

Manual

Milestone Axon Incident Manager v2.0

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Target audience for this document

The installation and configuration part of this document is aimed at system administrators of the Evidence.com and Milestone XProtect.

The operation part of this document is aimed at system administrators and also system operators with basic knowledge of Evidence.com and Milestone XProtect.

As this manual contains specific details about the integration, it is recommended for system administrators to check the following sources of information:

- Evidence.com Help Center
- Milestone XProtect 2021R1 (XProtect Management Client and XProtect Smart Client) and newer

and for system operators to check at least:

- Evidence.com Help Center
- Milestone XProtect (XProtect Smart Client)

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Trademarks

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Milestone Systems A/S reserve the right to make adjustments without prior notification.

All names of people and organizations used in this document's examples are fictitious. Any resemblance to any actual organization or person, living or dead, is purely coincidental and unintended.

This product may make use of third party software for which specific terms and conditions may apply. When that is the case, you can find more information in the file *3rd_party_software_terms_and_conditions.txt* located in your Milestone surveillance system installation folder.

General description

Introduction

The Axon Incident Manager is an integration, which supports number of features including:

- Exports video in AVI and XProtect format for a specified time interval
- Exports audio if needed
- Generate audit log for the activities being done
- Uploads the exported files to Evidence.com

Solution overview

The integration includes Axon Export Service, XProtect Management Client and XProtect Smart Client plug-ins.

Axon Export Service

The service responds to requests generated by the XProtect Smart Client plug-in and returns status to each client generating its requests. Check the **Export job process** subchapter below for more details.

Before starting the service, it must be configured by a user with administrator permissions. The steps are described in the [Axon Export Service configuration](#) chapter.

The service is running by default using the Local System account. If this account does not have read/write access to the export folder, change the service user account to an account with sufficient permissions. The steps are described in [Axon Export Service configuration > Windows service](#) subchapter.

XProtect Management Client plug-in

The plug-in includes the following features:

- Add/delete remote connection for Evidence.com which is needed for the upload of the exported files
- Configuration for the file split size of the AVI and XProtect format exports
- Manage the current export jobs
- Gives information for the completed exports
- Gives basic status for the Axon Export Service

XProtect Smart Client plug-in

The plug-in provides a side panel in the **Playback** tab of the XProtect Smart Client which includes the following features:

- Creating export by
 - I. Selecting the camera(s) in the current view or several cameras from the available XProtect Recording Server(s), format of the export and a time interval for which to export data
 - II. Selecting a remote connection

- III. Adding details for the export
 - Checking the current exports status

The plug-in can be installed on any computer where the XProtect Smart Client is installed. Each XProtect Smart Client can start an export job which is then added to the queue.

Export job process

1. The operator selects camera(s) from the current view or several cameras from the available XProtect Recording Server(s), then specifies the format and the time interval in the side panel of the XProtect Smart Client plug-in.
2. The operator selects remote connection for the export.
3. The operator adds details for the export.
4. The operator clicks the **Export** button. If the Axon Export Service is running, it confirms the export with a message saying **Job added to exports** meaning that the export job is added to the queue.
5. The Axon Export Service gathers information for the cameras which has been selected.
6. The Axon Export Service calculates the size the export files based on the configured file split size and starts the export. The service archives the export files in case of XProtect format export. Also, a pdf file is generated for each export. It contains logs for the activities being done.
7. Take in mind that the export process has a retry logic. If an error occurs during the exporting process, the export will be attempted up to 3 times after which, if there is no success state, they will be moved to the Completed Exports tab in the XProtect Management Client and will be marked as Failed.
8. The Axon Export Service then utilizes the Evidence.com API to upload the exported files on Evidence.com.
9. The service updates the XProtect Smart Client plug-in with progress and status information received.

Prerequisites

Requirements for use of Milestone Axon Incident Manager integration in Milestone XProtect.

Milestone XProtect

The Milestone Axon Incident Manager integration is compatible with XProtect Corporate 2021 R1 or newer.

An active Milestone XProtect license is required.

Access to the XProtect Management Client is required for the configuration of the integration. VMS Admin account.

Evidence.com API

To fully utilize the Milestone Axon Incident Manager within Milestone XProtect, you must have an Evidence.com subscription that allows access to the partner APIs and active metadata channel. Without this level of access, the integration is not fully functional. For questions regarding your Evidence.com subscription, please reach out to your Axon representative.

Codec

The integration operates with any codecs that are installed on the computer where the service is installed. **Xvid MPEG-4 Codec** is recommended for use with the integration to compress and transfer data from Milestone XProtect into Evidence.com in a timely manner. **Intel IYUV** codec and **Microsoft Video 1** codecs are **not recommended** as its use results in and larger export file size and significant data transfer time.

Download: <https://www.xvid.com/download/> (also included within the installer link below)

FAQ: <https://www.xvid.com/faq/>

Installation

Download the installer for the integration from this link and follow the prompts for installation. The link below contains both the installer and the **Xvid MPEG-4 Codec**.

Download: <https://download.milestonesys.com/AxonIncidentManager/latest/>

Plug-in and Service installer

The Milestone Axon Incident Manager integration consists of one installation file supporting Windows 64-bit only:

- *MilestoneAxonIncidentManager_x64_2.x.xx.x*

There are two components in the installer for the Milestone Axon Incident Manager integration – **plug-in** and **service**.

The **plug-in** must be installed on the following computers:

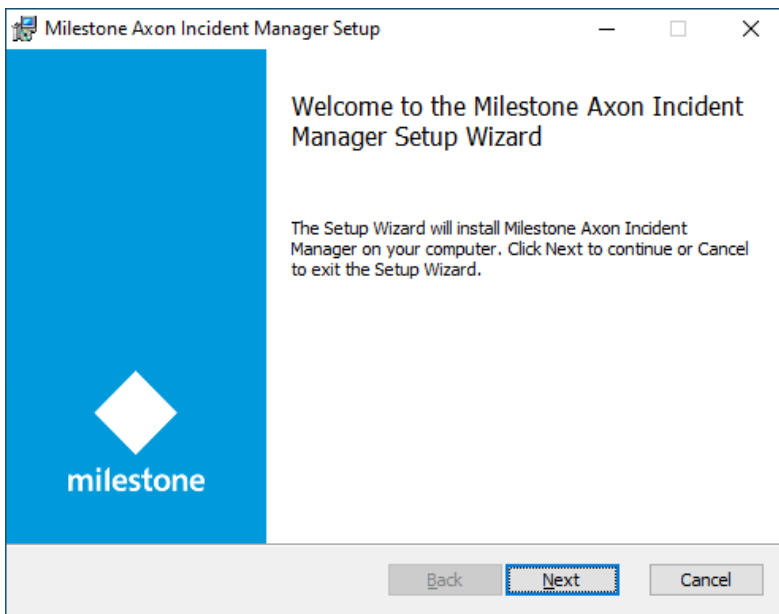
- On the computer where the **XProtect Management Client** is installed
- On the computer where the **XProtect Smart Client** is installed

The **service** component must be installed on a computer, which has access to the XProtect Management Server. The installer also includes a system tray application.

Only the plugin component installs by default. You must indicate to the installer if you would like to install the service component on the same machine or elsewhere.

Installation steps

1. Double click the installation package *MilestoneAxonIncidentManager_x64_2.x.xx.x*
2. You will see the **Milestone Axon Export Setup Wizard**. Click **Next**.

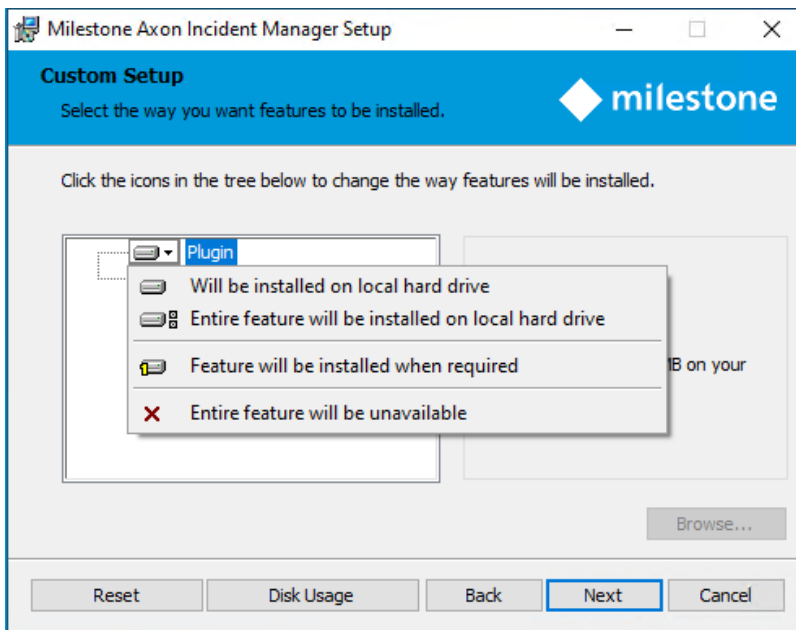


3. Read the license agreement carefully and select the **I accept the terms in the License Agreement** box. Click **Next**.



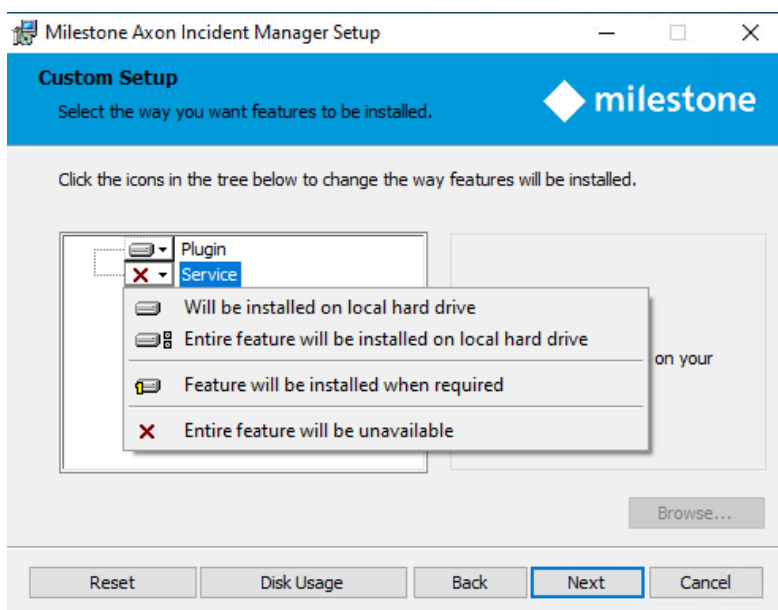
- The default setting for the **Plugin** is, “Will be installed on a local hard drive”. Use the default selection in case you are installing the plug-in for XProtect Management Client and XProtect Smart Client.

