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Arcules-XProtect Hybrid VMS Solution Installation Guide

XProtect, Hybrid, Installation, Guide

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Updated yesterday

The Arcules-XProtect Hybrid Solution is on a one way integration from Arcules to XProtect where Arcules video and alarms are accessible to users in Milestone XProtect.

To enable the integration, users must have the IT Manager role with the permission to create and manage users. Once logged into the Arcules web portal, navigate to the “People” page and add a user. This users email address and password will be used to authenticate the connect in the Milestone Management Client.

Adding an API User

To authenticate the connection from Arcules to Milestone XProtect, an Arcules user with the Role of API User must be created. The API users authenticates the connection for Live Video, Recorded Video and Alarms. Please note, this users should only be used to authenticate the connection in the Milestone Management Client.

To add a user, click the blue '+' symbol, and a modal will appear.

In the 'Add a User' Modal, Last Name is optional and an email is required to send an invite to a user to complete registration.

Important: you must use a valid email address that you have access to complete registration through the Arcules registration email. You will also need a mobile phone to complete registration.

Add User

First Name*

Milestone XProtect API Connection User

Last Name

Email

Create Another

CANCEL

SAVE

- Add 'First Name' - We recommend using a name that helps you identify that the user is being used for the Xprotect integration.
- Add email address
- Click on 'Save'

Once you have created the user, view the details for the user to continue the set-up.

The screenshot shows a user profile for 'API User' with the email 'jeff+demo@arcules.com'. The profile includes a circular avatar with the letters 'Ap', edit and delete icons, and a 'SEND INVITE' button. Below the profile, there are two sections: 'Roles' and 'Site & Location Access', both showing 'No Roles added yet' and 'No Site Access added yet' respectively.

Assign the user a Role of “API User”. This will give the connection access to Live, Playback and Alarms for Arcules devices in the XProtect system.

Assign Role

Role

API User



This Role's Permission Includes:

Get Device Information

List Devices

Manage Alarm

View Live Video

CANCEL

SAVE

Next, choose which sites/locations you want to enable the connection for. You can create multiple API users if you want multiple connections in Milestone.

Site & Location Access

Site

Arcules HQ - PMPO ▼

🔍 Search...

All locations in this site

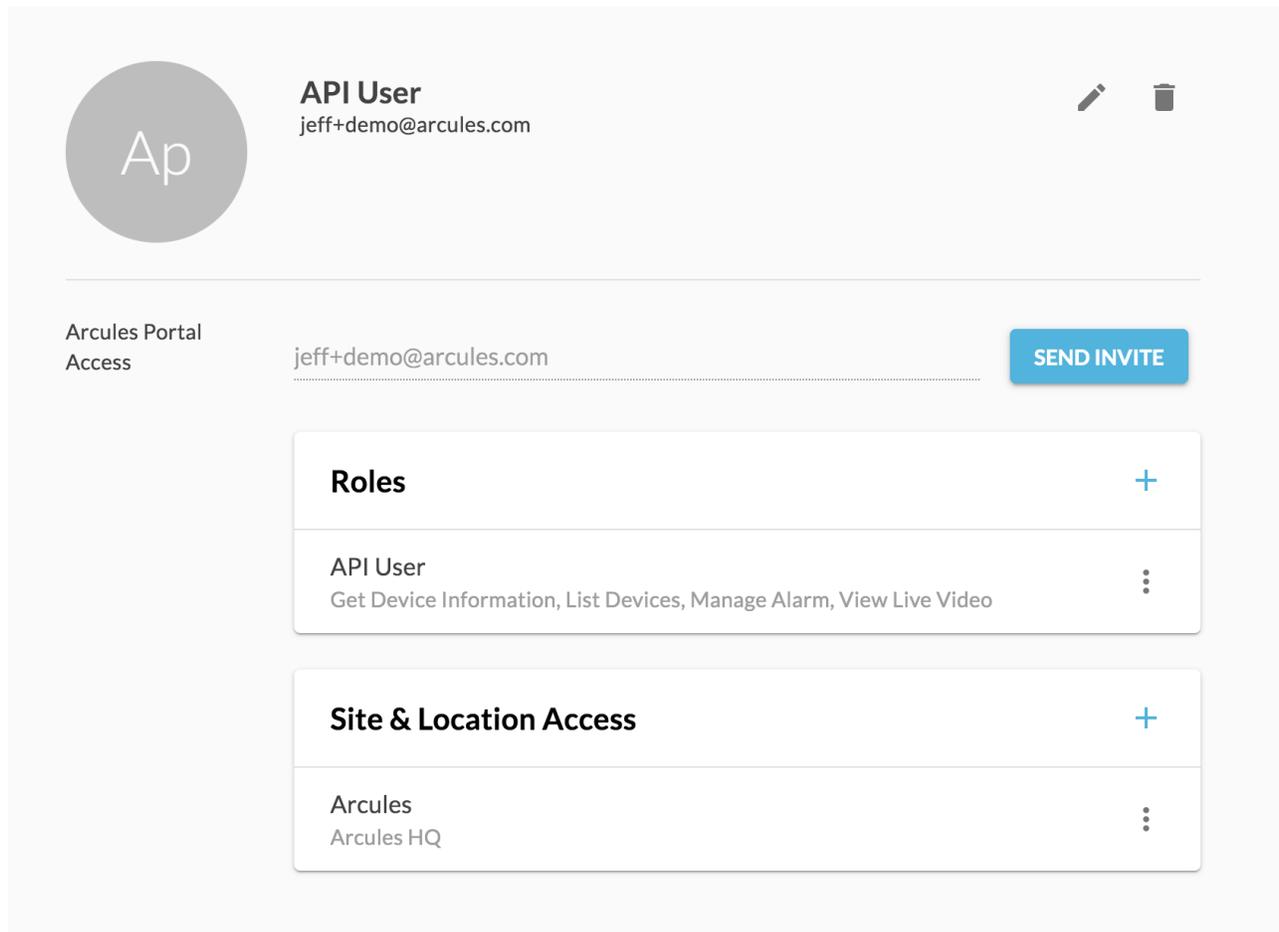
 Irvine

 Montreal

 Lake Oswego

CANCEL **SAVE**

Once you have assigned a Role and Sites/Location access, click “Send Invite”. An email will be sent to the email address you used while creating the user.



