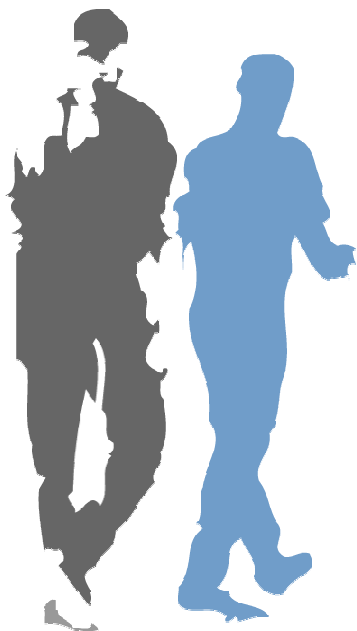


Milestone XProtect

Enterprise 5.6
Administrator's
Getting Started
Guide



Dear Milestone Customer,

With the purchase of Milestone XProtect Enterprise you have chosen an extremely powerful and intelligent surveillance solution.

This Administrator's Getting Started Guide briefly explains how to install Milestone XProtect Enterprise (Milestone XPE) as well as how to configure some of its basic features. **For more detailed descriptions of each feature, please refer to the manuals available on the software CD as well on our website www.milestonesys.com. Milestone XPE furthermore features a very comprehensive built-in help system (see page 13).**

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

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Installing the Software

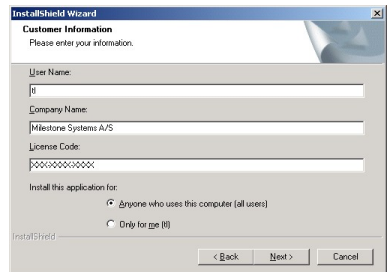
Read the License Terms on the enclosed Product License Sheet before continuing installation of your Milestone software.

Before installation, shut down any existing Milestone software running, including any Web and RealtimeFeed Servers.

If upgrading, it is highly recommended that you remove (see page 13) any previous versions of Milestone XProtect before upgrading.

If the installation wizard does not start automatically when inserting the software CD, run the file *MilestoneXprotectEnterprise.exe* from the CD, **or**, if you are installing a version downloaded from the internet, run the .exe file from the location you have saved it to.

- ◆ When the installation wizard starts, click *Next* to continue the installation.
- ◆ Read and accept the License Agreement.
- ◆ Select required language version, and click *Next*.
- ◆ Select the *Licensed Version* option, and click *Next*.
- ◆ Type your Software License Code, as listed on your Product License Sheet.
- ◆ You have the option of installing the software for anyone using the computer, or for yourself only. If installing for yourself only, bear in mind that if your login is **not an administrator login**, you will need to change the login for the Image Server service (see page 10) so it matches your own login, i.e. uses the same user name and password.
- ◆ Click *Next*, follow the installation wizard, and click *Finish* on the last step to complete the installation.



Obtaining Device License Keys

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

- ◆ Go to the Milestone website at www.milestonesys.com.
- ◆ Click the *Software Registration* link, and select required product.
- ◆ 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. **Tip:** 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.
- ◆ 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.
- ◆ 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 server 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 server counts as four cameras even though the cameras are connected through a single device (the video server). Therefore it will use four licenses.
 - Click *Submit*. The device is added to a list of devices under the SLC in question.
 - If more devices are required, click the *Add New MAC* link and repeat the process.
- ◆ 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 each device in the Administrator application. 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 doing the following:

- ◆ Open the Administrator by clicking the *Administrator* shortcut on the desktop.
- ◆ In the Administrator, click the *Import DLKs...* button.
- ◆ Browse to the location where you have saved the .dlk file.
- ◆ Select the file, and click *Open*.
- ◆ All Device License Keys from the file are now imported, and you do not need to specify each one manually.



Adding a Device

Before adding a device, make sure you have configured the IP address, password, etc. for the device as described by the manufacturer.

- ◆ Click the *Add Device...* button in the Administrator window.
- ◆ Type the device IP address, or select the *Use DNS host names* check box and type the device's DNS host name. Click *Next*.



- ◆ Type the password for the native (root) user of the device. Leave the *Autodetect Device* option selected, and click *Next*.

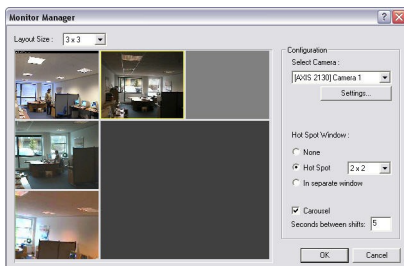
- ◆ When the device is detected, type the Device License Key (DLK) for the device (if the DLKs have been imported, the field is pre-filled with the correct DLK), and click *Next*.
- ◆ Specify a descriptive name for the device, then click *Finish*.
- ◆ The device is now installed successfully.
- ◆ Name(s) of camera(s) attached to the device can be changed in the in the Administrator window's *Device Manager* section: Click the plus sign to expand the required device, select the required camera name, wait for a second, and then select the camera name again to change it.

