Milestone

XProtect™ Basis+ 6.5

Milestone Systems A/S

Banemarksvej 50, 2605
Brøndby, Copenhagen, Denmark
Tel: +45 88 300 300
Fax: +45 88 300 301

Administrator´s Getting Started Guide

milestone

www.milestonesys.com

milestone

The Open Platform IP Video Software

Guide Contents

Dear Milestone Customer,

With the purchase of Milestone XProtect Basis+ you have chosen an intelligent surveillance solution.

This guide briefly explains how to install XProtect Basis+ as well as how to configure some of its basic features.

For more detailed feature descriptions, refer to the manuals available on the software DVD as well as on our website www.milestonesys.com. XProtect Basis+ furthermore features a very comprehensive built-in help system (see page 16).

Please check our website www.milestonesys.com for updates to make sure you install the most recent version of our software.

Guide Contents

Installation

If upgrading from a previous version, make sure you read the upgrade information on page 4.

System Requirements

For information about system requirements for the various components in an XProtect Basis+ system, read the Release Notes available on the software DVD as well as on www.milestonesys.com.

Microsoft® Windows® Vista® Information

If you wish to install, configure and run XProtect Basis+ on a Windows Vista computer it is important that you have administrator rights. If you only have standard user rights, you will not be able to configure the software. The restrictions are a part of the User Account Control which is a new security component in Windows Vista. Note, however, that it is possible to disable the User Account Control. For more information, search www.microsoft.com for *Vista User Account Control* or similar.

Installing the Software

Before installation, shut down any existing Milestone software.

Do not install XProtect Basis+ on a mounted drive (i.e. a drive attached to an empty folder on an NTFS (NT File System) volume, with a label or name instead of a drive letter). If using mounted drives, critical system features may not work as intended; for example, you will not receive any warnings if the system runs out of disk space.

1. Insert the XProtect Basis+ software DVD; wait for a short while, select required language, then click the Milestone XProtect Basis+ installation link.

    Alternatively, if you are installing a version downloaded from the internet, run the downloaded installation file from the location you have saved it to.

Depending on your security settings, you may receive one or more security warnings. When this is the case, click the *Run* button

2. When the installation wizard starts, click *Next* to continue.

3. Read and accept the End User License Agreement, then click *Next*.

4. Select *Typical* installation (advanced users can select *Custom* installation, and choose which features to install and where to install them).

5. Select the *Install licensed Version* option, and specify your user name, organization, and Software License Code (SLC; printed on your Product License Sheet). When ready, click *Next*.

6. Click the *Install* button to begin the software installation.

   During the process, all the necessary components will be installed one after the other.

   XProtect Basis+'s Administrator application may appear on your screen during installation. When this is the case, the window will automatically close again after a short while.

   If a *Status Information* window appears on your screen during installation, click its *OK* button (the window simply provides a summary of your installation).

7. Click *Finish* on the last step to complete the installation.

When installation is complete, you can begin configuring your XProtect Basis+ solution: Double-click the *Administrator* desktop shortcut or select *Start > All Programs > Milestone XProtect Basis+ > Administrator* to open the Administrator application.

If You Are Upgrading from a Previous Version

If you are not upgrading, you can go straight to *Getting Device License Keys* **on page 7.**

Upgrading XProtect Basis+ is an easy task, and you need not worry about spending hours reconfiguring your software.

Prerequisites

Take note of your SLC (Software License Code). The SLC will change when the software version number changes.

If your SLC has changed, so have your DLKs (Device License Keys). Go to www.milestonesys.com and log in to the Software Registration Service Center. Under the properties for your license, click the *Get DLKs by e-mail* link. When you receive the .dlk file, save it on the computer running the XProtect Basis+ server.