The screenshot shows the user management interface for 'API User' (jeff+demo@arcules.com). It includes a profile card with a circular avatar containing 'Ap', a 'SEND INVITE' button, and two expandable sections: 'Roles' (containing 'API User' with permissions like 'Get Device Information, List Devices, Manage Alarm, View Live Video') and 'Site & Location Access' (containing 'Arcules' with 'Arcules HQ').

Once you receive the registration email, click the “Register” link and follow the steps to begin the registration process. Click [here](#) to view the registration process help guide.

Once you have registered the user, you can now create the connection to Arcules in the Milestone Management Client for Live, Playback and Alarms.

Send alarms to Milestone XProtect:

To send alarms to Milestone XProtect, you must create a rule in the Arcules portal. Rules can be set-up to trigger alarms based on video analytics or device health events.

Help article on creating Rules and Video Analytics can be viewed here:

[Rules](#)

[Configuration Video Analytics](#)

New Rule

Rule Name
Arcules/Milestone Alarms

Rule Description
Alarms to be sent to Milestone XProtect

Where

Select Sites: **Arcules HQ - PMPO**

Select Locations: **Irvine**

What

Select Device Type: **Video**

Select Devices: **AXIS M3047-P Network Camera - 192.168.201.12**

Select Analytic: **People in Region**

[ADD CONDITIONS](#)

Select a Schedule: **24/7** UTC [ADVANCED SCHEDULE](#)

Action

Select Action Type: **Trigger an Alarm**

Select Priority: **High**

to: Select Users or Groups: **API User**

Include Protocol to be Followed: **Notify onsite security**

Send Notification

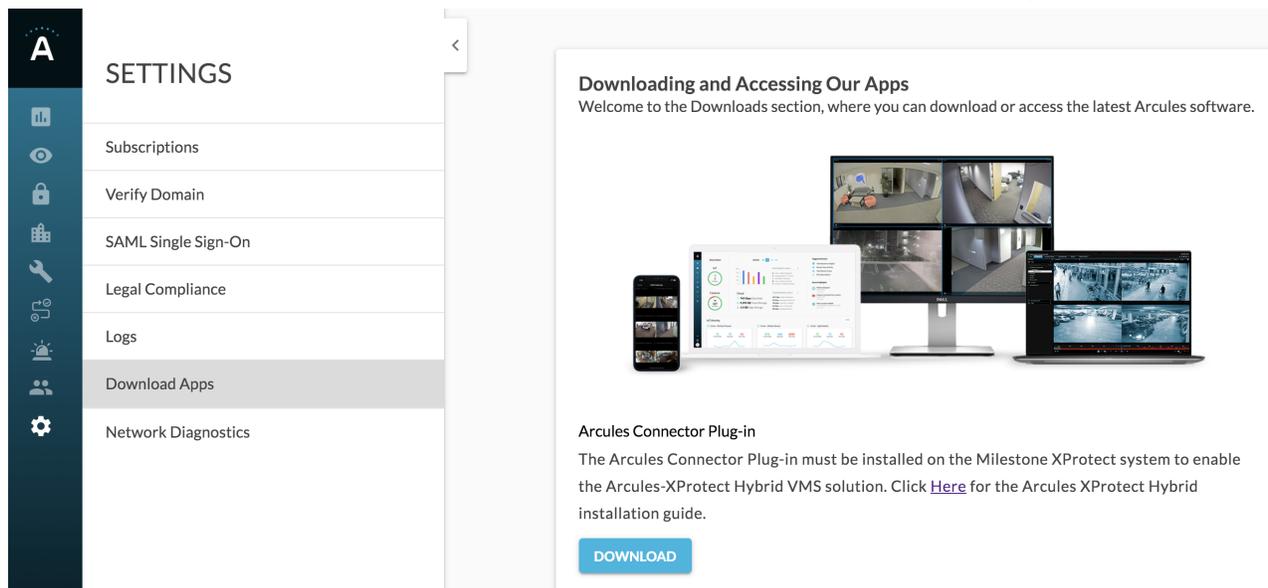
[+](#)

[CANCEL](#) [SAVE](#)

Installing the Arcules Connector Plug-in in the Milestone Management Client

Once you have created an API user with a role and location access, you can now Login to the Milestone Management Client and set-up the Arcules Connector Plugin to enable the connection.

To download the latest version of the Arcules Connector Plugin, login to the Arcules portal and select the "Settings" icon and navigate to the "Download Apps" option.



SETTINGS

- Subscriptions
- Verify Domain
- SAML Single Sign-On
- Legal Compliance
- Logs
- Download Apps**
- Network Diagnostics

Downloading and Accessing Our Apps
Welcome to the Downloads section, where you can download or access the latest Arcules software.

Arcules Connector Plug-in
The Arcules Connector Plug-in must be installed on the Milestone XProtect system to enable the Arcules-XProtect Hybrid VMS solution. Click [Here](#) for the Arcules XProtect Hybrid installation guide.

