

3. Milestone XProtect

3.1 Connect to Actuate

The Actuate AI Platform works by connecting to your local Milestone Systems server. First, work with your Actuate representative to select the method of connecting the systems: Port Forwarding, or Site-to-Site VPN.

Port Forwarding

If you choose to use port forwarding, your Actuate representative will provide you with the public IP of an Actuate server to forward ports to and a list of ports to forward (in the user guide). For better security, do not forward ports without a destination IP address.

Ports that may need to be forwarded: **80, 443, 7563, and 9090** (Differs for C- and E-code version of Milestone, see below for details)

Site-to-Site VPN

For increased security, you can connect your Milestone Systems server to Actuate using a 256-bit encrypted site-to-site VPN. Specific integration instructions vary depending on the network hardware your organization uses, so talk with your Actuate representative to determine next steps.

3.2 Configuration

3.2.1 Actuate Configuration

Actuate is plug-and-play. Once the Actuate system can connect to your Milestone Systems VMS, the Actuate team will handle all remaining configuration remotely.

3.2.2 Milestone Systems Configuration

Configuring Milestone Systems for Actuate is straightforward once the Actuate system gains access to a few Milestone components:

C-code Integration (XProtect Corporate, Expert, Professional+, Express+, and Essential+)

- 1) Open internal ports 80, 443, 7563 and 9090 to Actuate Server
 - a) If internal ports are not mapped to the same external port, please disclose external ports.
- 2) Enable Analytics Events on port 9090
 - a) Tools → Options → Analytics Events → Enabled
- 3) Create a basic user with administrator privileges¹
 - a) Disclose user credentials to Actuate
- 4) Disclose Camera Names to Actuate
- 5) Create Analytics Event: “Gun Event”
 - a) Rules and Events → Analytics Event

- 6) Create Alarm Definition: "Gun Alarm"
 - a) Alarms → Alarm Definitions
 - b) Select "Gun Event" as triggering event and select all cameras as sources

¹ If you have the Milestone Federated Architecture enabled (available option for XProtect Corporate and Expert), you will be unable to create a basic user. An Active Directory Windows user with user credentials will need to be created instead of a basic user.

Note: If Milestone components are installed on separate machines or network addresses, open port 80 and 443 on the Management Server and Recording Server, port 7563 on the Recording Server and port 9090 on the Event Server.

E-code Integration (XProtect Enterprise, Professional and Express)

- 1) Open internal ports 80 and 9090 to Actuate Server
 - a) If internal ports are not mapped to the same external port, please disclose external ports
- 2) Enable Analytics Events on port 9090
 - a) Tools → Options → Analytics Event → Enabled
- 3) Create a basic user with administrator privileges
 - a) Disclose user credentials to Actuate
- 4) Disclose Camera Names to Actuate
- 5) Create Analytics Event: "Gun Event"
 - a) Rules and Events → Analytics Event
- 6) Create Alarm Definition: "Gun Alarm"
 - a) Alarms → Alarm Definitions
 - b) Select "Gun Event" as triggering event and select all cameras as sources

Note: If Milestone components are installed on separate machines or network addresses, open port 80 on the Management Server and Recording Server and port 9090 on the Event Server.

3.3 Troubleshooting

There are two main issues encountered with the Actuate solution: Getting access, and ensuring motion detection is configured correctly:

3.3.1 Connecting to Actuate

If the Actuate server cannot communicate with your Milestone Systems server, the system will not function. If you had connectivity and no longer do, evaluate any network changes that happened in the interim and contact your Actuate representative.

3.3.2 Motion Detection

Actuate only pulls images when Milestone Systems detects motion, which minimizes bandwidth consumption. If motion detection is not sensitive enough, Actuate may not receive important frames. Increase the sensitivity of Milestone System's motion detection to ensure Actuate is pulling frames. Work with your Actuate representative to tune motion detection so it works best for both your system's existing alerts and Actuate.

3.4 Error Logs

The only error logs relevant to your Milestone server's performance are located in the standard Milestone Systems log files. Logs around the Actuate AI system are stored by Actuate and are accessible upon request to your Actuate representative.