

INSTALLATION GUIDE

The logo for Ai-RGUS, featuring the text "Ai-RGUS" in a bold, sans-serif font. The "i" is orange, and the "A" and "R" are white. The "GUS" is white.

NO CAMERA LEFT BEHIND[®]

AI SOFTWARE TO MANAGE CAMERAS EFFICIENTLY:
INSPECT. DETECT. SOLVE.

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milestone

TECHNOLOGY
PARTNER

The Ai-RGUS logo, featuring the text "Ai-RGUS" in a bold, sans-serif font. The "i" is orange, and the "A" and "R" are white. The "GUS" is white.

Table of Contents

Overview	2
Copyright and Disclaimers	3
Copyright	3
Disclaimer	3
Milestone setup	4
Ai-RGUS setup	5
Usage	6
Configuration	6
User Management	6
Health Settings	8
Notifications management	8
Milestone Alerts configuration	9
Contact Info & Support	14

Overview

Ai-RGUS is an innovative Artificial Intelligence service that is the answer to one simple question: how can you be sure that after you install your security cameras, they continue to show and record the security images you need? It is specifically designed for camera systems and therefore, the software provides you with highly detailed information about any camera system problems, such as DVRs, NVRs, and servers, down to the camera level. This software was developed for Duke University to automatically verify that each security camera in their system is “on”, recording, and showing a clear view.

- **Ai-RGUS** checks that each camera has the number of days of recording required by regulation or company policy.
- **Ai-RGUS** developed proprietary Artificial Intelligence algorithms to determine specifically if your cameras have problems of blur, block, tilt, glare, or low-light.
- This information is pulled from the system automatically and regularly, and with minimal setup time. The system includes configurable reports, scheduled and real-time alerts, and can be integrated into your ticketing system.
- Manage password rotation and complexity through the online dashboard
- Reboot cameras / NVRs

With this information, you can be sure you are promptly aware of any issues, so you can respond to any surveillance system issues quickly.



Ai-RGUS benefits offer peace of mind:

- (1) **Automatic** email notifications, tickets, and VMS alerts for any camera problems.
- (2) **Reliable** camera verification process through its automated and regular checks without any user intervention. Checks can run hourly or several times a day, including on weekends and holidays.
- (3) **Save money** by only focusing on the sliver of cameras highly likely to have camera view problems.

(4) **Informed and accurate** camera system decisions for purchasing and installation based on the unique camera statistics **Ai-RGUS** collects.

(5) Manage password rotation and complexity through the online dashboard

(6) Reboot cameras / NVRs

Camera systems are complex and have many parts. How do you keep track of whether all your equipment is working? It's important for all the equipment to be working due to regulations about the retention time of recordings, compliance, and to protect the brand name.

The worst time to find out that equipment does not work is after an incident.

This is where **Ai-RGUS** comes in. **Ai-RGUS** is the camera system Performance Awareness Engine. **Ai-RGUS** is software that is stand-alone and fully automated. It regularly connects to all parts of your system and reports on their performance. Instead of having operators manually connect to each device to check if all is ok, **Ai-RGUS** automatically alerts you for any devices & cameras down, it uses artificial intelligence to report on the quality of the image from each camera like if the view is blurred, blocked, or tilted, it calculates the number of days & hours of recordings for each camera, any hard-drive problems and also notifies you of cyber-security issues such as out-of-date passwords which you can manage from our dashboard as well.

Like this, and in a single glance, you have a high-level and regularly updated awareness of your system's performance.

**** Please tell us about camera view problems you experience and leave a message on our website, Twitter and / or LinkedIn and how **Ai-RGUS** helped. ****

Copyright and Disclaimers

Copyright

Information in this document is subject to change without notice.

© Copyright 2019, Ai-RGUS All rights reserved.

Disclaimer

Ai-RGUS makes no warranty of any kind with regard to this material, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. Ai-RGUS shall not be liable for errors contained herein or for incidental or consequential damages in connection with the furnishing, performance, or use of this manual.

Milestone setup

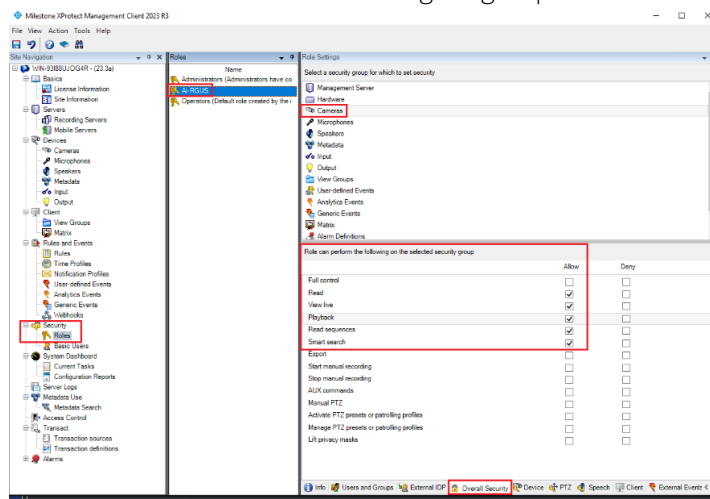
This regards the information that needs to be specified in the **Ai-RGUS** device manager through the online dashboard.

