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Milestone Securitas AeroScout Integration

Administrator manual



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Overview

Milestone Securitas AeroScout Integration

AeroScout MobileView is software that uses Wi-Fi to help you monitor the location and condition of patients, equipment, and environments throughout the facility.

With the Milestone Securitas AeroScout Integration, you can:

- Associate AeroScout MobileView events with user-defined or analytics events in the XProtect VMS and create alarms in XProtect Management Client.
- Associate AeroScout MobileView zones with cameras from XProtect Management Client.
- Use the XProtect Smart Client map feature to view maps together with the AeroScout MobileView maps and zones.
- View and handle alarms from a dedicated AeroScout MobileView tab in XProtect Smart Client.
- View maps, zones from AeroScout MobileView, and associated maps directly from XProtect Smart Client.

System architecture

To receive alarms from your AeroScout MobileView system, you must install the Milestone Securitas AeroScout Integration service on a computer with access to the AeroScout MobileView servers and the XProtect VMS. The integration service collects events from the AeroScout MobileView servers and maps them to user-defined or analytics events in the XProtect VMS.

You can use the events to create alarms that notify the XProtect Smart Client users.



The integration requires the following elements:

- AeroScout MobileView system
- Milestone Securitas AeroScout Integration service
- XProtect VMS

- Milestone Securitas AeroScout plug-ins for XProtect Management Client and XProtect Smart Client



Milestone recommends that you install the integration service on a computer that is dedicated to running the integration.

The basic data flow for receiving alarms in XProtect Smart Client is as follows:

1. The AeroScout MobileView system sends event information to the integration service.
2. The integration service sends the event information to the event server.
3. The event server triggers an alarm and sends it to XProtect Smart Client.
4. The integration plug-in for XProtect Smart Client loads the AeroScout MobileView map that is associated with the alarm.

Compatibility

Milestone Securitas AeroScout Integration is compatible with the following versions:

XProtect

- XProtect Professional+ 2023 R3 and later
- XProtect Expert 2023 R3 and later
- XProtect Corporate 2023 R3 and later

AeroScout MobileView software platform

- AeroScout MobileView version 5.6 and later

Licensing

Milestone Securitas AeroScout Integration licensing

You must have an XProtect base license and device licenses. This integration does not require any additional Milestone licenses.

You must also have the required license from Securitas to use the AeroScout MobileView software platform.

Requirements and considerations

System requirements

Milestone recommends that you install the Milestone Securitas AeroScout Integration service on a dedicated computer with the following minimal requirements:

Prerequisite	Description
Operating system	Milestone Securitas AeroScout Integration is compatible with: <ul style="list-style-type: none"> • Microsoft® Windows® 10 Pro (64-bit) • Microsoft® Windows® 10 Enterprise (64-bit) • Microsoft® Windows® 10 IoT Enterprise LTSB (Long-Term Servicing Branch)2016 (version 1607 or later) • Microsoft® Windows® 10 IoT Enterprise, version 1803 or later (64-bit), IoT Core • Microsoft® Windows® 11 Pro (64-bit) • Microsoft® Windows® 11 Enterprise (64-bit) • Microsoft® Windows® Server 2022 (64-bit): Essentials, Standard and Datacenter
.Net framework	<ul style="list-style-type: none"> • Microsoft® .NET 4.8.1 Framework • Microsoft® .NET 6 Runtime • DirectX 11 or newer

Before you install

Milestone recommends that you review the requirements described in the next sections before you start the installation process.

Prerequisite	Description
AeroScout MobileView software platform	You must have a running AeroScout MobileView system.
XProtect user	Create a dedicated basic or Windows user in XProtect that belongs to the Administrators role. You use this user to connect the integration service to XProtect VMS.
AeroScout MobileView user	<p>To view maps and events from AeroScout MobileView, your XProtect Smart Client users must have access to the AeroScout MobileView software platform.</p> <p>Create a user name for every user that you want to view AeroScout MobileView-related alarms from XProtect Smart Client.</p>
Network	<p>The integration service must be able to communicate with the AeroScout MobileView servers and the XProtect VMS.</p> <p>If your XProtect and AeroScout MobileView systems are configured in different networks, make sure that the network traffic between the systems is allowed.</p>
(Optional) Encryption	You can encrypt the connection between the integration elements with certificates. See Encryption and Milestone Securitas AeroScout Integration on page 12

Installation

Install the Milestone Securitas AeroScout plug-ins

To configure and manage your AeroScout MobileView software platform from the XProtect VMS, you need the Milestone Securitas AeroScout plug-ins. The installer contains two plug-ins: a plug-in for XProtect Management Client and a plug-in for XProtect Smart Client.

