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Milestone XProtect™ Central 3.7

Administrator's Getting Started Guide



The Open Platform Company



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Guide Contents

Dear Milestone Customer,

With the purchase of Milestone XProtect Central you have chosen a very powerful central monitoring solution, providing instant overview of any number of Milestone XProtect Corporate, XProtect Enterprise or XProtect Professional installations throughout your organization—whether near or far.

This Getting Started Guide is aimed at system administrators only.

It **briefly** explains the steps involved in installing Milestone XProtect Central (hereafter simply referred to as Central) as well as how to configure some of its key features.

For more detailed descriptions, please refer to the manuals available on the Central software DVD as well as on www.milestonesys.com. When installed, Central furthermore features a comprehensive help system.

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

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Install the Central Server

Central is client/server-based. The Central Server receives event and status information from your surveillance system installations, and presents it for operators connected through Central Clients.

Begin by installing the Central Server. Once installed, the Central Server will run in the background. You then install a Central Client and perform the remaining configuration through the Central Client.

Prerequisites

Read the License Terms on the Product License Sheet (enclosed with the Central software DVD) before installing any part of Central.

Make sure IIS (Internet Information Services) is installed on the computer on which Central Server will be installed.

Make sure .NET 3.5 Framework SP1 is installed on the computer on which the Central Server will be installed.

If you are going to use your Central solution for connecting to XProtect Enterprise surveillance systems, it is highly recommended that you use XProtect Enterprise version 5.6c or later.

If you are going to use your Central solution for connecting to XProtect Professional surveillance systems, it is highly recommended that you use XProtect Professional version 6.5b or later.

Installing the Central Server on a computer Running Microsoft® Windows® Vista®

A special procedure applies for installation on a Microsoft Windows Vista computer; please refer to the Central Administrator's Manual.

If Upgrading from XProtect Central Version 3.5

If you are upgrading from Central version 3.5, you can reuse your existing database of alarms. You will thus be able to view, and work with, alarms from Central 3.5 in Central 3.7, provided you note the following:


When you remove the Central 3.5 server software, make sure you *do not* remove the Microsoft SQL Server Desktop Engine used as the database in Central 3.5.

Then, when you install Central 3.7, new fields will be added to the database, allowing its content to be used with Central 3.7. Your configuration from Central 3.5 will then work in Central 3.7 too.

Installation Procedure

1. Insert the Central software DVD. On the DVD, click the Central Server installation link. After a short while, the *Milestone XProtect Central Server Setup* window will open. If you are installing a version downloaded from the internet, run the *CentralServerInstaller.exe* file from the location you have saved it to. Read the license terms, then click the *Agree* button.
2. Specify information in the following fields:
 - *Software License Code (SLC)*: Type your Software License Code; it is printed on the Product License Sheet enclosed with your Central software DVD.
 - *Database password for ...*: Optional. If required, specify a password to be used when accessing Central's database.
 - *Database location*: Optional. Select a location for the database, or simply leave the field blank to use Central's default location.
 - *Server Web Site (IIS defined)*: Specify required server web site. If no special site/port is required, simply select *Default Web Site, port=80*.When ready, click the *Install* button.
3. On the following installation steps, *Microsoft SQL Server Desktop Engine*, *Milestone XProtect Central Server* and *Milestone XProtect Central Internet Information Service (IIS)* will automatically be installed. Wizard windows may occasionally prompt you to select installation folders.
4. When the installation process is complete; click the *Close* button.

Install and Log In to the Central Client

1. Insert the Central software DVD. On the DVD, click the Central Client installation link. After a short while, the *Milestone XProtect Central Client Setup Wizard* will open. If you are installing a version downloaded from the internet, run the *CentralClientInstaller.exe* file from the location you have saved it to.
2. On the wizard's first page, click *Next* and follow the installation wizard.
3. Once the Central Client is installed, you are able to log in. Double-click the Central Client shortcut  on your desktop, or select *Milestone XProtect Central Client* from Windows' *Start* menu.
4. In the login window's *Connect To* field, type or select the name or IP address of the Central Server. The server name or IP address may include a port number (example: 123.123.123.123:80).