- (1) Specify the IP and port of server running the XProtect Management Server
 - a. Default port for **Ai-RGUS** to connect is through port 80 via HTTP to the management server
- (2) Create a username/password for the **Ai-RGUS** Camera Connector to connect through
 - a. You may use basic/local account
 - b. The User cannot be an Active Directory User for versions 2022R3 and later
 - i. If XProtect is connected to via Active Directory, then provide the credentials in the format .\your-username (notice the "." at the start)
- (3) Permissions. You may add the user you created to the administrator role. Otherwise, see the following for specific permission levels required. These permissions can be set by navigating to Security > Roles in the Management Client. Select the role that has the user credentials being used for **Ai-RGUS** and then select the "Overall Security" tab at the bottom. Be sure to place the user in the role after configuration.

On version 2023R3 the following permissions must be set:

- a. Management server:
 - i. "Allow" Connect
- b. Cameras
 - i. "Allow" Read, View Live, Playback, Read Sequences, Smart Search

The screenshot below shows configuring a specific role "Ai-RGUS" for the connection.



On some older versions security groups and permissions have to be set as the following:

- c. Management server:
 - i. "Allow" Connect
 - ii. "Allow" Cameras, read access
- d. Recording server
 - i. Devices, read access "allow"
 - ii. Cameras: live, browse, sequence, smartsearch

Note about internal network traffic

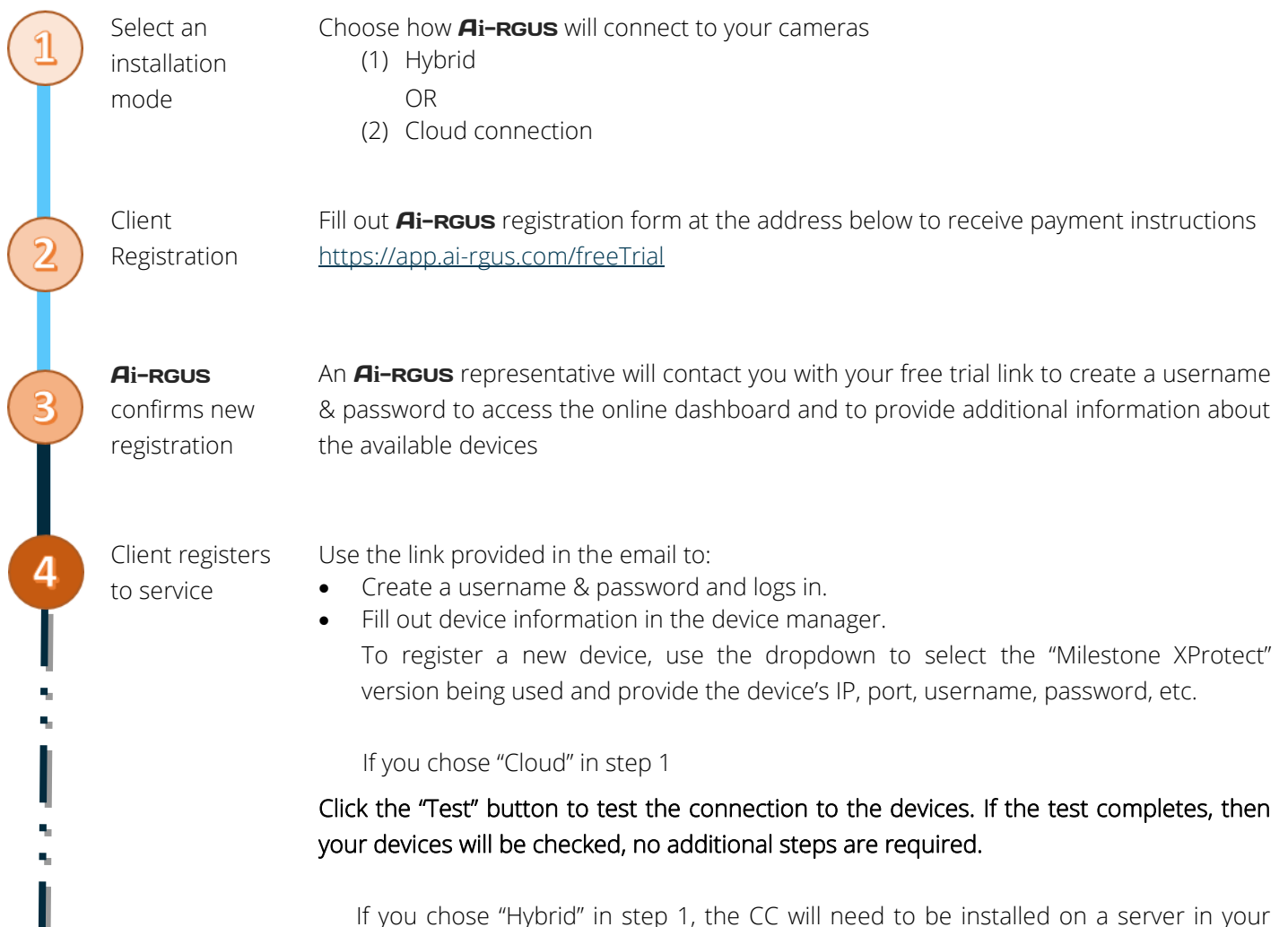
If the **Ai-RGUS** Camera Connector (CC) is installed on a different computer than the XProtect Management Server or the XProtect Recording Server (as applicable) the ports to the servers have to be opened to accept communication from the computer where the Camera Connect is running from.

