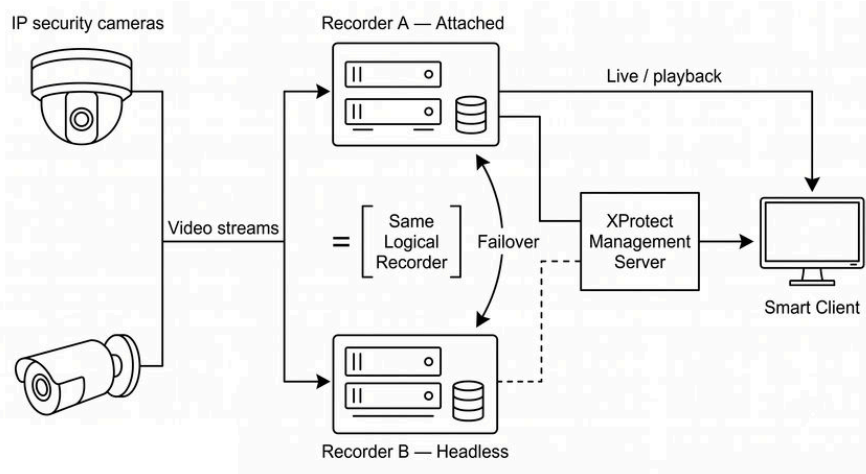




Tandem provides active-active recording-server redundancy for Milestone XProtect environments. A Tandem recorder pair (physical machines or VMs) works as a single logical recorder. Both machines run simultaneously and record directly from the same cameras, so a server failure never creates a gap in recorded video. When one recorder fails, the other steps in to serve live and playback requests automatically, transparently, and seamlessly to the end users, who experience no interruption and need to do nothing. Tandem is especially well-suited for deployments in which multiple third-party systems, such as PSIM, access control, and analytics, are integrated into XProtect.

Functional Description

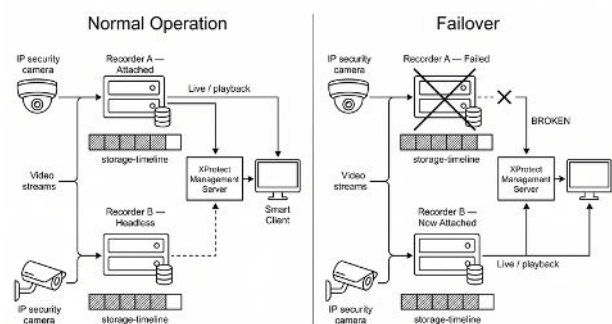
Beyond Standard Failover

Standard XProtect offers failover recording, but it comes with two gaps. First, the transition isn't instantaneous: when the primary recorder fails, and a failover server takes over, the video recorded during that switchover window is lost. Second, during failover, only the content recorded on the failover server is available; the primary recorder's archived footage is unavailable until the primary is restored. The result is both a gap in the recording and a hole in playback access for the duration of the outage.

Tandem eliminates both. Because the headless recorder has been recording continuously alongside the attached recorder the whole time, and hasn't started fresh at the moment of failure, there is no switchover gap, and the footage is already available to serve.

How Tandem Works

A Tandem pair runs in an attached / headless arrangement. Both recorders continuously capture and record from the same cameras. Only the attached recorder connects to the Management Server and serves live and playback to clients; the headless recorder records in parallel but serves no clients. If the attached recorder fails, the headless recorder connects to the XProtect services and begins serving requests; since it already holds the same footage, there is nothing to rebuild and no catch-up window.



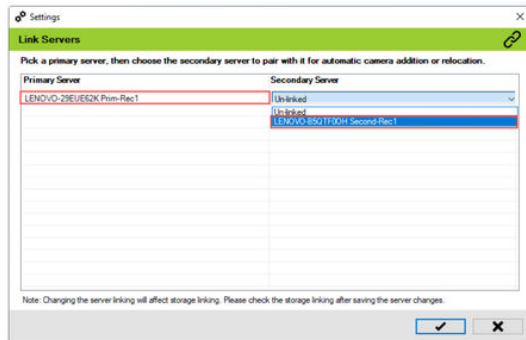
Pricing Model

Licensed per recorder pair.

What Tandem Does

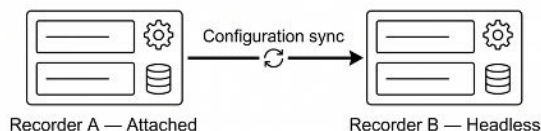
Pairing

Establishes the recorder pair and presents the two machines to XProtect as one logical recorder.



Continuous Configuration Sync

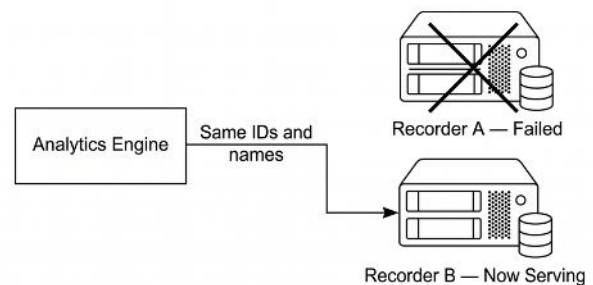
Copies configuration from the attached recorder to the headless recorder on an ongoing basis, so the pair stays identical and the headless recorder is always ready to take over with the current settings.



Transparent to Third-Party Integrations

Tandem's failover is invisible not just to operators but to the third-party software layered onto XProtect. Because the recorder pair presents itself as a single logical recorder, every identifier, name, and reference that integrated systems depend on stays constant across a failover; nothing is renamed, renumbered, or re-registered.

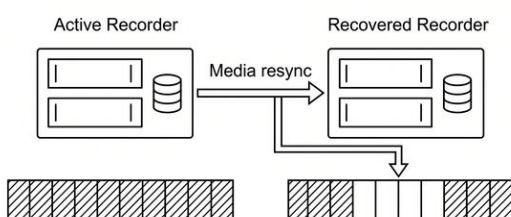
The result is redundancy that extends through the entire stack. Failover protects not only recording and viewing, but every system built on top of XProtect.



AVAILABLE
October 1, 2026

Media Resync on Recovery

When a recorder that was offline comes back up, Tandem copies the media it missed from the active recorder back to the recovered recorder, restoring its media database to a complete state. After resync, both recorders again hold the full record.



Resources & Support

Documentation

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Related Products

RMF (Redundancy Management Framework)

Active-active redundancy with dual recording and rapid failover between data centers. N: M redundancy with the best cybersecurity options.

XPort

Automated migration and consolidation for Milestone XProtect deployments

Nidhi

Automated media backup and restore to cloud or SMB storage.

Atlas

Secure video transport over cellular/wireless for mobile and remote assets.

Request a Demo

See Tandem in action — watch us pull the plug on a server and keep video alive in real-time.

Visit vega25.com and click "Demo"



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The Immune System for Video Infrastructure

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