You must run the installer on every computer where you want to configure or view the AeroScout MobileView software platform from using XProtect Management Client or XProtect Smart Client.

To install the Milestone Securitas AeroScout plug-ins, you must run the installer, read and agree to the Milestone License Agreement, and select an installation folder.

When the installation is complete, you see a **Securitas AeroScout** node in your XProtect Management Client and an **AeroScout** tab in XProtect Smart Client.

Install the Milestone Securitas AeroScout Integration service

The Milestone Securitas AeroScout Integration connects your AeroScout MobileView software platform to the XProtect VMS.



Milestone recommends that you install the service on a dedicated computer.

You need one integration service per VMS installation.

To install the integration service, you must run the installer, read and agree to the Milestone License Agreement, and select an installation folder.

A shortcut to the integration service is added to your desktop when the wizard is complete.

Configuration

Register the Milestone Securitas AeroScout Integration service in XProtect VMS

To receive events from AeroScout MobileView, you must register the Milestone Securitas AeroScout Integration service to your XProtect VMS.

To open the settings for the integration service, right-click the **AeroScout service** tray icon and select **Change settings**. Then, you must log in and connect to the XProtect VMS:

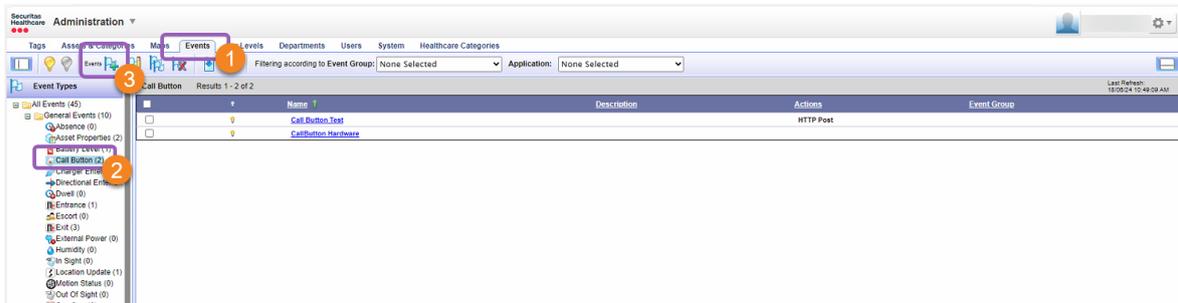
1. Select your **Authentication method**:
 - **Windows authentication (current user)** - select this option to log in with your Windows user credentials.
 - **XProtect basic** - select this option to log in as an existing basic user.
2. If you have selected to log in as an **XProtect basic user**, specify your user name and password.
3. In **IP address**, specify the management server address.
4. Specify the port that the service will use to communicate with the XProtect VMS.
5. To encrypt the connection, select **True** for **Encrypt connection**. You must provide a certificate stored on this computer that is trusted by the management server computer.
6. Click **Save**. A message informs you that the integration service will restart.

To verify if the integration service has connected successfully, check the logs or view the integration service state in XProtect Management Client.

Send all AeroScout MobileView events to the XProtect VMS

To make sure the AeroScout MobileView software platform sends events to the integration service, you must configure a dedicated event in the MobileView UI.

1. Log in to MobileView UI and go to **Administration**. Then, select **Events**.
2. From the **Event Types** list, click on **Call Button**.
3. Click in **Add Event** to add a new **Call Button** event. **Call Button** events allow you to include more data than other event types.



4. In **General Properties**, specify a name for your event.
To display the event only in XProtect Smart Client, select **Do not display event alerts in MobileView**.