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

Configuring the Monitor Layout

The *Monitor* is a separate application used for recording and displaying images from connected cameras. Configuration of the Monitor's layout is handled in the Administrator: Click the *Monitor Manager...* button in the Administrator window.

- ◆ Select required Monitor layout size. Options are 1×1, 2×2, 3×3, etc. up to an 8×8 grid camera layout.
- ◆ Click a camera position, and select a camera in the *Select Camera* list. Repeat until all required cameras are present in the Monitor layout.
- ◆ If required, select Hot Spot functionality. The Hot Spot displays a selected camera in a larger view, and can be used for point-and-click Pan/Tilt/Zoom operations on some cameras. Options are:
 - *None* (no Hot Spot enabled; default)
 - *Hot Spot* (select layout size for the Hot Spot)
 - *In Separate Window* (Hot Spot in a floating window).



- ◆ If you want the Hot Spot to automatically change between cameras in the Monitor layout, select *Carousel*, and specify required interval in the *Seconds Between Shifts* field.

Scheduling

Milestone XPE's Scheduler feature makes sure camera and alert activity is enabled in accordance with defined online periods.

With the system's default settings, added cameras are automatically online at all times, and you will only need to modify Scheduler settings if you require cameras to be online at specific times, on specific events (see Advanced Camera Features on page 8), or if you want to enable e-mail/SMS/PC audio alerts when motion is detected.

- ◆ Click the *Scheduler...* button in the Administrator window to set or clear periods of online activity and alerts for the selected cameras.

Archiving

Milestone XPE's Archiving feature enables recordings to be kept for as long as required, limited only by the available hardware storage capacity.

- ◆ Click the *Archive Setup...* button in the Administrator window to open the *Archive Setup* window.
- ◆ 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.

General Settings

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

- ◆ To restrict user rights, select the *Enable Protection* check box. Change the Admin Password (default is <enter>), and select the features to which users should have access. Typically, users are allowed access to: *Application Startup*, *Browser*, *PTZ Control* and *Quick Browse*.

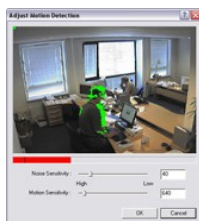
Configuring a Camera

Camera settings are configured individually for each camera.

- ◆ In the Administrator window's *Device Manager* section, click the plus sign to expand the required device. Select the required camera, and click the *Settings...* button to open the *Camera Settings* window.
- ◆ In the *Camera Settings* window, you are able to specify required frame rate for the camera, where to store the camera database, how to react in case of database failure, etc.
- ◆ To set up image resolution and compression for the camera, click the *Camera Settings* window's *Image Quality...* button.

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

- ◆ Click the *Camera Settings* window's *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).
- ◆ If some areas in the camera's images should be ignored by VMD, these areas can be excluded by clicking the *Camera Settings* window's *Exclude Regions...* button. Always re-adjust VMD settings after defining or changing exclusion regions.



Advanced Camera Features

Milestone XPE supports a wide range of advanced camera features, including:

Event and Output Configuration


Input events (based on input from external units), and *VMD events* (based on detected motion) can be used for automatically creating alerts, starting/stopping recordings on cameras, etc. *Outputs* can be used for activating external units, such as sirens or lights. Outputs can be triggered automatically by events.

The use of input events and outputs requires that external sensors are wired to input/output connectors on the device in question, and that I/O operation on the device is supported by Milestone XPE. Check the Release Note to see if I/O operation is supported for the devices and firmware used in your installation.

- ◆ In the Administrator window, click the *I/O Setup...* button to open the *I/O Events* window, in which you configure input events, VMD events and outputs.
- ◆ Once configured, events can be used with features throughout Milestone XPE, regardless of where sensors are physically connected.
- ◆ Users may also manually trigger events from the Monitor application, by using event buttons. Event buttons are configured, per camera or globally (for all cameras), by clicking *Events Buttons...* in the Administrator window. Note that such manual events are not supported in the Remote Client.

PTZ Device Installation

Moveable (PTZ, Pan/Tilt/Zoom) cameras are supported extensively throughout Milestone XPE. Such cameras can be operated manually as well as automatically.

- ◆ If a device is a native IP PTZ device, the camera has a  symbol next to it when listed in the Administrator window's *Device Manager* section, and no further configuration is needed.
- ◆ If the device is not a native IP PTZ device, but is attached to a video server, it must be configured: Select the video server device and click the *Edit Device...* button. Click the *Camera Settings...* button to open the *Camera Settings* window, and set up the PTZ device.

PTZ Device Features

Check the Release Note to see 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 *Camera Settings* window.

- ◆ Preset Positions for “Type 1” (absolute) PTZ devices can be configured directly from the *PTZ Preset Positions* window.
- ◆ Preset Positions for “Type 2” (relative) PTZ devices must be configured on the PTZ device itself, and can then be imported into Milestone XPE in the *PTZ Preset Positions* window.