Tip: If you want to avoid having to type or select the name/IP address of the server the next time you log in, select the *Connect automatically* box. If you wish to be able to select between several servers, however, do not select the *Connect automatically* box.

Click *OK* to log in with your active Windows account. If you wish to log in with a different Windows account, click the login window's *Options >>* button, and specify the required user name, password and domain, then click *OK*.

5. The *Milestone XProtect Central Client* window opens, allowing you to configure your Central solution.

Structure of the Central Client Window

The Central Client window is divided into four main sections (most of which will be empty until you have configured your Central solution):

Alarm Overview Section

When defined events are detected on defined surveillance systems, alarm information will appear in the Central Client's *Alarm Overview* section.

From the *Alarm Overview* section, operators are able to view further

information about individual alarms, including recordings of incidents. Operators are also able to sort and filter alarms, change the state of alarms (for example from *New* to *Resolved*), assign alarms to other users, etc.



Navigation Section

The *Navigation* section's content depends upon user rights: System administrators use the *Navigation* section for configuring a wide range of Central features. Users with non-administrator roles primarily use the *Navigation* section for an overview of available servers, cameras and other devices.

Map Section

The *Map* section is used for displaying visual representations, such as street plans, building plans, photographs, etc.

Indicators representing servers, cameras, etc. can easily be placed on maps, allowing operators to quickly pair alarms with the exact physical locations of your surveillance system installations. The indicators will change color according to the operational state of servers/devices. Indicators will also show if

new alarms are present. The *Map* section is thus an important visually oriented supplement to the *Alarm Overview* list.

You are able to use any number of maps, and place them in any number of hierarchies according to your needs.

Information Section

The *Information* section features three tabs: The first two tabs let operators view detailed information about a selected server or a selected device (e.g. a camera); the third tab displays preview thumbnail images from the latest alarms.

Simplifying the Client User Interface

If required, administrators are able to simplify the Central Client user interface. This can occasionally be relevant, for example if certain operators only use their Clients for simple verification purposes, see the Central Administrator's Manual.

Obtain Central License Key

You must obtain a Central license key from Milestone before you can configure your Central solution. The Central license key determines the number of surveillance servers you are able to include in your Central solution.

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

2. 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. When ready, click the link representing the SLC.
3. Click the *Add new MAC* link and specify the MAC address of the computer running the Central Server.

The MAC address is a 12 digit hexadecimal (example: 0123456789AF).

Tip: To find the MAC address of a Windows XP computer, click *Start*, select *Run*, then type *cmd* in the text box and click *OK*. In the command prompt window, type *ipconfig/all* and press ENTER. The 12-digit *Physical Address* is the computer's MAC address.

4. Click *Submit*. The computer is added to the list of devices under the SLC in question.
5. Click the *Go to SLC* details link.
6. Click the *Get License Keys by e-mail* link to have the Central license key e-mailed to you. Alternatively, simply copy the Central license key from the table's *License Key* column.

Specify Central License Key in Central Client

1. Go to the Central Client window's Navigation section, expand the *Settings* entry, right-click *License Registration*, and select *Edit License Registration...* This will open the *License Registration* dialog: The *Server MAC address* and *Software license key* fields will be pre-filled.
2. In the *Central license key* field, type/paste your Central license key.
3. Click *OK*.

Define Servers

Next, define each XProtect Corporate, XProtect Enterprise or XProtect Professional server you want to include in your Central solution. When you define a server, information about cameras and other devices connected to the server (including I/O devices, manually triggered events, VMD events, generic events, and custom events) automatically becomes available in Central.