 Not all event types support this option. For more information, refer to the AeroScout MobileView documentation.

You can specify any other optional details you need. Then, select **Next**.

5. In **Application**, select the applications to associate with XProtect VMS. Then, select **Next**.
6. In **Subscribers**, select the assets to map to XProtect events. Then, select **Next**.
7. (Optional) Specify event conditions such as location or message content. Then, select **Next**.
8. In **Actions**, add a new **HTTP Post** action and specify the following details:
 - **URLs** - the address of the integration service
 - **Method** - select to **Send all details as JSON**.
9. (Optional) You can add a corrective action. Then, select **Next**.
10. (Optional) In **Scheduling**, you can select if you want the AeroScout MobileView software platform to report events only during a specific time interval. Then, select **Finish**.

All events that match these criteria will send events to the XProtect VMS.

Send a specific AeroScout MobileView event to the XProtect VMS

To make sure the AeroScout MobileView software platform sends events to the integration service, you must configure a dedicated event in the MobileView UI.

1. Log in to MobileView UI and go to **Administration**. Then, select **Events**.
2. Create a new event or click on an existing event.
3. In **General Properties**, specify a name for your event.

To display the event only in XProtect Smart Client, select **Do not display event alerts in MobileView**.



Not all event types support the option to not display alerts in MobileView. For more information, refer to the AeroScout MobileView documentation.

You can specify any other optional details you need. Then, select **Next**.

4. In **Application**, select the applications to associate with XProtect VMS. Then, select **Next**.
5. In **Subscribers**, select the assets to map to XProtect events. Then, select **Next**.
6. (Optional) Specify event conditions such as location or message content. Then, select **Next**.
7. In **Actions**, add a new **HTTP Post** action and specify the following
 - **URLs**: the address of the integration service
 - **Method**: select to **Send all details as JSON**.
8. (Optional) You can add a corrective action. Then, select **Next**.
9. (Optional) In **Scheduling**, you can select if you want the AeroScout MobileView software platform to report events only during a specific time interval. Then, select **Finish**.

All events that match these criteria will send events to the XProtect VMS.

Encryption and Milestone Securitas AeroScout Integration



You can run Milestone Securitas AeroScout Integration on an encrypted or non-encrypted connection. This section is only relevant if you want to run your system on an encrypted connection.

You can encrypt the connection between the integration service, the XProtect VMS, and the AeroScout MobileView software platform with certificates.

Encrypting the connection between the integration service and the XProtect VMS

Before you encrypt the connection to and from the integration service, you must enable encryption and install the necessary certificates on the management server computer.

To connect securely to the integration service:

- Install the public Certificate Authority (CA) certificate on the integration service computer.
- Create and install an SSL certificate for the integration service. See [Secure the connection between the integration service and the XProtect VMS on page 13](#)

Encrypting the connection between the integration service and the AeroScout MobileView software platform

You must enable encryption in your AeroScout MobileView software platform. You can create and install a certificate to be trusted on the integration service, XProtect Management Client, and XProtect Smart Client computers.

Secure the connection between the integration service and the XProtect VMS

To secure the connection between the integration service and the XProtect VMS, you must install an SSL certificate on the integration service computer that the VMS trusts.

To import an existing SSL certificate for secure communication:

1. Import the SSL certificate to the Personal store on your local computer. For more details on how to create and import SSL certificates, see the [XProtect VMS certificates guide](#).
2. Right-click the **AeroScout service** tray icon again and select **Settings**.
3. Select **True** to use **Secure API**.
4. Select the SSL certificate to use to encrypt the connection.
5. Click **Save**. A message informs you that the integration service will restart.

If the connection between the integration service and the XProtect VMS is secure, the certificate status becomes **Valid** in **Securitas AeroScout > Integration service** in XProtect Management Client.

Add an AeroScout MobileView server to the XProtect VMS

You can connect as many AeroScout MobileView servers as you want. To add an AeroScout MobileView server to the XProtect VMS:

1. On the Site Navigation pane in the XProtect Management Client, go to **Securitas AeroScout > Integration Service**.
2. Right-click **Integration Service** and select **Add New....** A new server item appears. Click **Edit** to add your server details.

