professional or higher.
- Go supports 1 user, Essential and Express support 5 users, and all the higher versions are unlimited users.
- Go does not support multiple export formats. It only supports AVI. Go does not support the SmartClient Player.
- Go does not support dual stream.
- Go does not support "video recording speed-up on motion, event, or schedule."
- Go only supports 5 days of recording.
- 2-way Audio support available on Professional or higher. 2-way audio recording available on Expert or higher.
- Alarm Manager and Map function are only supported on Essential or higher.
- Archiving to network storage, as well as third-party application integration and support for video analytics is only available on Express or higher.
- Microsoft Active Directory support is only available on Professional and higher.
- Metadata support, Centralized management, flexible event rule engine, and edge storage are all only available with Expert and Corporate.
- Evidence Lock available only on Corporate.
- Xprotect Smart Wall included on Corporate, and is an option on Expert.
- View chart for PTZ preset limitations per camera, preset patrolling, and other PTZ limitations.

Milestone Xprotect Essential and Express include 1 year of SUP for free. SUP must be ordered for base as well as camera licenses if someone wants the benefits.

Major Benefits of a [Software Upgrade Plan (SUP)](#)

1.   Free and immediate access to the latest version of our software (new versions released annually)
2.   When upgrading to a more advanced system, 100% trade-in value, only pay the difference in cost of licenses
3.   Continued access to Technical Support from Milestone, once previous versions are discontinued
         (3 years after release) they are no longer supported

eDigitalDeals will continue offering support on all systems even after 3 years, providing that the question is within our ability to answer it.