1. In the Central Client's *Navigation* section, right-click the *Servers* entry, and select *New...* This will open the *Server Connection* dialog.
2. In the *Server address* field, specify the required server's IP address or hostname. In the *Server type* field, select whether the server is an XProtect Enterprise (incl. XProtect Professional) or an XProtect Corporate server.
3. In the *Authentication: Central / Status API* section, specify the *Port*, *User name* and *Password* to be used for communication between the server and Central.
 - **If connecting to an XProtect Enterprise or XProtect Professional server:** The information in the fields *Port* (default port number is 1237), *User name*, and *Password* must match exactly what has been specified in XProtect Enterprise's or XProtect Professional's Management/Administrator application. Tip: If in doubt about how to verify this, see the Central Administrator's Manual.
 - **If connecting to an XProtect Corporate server:** Default port number is 80. Fill in the *User name* and *Password* fields as follows: If you have administrator rights on the XProtect Corporate Management Server in question, type the user name and password you normally use when logging in to the XProtect Corporate Management Server. If you do not have administrator rights on the server in question, contact the server's administrator for the user name and password of a user who has either administrator rights or a role with *Application Security Rights* to use the *Status API*.
4. **Relevant only if connecting to an XProtect Enterprise or XProtect Professional server:** A connection to the XProtect Enterprise/XProtect Professional server's Image Server service is required in order to view recorded and live video as well as still images in Central. In the *Authentication: Image Server* section, specify *Port*, *User name*, and *Password*.

Default port number is 80. The user name and password must belong to a real or pseudo user account which has been defined through XProtect Enterprise/XProtect Professional. The account in question must have access to all cameras on the required server. Note that if XProtect Enterprise/XProtect Professional will be accessed from the internet via a router or firewall, *Internet Access* (in older versions called *Outside Access*) must be enabled in XProtect Enterprise/XProtect Professional.

5. **Optional:** If wishing to log all registered events on the server in a log file stored on the Central Server, select *Enabled* in the *Event logging* section. Event logging allows you to see which events are generated on the server, and hence which events may be relevant to use for triggering alarms in Central.
6. When ready, click the *Save* button to save the server definition. Your server definition will now be listed in the Central Client's *Navigation* section. Later you will be able to drag indicators representing the server, its cameras, etc. from the *Navigation* section's list onto maps in the Central Client's *Map* section.

Repeat steps 1-6 if more servers are required.

Tip: Central is able to handle master/slave setups as well. See the Central Administrator's Manual on the Central software DVD for more information.

Define Users & Roles

Now define Central users and their roles. Roles determine the users' rights. Central users are primarily imported from Active Directory; a distributed directory service included with several Windows Server operating systems.

Importing users from Active Directory means that you do not have to create any user accounts or user authentication all anew in Central. Active Directory also allows you to import groups of users in one go; see the Central Administrator's Manual.

If your organization does not use Active Directory service, you are of course still able to import users into Central; see the Central Administrator's Manual for information.

Import Users

To import users from Active Directory, do the following:

1. In the Central Client's *Navigation* section, expand the *User Configuration* entry and right-click *Users*.
2. Select *Import from Active Directory ...*. This will open the *Import Users and Groups* dialog.
3. Click the *Add* button to open the *Select Users or Groups* dialog.
4. Verify that the required domain is specified in the *From this location* field. If not, click the *Locations...* button to browse for the required domain.
5. In the *Enter the object names to select* box, type the required user names. Use the *Check Names* feature to verify that the names you have entered are recognized by Active Directory.
6. Click *OK*. You are returned to the *Import Users and Groups* dialog, in which the required users will now be listed.
7. Click *OK*. The required users will be imported into Central. Upon import, the names of the imported users will be added under *Users* in the Central Client's *Navigation* section.

Create Roles

As the administrator configuring Central, you are logged in with Central's default administrator role, called *admin*. This role gives you access to the full set of features, including the ability to create other roles on Central, for example for security staff and other operators. Users with such other roles will not have access to any of the configuration features reserved for the *admin* role.

Note that users who have local administrator rights on the computer on which the Central Server is installed will always be able to use Central with the rights of the administrator role.