DOWNLOAD

Click "Download"

Version Compatibility

The Arcules connector will work with Milestone XProtect® Corporate 2020 R1 and up.

Component Overview

The Arcules Connector is composed of two plugins for Milestone XProtect®.

1. MIP Plugin
2. MIP Driver

The MIP Plugin is responsible for the configuration UI in Milestone Management Client and for alarm synchronization. For this reason, it must be installed on every workstation where XProtect Management Client will be used, and it must also be installed on the server running the Milestone XProtect Event Server.

The MIP Driver is responsible to bring video from Arcules (both live and playback) into Milestone XProtect. For this reason, the MIP Driver must be installed on every Milestone XProtect Recording Server.

The Arcules Connector Installer will automatically detect which plugin (MIP Plugin, MIP Driver or both) must be installed on a specific machine, based on the Milestone XProtect installed components (Recording Server, Event Server and/or Management Client).

Installing the Arcules Connector

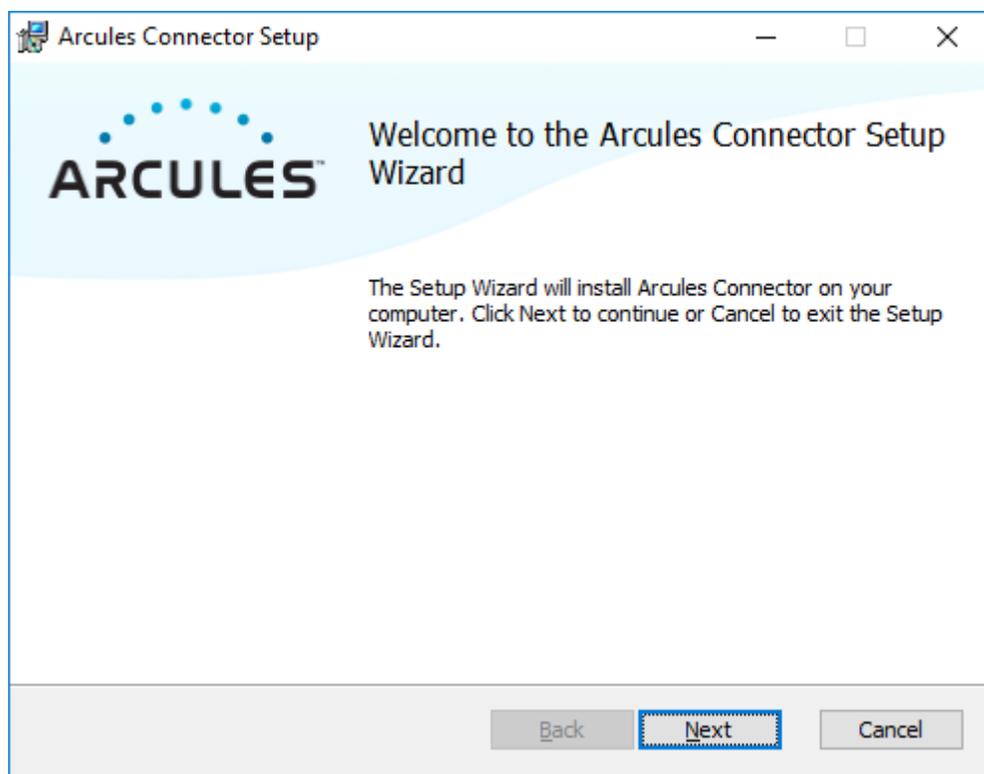
The Arcules Connector must be installed on every machine where any of the following Milestone XProtect component is present:

- Milestone XProtect Event Server
- Milestone XProtect Management Client
- Milestone XProtect Recording Server

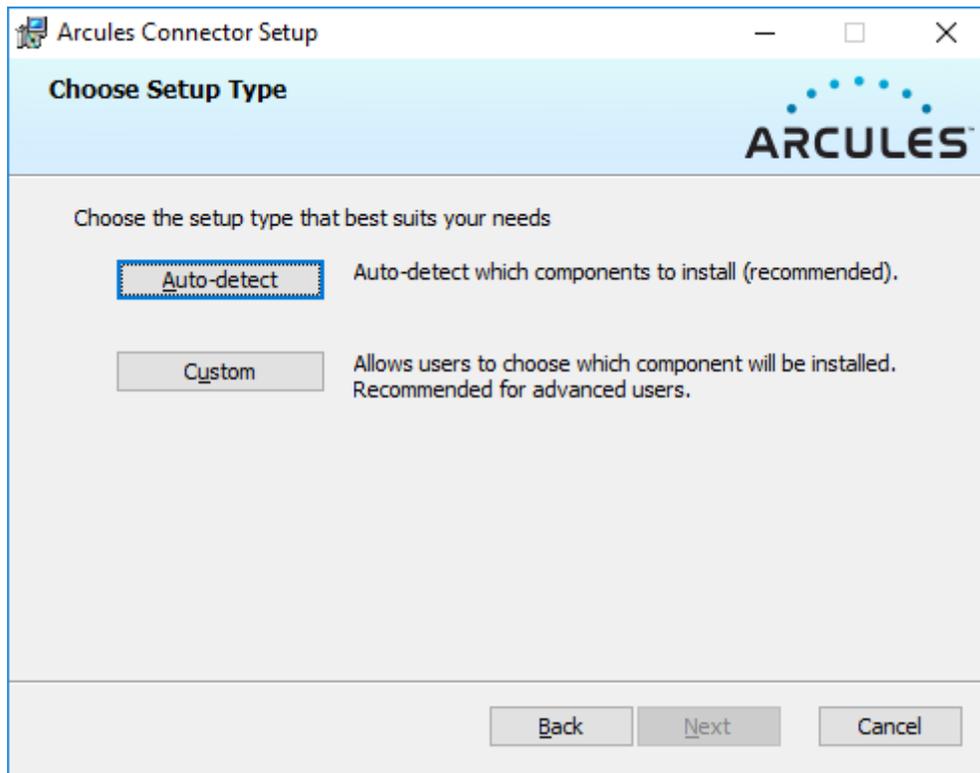
Prior to install the integration,

- Ensure that Arcules cloud server is reachable, cameras are installed, configured and working normally.
- Ensure that Milestone XProtect Management Server and Milestone XProtect Recording servers are installed, configured and working properly.