- The XProtect Management Server must accept *inbound* traffic on the HTTP (80) & HTTPS (443) port from the computer with the CC
- The XProtect Recording Server must accept *inbound* traffic on port 7563 (default) from the computer with the CC
- Ideally, all the ports are forwarded to a single IP address that the **Ai-RGUS** CC connects through

Ai-RGUS setup

After Milestone XProtect and the internal network forwarding is running, complete the following steps to install

Ai-RGUS.



network. You may find it in the **Ai-RGUS** dashboard, in the “system manager”, click the button “Download” to download the latest installer for your devices. This file may take a few minutes to download.

The specifications for a Virtual Machine to support up to 10,000 cameras is as follows:

OS	Windows 8.1/10/11, Windows Server 2012R2, 2016R2, 2019, 2022
Architecture	64-bit
CPU	8 - 16 cores (16 - 32 hyper-threaded)
RAM	4 – 8 GB
Internet	50 Mbps
Storage	100 GB
Communication	Outbound communication on port 443 (HTTPS) to https://ai-rgus.com

Camera inspection will automatically begin after device information is provided and the software is running on the machine provisioned in step 1.

Usage

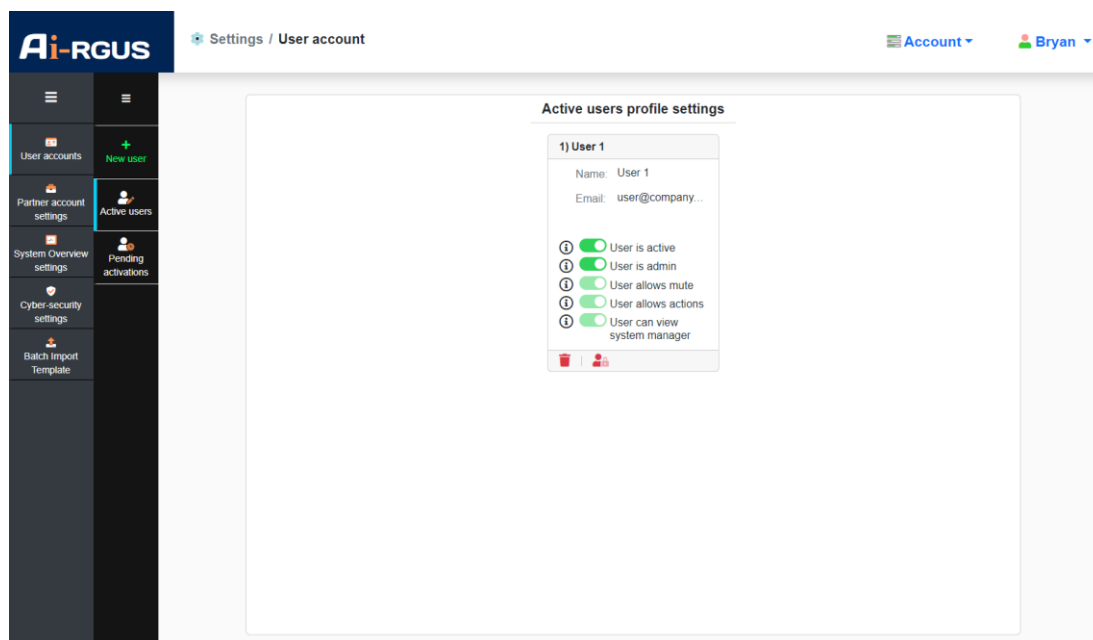
To view inspection results, please log in to the **Ai-RGUS** online dashboard at <https://app.ai-rgus.com>. This dashboard is best accessed through Chromium-based browsers (Chrome, Brave, Edge) and Firefox. It is accessible via desktop or mobile.

Configuration

In this section we describe the user-management, alerting, and notification functionalities.