IPIX Configuration

- ◆ IPIX camera lens borders can be configured by clicking the *IPIX Settings* button in the *Camera Settings* window.
- ◆ IPIX virtual PTZ presets and automated features are configured by clicking the *PTZ Preset Positions* button in the *Camera Settings* window.
- ◆ IPIX camera views can be navigated with the PTZ controls in the Monitor as well as in the Remote Client.

Audio Configuration

For each audio-enabled device on your system, do the following:

- ◆ In the Administrator window, select the device to which audio is attached. Then click the *Edit Device...* button.
- ◆ Select the *Audio Enabled* check box, and click *OK*.
- ◆ In the Administrator window, select the camera, and click the *Settings...* button to open the *Camera Settings* window.
- ◆ Configure audio storage in the *Database Settings* section.

Image Server Administrator

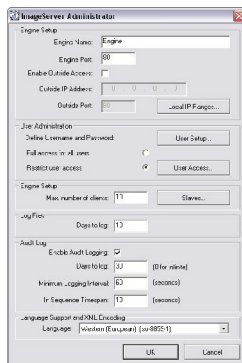
Remote users are able to access Milestone XPE surveillance systems with the Remote Client and Smart Client (separate client manuals are available on the software CD and on **www.milestonesys.com**).

Clients' 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.

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

- ◆ In the *Engine Setup* section, give the server a unique name. The port used can also be changed here (default is 80).



- ◆ If the Image 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 IP Address* and *Outside Port* fields. The router must be configured so requests sent to the outside IP address and port are forwarded to the inside (local) IP 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.
- ◆ Remote users and their rights are defined in the *User Administration* section. Click the *User Setup* button to set up users. If you select *Restrict user access by camera*, the rights of each user can be defined by clicking the *User Access* button.
- ◆ In the *Engine Setup* section, specify the maximum number of clients allowed to be connected simultaneously (default is 10).
- ◆ If slave servers are required, click the *Slaves* button to set up slaves. You are able to add an unlimited number of slave servers

to a master server. Such slaves will be instantly visible to remote users when they log in to the master engine.

- ◆ You add slaves by specifying their host name and port number. Note that:
 - Remote users must be set up on the master as well as on each of the slaves in order to be able to access cameras.
 - Only cameras to which a remote user has access on the master/slave will be visible when connecting to the master engine.
 - If accessed from the internet, *Outside Access* box must be enabled on all slaves, and ports must be mapped accordingly in the router or firewall.
- ◆ In the *Log Files* section, specify number of days to keep log files in the Image Server's regular event log. If required, enable *Audit Logging* (logging of remote users' actions), and specify number of days to keep audit log files.
- ◆ The Image Server, Remote Client and Smart Client all support local character sets, such as Hebrew, Japanese, etc. for use in camera names, user names, passwords, etc. Select the required language in the *Language* list.

For remote users to be able to view live pictures, note that the Monitor application **must** be running.

Remote Access Servers

As an alternative way of providing remote access, primarily for remote users on very slow connections, you may use the Web Server and the RealtimeFeed Server included in the standard software package. Both can be accessed from Windows' *Start* menu.

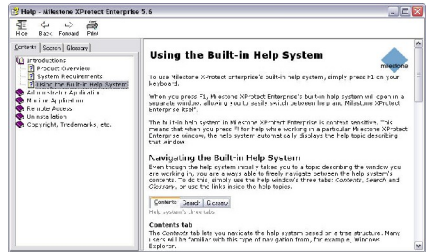
- ◆ The *Web Server* handles navigation and still image viewing, and requires some initial configuration. Default port is 81.
- ◆ The *RealtimeFeed Server* handles all moving picture feeds. Once started, it does not need any configuration. Default port is 9513.

To test the remote access servers, open Internet Explorer (6.0 or later) on the Milestone XPE Server PC, and go to the following address: *http://localhost:81*

For remote users to be able to view live pictures, note that the Monitor application **must** be running.

Built-in Help System

Milestone XPE features a very comprehensive built-in help system. To access the help system from anywhere within the Administrator, Monitor or Image Server Administrator, simply press F1 on your keyboard.



Removing the Software

Milestone XPE can be removed the following way:

- ◆ Shut down the Milestone XPE software, including the Web and RealtimeFeed Servers if they are running.
- ◆ Open the *Add/Remove Programs* feature in Windows' *Control Panel*.
- ◆ Select the *Milestone XProtect Enterprise* entry, and click the *Change/Remove* button.
- ◆ You will be asked to confirm that you want to remove Milestone XPE. If you want to keep your existing configuration and/or databases, make sure the *Remove Database Files* and *Remove Registry Settings* options are **cleared**.
- ◆ Click OK.
- ◆ Click *Finish* and close the *Add/Remove Programs* dialog and the *Control Panel*.