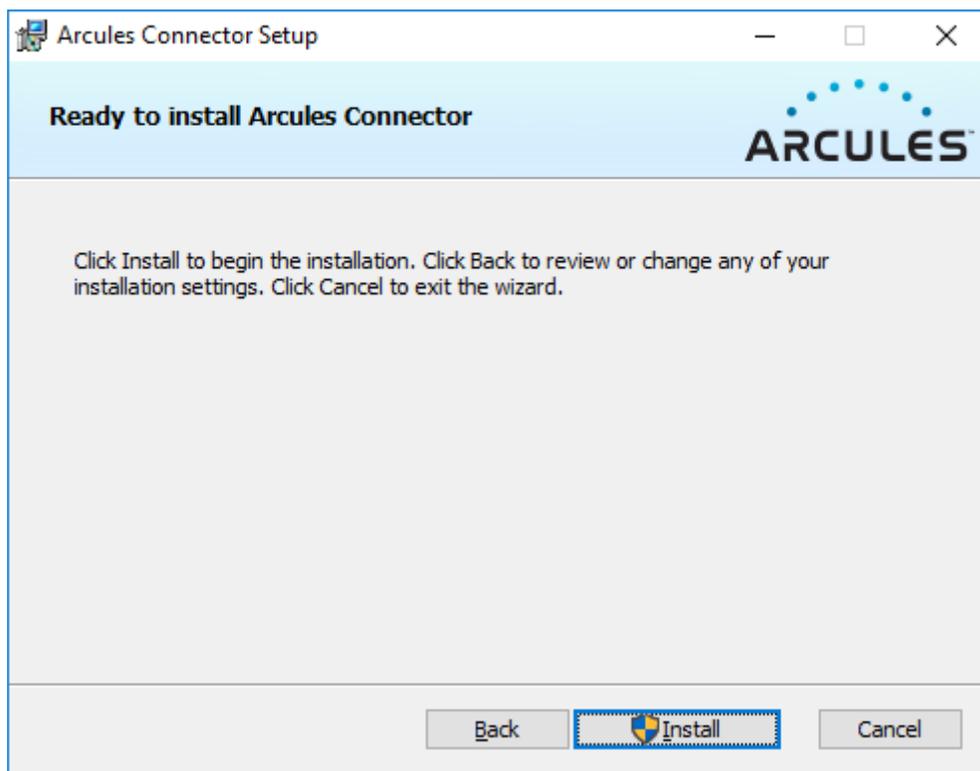
To install the Arcules Connector integration, run Arcules-Connector.msi as Administrator, then follow the steps below.