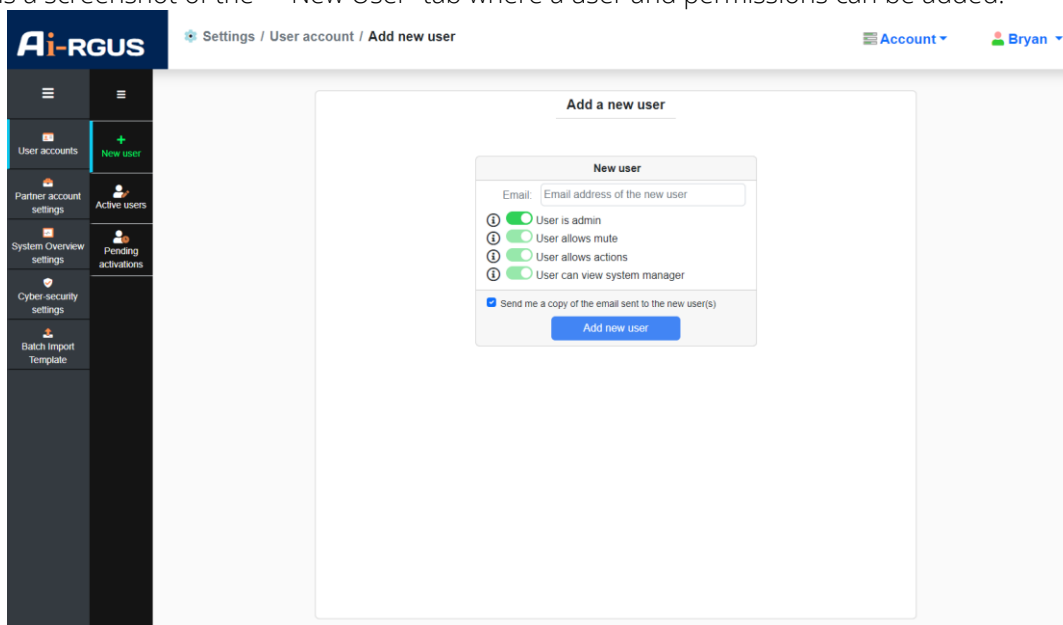
User Management

Below is a screenshot of the “User Accounts” tab. You can view all users by looking at the “Active Users” tab.



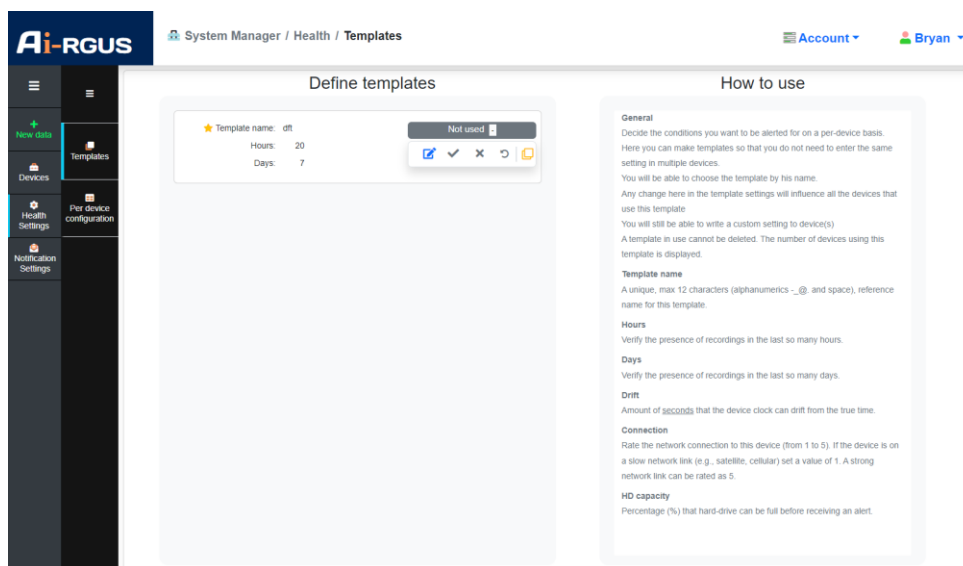
You can add as many users as you would like. Users can be added, deactivated, or removed at any time. Users can be designated as “admin” giving them all permissions and they can view all pages on the dashboard. Non-admin users can only see information (e.g., camera view ratings, device & camera notifications) but cannot change settings or add/remove devices. The intermediate level of allowing non-admin users to mute notifications or use the action page for a camera is possible too.

Below is a screenshot of the “+ New User” tab where a user and permissions can be added.