1. In the Central Client's *Navigation* section, select *User Configuration*, right-click *Roles* and select *New...* This will open the *Role Definition* dialog.
2. Specify a name for the new role in the *Role name* field.
3. In the dialog's *Function access* section, select the Central Client features to which users with the new role should have access:
 - ***Alarm management***: The right to manage alarms, i.e. detected events
 - ***Operational acknowledgement***: The right to acknowledge and temporarily snooze operational status information
 - ***View video***: The right to view recorded video, live video and single preview images
 - ***Multiple alarm change***: Requires that *Alarm management* is also selected. The right to change the state of multiple selected alarms simultaneously.
 - ***Bookmark management***: Requires that *Alarm management* is also selected. The right to manage bookmarks (selected individual images from exact times within a video sequence).
4. In the dialog's *Camera access* section, specify the cameras and any other devices to which users with the new role should have access.
5. **Relevant only if plugins are used for connecting Central to third-party systems**: If plugins are used on your system, the *Role Definition* dialog will contain an extra section called *Other device access*. From this section, you are able to select third party systems to which users with the role should have access.
6. When ready, click the *Save* button to save the new role definition.

Repeat if more roles are required.

Add Users to Roles

1. In the Central Client's *Navigation* section, select *User Configuration*, then *Users*.
2. Right-click the required user name, select *Add user to role ...*, then select the required role.

Define Alarms

When specific events are detected on one of the defined surveillance system servers, they will trigger *alarms* in Central. You must now create so-called alarm definitions, which will determine which events should trigger which alarms.

By default, your alarm definitions will always be enabled, i.e. they will be active all the time. If you require some or all of your alarm definitions to be enabled at certain times only, right-click *Alarm time profiles* in the Client's *Navigation* section, and define the required periods of time before you complete the steps below.

1. In the Central Client's *Navigation* section, right-click *Alarm definitions*, then select *New Alarm...* This will open the *Alarm Definition* dialog.
2. Type a name for the alarm in the *Name* field.
3. Optionally, type a description text in the *Description* field. Description texts can be used to include a list of actions which operators must complete if the alarm occurs.
4. In the *Event message* list, select the event which should be used to trigger the alarm. Tip: Among the options on the list you will see *External Event*. This represents any event not directly related to a camera or server, for example input from buttons, sensors, etc. Note: Some events will only work with particular surveillance systems (e.g. XProtect Corporate).
5. In the *Sources* list, select which servers, cameras or other devices the event should originate from in order to trigger the alarm. Your options depend upon which type of event you have selected in the *Event message* list. Examples:

- If your alarm is based on an event like *Server Not Responding*, only servers will be available for selection in the *Sources* list. You can either select individual servers, or all servers in one go (by selecting the *All servers* box).
 - If your alarm is based on a camera-related event like *Motion Detected*, cameras become selectable. You can select individual cameras under a specific server, select all cameras under a server in one go (by selecting the *All sources* box under the required server), or even select all cameras under all servers in one go (by selecting the *All cameras* box).
 - If your alarm is based on an event like *External Event* (i.e. on input from buttons, sensors, external data streams, etc.), inputs defined on the servers become selectable. You can select individual inputs or some/all inputs in one go.
6. Optionally, select one or more cameras in the *Related cameras* list. The *Related cameras* list allows you to select cameras for inclusion in the alarm definition even though they are not themselves triggering the alarm. This can be relevant, for example, if you have selected an external event (such as a door detector registering that a door is being opened) as the *Source* for your alarm. By defining one or more cameras located near the door as *Related cameras*, you are able to include the cameras' recordings of the door area in the alarm. Also, if the camera triggering the alarm is unable to provide images, the alarm will use images from the devices specified in *Related cameras*.
 7. In the *Enabled* section, select when the alarm should be enabled for triggering in Central. If you have defined one or more time profiles, they will be selectable from the list; otherwise select *Always*.
 8. In the *Alarm priority* list, select a priority for the alarm. Priorities can be used for sorting purposes.