*Note: Select option **Entire feature will be unavailable** in case the plug-in installation should be skipped.*

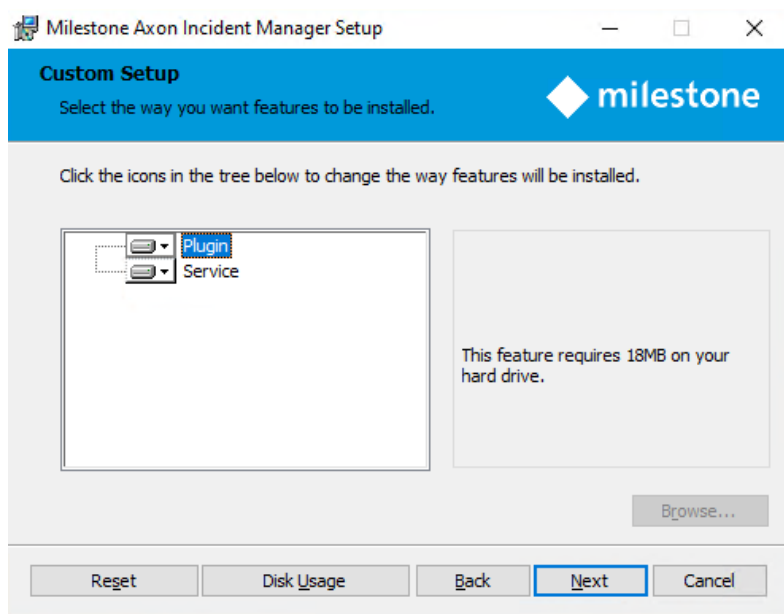


The default setting for the **Service** is “Entire feature will be unavailable”. Select option “Will be installed on local hard drive” in case you wish to install the service on the same machine as the plug-in.

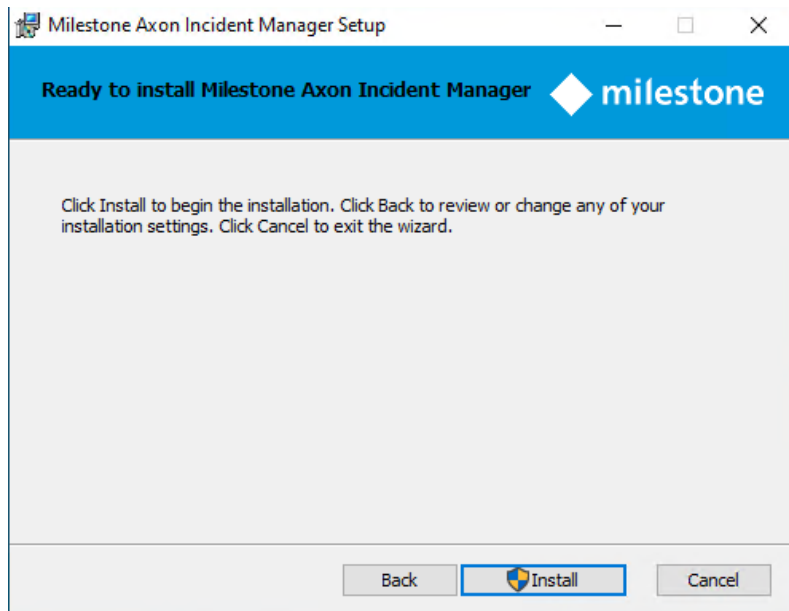
Note: Select option “Entire feature will be unavailable” in case the service installation should be skipped.



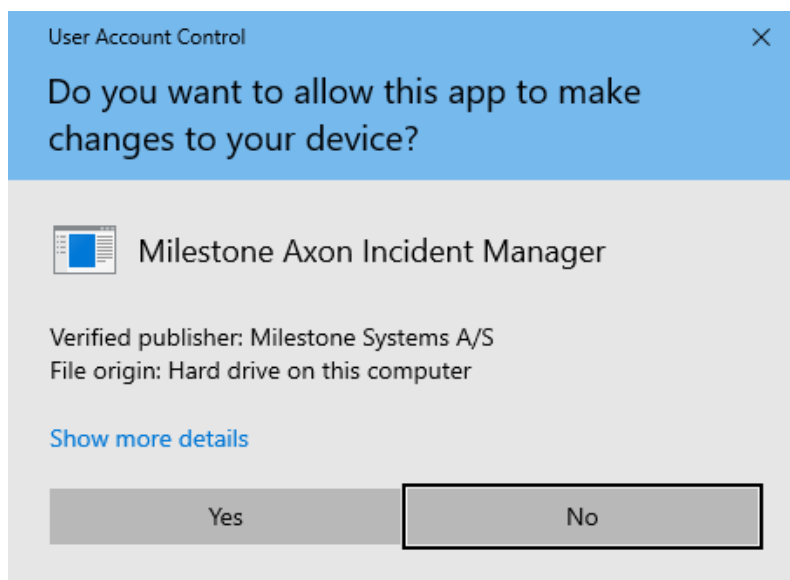
5. Click **Next**.



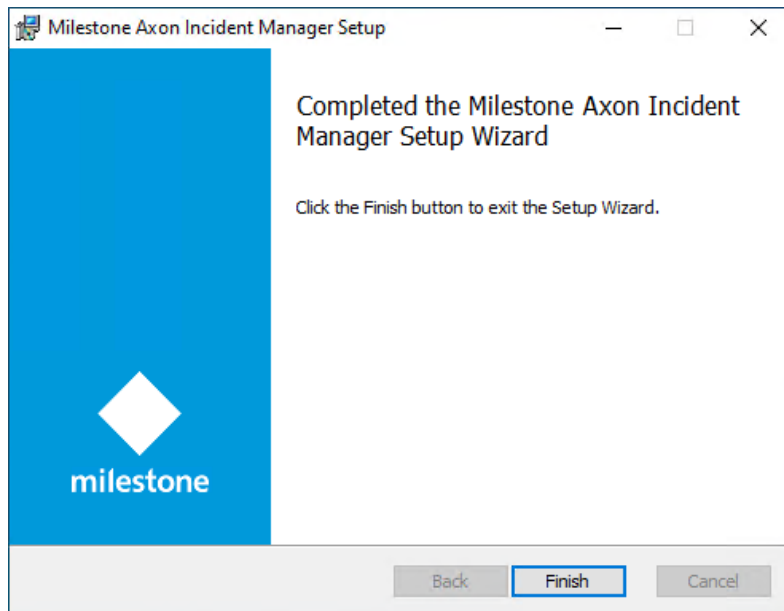
6. Click **Install**.



- Click **Yes**, in case the following message appears on the screen.



- The next actions are executed automatically.
- Click **Finish**.



License

This solution does have a build-in **MIP** license check that is locked to the software license code (SLC) of the XProtect installation of which it is a part.

It automatically comes with a 30-day grace period which starts from the date when the plug-in is installed. After the grace period expires, a permanent **MIP** license is needed.

The permanent **MIP** licenses are provided by the distributor. To generate a permanent **MIP** license, the distributor must know the SLC of the Milestone XProtect where the integration has been installed. Collect the SLC and send it to the distributor, preferably via email.

When the permanent **MIP** license is acquired, the XProtect system must be reactivated, either online or offline.

If **MIP** license check fails, the XProtect Smart Client / XProtect Management Client plug-in will issue error messages and will have a reduced functionality.

The license information can also be checked in the XProtect Management Client > **Site Navigation** > **Basics** > **License Information** > **Installed Products** > **Milestone Axon Incident Manager v2.x.xx.x**.

Licensed to:

MIP

Poland

[Edit details...](#)

[End-user license agreement](#)

Milestone Care

Your current level: Basic

[Access Milestone Care portal...](#)

[Information about Milestone Care...](#)

Installed Products

Product Version	Software License Code	Expiration Date	Milestone Care Plus	Milestone Care Premium
XProtect Corporate 2022 R3 Test	0001-0001-2226-000-60042004	10/14/2026	N/A	N/A
Milestone XProtect Smart Wall	0001-0006-1000-000-60045406	Unrestricted	Unrestricted	
Milestone XProtect Access	0001-0001-1000-000-60042706	10/14/2026	10/14/2026	
Milestone XProtect Incident Manager v22.3.0	0001-0006-1000-000-60040901	10/14/2026	10/14/2026	
Milestone XProtect Transact	0001-0006-1000-000-60046576	10/14/2026	10/14/2026	
Milestone Axon Incident Manager v2.0.10.0	N/A			

Evidence.com and XProtect export elements mapping

The table below contains the mapping between the elements in Evidence.com and the Milestone XProtect exports:

Evidence.com	Milestone XProtect
Title	Title entered during export creation.
ID	ID entered during export creation.
Categories	Categories selected during export creation.
Description	Description entered during export creation.
Assigned to	Owner Name selected during export creation.
Created on	Date when the export is created on Evidence.com.
Notes	NA
Recorded on	Start time of the export.
Uploaded on	The time when the export is uploaded on Evidence.com
Uploaded by	The description of the specific API Access Client used for the upload.
Deletion scheduled for	NA
File format	The value is based on the file format. It can be: <ul style="list-style-type: none"> • video/x-msvideo in case the export is in AVI format • application/x-zip-compressed in case the export is in XProtect format • application/pdf in case of the generated Axon Export Audit Logs file
File size	Size of the file.
Evidence group	NA
Custom metadata	NA
Original file name	<ul style="list-style-type: none"> • Name of the export file in case AVI or XProtect format export • audit.pdf in case of the Axon Export Audit Logs file
Exported by	The Windows username of the operator who initiated the export.
Cases	CaseID entered or selected during export creation.
Tags	NA

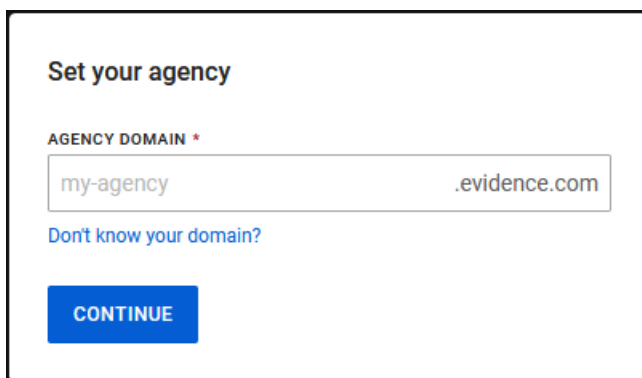
Note: The Milestone XProtect export files will be listed with the same **Title** in case of multiple export files (due to file split size) or multiple formats selected. They will have also the following same properties: **ID**, **Categories**, **Description**, **Assigned to**, **Created on**, **Recorded on**, **Uploaded on**, **Uploaded by**, **Exported by**, **Cases**.