Health Settings

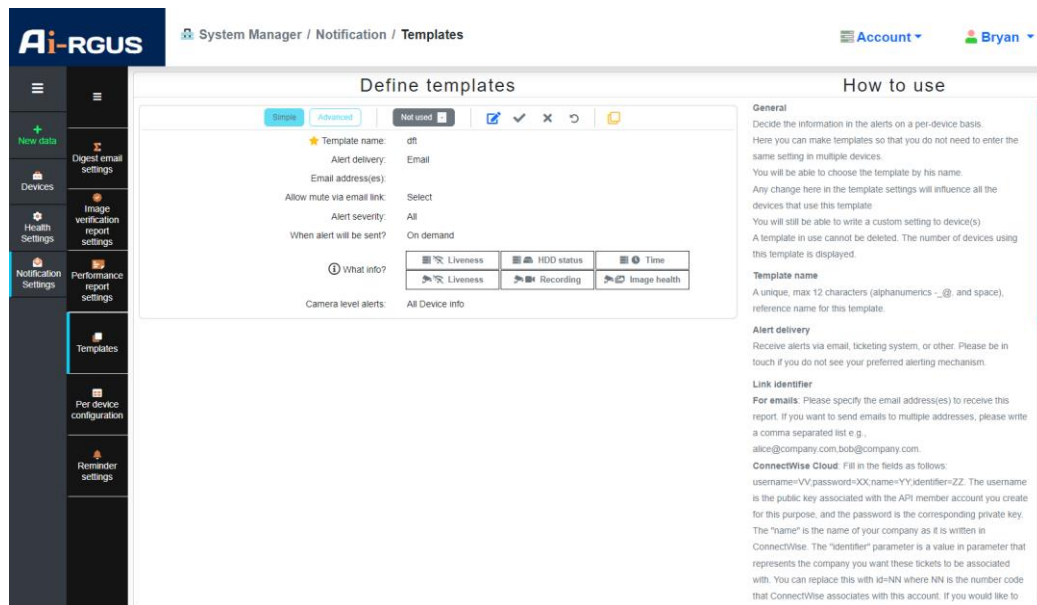
Health Settings are the configuration of policies for checking recordings and time drift. The Health Settings can be found by navigating to User (top right) > System Manager > Health Settings (left panel). Below is a screenshot of the alerts configuration page. You may create templates for the conditions you want highlighted as a problem. You can set the number of hours to look back to check for short term recordings. Also, you can set the number of days of recordings that are expected to be retained within the system. In the “Per Device Configuration” tab on the left panel, you can set the threshold in seconds of clock drift each device is allowed before issuing an alert. Each template can be assigned to groups of devices. Individual devices can have their own settings too without reference to any template.



View of Health Settings Templates

Notifications management

Through the Notifications Settings, system-wide summary emails may be set up and the information they contain configured. Notification Settings can be found by navigating to User (top right) > System Manager > Notification Settings (left panel). You may configure templates or create settings individual to each device in the Templates section (left panel). Here you can set up integrations to ticketing systems including ConnectWise Cloud, Zoho, Immix, ServiceNow, Service Trade, and generic webhooks via POST requests. By default we provide email alerting capability which you can configure and customize.



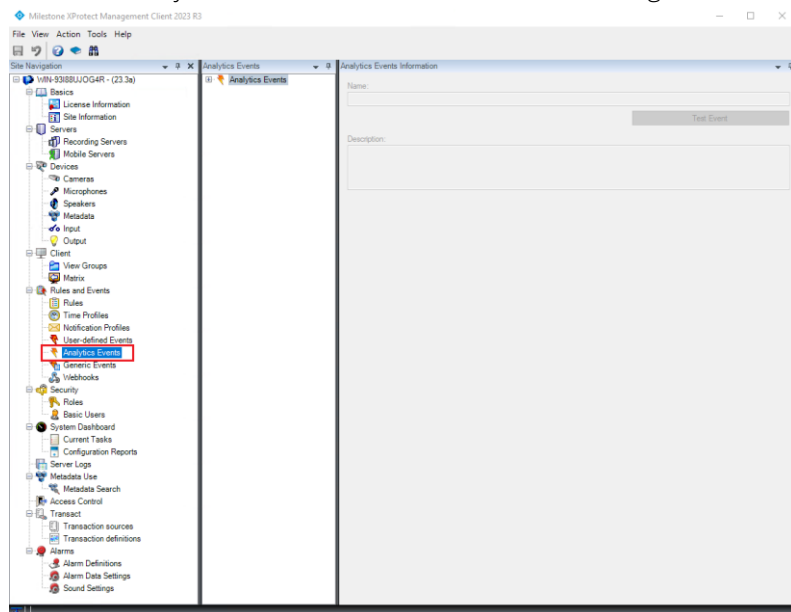
View of Notification Settings Templates

Milestone Alerts configuration

In order to receive alerts in the VMS, you must enable Alarms in the VMS. This is done through the XProtect Management Client by creating an "Analytics event" and a corresponding "Alarm." In this way, Ai-RGUS alerts will pop up in the XProtect Smart Client. Screenshots are from XProtect Express+ 2023 R3. There are 5 steps.

This is all done in the XProtect Management Client.

- (1) Find the "Analytics Event" sub-item in the menu and right click and select "Add New ...".



- (2) Fill in the following fields:
- Name: Ai-RGUS Alert
 - Description:
Camera health notification.