Backing Up Your Current Configuration

It is generally a good idea to make regular backups of your server configuration as a disaster recovery measure. Upgrading your server is no exception. While it is rare to lose your configuration (cameras, schedules, views, etc), it *can* happen under certain circumstances. Luckily, it takes only a minute to back up your existing configuration:

1. Create a folder called *Backup* on the desktop of your XProtect Basis+ server, on a network drive, or on removable media.

2. Open *My Computer*, and navigate to C:\Program Files\Milestone\Milestone Surveillance.

3. Copy the following files and folders into your *Backup* folder: All configuration (.ini) files, all scheduling (.sch) files, the folders *SmartClientViewGroups* and *RemoteClientViewGroup*s and all of their content (the folders may not exist if upgrading from old software versions), and the file *users.txt* (not found in most installations).

4

Removing the Current Version

You must remove two components on the server before installing the new software version. Removing these components will not remove your configuration files.

1. From Windows' *Start* menu, select *Control Panel > Add or Remove Program*s.

2. Remove Milestone XProtect Basis+.

3. When asked if you want to remove database files or registry settings, you should normally **not** select any of these check boxes. You may choose to remove database files if you wish, but removing registry settings may mean that the new software version will not be able to utilize the existing configuration.

4. Remove *Video Device Driver/Pack Vx.x* (where x.x refers to the version number).

Installing the New Version

Once the old version of the software is removed, you can now run the installation file for the new software version. Select the installation options that best fit your needs.

There are some recent software changes that you should be aware of:

- It is now possible to install the software as a service—in fact, as of XProtect Basis+ 6.5 this is the only option since the Monitor application has been discontinued. When the software runs as a service, the Recording Server runs as a background process, and any viewing either locally or remotely will be done through either a Smart Client or through a Remote Client.

- The HTTP Server/Realtime Feed Server (very basic alternative to the Smart Client/Remote Client) can only be used when the software is installed as an application. Since installing as an application is no longer possible in current XProtect Basis+ versions, the HTTP Server and Realtime Feed Server have been discontinued. Use the much superior Smart Client or Remote Client instead.

- In the most recent software version, a Download Manager is introduced, and you will have the option of opening the Download Manager during installation. The Download Manager is used for managing which XProtect Basis+-related features your organization's users will be able to access from a targeted welcome page on the surveillance system server. You can open the Download Manager if you like, but you can just as easily make changes through the Download Manager once installation is completed

Restoring a Configuration Backup (if Required)

If for some reason after installing the new software version you have lost your old configuration, you can easily restore your configuration, provided you have created a backup of your configuration prior to upgrading the software:

1. Drag and drop the backed-up configuration files and folders into the new installation directory, which by default is still C:\Program Files\Milestone\Milestone Surveillance\.

2. When asked if you wish to overwrite the existing files, click *Yes*.

3. Restart your server.

Updating Video Device Drivers

Video device drivers are small programs used for controlling/communicating with the camera devices connected to an XProtect Basis+ system.

Video device drivers are installed automatically during the initial installation of your XProtect Basis+ system. However, new versions of the XProtect video device drivers, so-called Device Packs, are released and made available for free on the Milestone website from time to time. We therefore recommend that you visit www.milestonesys.com (look under *Support > Downloads*) and download the latest Device Pack.

Upgrading Smart Clients

Smart Client users should now remove their old Smart Client versions and install the new one:

1. On the required computers, open Windows' *Add or Remove Programs* dialog (*Start > Control Panel > Add or Remove Programs*).

2. In the *Add or Remove Programs* dialog, select the Milestone XProtect Smart Client entry, and click the *Remove* button. A wizard window will open. Follow the wizard's steps, and click *Finish* when ready.

3. Now open a browser and connect to XProtect Basis+ at the following address: http://[IP address or hostname of server]:[Image Server port number; default is 80]. Example: http://123.123.123.123:80.

4. From the welcome page that appears, download and install the latest Smart Client version. If required, also download and install any Smart Client plugins needed.