Evidence.com

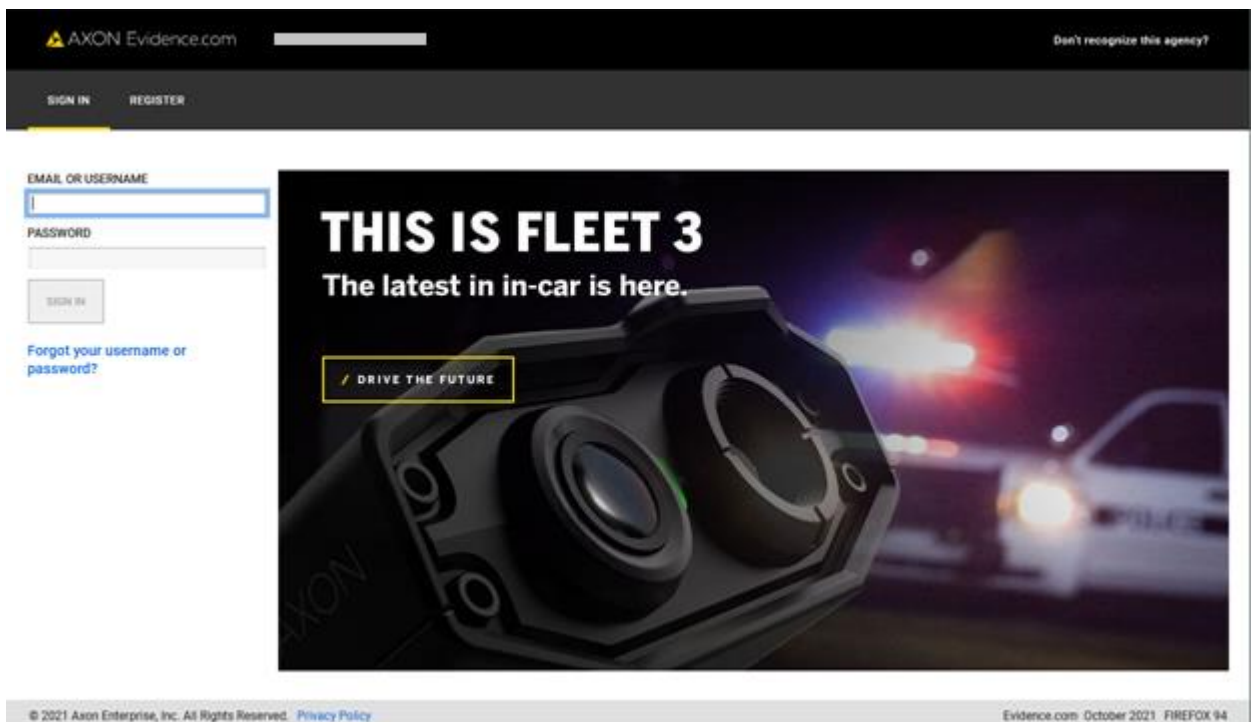
API Access Client configuration

This section identifies how to create API Access Client in Evidence.com and indicates the most restrictive required permissions to successfully use the Milestone Axon Incident Manager integration.

1. Open an internet browser and navigate to <https://evidence.com/>
2. Enter your agency domain. Click **Continue**.



3. Enter email or username and password. Click **Sign in**.



4. Navigate to **Admin > System Administration > Security Settings > API Settings**.

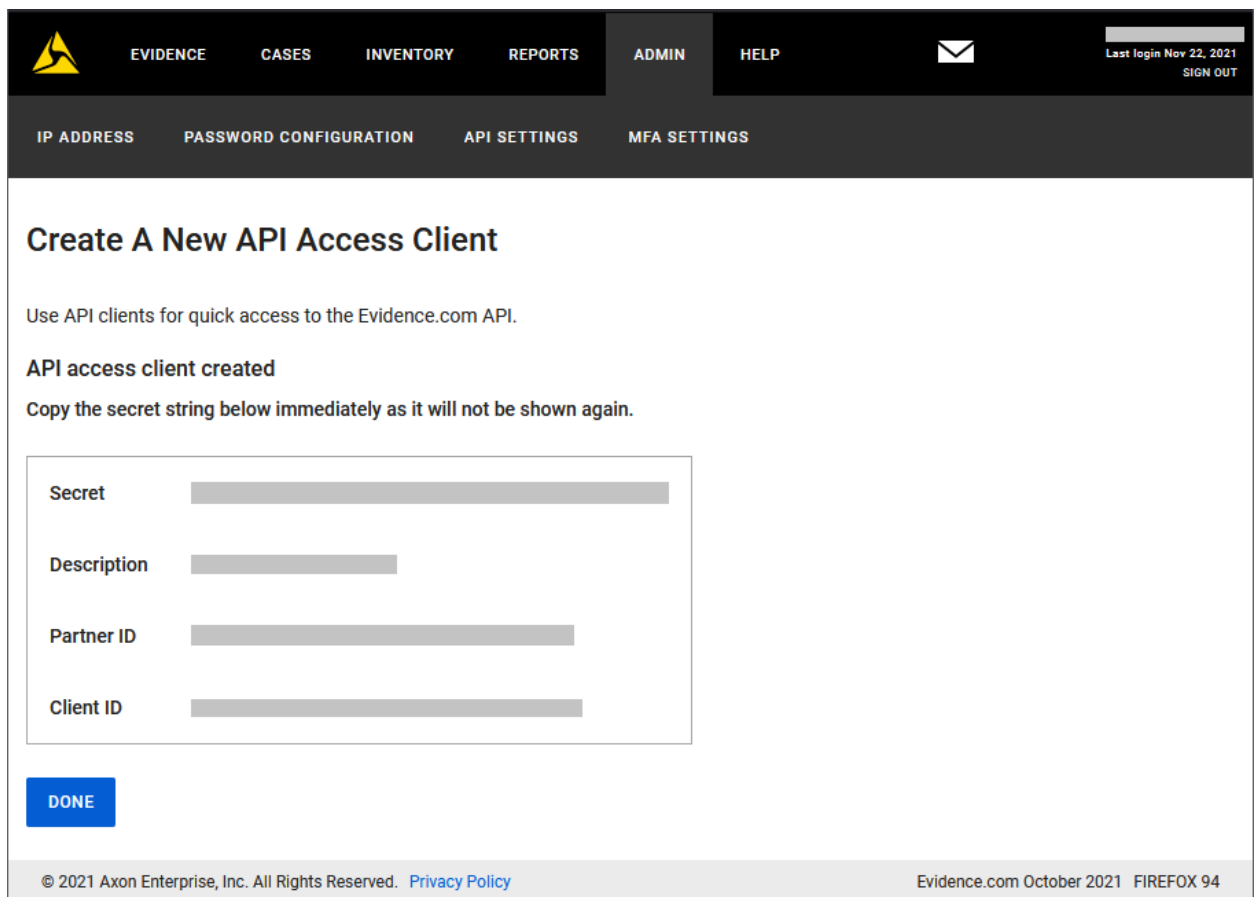
5. Click **Create client**.
6. Insert **Client name** and select the following permissions:

Permission Heading	Reason Required / Task Completed	Allowed/Prohibited
Cases		
any.list	Retrieve the case list	Allowed
any.create	Create Caseld	Allowed
Evidence		
any.create	Create evidence Attach file to evidence Complete evidence Complete file attachment Upload file by chunks	Allowed
Partner		
managedmetadata.modify	Create Update Custom Metadata Fields	Allowed
managedmetadata.read	Read Custom Metadata Fields	Allowed
category.view	Retrieve all categories	Allowed
Transcription		
Device		
Groups		
Respond		
Confidential Audit		
Systemstatus		
Interview_room		
CAD/RMS Incidents		
Users		
read	Retrieve all users	Allowed
Alpr		
Profile		
Reports		
Fleet		
Commandhierarchy		
Return		
Axon		

***Note:** All headings are included, but only the permissions that are required for each heading are listed. Listed permissions must be configured as **Allowed**. Any other listings must be listed as prohibited.*

7. Click **Save** to save the API Access Client.

Copy all the generated data (Secret, Description, Partner ID, Client ID) as it will be used in the [XProtect Management Client configuration > Add Remote connection](#) chapter.