Log into the **Ai-RGUS** online dashboard for more information at:
app.ai-rgus.com

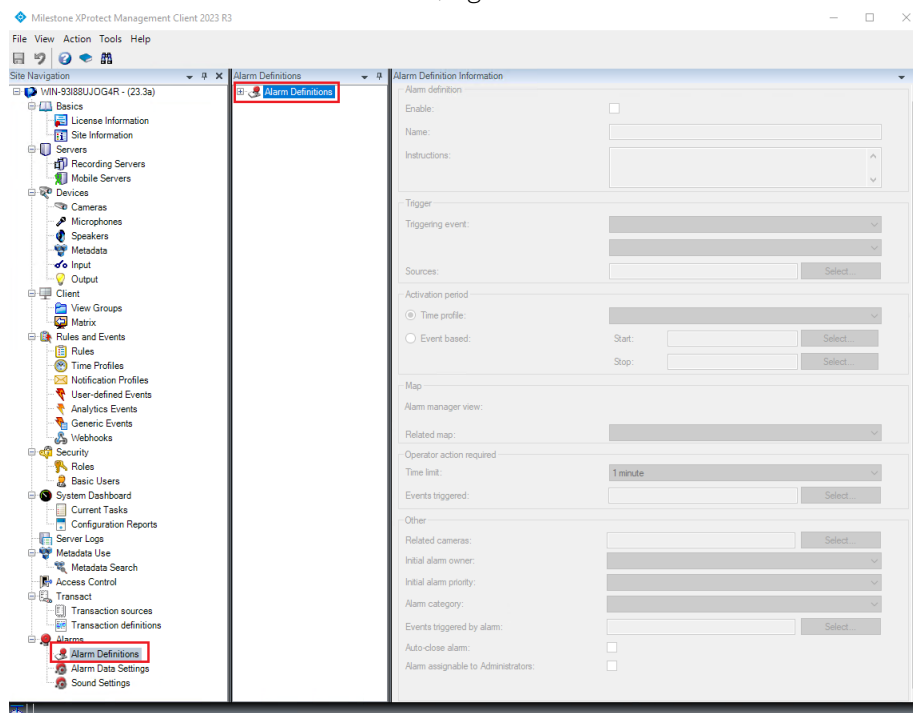
Analytics Events Information

Name: Ai-RGUS Alert

Test Event

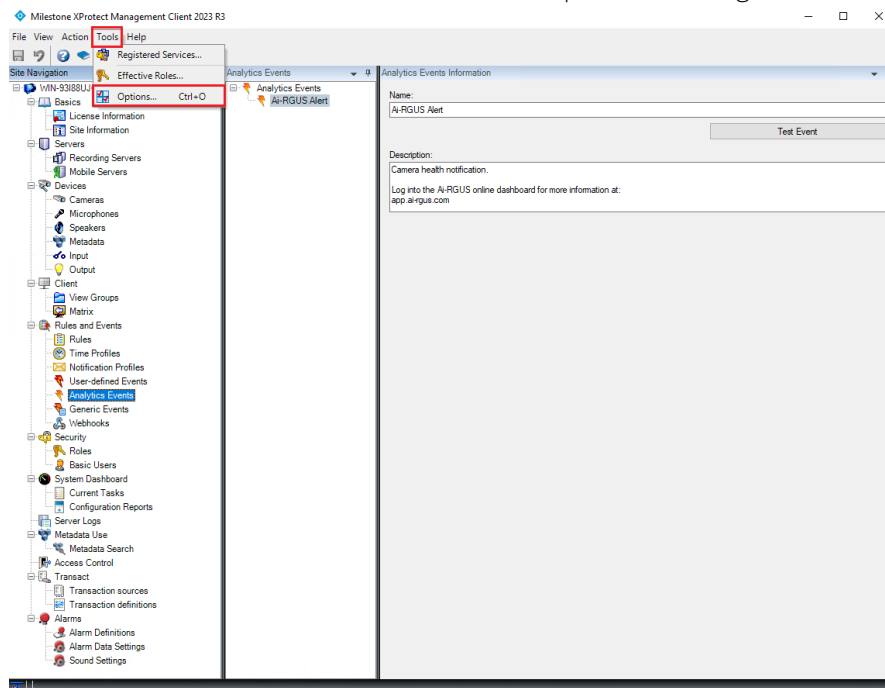
Description:
Camera health notification.
Log into the Ai-RGUS online dashboard for more information at:
app.ai-rgus.com

- (3) Find the “Alarm Definitions” subitem, right click and select “Add New...”.

