

## Milestone Device Pack: hotfix for the ONVIF driver (error message 'Connection timeout on Camera X')

Devices using the ONVIF driver may not work properly and the following message will appear instead of the video stream: "Connection timeout on Camera X". Another symptom is that the information about the stream will fail to load. The issue appears in all versions of the Device Pack from 9.5a to 10.2a. There is a hotfix available.

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### ARTICLE DETAILS

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### SYMPTOMS

In some cases, devices using the ONVIF driver will not work properly and the following message will appear instead of the video stream: "Connection timeout on **Camera x**".

Another symptom for this issue is that the information about the stream will fail to load.

The issue appears in all versions of the Device Pack from **9.5a to 10.2a**.

### CAUSE

The issue is caused by changes in the ONVIF driver introduced in Device Pack 9.5 and newer versions. Changes were related to the Media Server 2 implementation (which some devices cannot handle properly).

If you experience this issue and your device is not streaming, please follow the instructions in "Steps to apply the hotfix" (below) and update the ONVIF driver with the new version.

## STEPS TO APPLY THE HOTFIX

### For XProtect Advanced\* VMS family of products:

#### Step 1:

- Download and un-ZIP the provided hotfix file.
- Stop the Recording Server service.

#### Step 2:

- Navigate to:  
`C:\Program Files (x86)\Milestone\XProtect Recording Server\Drivers\NativeDrivers\`

- Create a backup of the existing `ONVIF.dll` file.

**Important:** To make a backup, move the DLL file to another folder, do not simply rename it in its original location!

- Replace the `ONVIF.dll` with the hotfixed version.

#### Step 3:

- Navigate to:  
`C:\Program Files (x86)\Milestone\XProtect Recording Server\Drivers\NativeDrivers\resources\`

- Create a backup of the following two files: `ONVIF.xml` and `ONVIF1.dll`.

**Important:** To make a backup, move the two files (XML, DLL) to another folder, do not simply rename them in their original location!

- Replace the two files from the `\resources` folder with the hotfixed versions.

#### Step 4:

- Start the Recording Server service again.
  - Run through the Replace Hardware wizard.
  - Now the device should work properly.
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## **For XProtect Professional\*\* VMS family of products:**

### **Step 1:**

- Download and un-ZIP the provided hotfix file.
- Stop the Recording Server service.

### **Step 2:**

- Navigate to:  
`C:\Program Files (x86)\Milestone\DevicePack\devices\`

- Create a backup of the existing `ONVIF.dll` file.

**Important:** To make a backup, move the DLL file to another folder, do not simply rename it in its original location!

- Replace the `ONVIF.dll` with the hotfixed version.

### **Step 3:**

- Navigate to:  
`C:\Program Files (x86)\Milestone\DevicePack\devices\resources\`

- Create a backup of the `ONVIF1.dll` file.

**Important:** To make a backup, move the DLL file to another folder, do not simply rename it in its original location!

- Replace the DLL file from the `\resources` folder with the hotfixed version.

(**Note:** In Professional VMS family of products, the `XML` file is not required and is missing in standard Device Pack installations.)

### **Step 4:**

- Start the Recording Server service again.
- Run through the Replace Hardware wizard.
- Now the device should work properly.

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\* Professional VMS includes the following products: XProtect Professional and XProtect Express

\*\* Advanced VMS includes the following products: XProtect Corporate, XProtect Expert, XProtect Professional+, XProtect Express+, and XProtect Essential+

## HOTFIX

The hotfix download link is available only to Milestone Partners — contact your local reseller or system integrator for further support. If you don't know your reseller, check: <https://www.milestonesys.com/where-to-buy/milestone-resellers/>

**Important:** To be able to see the "Download hotfix" link below, make sure you are **logged in** first into your [My Milestone](#) account. If you are not logged in, the download link will not be visible.

## RESOLUTION

The issue will be fixed in the next release of the Device Pack (**10.3a**). Meanwhile, please use the provided hotfix.