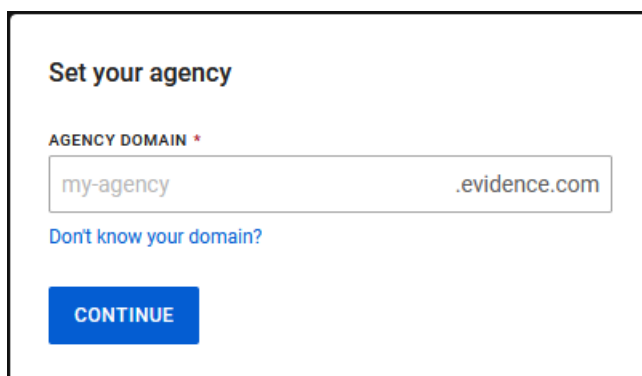


The screenshot shows the 'Create A New API Access Client' page. The top navigation bar includes 'EVIDENCE', 'CASES', 'INVENTORY', 'REPORTS', 'ADMIN', and 'HELP'. The 'ADMIN' section is expanded, showing 'IP ADDRESS', 'PASSWORD CONFIGURATION', 'API SETTINGS', and 'MFA SETTINGS'. The main heading is 'Create A New API Access Client'. Below it, a message states: 'Use API clients for quick access to the Evidence.com API. API access client created. Copy the secret string below immediately as it will not be shown again.' A form contains four fields: 'Secret', 'Description', 'Partner ID', and 'Client ID', each with a greyed-out input area. A blue 'DONE' button is at the bottom left. The footer shows '© 2021 Axon Enterprise, Inc. All Rights Reserved. Privacy Policy' and 'Evidence.com October 2021 FIREFOX 94'.

8. Click **Done**.

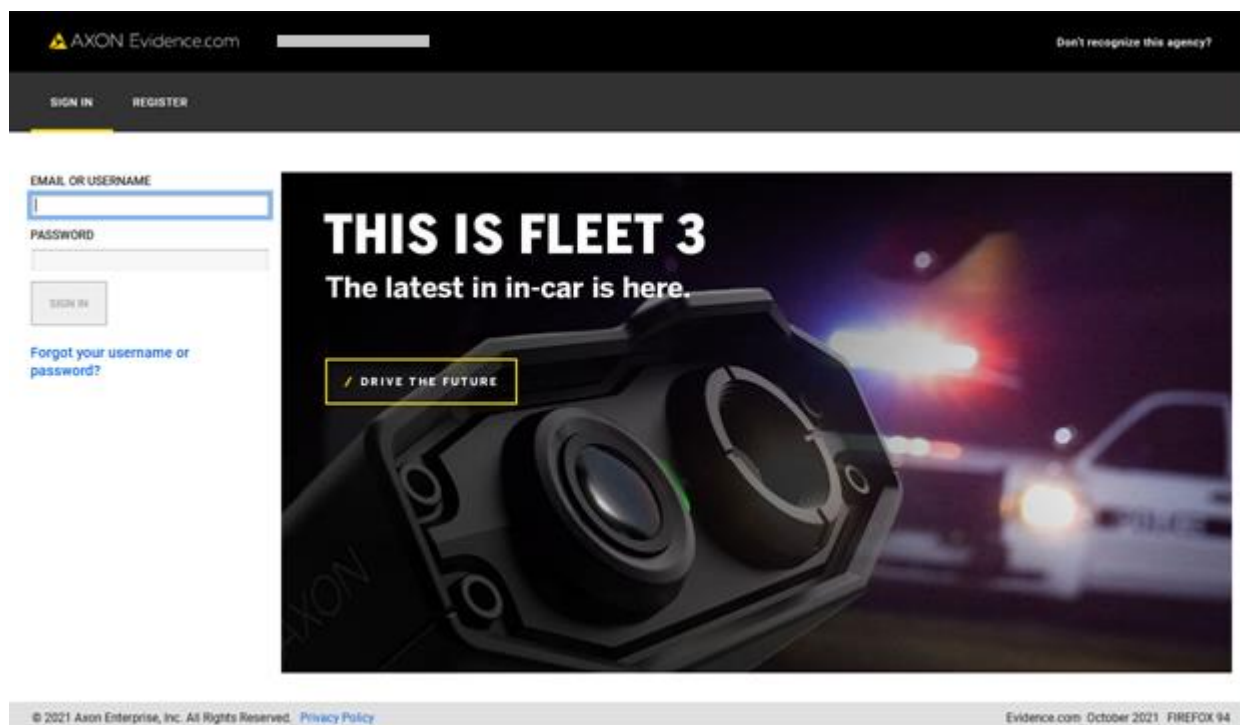
Manage Custom Metadata

1. Open an internet browser and navigate to <https://evidence.com/>
2. Enter your agency domain. Click **Continue**.



The screenshot shows the 'Set your agency' page. It has a heading 'Set your agency' and a label 'AGENCY DOMAIN *'. Below is a text input field containing 'my-agency' and a dropdown menu showing '.evidence.com'. A link 'Don't know your domain?' is below the input. A blue 'CONTINUE' button is at the bottom.

3. Enter email or username and password. Click **Sign in**.



4. Navigate to **Admin > System Administration > Agency Settings > Custom Metadata**.
5. Click **Create metadata field**.
6. Select/enter the following details:

Parameter	Description
Field Type	Select Freeform .
Field Activation	Move the slide to Enabled .
Display Title	Enter the display title.
Unique Field ID	Enter the unique field id.
Field Settings	
Always show on the Evidence Detail Page	Check this option.

Create Metadata Field

FIELD TYPE

☒ Freeform ☐ Validated ☐ Drop-down List

FIELD ACTIVATION

☒ Enabled

DISPLAY TITLE *

UNIQUE FIELD ID *

FIELD SETTINGS

☐ Always show on Evidence Detail Page


CANCEL **SAVE**

Create two custom metadata fields with the following details:

Display Title	Unique Field ID
Exported by	exportedByField
Original file name	originalFileNameField

- Click **Save** to save the custom metadata field.

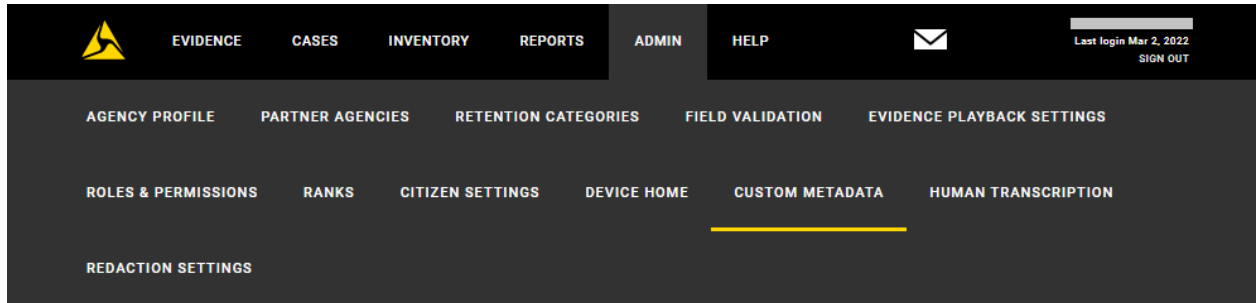
The following message appears if the custom metadata field is created successfully:



Metadata field created successfully

CLOSE

Example:





Manage Custom Metadata

Custom Metadata

4 results

[CREATE METADATA FIELD](#)

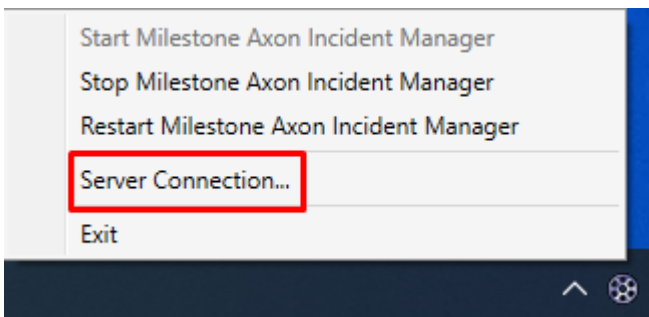
Display Name	API ID	Last Modified	Status	Type	Usages	
Exported by	exportedByField	Aug 6, 2020 9:13 AM	Enabled	Freeform	1168	
Original file name	originalFileNameField	Oct 7, 2020 4:15 PM	Enabled	Freeform	1000	

Axon Export Service configuration

1. Start the **Milestone Axon Incident Manager** app from the shortcut in the Windows Start menu. You will find it under the Milestone Axon heading.
2. Right-Click on the **Milestone Axon Incident Manager** tray icon



3. Select **Server Connection...** to configure the connection to the Milestone XProtect.

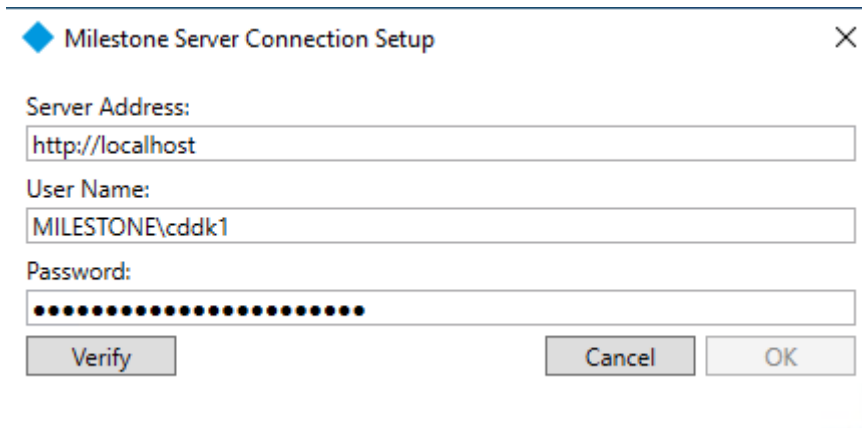


4. Insert valid data in the following fields:
 - **Server Address:** The IP address or hostname of the **XProtect Management Server**. Use the format `http://<address>:<port>`
 - **UserName:** Domain username which is added to the **Administrators** role in the Milestone XProtect. The format must be `Domain\Username` where the **Domain** is the domain name, and the **Username** is the name of the user in the domain.

Note: Insert the name of the computer (or localhost) where the XProtect Management Server is installed. If the user is not a part of the active directory, then a user that is part of the local Windows accounts should be used.

- **Password:** The password for the account.