3. To connect to the AeroScout MobileView server, you must specify the following:

- **Address** - Specify the address of the AeroScout MobileView server in the format **http://[host]** or **https://[host]**.
- **Disable certificate validation** - If your AeroScout MobileView server uses a certificate that is not trusted by the integration service, you can select to disable the certificate validation. If you select to enable this setting, your connection might not be secure.
- **AeroScout user name** - Specify an AeroScout MobileView user with the required permissions to view alarms and events.
- **Password** - Specify the password for the AeroScout MobileView user.

Select **Save**. If you have successfully connected to the server, its status becomes **Running**.

Associate AeroScout MobileView zones with cameras in the XProtect VMS

To see a view of cameras that are related to a specific zone from AeroScout MobileView, you must create a zone mapping. XProtect Smart Client users will see AeroScout MobileView zones, maps (optional), and related cameras for mapped events on a dedicated tab in XProtect Smart Client.



You can select up to nine cameras per zone.

To associate AeroScout MobileView zones with cameras:

1. On the Site Navigation pane in the XProtect Management Client, go to **Securitas AeroScout > Integration Service**. Then, select the relevant AeroScout MobileView server.
2. Go to **Zone mappings** and select **Add**.
3. Select **Select** to see a list of AeroScout MobileView zones. You can add as many zones as you need.
4. (Optional) If you have added an XProtect Smart Client map, you can select it.
5. Select the cameras you want to map to the AeroScout MobileView zone.

Then, select **Save**. You can now map your AeroScout MobileView event to events from XProtect, see [Associate AeroScout MobileView events with user-defined or analytics events in XProtect on page 14](#).

Associate AeroScout MobileView events with user-defined or analytics events in XProtect

To see AeroScout MobileView-related events in XProtect Smart Client, you must map AeroScout MobileView events to existing or new user-defined or analytics events in XProtect.



You must have defined your AeroScout MobileView events in MobileView UI to see them in XProtect Smart Client. See [Send all AeroScout MobileView events to the XProtect VMS on page 10](#).

To add an event mapping in XProtect Management Client:

1. On the Site Navigation pane in the XProtect Management Client, go to **Securitas AeroScout > Integration Service** and select the AeroScout MobileView server on which you have configured the events you want to map. Then, select **Add**.



One event mapping cannot contain events from different AeroScout MobileView servers.

2. Specify a name for the event mapping.
3. In **AeroScout events**, you can select as many AeroScout MobileView events as you need and associate them with multiple XProtect events.



To include all events from a specific AeroScout MobileView category, you can add the categories using the optional **AeroScout event category** field.

4. Select **Events from XProtect** to select existing or create new user-defined or analytics events.
 - User-defined events contain only the camera information. You cannot trigger alarms using this type of events.
 - Analytics events can contain additional metadata and can trigger alarms.



To see alarms in XProtect Smart Client, you must select an AeroScout MobileView zone that has been mapped to cameras. See [Associate AeroScout MobileView zones with cameras in the XProtect VMS on page 14](#).

5. Optionally, you can select any of these mapping conditions:

- **AeroScout event type**
- **AeroScout zone**
- **AeroScout asset location**
- **AeroScout asset category**
- **AeroScout asset**

You can select individual items or use advanced search options to filter the results.

The mapping events are enabled by default. You can manually disable them by selecting an individual mapping event from the list on the **Mapped events** tab and selecting **Disabled**.

Add an alarm definition that triggers events from AeroScout MobileView

To define an alarm, you must create an alarm definition where you specify the zone mapping that triggers the alarm. To create an alarm definition that triggers from an AeroScout MobileView event, you must have complete the following steps:

- Create a zone mapping, see [Associate AeroScout MobileView zones with cameras in the XProtect VMS on page 14](#).
- Create an event mapping related to an analytics event from the XProtect VMS, see [Associate AeroScout MobileView events with user-defined or analytics events in XProtect on page 14](#).