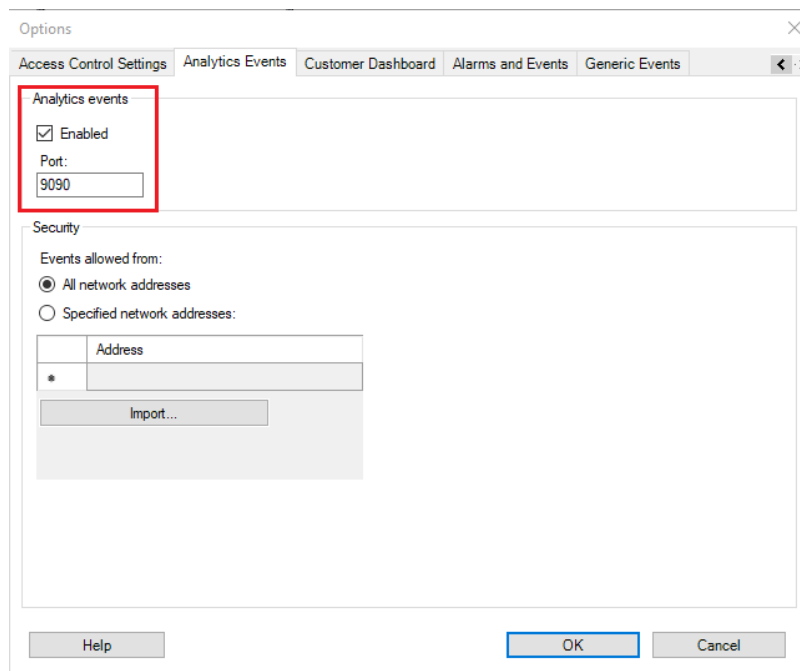


- (4) Fill in the following fields to match the screenshot below.
- Enable -> check the box
 - Name: Ai-RGUS Alert
 - Instructions: "There is a camera view problem!"
 - Triggering event select "Analytics event" from the dropdown menu
 - In the dropdown below, select "Ai-RGUS Alert"
 - For "Sources" select "All Cameras" under the "Servers" tab, or the group of cameras that was specified for Ai-RGUS inspection.

- (5) Enable the Analytics Events engine
- In the main window in the top toolbar, find Tools > Options
 - In some versions this will be under Options > Settings

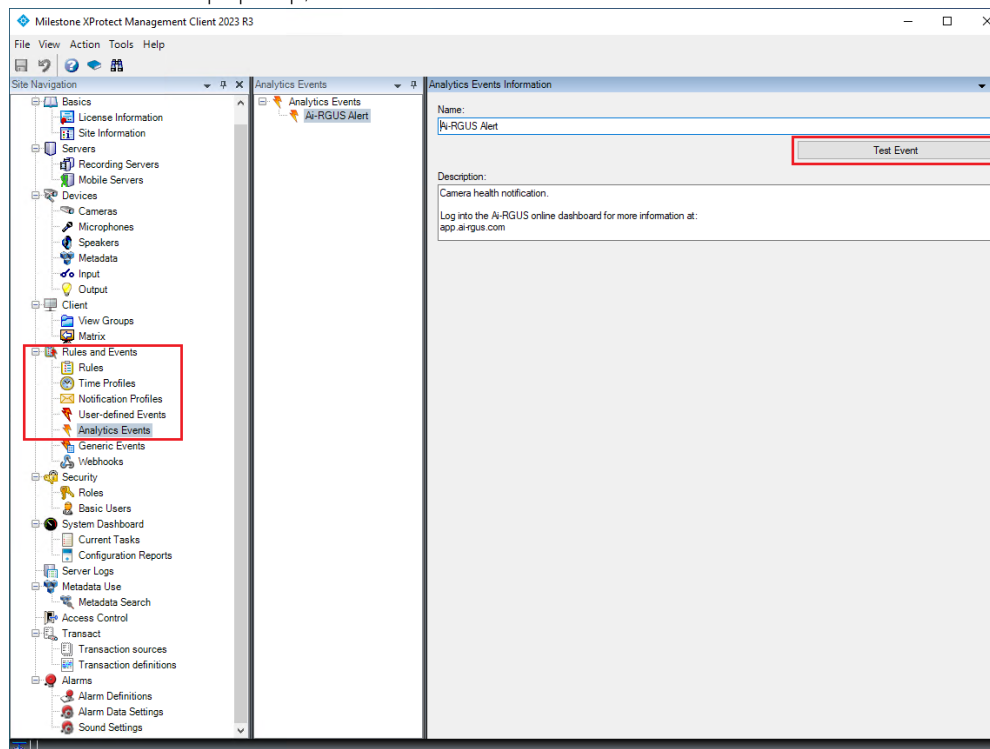


- b. Click on the “Analytics Events” tab. You may have to scroll at the top to find these.
 - i. Select “Enabled”
 - ii. THE PORT MUST BE SET TO 9090

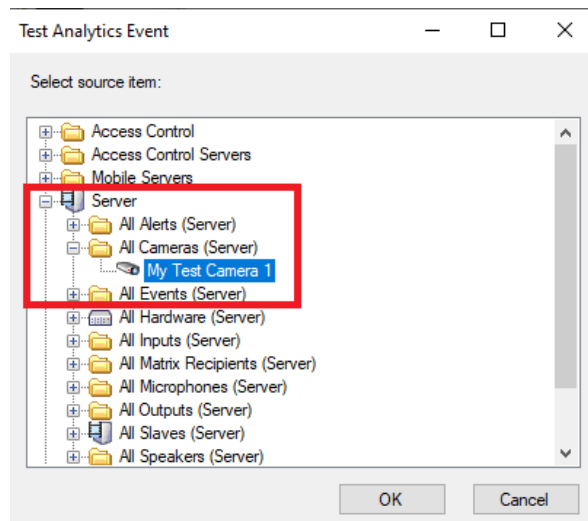


Testing the **Ai-RGUS** Alert

- (1) Go to the subitem Analytics Events from step (1), and double click on “Ai-RGUS Alert”
- (2) In the window that pops up, click on “Test Event”