5. Click **Verify**.



Milestone Server Connection Setup

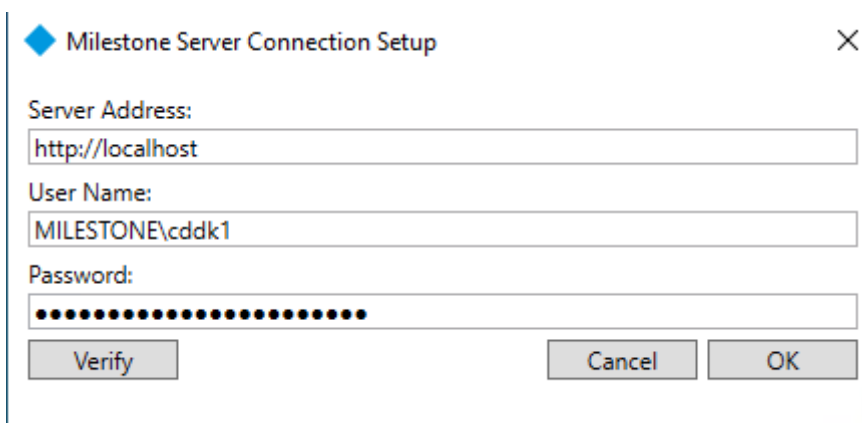
Server Address:
http://localhost

User Name:
MILESTONE\cddk1

Password:
.....

Verify Cancel OK

6. If verification is authenticated the **OK** button will become active. Click **OK** to close the window.



Milestone Server Connection Setup

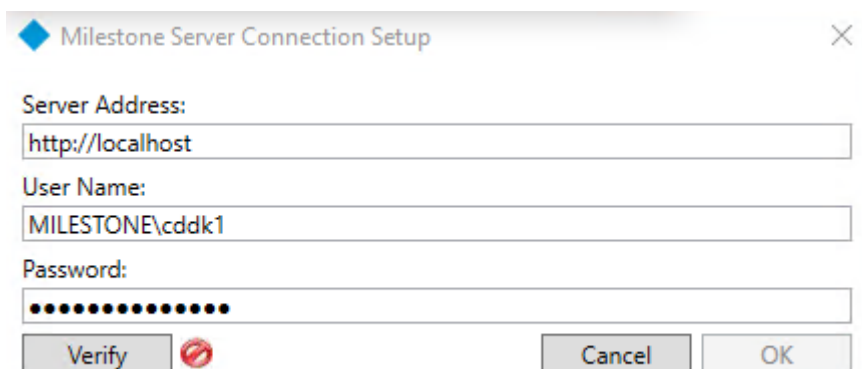
Server Address:
http://localhost

User Name:
MILESTONE\cddk1

Password:
.....

Verify Cancel OK

- In case the credentials are not correct, you will see a red circle and error message. Click **OK**. Insert new credentials and click **Verify** again.



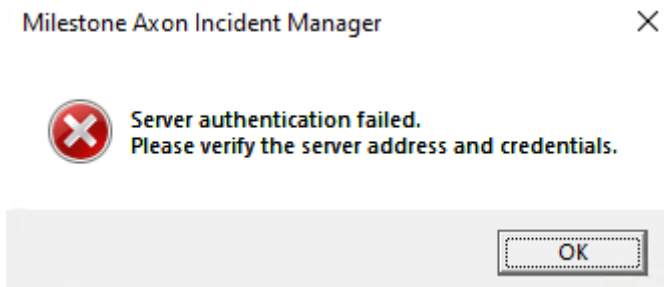
Milestone Server Connection Setup

Server Address:
http://localhost

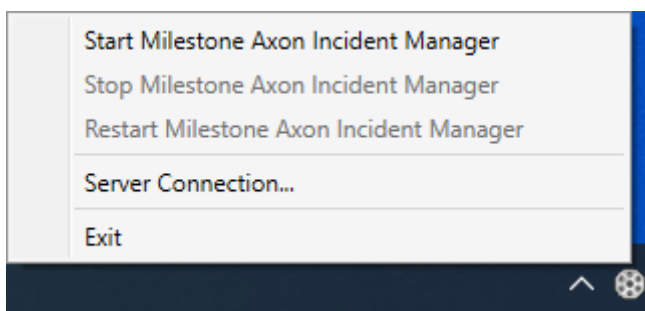
User Name:
MILESTONE\cddk1

Password:
.....

Verify Cancel OK



7. Start the service by selecting **Start Milestone Axon Incident Manager**.



8. Press the **Yes** button in case the following message appears on the screen.



The **Milestone Axon Incident Manager** icon will darken the service is started successfully.

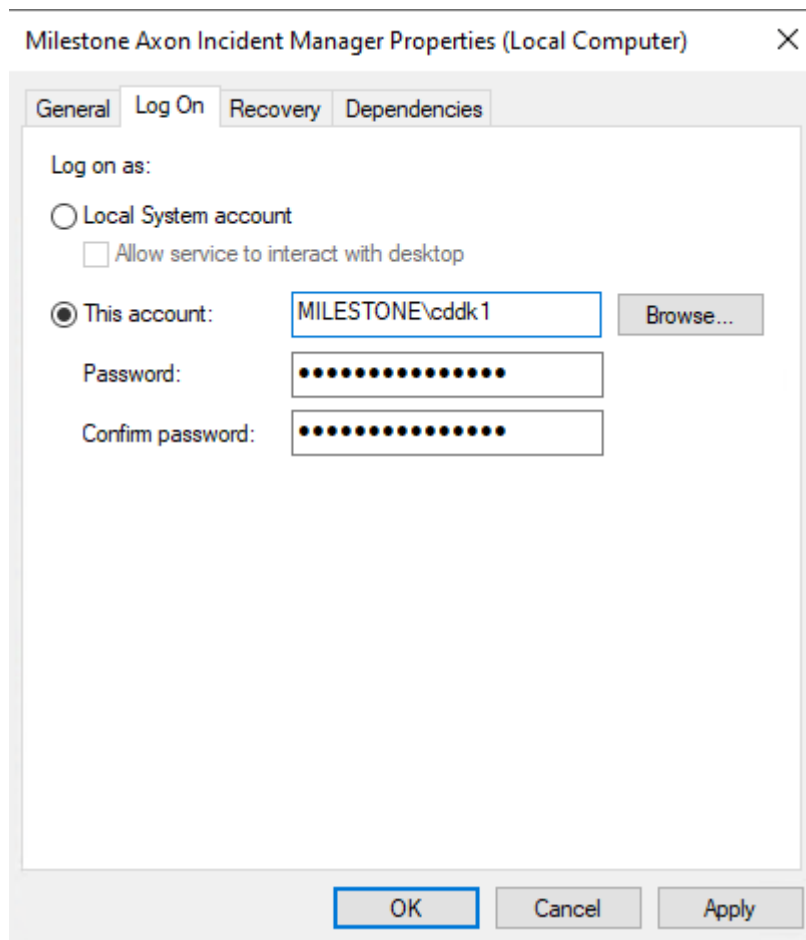
Note: The service must be restarted when new cameras are added or removed.

Windows service

Follow these steps to change the account of the Windows service if it is needed:

1. Open Control Panel > **All Control Panel Items** > **Administrative Tools** > **Services**.
2. Right click on the **Milestone Axon Incident Manager** service and select **Properties**.
3. Open **Log On** tab and insert a valid credentials. Click **OK**.

***Note:** The specified account must be part of the **Administrators** role in the Milestone XProtect.*



4. Restart the **Milestone Axon Incident Manager** service.

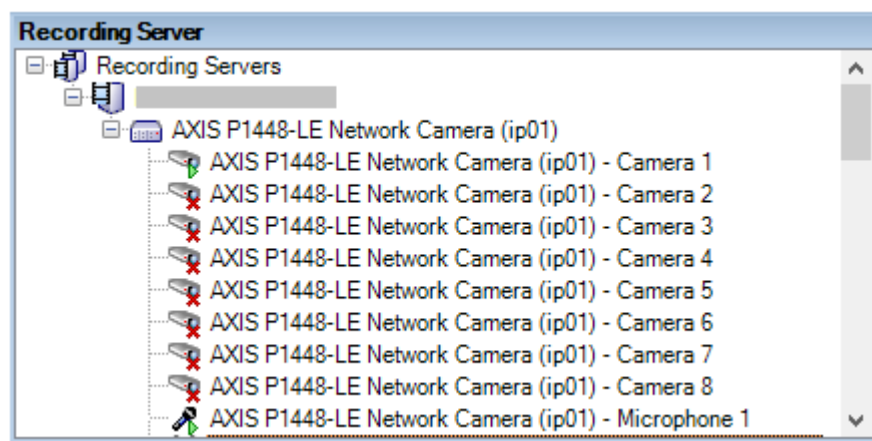
XProtect Management Client configuration

Add camera to a recording server

1. Open XProtect Management Client > **Site Navigation** > **Servers** > **Recording Servers**.
2. Right click on the current recording server and select **Add Hardware...**
3. Follow the wizard to add all available cameras.

Note: For detailed description on how to add cameras to a recording server, see the Milestone XProtect (XProtect Management Client) help.

Example:



Add microphone

Add separate microphone if it is needed:

1. Open XProtect Management Client > **Site Navigation** > **Servers** > **Recording Servers**.
2. Right click on the current recording server and select **Add Hardware...**
3. Follow the wizard to add all available microphones.

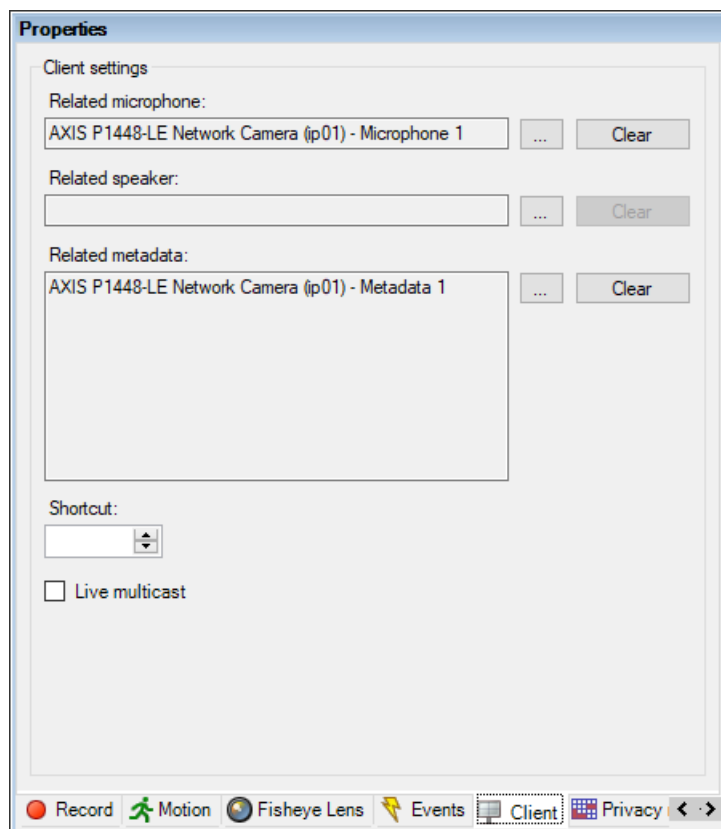
Note: For detailed description on how to add microphones to a recording server, see the Milestone XProtect (XProtect Management Client) help.