To create an alarm definition:

1. In the **Site Navigation** pane, expand **Alarms**, right-click **Alarm Definitions**, and select **Add New**.
2. Fill in these required properties:
 - **Name:** enter a name for the alarm definition. The name of the alarm definition appears whenever the alarm definition is listed.
 - **Triggering event:** select an analytics event that you have mapped to an AeroScout MobileView event.
 - **Sources:** select the cameras or other devices from which the event should originate to trigger the alarm. If you have defined a zone mapping, select **All cameras**. When it is triggered, the alarm shows only the cameras you have mapped to the zone where the event occurred.
3. Specify additional settings, such as the activation period, and save your changes. When the event is triggered in AeroScout MobileView and matches the mapping conditions, the XProtect Smart Client users will receive an alarm.

Maintenance

Settings for Milestone Securitas AeroScout Integration service

Depending on your network configuration and computer resources, you might need to change the amount of data that the XProtect VMS receives from AeroScout MobileView. You change the settings from the **Securitas AeroScout** node > **Integration Service** in XProtect Management Client.



Before you apply any changes, you must stop the Milestone Securitas AeroScout Integration service. See [Start or stop the Milestone Securitas AeroScout Integration service on page 18](#).

Queue

Setting	Description
AeroScout events	Specify the number of events from AeroScout MobileView that the integration service stores if the event server is unavailable. The default number is 20.
Retention time (minutes)	Specify the amount of time the integration service stores events before discarding them when the event server is unavailable. The default time is two (2) minutes.

Logs

Setting	Description
Retention time (days)	Specify the amount of time that the integration service stores log items in the log server database before discarding them. The default time is 30 days.

Start or stop the Milestone Securitas AeroScout Integration service

When you make changes to the settings for the integration service from the XProtect Management Client, you must temporarily disable the service.

To start or stop the integration service:

1. In the notification area, right-click the **AeroScout Service** tray icon.
2. Select to start or stop the service.

Export zone and event mappings

To make a backup copy of your mappings, you can export them from XProtect Management Client.

1. On the Site Navigation pane in the XProtect Management Client, go to **Securitas AeroScout > Integration Service** and select the AeroScout MobileView server on which you have configured the mappings.
2. Go to the **Export and import** tab.
3. Select if you want to export the zone or event mappings. Then, select **Export**.

Import mappings to XProtect

You can import zone and event mappings generated from XProtect or custom-created mappings.

1. On the Site Navigation pane in the XProtect Management Client, go to **Securitas AeroScout > Integration Service** and select the AeroScout MobileView server on which you have configured the mappings.
2. Go to the **Export and import** tab.
3. Select one of these options:
 - **Replace current mappings** - this option overwrites the existing mappings in XProtect.
 - **Merge current and new mappings** - this option adds the new mappings to the existing mappings.

Then, select **Import**. A message informs you if the import has been successful.

Test if the VMS system receives events from AeroScout MobileView

You can verify that the XProtect VMS is set up correctly to receive events from AeroScout MobileView by running diagnostics from XProtect Management Client.

1. On the Site Navigation pane in the XProtect Management Client, go to **Securitas AeroScout > Integration Service** and select the AeroScout MobileView server on which you have configured the mappings.

2. Go to the **Diagnostics** tab.
3. Select the source:
 - **Use an existing AeroScout event type** - You can select an existing event type from the list.
 - **Browse for an event file** - You can upload an event response file in .json format that contains one or more events.
 - **Paste an event response** - You can paste an event response from a file in .json format.
4. Select **Send test event**. If the VMS receives the test event, the system triggers an alarm.

Update existing mapping names

The names of different AeroScout MobileView items are not updated automatically for existing zone and event mappings in the XProtect VMS. If you change an item name in MobileView UI, you must also update the entries in XProtect Management Client manually. You must update the existing mapping names when you change the name of any of the following elements:

- AeroScout MobileView zones
- AeroScout MobileView assets
- AeroScout MobileView events
- AeroScout MobileView maps



If you have deleted any of the items above in MobileView UI, the zone and event mappings in the XProtect VMS will not work.

To update the names for existing mappings:

1. On the Site Navigation pane in the XProtect Management Client, go to **Securitas AeroScout > Integration Service**.
2. Select an AeroScout MobileView server from the list and then click **Update mappings**. A message is displayed that notifies you about the detected changes. Select **OK** to apply your changes.



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