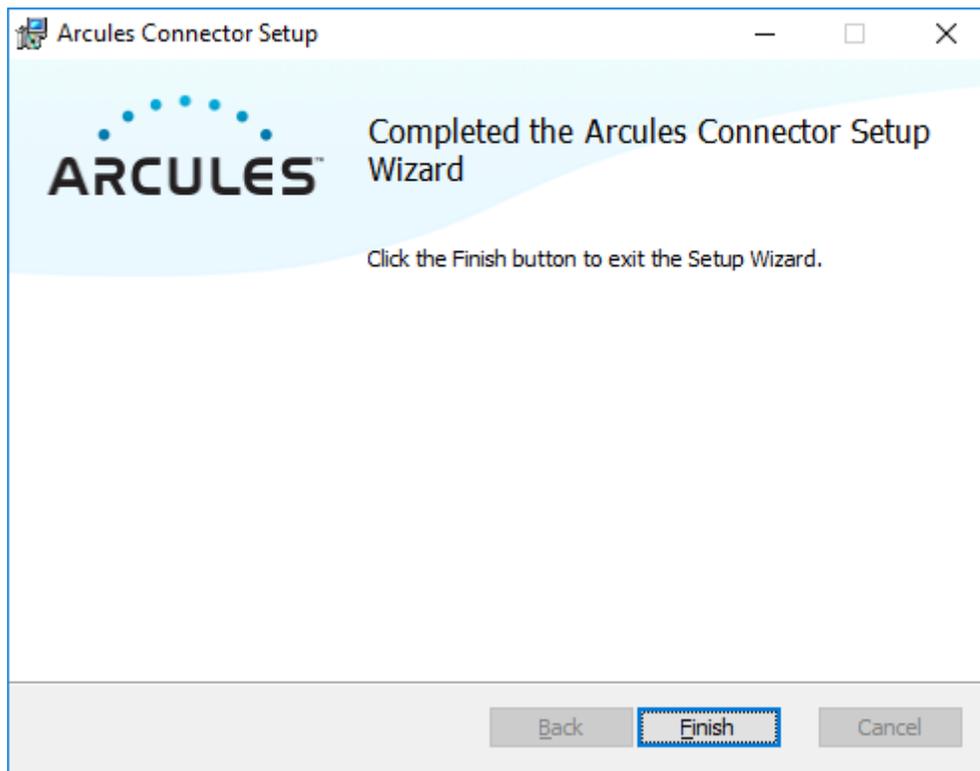
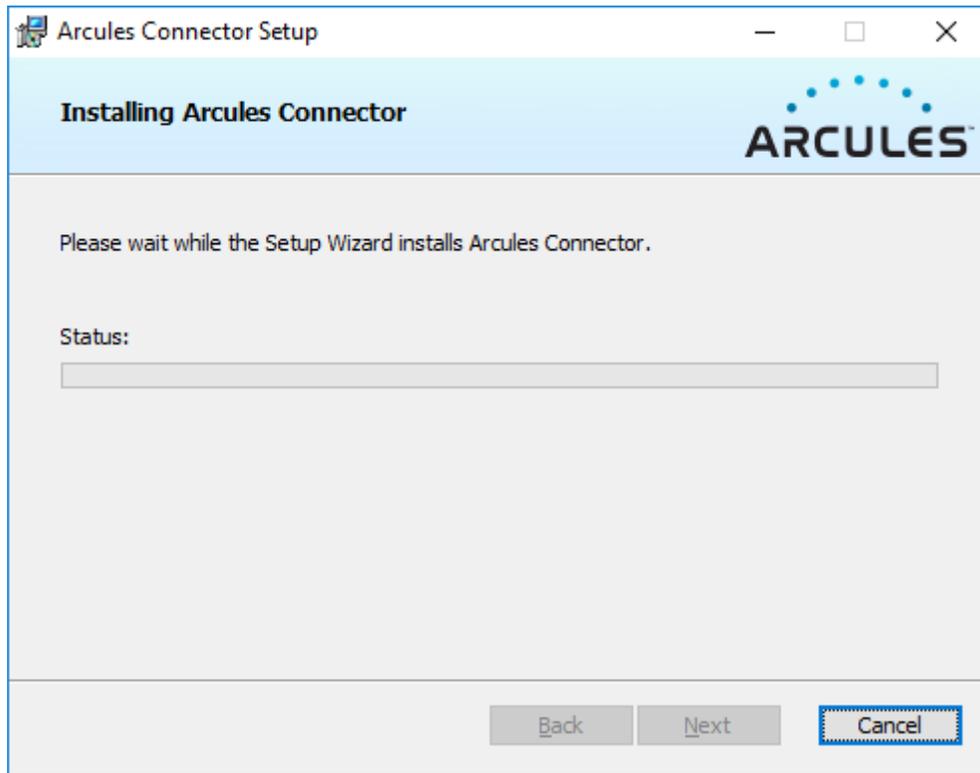
Click Next.



Click Auto-detect. This step will determine which XProtect components are installed on the current machine and will automatically decide which plugin (MIP Plugin and MIP Driver) will be installed. If you want more control over what is being installed, click “Custom” instead.

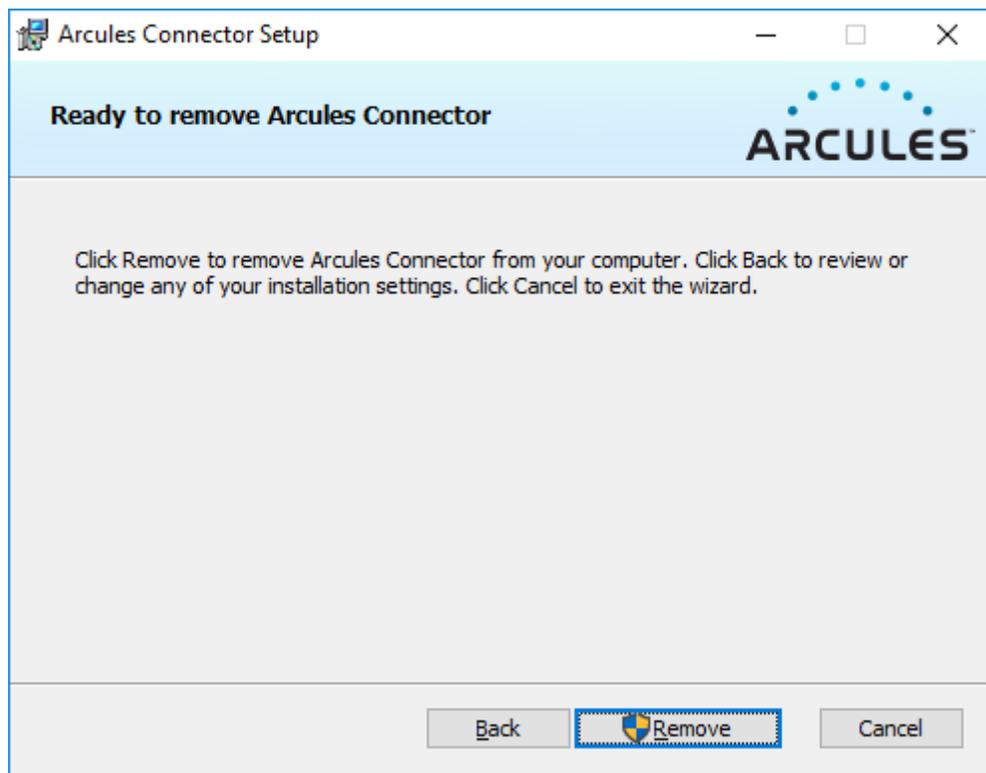
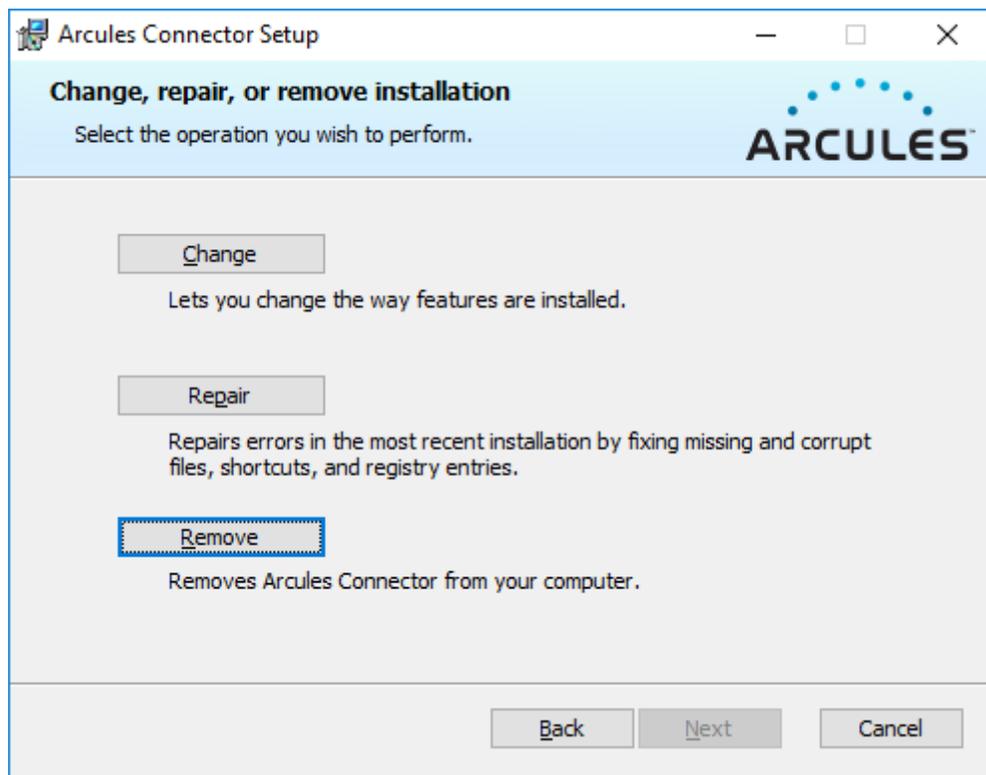