Configure microphone

1. Open XProtect Management Client > **Site Navigation** > **Servers** > **Recording Servers**.
2. Select specific camera > **Properties** > **Client** tab.
Related microphone is listed under the **Client Settings**.

Example:

AXIS P1448-LE Network Camera (ip01) – Microphone 1 is part from AXIS P1448-LE Network Camera (ip01) hardware device and it is related by default.



3. (Optional) Click **Clear** to remove the current related microphone.
4. Click browse button (...) and select microphone from **Device groups** or **Recording servers** tab in the dialog window **Select device**.
5. Click **OK**.
6. Click **Save** in the toolbar to save the changes.

Add Remote connection

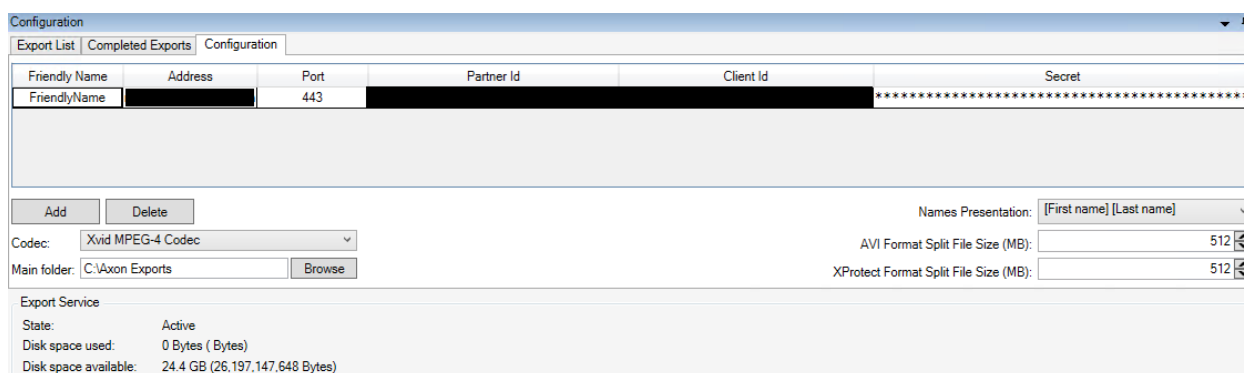
1. Open XProtect Management Client > **Site Navigation** > **MIP Plug-ins** > **Milestone Axon Incident Manager** > **Configuration** tab.
2. The following connection details need to be specified in the **Remote connection** section:

Parameter	Description
Friendly Name	Name for the connection.
Remote address	Remote address of the connection. The format is <i><your agency>.evidence.com</i>
Port	The port number of the connection. It is usually 443 for https connection.

PartnerId	PartnerId string from the Evidence.com API Access Client configuration chapter.
ClientId	ClientId string from the Evidence.com API Access Client configuration chapter.
Secret	Secret string from the Evidence.com API Access Client configuration chapter.

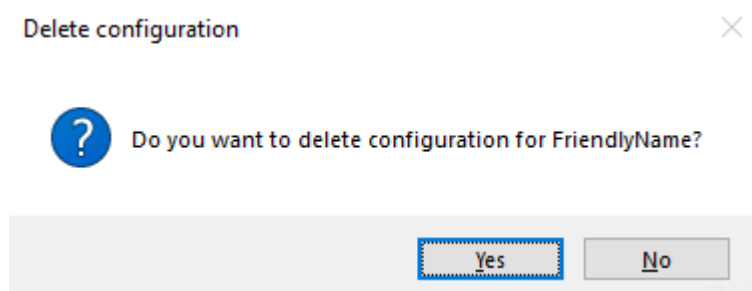
- Click **Save** in the toolbar to save the configuration.

Example:



Delete Remote connection

- Open XProtect Management Client > Site Navigation > MIP Plug-ins > Milestone Axon Incident Manager > Configuration tab.
- Click on a row from the grid and click **Delete**.
The following message is displayed:



Click **Yes** to delete the selected Remote connection.

Note* Remote connection is the full row of information in the *Configuration* tab

- Click **Save** in the toolbar to save the changes.

Other plug-in configurations

1. Open XProtect Management Client > Site Navigation > MIP Plug-ins > Axon Incident Manager > Configuration tab.
2. Change the following parameters based on your requirements:

Parameter	Description
Names presentation	<p>Changes the way names are displayed in the XProtect Smart Client > Playback > MIP Plug-ins > Milestone Axon Incident Manager > Owner name*.</p> <p>The available options are [First name] [Last name] or [Last name] [First name].</p>
AVI Format Split File Size (MB)	<p>The file split size in MB for AVI format exports. The default value is 512 MB. The min value is 128 MB and max value is 2048 MB (2 GB).</p> <p>The AVI format export is split into several files with the specified split file size if the overall size of the export exceeds the specified file split size.</p> <p>The naming convention is:</p> <p>1 file – <<i>Title of the export</i>>.avi</p> <p>2 file – <<i>Title of the export</i>>_0001.avi</p> <p>..</p> <p>N file – <<i>Title of the export</i>>_n.avi</p>
XProtect Format Split File Size (MB)	<p>The file split size in MB for XProtect format exports. The default value is 512 MB. The min value is 128 MB and max value is 262 144 MB (256 GB).</p> <p>The XProtect format export is split to several files with the specified split file size if the overall size of the export exceeds the specified file split size.</p> <p>The naming convention is:</p> <p>1 file – <<i>Title of the export</i>>.zip</p> <p>2 file – <<i>Title of the export</i>>.z01</p> <p>..</p> <p>N file – <<i>Title of the export</i>>.zN</p>

3. Click **Save** in the toolbar to save the configuration.

XProtect Management Client operation

Export list

Open XProtect Management Client > **Site Navigation** > **MIP Plug-ins** > **Milestone Axon Incident Manager** > **Export list** tab.

The **Export list** shows the status of the export(s) requested by all operators. The start order of exports is from the top of the list to the bottom. The top export is either the currently running export, or the next one to be started. If there are failed exports, they will be on the top.

The table contains the following parameters (columns):

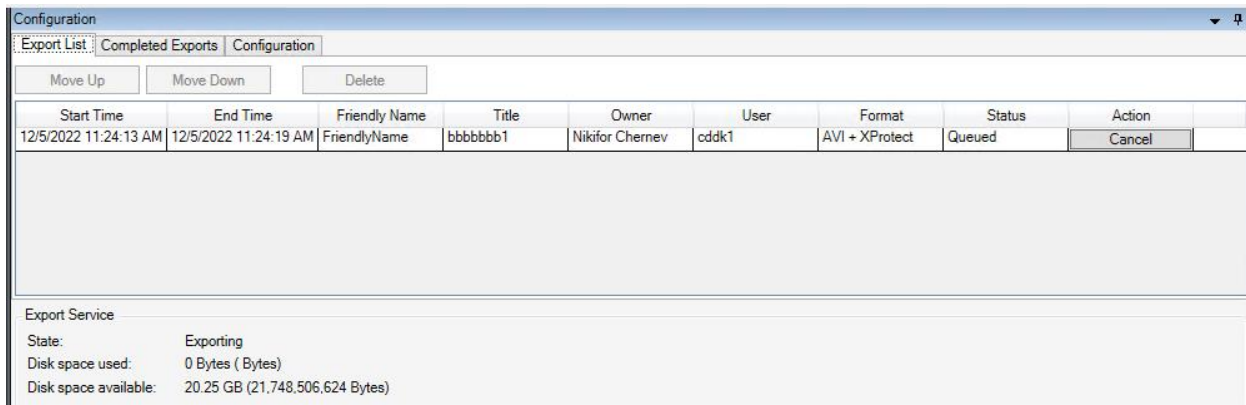
Parameter	Description
Job timestamp	Timestamp when the export job was initiated.
Start Time	The start time for the export.
End Time	The end time for the export.
Friendly Name	The name of the remote connection used for the upload.
Title	The name of the export.
Owner	The user to whom the export belongs.
User	The Windows username of the operator who initiated the export.
Format	The format of the exported video/audio files. It could be AVI , XProtect , AVI + XProtect , AVI + Audio , XProtect + Audio or AVI + XProtect + Audio depending on the operator choice.
Status	The status of the export can be: <ul style="list-style-type: none"> Queued: The export is added to the queue. Exporting: The files are being exported. Uploading: The export files are being uploaded to Evidence.com. Failed: The export has failed.
Action	The action you could do depending on your purpose: <ul style="list-style-type: none"> retry: The export has failed and can be retried. cancel: The export is in status Queued, Exporting or Uploading and can be cancelled.

Note* *Export list is updated automatically.*

If you cancel job which has already started, and some files are already uploaded – the newly created temporary folder on the computer will be deleted but the already uploaded files remain on Evidence.com. The job will start from the beginning if you retry the canceled export.

You need to stop the Axon Export Service and manually delete the following file:

C:\ProgramData\Milestone\MilestoneAxonIncidentManager\JobQueue.xml if you want to clear the current Export list.



Completed exports

1. Open XProtect Management Client > Site Navigation > MIP Plug-ins > Milestone Axon Incident Manager > Completed exports tab.

The **Completed exports** list shows all completed exports requested by all operators in a specified time interval. By default, today's date is selected.