Getting Device License Keys

You must have a Device License Key (DLK) for each device (IP network camera or IP video encoder) to be installed. To get Device License Keys, do the following:

1. Go to the Milestone website at www.milestonesys.com, and click the *Software Registration* link.

2. Log in to the online registration system.

   If you do not have a login, click the *New To The System?* link, and follow the instructions. When ready, log in using the registered e-mail address and password. The DLKs will be e-mailed to the e-mail address specified in your login, so it is a good idea to use a single e-mail account for all persons who should be able to retrieve DLKs.

3. If you have not yet registered your SLC (Software License Code; listed on your product license sheet), do

so by clicking the *Add SLC* link and completing the SLC registration steps before proceeding.

4. When ready, click the link representing the SLC.

5. For **each** device required on your system, click the *Add new MAC* link and specify the device's MAC address and a description. The MAC address is a 12 digit hexadecimal (example: 0123456789AF), referred to as a "serial number" by some vendors. For information about how to find the MAC address for a specific device, refer to the manual for the device in question.

   For video encoder devices, specify the number of cameras to be used with the device.

   Note that you are allowed to install only the number of cameras listed on your product license sheet. For example, a fully used four-port video encoder counts as four cameras even though the cameras are connected through a single device therefore a fully used four-port video encoder will use four licenses.

6. Click *Submit.* The device is added to a list of devices under the SLC in question.

7. If more devices are required, click the *Add New MAC* link and repeat the process.

8. When ready, click the *Get DLKs by e-mail* link to have DLKs for all the devices registered under the SLC e-mailed to you.

Importing Device License Keys

The DLKs received through e-mail when registering the device MAC addresses can be specified manually when adding individual devices to XProtect Basis+.

However, you can avoid having to specify each DLK manually, by saving the .dlk file attached to the e-mail at a location accessible by the surveillance server—for example on a USB stick or on a network drive—and then doing the following:

1. Open the Administrator application (double-click the *Administrator* desktop shortcut or select *Start > All Programs > Milestone XProtect Basis+ > Administrator*).

2. In the Administrator application, click the *Import DLKs…* button.

3. Browse to the location at which you have saved the .dlk file.

4. Select the file, and click *Open.*

5. All DLKs from the file are now imported in one go.

Adding Devices

In XProtect Basis+ you add devices (IP video camera devices or IP video encoder devices) rather than actual cameras. This is because devices have their own IP addresses or host names. Being IP-based, XProtect Basis+ primarily identifies units on the surveillance system based on their IP addresses or host names.

Even though each device has its own IP address or host name, several cameras can be attached to a single device and thus share the same IP address or host name. This is typically the case with cameras attached to video encoder devices. You can of course configure and use each camera individually, even when several cameras are attached to a single device.

Before adding a device, make sure you have configured the IP address, password, etc. for the device as described by the manufacturer. When ready, do the following to add the device:

1. In the Administrator application, click the *Add Device…* button.

2. Type the device's IP address, or select the *Use DNS host names* check box and type the device's host name.

If the device is located behind a NAT-enabled router or a firewall, the port(s) used can be changed by clicking the *Port Setup* button. Remember to configure the router/firewall to map these ports to the ports and IP address used by the device.

When ready, click *Next*.

3. If a password is used for the device, type the password for the device's administrator account (called the "admin" or "root" account on some devices). Leave the *Autodetect Device* option selected, then click *Next*.

   If you are in doubt about which administrator account to use for a device, look in the Device Pack Release Notes, available from the *Downloads* section of the Milestone website, www.milestonesys.com.

4. When the device is detected, type the Device License Key (DLK) for the device (if you imported the DLKs, the field is pre-filled with the correct DLK). Then click *Next*.

5. Specify a descriptive name for the device, then click *Finish*.

6. The device will now be listed in the Administrator application's *Device Manager* section. To view a list of cameras attached to the device, click the plus sign ⊞ next to the device name.