9. In the *Owner* list, select whether a particular user should be responsible for the alarm, or whether it should be shared by all users. Note that because user access rights may vary, users in the list may vary depending on your selection in the *Sources* list.
10. The *Actions* section in the lower part of the window lets you define a number of optional actions:
 - ***Trigger an event:*** Lets you select if one or more surveillance system events should be triggered by the alarm.
 - ***Auto close alarm on:*** Lets you select if the alarm should automatically switch to *Closed* state upon a particular event. This is possible for alarms triggered by some (but not all) events. For example, if your alarm is triggered by a *Not Responding* camera, the alarm can be closed automatically when the camera is *Responding*.
 - ***Video destination:*** If video destinations (settings related to integration of alarms with Milestone XProtect Matrix; see more in the Central Administrator's Manual) have been defined, you are able to select a destination to which live video will automatically be sent when the alarm occurs. You can only select a video destination if you have defined one or more cameras among the alarm's *Sources* and/or *Related cameras*.
 - ***Start video viewing:*** Lets you control how recorded video of incidents will be presented to users. By specifying a number of seconds in the field, you can make the displayed video sequence start a number of seconds before the triggering event took place. This allows operators and other personnel to also view what took place prior to an alarm. Use of this feature requires that recorded video from before the event will actually be available, for example because the required camera always records, or because pre-buffering is used for the camera in question.

- **Viewing image quality:** Determines the quality of video played back in connection with the alarm definition in question, but also affects bandwidth usage. If the Central Client is used over the internet, over a slow network connection, or if for other reasons you need to limit bandwidth use, image quality can be reduced on the server side by selecting e.g. *Low* or *Medium*.
- **Viewing frame rate:** Lets you select a frame rate for video played back in connection with the alarm definition in question.

11. When ready, click *OK* to save your alarm definition.

Repeat for each required alarm definition.

Define Maps

Maps are the visual representations of your surveillance system installations, displayed in the Central Client's *Map* section. Map information is stored on the Central Server, and is thus accessible by all Central Clients.

Load Map Background Images

Before you can use a background image, such as a building plan or a photograph, in a map, the background image must be loaded onto the Central Server:

1. In the Central Client's *Navigation* section, right-click *Maps*, then select *Edit Map Settings...* This will open the *Map Settings* dialog.
2. Click the dialog's *Load New...* button. Locate and select the required background image, then click the *Open* button. This will load the background image onto the server.

Repeat if more background images are required.

Define a New Map

1. In the Central Client's *Navigation* section, expand *Maps*, right-click the second-level map entry, then select *New Map...* This will open the *Map Setup* dialog.

2. Type a name for the new map in the *Map name field*.
3. Select a background to be used in the map. You can either use a simple background color or an imported background image.
4. Click the *Save* button. Your new map will appear in the *Navigation* section.

Repeat if more maps are required.

Place Indicators on Maps

To place indicators representing servers, cameras, etc. on a map, select the required map in the *Navigation* section, make sure the *Lock* check box at the bottom of the *Navigation* section is cleared, then simply drag the required servers, cameras, etc. from the *Navigation* section onto the required map in the *Map* section.

Indicators will change color according to the operational state of the devices they represent. Indicators will also show if new alarms are present on devices. For a complete overview of indicators, including their possible colors, animations, etc., see the Central Administrator's Manual.

Ready for Use

Although you are still able to define further settings, such as logging, etc. (see the Central Administrator's Manual), your Central solution is now essentially ready for use.

Before you install Central Client software on operators' computers and show operators how to log in, it is highly recommended that you create a backup copy of your configuration.

Detailed descriptions of day-to-day use of the Central Client, including how to handle incoming alarms, are available in the Central Administrator's Manual as well as the operator-targeted Central User's Manual. Both manuals are available on the Central software DVD.

Built-in Help System

When using the Central Client, simply press F1 on your keyboard to open its built-in help system.