The table contains the following columns:

Parameter	Description
Job timestamp	Timestamp when the export job was initiated.
Start Time	The start time for the export.
End Time	The end time for the export.
Friendly Name	The name of the remote connection used for the upload.
Title	The name of the export.
Owner	The user to whom the export belongs.
User	The Windows username of the operator who initiated the export.
Format	The format of the exported video/audio files. It could be AVI, XProtect, AVI + XProtect, AVI + Audio, XProtect + Audio or AVI + XProtect + Audio depending on the operator choice.
Status	The status of the export. It is always Completed .

2. Enter manually or select from the dropdown **Start Date** and **End Date**, and click **Update** to refresh the **Completed exports** list with the results.

The **Start Date** and the **End Date** specify a whole day.

Note: You need to stop the Axon Export Service and manually delete the following file:

`C:\ProgramData\Milestone\MilestoneAxonIncidentManager\JobQueue.xml` if you want to clear the current **Completed exports** list.

The example below shows completed and uploading exports.

Configuration
Export List
Completed Exports
Configuration

From: 05/12/2022 00:00:00
To: 06/12/2022 23:59:59

Start Time	End Time	Friendly Name	Title	Owner	User	Format	Status
12/5/2022 11:24:13 AM	12/5/2022 11:24:19 AM	FriendlyName	bbbbbbb	Nikifor Chernev	cddk1	AVI + XProtect	Uploading
12/5/2022 11:24:13 AM	12/5/2022 11:24:19 AM	FriendlyName	bbbbbbb	Nikifor Chernev	cddk1	AVI + XProtect	Uploading
12/5/2022 11:24:13 AM	12/5/2022 11:24:19 AM	FriendlyName	bbbbbbb1	Nikifor Chernev	cddk1	AVI + XProtect	Completed

Export Service
State: Exporting
Disk space used: 75.08 MB (78,723,611 Bytes)
Disk space available: 20.18 GB (21,665,542,144 Bytes)

Export service

Open XProtect Management Client > Site Navigation > MIP Plug-ins > Milestone Axon Incident Manager.

Export service section is visible in all three tabs – Export list, Completed exports, Configuration.

- **State:** Shows the state of the **Milestone Axon Incident Manager**. If it is running the state is indicated as **Running**, otherwise the state displays **Stopped**.

*Note: The **Milestone Axon Incident Manager** must be running to process exports.*

- **Disk space used:** Indicates the amount of disk space used by files in the **Export Main Folder** of the **Milestone Axon Incident Manager**.
N/A could be displayed when the **Milestone Axon Incident Manager** is not running or while disk space used is being calculated on disk with many files.
- **Disk space available:** Indicates the amount of disk space left on the drive currently being used for exports. N/A could be displayed when the **Milestone Axon Incident Manager** is not running or if the selected **Export Main Folder** is located on a shared drive.

Export service
State: Running /
Disk space used: 521 MB
Disk space available: 9 GB

XProtect Smart Client operation

Create export

1. Open XProtect Smart Client > **Playback** tab. The plug-in is available in the **MIP Plug-ins** side panel with the headline **Milestone Axon Incident Manager**.
2. Specify the following details:

Parameter	Description
Cameras (Selection)	<ul style="list-style-type: none"> • Selected: Exports data from the selected camera only. • Current view: Exports data from all the cameras in the view. • Custom: Exports data from the cameras selected using the Select... button.
Format	<ul style="list-style-type: none"> • AVI: Exported data is created in AVI format. In case of multiple AVI files export (from several cameras) in one export job - separate evidence (record) is created on the site, but under the same ID. • XProtect format: Exported data is created in XProtect format. The file(s) are archived, and player is included in the zip. In case of multiple XProtect format files export (from several cameras) in one export job - files are grouped in one zip file and appear as such on the site. • Include Audio: Exported data includes audio.
Export Time Interval	<p>The start and stop time for the export. Values can be:</p> <ul style="list-style-type: none"> • Entered manually • Selected from the dropdown • Dynamically adjusted when using Time Selection Mode of the XProtect Smart Client
Remote service	<ul style="list-style-type: none"> • Friendly Name: Select the remote connection you want to use for the upload to Evidence.com. These connections are configured in the XProtect Management Client.- mandatory field • Category: Select one or multiple categories that have been defined on Evidence.com. • Owner Name: Select the owner of the export. It is mandatory field. • Title: Enter valid title for the export. It is mandatory field. • Description: Insert valid description for the export. It is mandatory field. • Case ID: Insert valid case id for the export. • ID: Insert valid id for the export. Mandatory field

Notes: Asterisk is used for all fields that are mandatory.

The same **Category**, **Owner Name**, **Title**, **Description**, **Case ID**, **ID** are used on the Evidence.com in case you export **AVI + XProtect** format files at the same time.

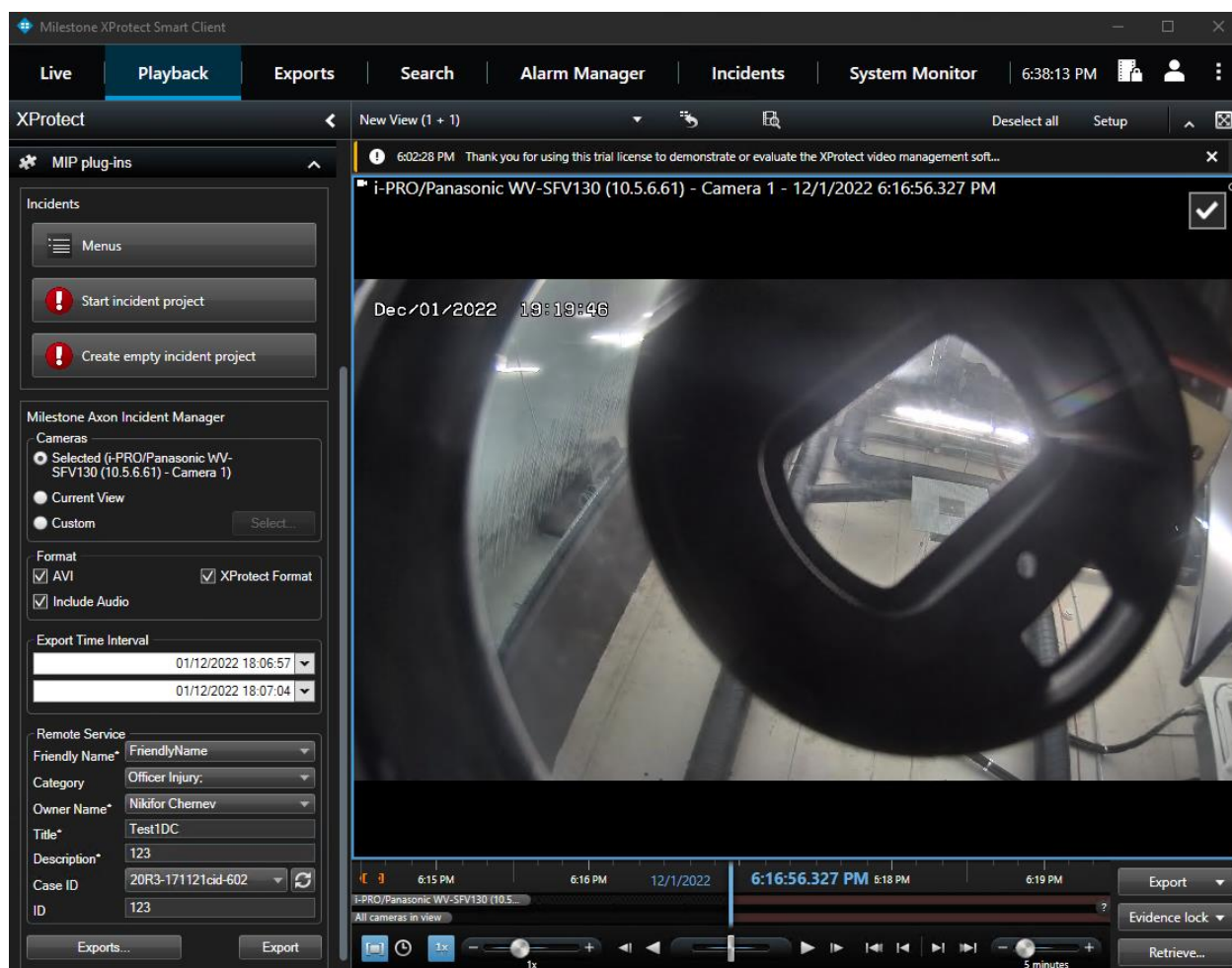
If no video is available in between the selected interval, a single static image is exported for the entire duration.

If no video is available in the beginning or in the end of the selected interval, the exported video contains only the part with the video.

3. Click **Export**.

Example:

The example export below includes AVI, XProtect format and audio.



Exports Status

1. Open XProtect Smart Client > **Playback** tab. The plug-in is available in the **MIP Plug-ins** side panel with the headline **Milestone Axon Incident Manager**.
2. Click **Export Status**.

The **Export list** shows all exports requested by the current operator in a specified time interval. By default, today's date is selected.

The table contains following parameters (columns):

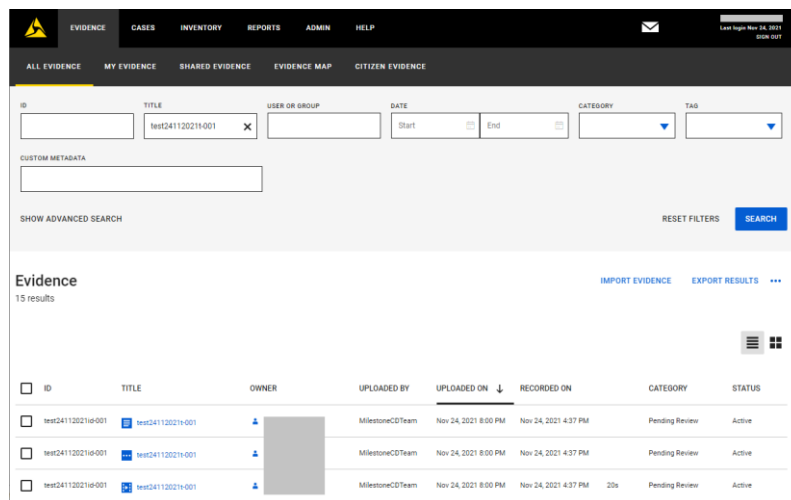
Parameter	Description
Job timestamp	Timestamp when the export job was initiated.
Start Time	The start time for the export.
End Time	The end time for the export.
Friendly Name	The name of the remote connection used for the upload.
Title	The name of the export.
Owner	The user to whom the export belongs.
User	The Windows username of the operator who initiated the export.
Format	The format of the exported video/audio files. It could be AVI , XProtect , AVI + XProtect , AVI + Audio , XProtect + Audio or AVI + XProtect + Audio depending on the operator choice.
Status	The status of the export can be: <ul style="list-style-type: none"> • Queued: The export is added to the queue. • Exporting: The files are being exported. • Uploading: The export files are being uploaded to Evidence.com. • Failed: The export has failed.
Action	The action you could do depending on your purpose: <ul style="list-style-type: none"> • retry: The export has failed and can be retried. • cancel: The export is in status Queued, Exporting or Uploading and can be cancelled.