   Cameras are listed for each device with default names, such as *Camera 1*, etc. If you want to change the name of a camera, right-click the camera name in question, then select *Edit* from the menu that appears.

Scheduling

XProtect Basis+'s scheduling feature makes sure camera and alert activity is enabled in accordance with defined periods of time.

With the system's default settings, cameras are automatically online at all times, and you will only need to modify scheduling settings if you require cameras to be online at specific times, on specific events, or if you want to enable certain alerts.

If required, click the *Scheduler…* button in the Administrator application to set or clear periods on a per-camera basis.

Archiving

XProtect Basis+'s archiving feature enables recordings to be kept for as long as required, limited only by the available hardware storage capacity.

The *Archive Setup* window lets you enable archiving, specify which cameras you want to include in the archiving procedure, specify the number of days to keep archived recordings, specify daily archiving times as well as where archives should be stored.

Click the *Archive Setup…* button in the Administrator application to open the *Archive Setup* window.

General Settings

Clicking the *General Settings…* button in the Administrator application lets you manage a considerable number of settings, such as user rights, e-mail accounts, logging, etc.

Configuring Cameras

Camera settings are configured individually for each camera:

1. In the Administrator application's *Device Manager* section, click the plus sign next to the required device. Select the required camera, and click the *Settings…* button to open the *Camera Settings for …* window.

2. You are now able to specify required frame rate, when and where to store the camera's recordings, any audio sources, etc.

3. To configure image resolution and compression for the camera, click the *Camera Settings for …* window's *Image Quality…* button.

Video Motion Detection (VMD) on individual cameras is a key element in XProtect Basis+, as detected motion may be used for determining when to start recording, when to generate alerts, etc.:

1. In the *Camera Settings for …* window, click the *Motion Detection…* button to adjust VMD sensitivity.

    VMD settings should be verified under different conditions applying for the camera's physical position (such as day/night, windy/calm, etc.).

2. If some areas in a camera's images should be ignored by VMD, you can exclude these areas by clicking the *Camera Settings for …* window's *Exclude Regions…* button. Always re-adjust VMD settings after defining or changing exclusion regions.

XProtect Basis+ also supports a wide range of advanced camera features, including:

Event and Output Configuration

Input events (primarily based on input from external units), and VMD events (based on XProtect Basis+ detecting motion) can be used for automatically creating alerts, starting/stopping recordings, etc. Outputs can be used for activating external units, such as sirens or lights; outputs can be triggered automatically by events.

The use of most input events and all outputs requires that external sensors are wired to input/output (I/O) connectors on

12

the device in question, and that I/O operation on the device is supported by XProtect Basis+. Check the Device Pack Release Notes, available from the *Downloads* section of the Milestone website, www.milestonesys.com, to see if I/O operation is supported for the devices and firmware used in your installation.

To configure events and outputs, click the Administrator application's *I/O Setup...* button.

Once configured, events can be used with features throughout XProtect Basis+, regardless of where sensors are physically connected.

Users may also manually trigger events from the Smart Client, through so-called event buttons. You configure event buttons—per camera or globally (for all cameras)—by clicking the *Event Buttons...* button in the Administrator application.

PTZ Devices

PTZ (Pan/Tilt/Zoom) cameras are supported extensively throughout XProtect Basis+. Such cameras can be operated manually as well as automatically.

If a device is an IP PTZ device, the camera has a ⚘ symbol next to it when listed in the Administrator application's *Device Manager* section.

Analog PTZ devices attached to video encoders can also be used, but they require more initial configuration: In the Administrator application's *Device Manager* section, select the video encoder device, click the *Edit Device...* button, then click the *Camera Settings...* button to set up the device for use with PTZ cameras.

Check the Device Pack Release Notes, available from the *Downloads* section of the Milestone website, www.milestonesys.com, to see exactly which PTZ features are supported for the devices and firmware used in your installation.