Click Install and wait for the Arcules Connector to install. Milestone XProtect Recording service and Milestone XProtect Event service will be restarted during the install (if they are present on the current machine).



Click Finish.

Uninstalling the Arcules Connector

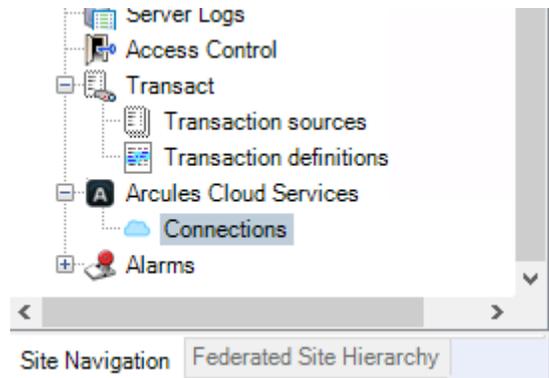


Configuration

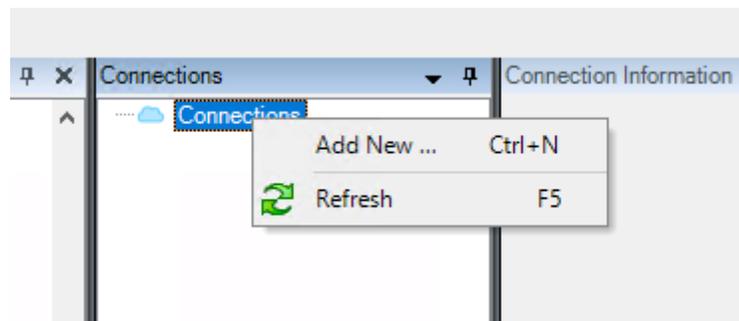
Once the Arcules Connector is installed, the integration can be configured using the Milestone XProtect Management Client application. The sections below describe how to configure the different aspects of the integration.

Authentication

First, a connection to Arcules must be created. To do this, open Milestone XProtect Management Client and scroll down the Site Navigation tree until the Arcules Cloud Services item is visible.



Select "Connections", then right-click and select "Add New..."



A new connection will be created, and the following fields will have to be filled by the user:

Name: Unique name representing this connection.

Cloud Address: The Arcules Cloud address where XProtect will connect to retrieve video and alarms.

Username/Password: The credentials of the user created as described in the "Adding a User" section of this article.

Connection Information

Name:

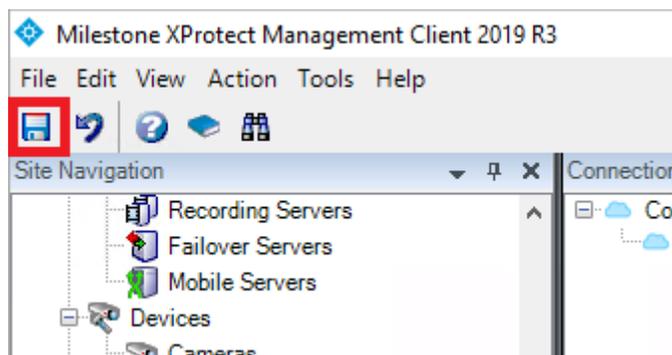
Cloud Region:

Credentials

Username:

Password:

Before saving the connection, first click on the “Test Connection” button to make sure the Arcules Cloud server is reachable and that the specified cloud address and credentials are valid.