Note: Export list is not updated automatically.


3. Enter manually or select from the dropdown **Start Date** and **End Date** and click **Update** to refresh the **Export list** with the results.

4. Navigate to **Evidence > All evidence**.
5. Refine the results using the search filters. You can use for example the **Title** filter and enter the **Title** of the export.

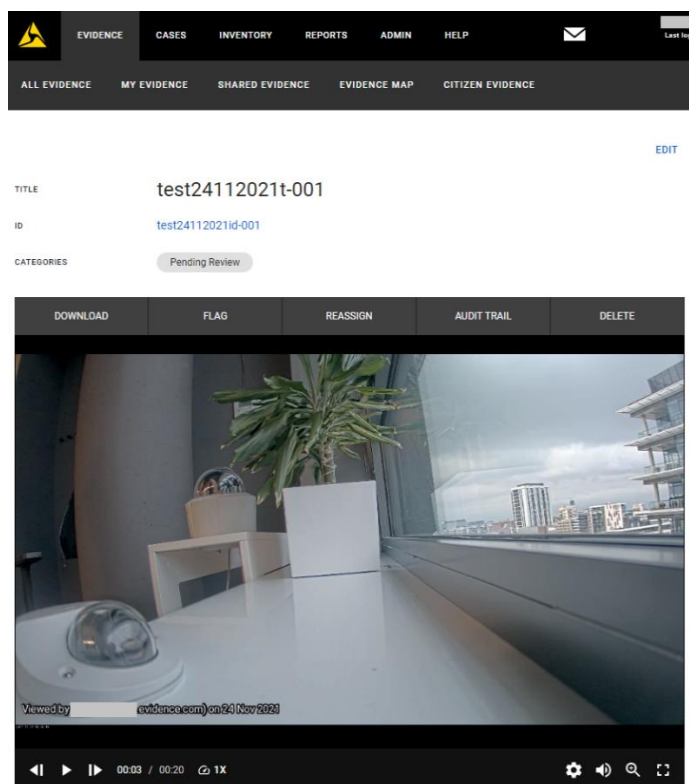
Example:




AVI format export

The AVI format exports are marked by this icon: . Click on the AVI format file (evidence) to open its detailed properties and play the video/audio directly from the internet browser.

Example:

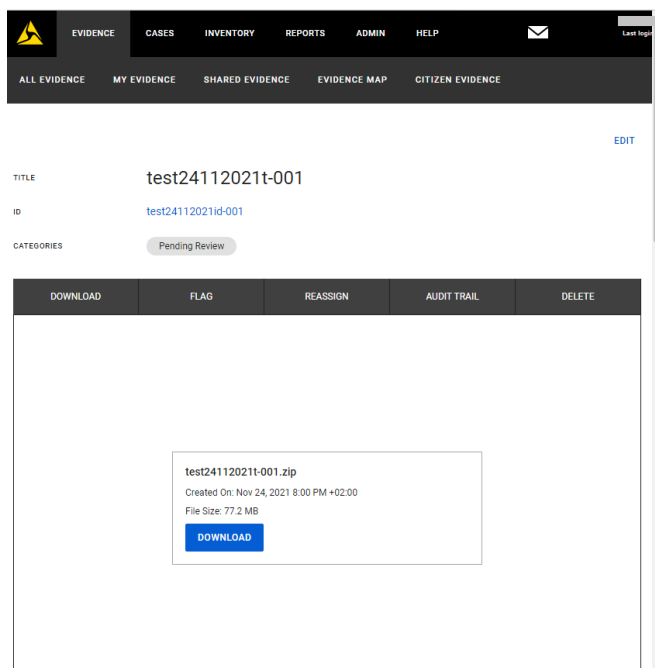


XProtect format export

The XProtect format exports are marked by this icon: .

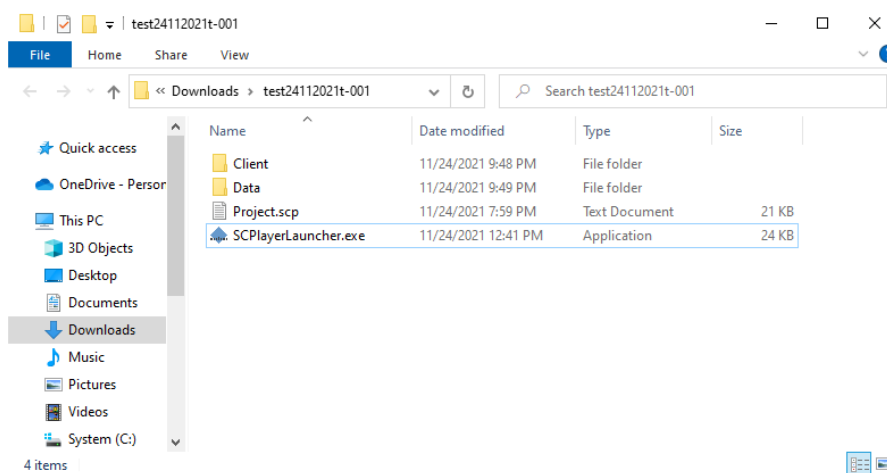
1. Click on the XProtect format file (evidence) to open its detailed properties.

Example:



2. Click **Download** to download the archive.
3. Unzip the archive.

Example:



4. Open **SCPlayerLauncher.exe** from the mail folder to play the video/audio.

Example:



Axon Export Audit Logs


The generated audit file in pdf format is marked by this icon: . Click on the pdf file to open its detailed properties and view the contents.

There are several parameters (rows) included in the table:

Parameter	Description
Export request	Id: Unique id which is created for the export job. Request Time: The time when the export job is created. User: The Windows username of the operator who initiated the export. Video Start Time: Start time of the export. Video End Time: End time of the export. Camera IDs: The id(s) of the camera(s). Categories: The selected categories.
Export video (local stored video files)	Job ID: Unique id which is created for the export job. Camera IDs: The name(s) of the camera(s). Video Start Time: Start time of the export. Video End Time: End time of the export.
Upload start (uploading to remote ECOM service)	Job ID: Unique id which is created for the export

job.

Example:



EVIDENCECASESINVENTORYREPORTSADMINHELP

ALL EVIDENCEMY EVIDENCESHARED EVIDENCEEVIDENCE MAPCITIZEN EVIDENCE

EDIT

TITLE

test24112021t-001

ID

test24112021id-001

CATEGORIES

Pending Review

DOWNLOAD

FLAG

REASSIGN

AUDIT TRAIL

DELETE

Axon Export Audit Logs

Time	Title	Event
11/24/2021 7:59 PM	Export request	Id: e12b1b01-d764-4625-b68c-3c172934220f, Request Time: 11/24/2021 5:59:27 PM, User: [redacted], Video Start Time: 11/24/2021 4:37:10 PM, Video End Time: 11/24/2021 4:37:30 PM, Camera IDs: 96a425e-0307-4787-85d0-25e9ea44b0b3, Categories: Pending Review
11/24/2021 7:59 PM	Export video (local stored video files)	Job ID: e12b1b01-d764-4625-b68c-3c172934220f, Camera IDs: AXIS P1443-L/E Network Camera (ip01) - Camera 1, Video Start Time: 11/24/2021 4:37:10 PM, Video End Time: 11/24/2021 4:37:30 PM
11/24/2021 7:59 PM	Export video (local stored video files)	Job ID: e12b1b01-d764-4625-b68c-3c172934220f, Camera IDs: AXIS P1443-L/E Network Camera (ip01) - Camera 1, Video Start Time: 11/24/2021 4:37:10 PM, Video End Time: 11/24/2021 4:37:30 PM
11/24/2021 8:00 PM	Upload start (uploading to remote ECOM service)	Job ID: e12b1b01-d764-4625-b68c-3c172934220f

Troubleshooting

This section provides information, which helps the administrator solve cases where the integration fails working. For detailed troubleshooting **Milestone Axon Incident Manager** should be inspected.

Cause	Action
Failed Export	Check Log files located in <i>C:\ProgramData\Milestone\MIPSDK</i>

Case: Milestone Axon Incident Manager integration is not working properly.

Cause	Action
MIP License has expired or is not activated.	First, consider re-activation of the license either online or offline. Check the license details in XProtect Management Client.

Case: Export jobs are not created.

Cause	Action
Milestone Axon Incident Manager is not configured or not running.	Check the configuration of the Milestone Axon Incident Manager . Start the service if it is not running.

Case: AVI format exports have large size.

Cause	Action
Intel IYUV codec and Microsoft Video 1 codecs generate large size export files.	It is recommended to use the Xvid MPEG-4 Codec.

Milestone Axon Incident Manager logs

The log files are typically located in the following folder: *C:\ProgramData\Milestone\MIPSDK*

New log files are created daily for the **plug-in**, **service**, and **tray manager**. The content of the file can be viewed using a simple text viewer such as Microsoft Notepad.

Limitations

The Axon Export Service must be restarted when new cameras are added or removed.

Known issues

There are no known issues at the time of the release.



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 150,000 sites worldwide. Founded in 1998, Milestone is a stand-alone company in the Canon Group.