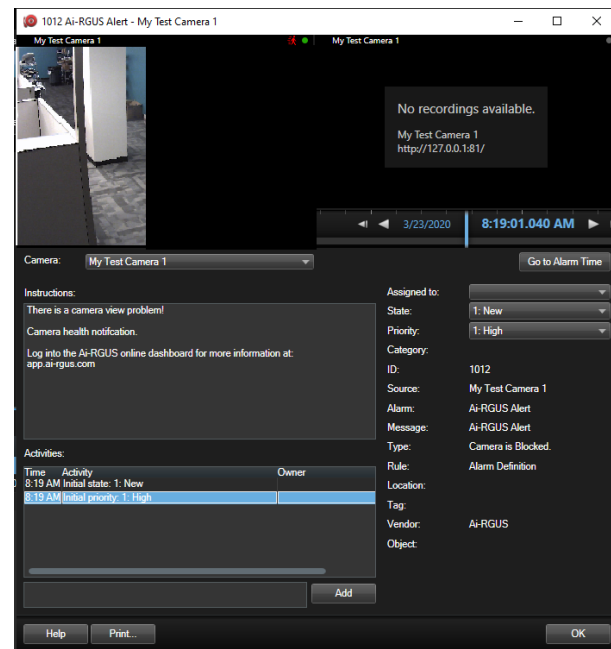
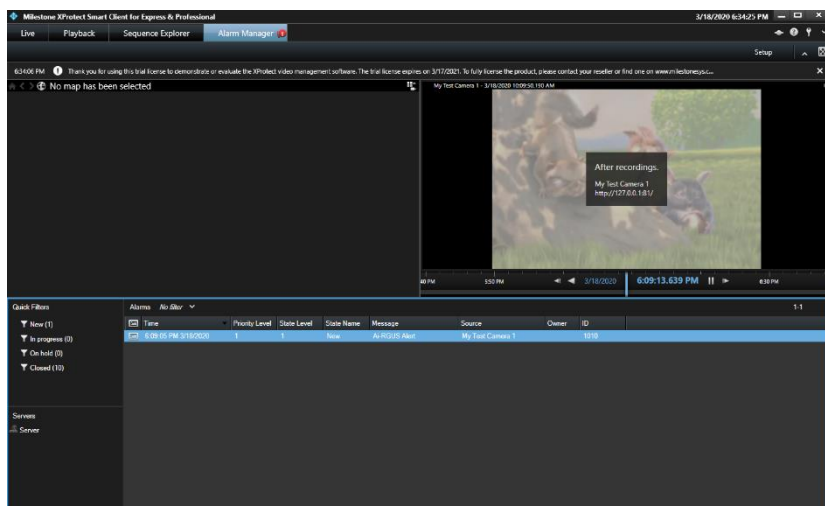


- (3) A new window will come up for you to device for which to trigger the alarm. Select any camera in the system



- (4) This will trigger an Alarm that can be seen in the XProtect Smart Client as shown in the following two screenshots

This is how the alert will look in the XProtect Smart Client and when you double click on the alert the following screen comes up:



Contact Info & Support

We are always happy to help. Please contact us with any questions or concerns:

Technical help: email support@ai-rgus.com or call +1 (919) 249-8701

Sales support: email info@ai-rgus.com or call +1 (702) 483-0870

Regional coverage: global

Website: <https://ai-rgus.com/>

Follow us on LinkedIn: [linkedin.com/company/airgus/](https://www.linkedin.com/company/airgus/)

Follow us on Twitter: [@ai_rgus](https://twitter.com/ai_rgus)

Follow us on YouTube: <https://ai-rgus.com/YouTube-channel>

ABOUT Ai-RGUS

We named the company after Argus the watchful giant with 100 eyes from Greek Mythology. Argus, with so many eyes, would sleep only a few of the eyes at a time and was therefore a very effective watchman. So too, our software is always and carefully monitoring each of your cameras for any view problems so you can depend on them always being ready and recording useful footage.

The "i" is to indicate that our Argus uses Artificial Intelligence (AI) to do its job.

We pronounce Ai-RGUS as "Argus" and keep the "i" silent.

<http://ai-rgus.com>

ABOUT MILESTONE

Milestone Systems is a leading provider of open platform video management software; technology that helps the world see how to ensure safety, protect assets and increase business efficiency. Milestone enables an open platform community that drives collaboration and innovation in the development and use of network video technology, with reliable and scalable solutions that are proven in more than 500,000 sites worldwide. Founded in 1998, Milestone is a stand-alone company in the Canon Group.

www.milestonesys.com/partners/technology-partners/technology-partner-finder/