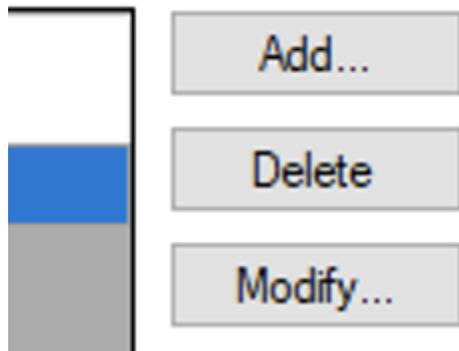
Click the "Save" button at the top left of the window.

Devices

In order to add Arcules Locations and cameras to Milestone XProtect, click on the “Devices” tab, at the bottom of the window.

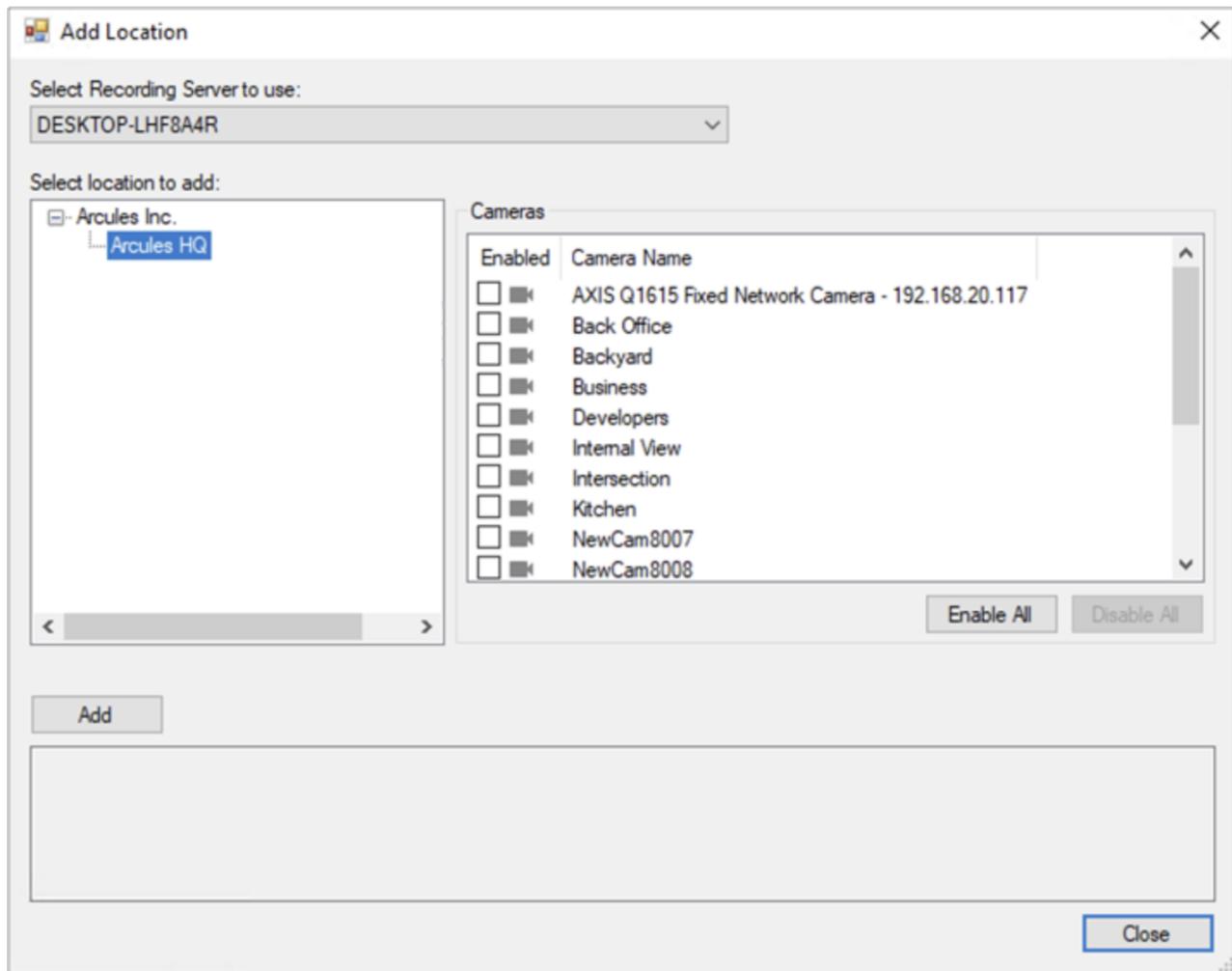


Click "Add"



In the Add Location dialog, make sure you select:

1. The Recording Server where the Arcules cameras will be added/configured.
2. The Arcules Location you want to import
3. The cameras you want to enable in the system (un-checked cameras will still be added to Milestone XProtect, but they will be disabled by default)
4. Click the Add button to start importing and configuring the selected cameras.



Click "Close"

Alarms

To start synchronizing alarms from Arcules into Milestone XProtect, enter the “alarms tab” and make sure the “Sync Alarms from Arcules” checkbox is checked. Please note, you must configure an Arcules Rule with the Action to “Trigger an alarm” and assign to the API users you authenticated the Milestone connection with. This is described in the above section “Send alarms to Milestone XProtect” in this article.

From the page, you can also specify from which date synchronization will start and at which interval the synchronization will be performed.

Connection Information

Sync Alarms from Arcules

Sync Settings

Sync Alarms starting from: Monday , December 2, 2019

Sync Alarms every: 30 seconds.

Important note: Alarms are synchronized based on their last modified date. This means that even if the integration is configured to not synchronize alarms prior to a certain date, alarms created before that date might still be synchronized if they are modified in Arcules (for example, if a user assigns an alarm to himself).