PTZ presets and automated PTZ operations can be configured by clicking the *PTZ Preset Positions* button in the Administrator application's *Camera Settings for ...* window. The button is not

always immediately available; for more information about how to make the button available, refer to XProtect Basis+'s built-in help system or the manuals available on the software DVD as well as on www.milestonesys.com.

Preset positions for *absolute positioning* PTZ devices can be configured directly.

Preset positions for *relative positioning* PTZ devices must in most cases be configured on the PTZ device itself, and then imported into XProtect Basis+.

Fisheye Configuration

Fisheye cameras for 360° panoramic images can be configured by clicking the *Fisheye Settings* button in the Administrator application's *Camera Settings for …* window.

Fisheye virtual PTZ presets and automated features are configured by clicking the *PTZ Preset Positions* button in the *Camera Settings for …* window.

In the remote access clients, fisheye camera views can be navigated with the PTZ controls.

Managing User Access

Users are able to access XProtect Basis+ surveillance systems with a number of different access clients, notably the Remote Client and Smart Client (see page 16 as well as the detailed client manuals available on the software DVD as well as on www.milestonesys.com).

Users' access to the surveillance system is handled by the Image Server, which runs as a service. You manage the Image Server through the *Image Server Administrator* window.

If you cannot connect to the Image Server, verify that the service is running. The service will not start if another application or service is using the port specified in the *Image Server Administrator* window.

1. Click the *Image Server Administrator* shortcut on the desktop to open the *Image Server Administrator* window.

14

2. In the *Server Configuration* section, specify a unique name for the server. The port used (default is port 80) can also be changed.

3. If the server should be accessible from the internet via a router or firewall, select *Enable Outside Access.* The outside (public) IP address and port must be specified in the *Outside Address* and *Outside Port* fields. The router must be configured so requests sent to the outside address and port are forwarded to the inside (local) address and port of the server running the *Image Server* service. IP address ranges which should be recognized as coming from the local network can also be defined.

4. Users and their rights are defined in the *User Administration* section. Click the *User Setup* button to add users. If you select *Restrict user access*, the rights of each user can be defined by clicking the *User Access* button.

5. In the *Log Files* section, specify the number of days to keep log files in the *Image Server's* event log. If required, enable *Audit Logging* (logging of users' actions), and specify number of days for which to keep audit log files.

6. In the *Language Support and XML Encoding* section, select the language/character set used by the XProtect Basis+ server and access clients.

Download Manager

XProtect Basis+'s Download Manager lets you manage which features your organization's users will be able to access from a user-targeted welcome page on the surveillance system server. Such features include the highly important access clients, additional language versions, etc.

The Download Manager comes with a default configuration ensuring that users get access to the Remote Client and Smart Client on the welcome page without you having to do anything.

However, if you want to make additional language versions, plugins or similar available to users, you will need to use the Download Manager. For more information about the Download Manager, refer to XProtect Basis+'s built-in help system or the administrator's manual available on the software DVD as well as on www.milestonesys.com.

Getting a Remote Client or a Smart Client

Users—and administrators—can get their Remote Client or Smart Client in two ways: Either simply from the software DVD or from the surveillance system server.

To get a Remote Client or Smart Client from the server, do the following:

1. Open an Internet Explorer browser (version 6.0 or later), and connect to the IP address of the surveillance system server with the port number specified in the *Image Server Administrator* window. Example: If the server's IP address is 123.123.123.123 and you use the Image Server's default port number 80, connect to http://123.123.123.123:80.

2. When you connect to the server, you will see a welcome page. On the welcome page, simply click the required link to get your client.

   The Remote Client is run straight from the server, without any need for installation. The Smart Client must be downloaded and installed on users' computers.

Built-in Help System

XProtect Basis+ features a very comprehensive built-in help system.

To access the help system from anywhere within the Administrator or Image Server Administrator applications, simply press F1 on your keyboard.