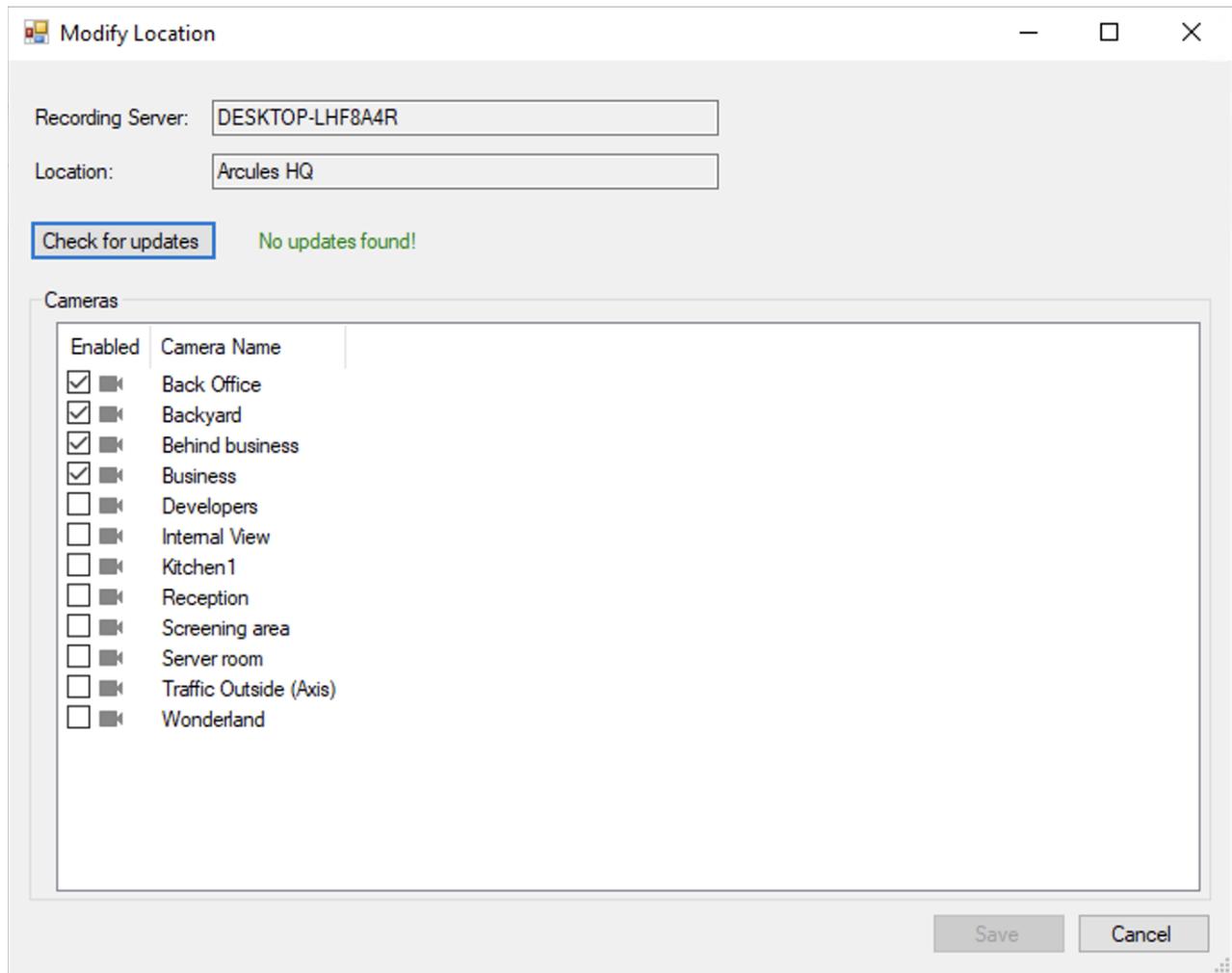
Updating Devices

In the event you have modified a connection by added or deleted a camera from the Arcules portal, login to the Milestone Management client to check for updates.

Select "Modify"

	Site	Location	Recording Server	Hardware Device	Enabled Cameras	Disabled Cameras	
▶	Arcules North America	Arcules HQ	DESKTOP-LHF8A4R	Arcules HQ	4	8	<input type="button" value="Add..."/>
							<input type="button" value="Delete"/>
							<input type="button" value="Modify..."/>

Click "Check for updates"



If updates are available, Click "Save".

Troubleshooting

Problem: In XProtect Smart Client, the source of alarms originating from Arcules is set to the Arcules connection name instead of the camera.

- Make sure the Arcules location where the camera is was imported into XProtect. By default, if an Arcules camera is not found in XProtect, the Arcules connection will be attached as the source of the alarm.

Problem: The "Arcules Cloud Services" item doesn't appear in the navigation tree of Milestone XProtect Management Client

- Make sure the Arcules Connector was installed correctly on the machine where Milestone XProtect Management Client is being used (more precisely, the MIP Plugin must be installed).

Problem: Alarms created in Arcules do not appear in Milestone XProtect Smart Client.

- Make sure the “Sync Alarms from Arcules” checkbox is checked and make sure the “Sync Alarms starting from” field contains a date in the past.
- Make sure the Arcules Connector was installed on the machine where Milestone XProtect Event service is running (more precisely, the MIP Plugin must be installed).

Additional logs

In addition to the normal logs created by Milestone XProtect, additional logs are created for the MIP Plugin (and can be configured) under the %ProgramData%\VideoOS\ArculesMIPPlugin folder.

A different subfolder is created for every process that loads the plugin.

Did this answer your question?



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