

Guide to Powering Agent Vi Analytics on Milestone's XProtect





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1 Overview

Integration of Milestone's XProtect with Agent Vi's savVi offers:

- Real-Time Detections and Alerts. Events of interest are detected through real-time analysis of multiple video sources and sent to XProtect Smart Client.
- Video Search. Recorded video is queried and events of interest are located and extracted from the XProtect recording server.
- Business Intelligence. Statistical information related to the behavior of people and vehicles is generated from the surveillance video, including traffic volumes, traffic trends and motion patterns. Generation of such data uses live video from XProtect connected cameras and recorded video from XProtect recording server.

These capabilities are available for IP cameras and encoders powered by embedded Vi-Agent ("Optimized Deployment", for greater scalability) and for cameras managed by XProtect but not powered by Vi-Agent ("Flexible Deployment" using Vi-Agent Proxy to pull live video from XProtect).

1.1 About this Guide

This guide shows how to deploy and configure savVi and Milestone's XProtect for video analytics.

1.2 Version Compliance

- savVi 5.4
- Check Agent Vi's website for supported VMS versions

Note:

- All configuration details in this document referring to XPCO apply also to XProtect Expert.
- All configuration details in this document that refer to XPE apply also to XProtect Professional and Express editions.



1.3 Enabling Procedure

To enable analytics with XProtect:

- **1.** Install savVi. For additional information, please refer to the Agent Vi online Certification Program, Installer course, Installation and Configuration lesson
- 2. Use savVi-Manager to configure the connection with Milestone server and to add cameras. For additional information, please refer to the Agent Vi online Certification Program, Installer course, VMS Integration lesson.

When adding the Milestone VMS to savVi select the Milestone VMS version in savVi according to the following table:

Milestone version	Select in savVi
Essential+	Not supported
Express	Enterprise
Express+	Corporate
Professional	Enterprise
Professional+	Corporate
Expert	Corporate
Corporate	Corporate

- **3.** When deploying savVi with Milestone XProtect Corporate, Express+ 2017 and Professional+ 2017 editions, and when savVi and XProtect are installed on separate servers, you must implement one of the following options:
 - When adding the VMS to savVi, specify the VMS using its hostname and not the IP address
 - Add the savVi server's IP address and hostname to the Windows 'hosts' file (Windows\System32\drivers\etc\hosts) residing on the XProtect Management Server.
- **4.** When deploying real-time detection and alerts, configure XProtect to receive analytics events (see Event Integration Using).
- 5. Ensure that all Agent Vi's client/server machines as well as all XProtect's client/server machines are continuously time-synchronized by a single NTP server.

Note: Refer also to the section below for aspects specific to savVi – XProtect integration.

2 Specific Installation and Configuration Aspects

2.1 savVi's Prerequisites

You'll require:

- Milestone XProtect installed and configured.
- When deploying on Windows Server (2008 or 2012) operating systems, enable Desktop Experience using Windows Server Manager.
- For Milestone 2017verify that .NET 3.5 is installed

2.2 All-In-One Installation with Milestone XProtect

An All-In-One installation is aimed for deployments in which Milestone XProtect and savVi can be installed and run on a single server. Note that in addition to the standard installation steps:



- savVi must be installed on the server *only after* Milestone XProtect is installed.
- During installation of savVi, you may be prompted that port 8080 is being used by another program. If so, provide an alternative port number, e.g., 8082.
- Contact Agent Vi Support for information on the required server resources.



2.3 Required Credentials Settings for XProtect Corporate

For XProtect Corporate compatibility, apply these settings:

1. In the Properties screen of the VAP and VMS Manager services, click tab Log On and check the radio button. This account (the machine user's account) instead of the default Local System account.

VIAgentProxy Service Pro	perties (Local Computer) 🛛 🛛 🛛 🔀
General Log On Recovery	Dependencies
Log on as:	
○ Local System account	
Allo <u>w</u> service to interac	at with desktop
	Browse
Password:	
Confirm password:	
You can enable or disable this	s service for the hardware profiles listed below:
Profile 1	Enabled
	OK Cancel Apply

Figure 2-1: VAP/VMS Manager Service Properties

- 2. Click **Browse** and navigate to the user privileged to log in to the Milestone PC and to Milestone XProtect Corporate.
- 3. Click **OK** and restart the service.
- 4. Edit the Recorder Server configuration file:
 - **a.** On the PC/s running Milestone's XProtect Corporate recording server, find the *RecorderConfig.xml* file usually located in path:
- C:\Documents and Settings\All Users\Application Data\Milestone\XProtect Corporate Recording Server -OR-

C:\program files\milestone\xprotect corporate recording server

-OR-

C:\ProgramData\Milestone\XProtect Corporate Recording Server

- b. In the file's <webserver> section, find the element <host>. Set to the IP of the PC running the recording server, e.g., change from <host/> (empty by default) to <host>192.168.2.100</host>
- **c.** Save the file and restart Milestone's XProtect Corporate recording server and XProtect Corporate management server.

Note: With Milestone XProtect Corporate and Workgroup environment, a local Windows user should be used. The user must be identical to the user defined in Milestone XProtect.

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2.4 Optimizing savVi-Analyst and savVi-Manager Performance

You can configure Milestone's recording settings for optimal savVi-Analyst and savVi-Manager performance.

- > To optimize savVi-Analyst performance:
- Make sure that Milestone's recording retention time and savVi-Analyst metadata retention time are aligned, i.e., how long recordings and metadata are saved until deleted. savVi-Analyst metadata retention time must not exceed Milestone's recording retention time.
- When Milestone's recording settings are configured as triggered by motion detection, savVi-Analyst's ability to present results thumbnails and playback can be compromised if motion detection is not sensitive enough. Optimize savVi-Analyst performance by adjusting the following parameters in XProtect:
 - Increase the motion sensitivity and/or-
 - Increase the time before/after motion is detected and triggers recording start/stop:
 - Create a new 'Rule' in Milestone's Management Client that is a copy of the default rule 'Default Record on Motion Rule'.
 - Set the time before/after to +-10 seconds (Default = 3 seconds).
 - Disable the default rule after the new rule is created.
 - Alternatively, i.e., *instead of* the two options above, configure Milestone to constantly record, i.e., independently of motion detection:
 Create a new rule with 'Action' set to **Start Recording** and 'Time Interval' set

Create a new rule with 'Action' set to **Start Recording** and 'Time Interval' set to **Always**.



3 Event Integration Using AgentVi Event Monitoring Milestone Plugin

Read this section if you deployed savVi Real-Time Detection and Alerts and you want to view events in Milestone XProtect.

Integration of savVi based on Milestone Integration Platform (MIP) offers these benefits:

- Simple to configure. It takes just a few steps to be able to receive analytics events for any number of cameras, Multi-LBSs (savVi's server) and any number of analytics rules per camera.
- You can view analytics tracking (also referred to as 'Metadata Overlay' or 'OSD') in real-time from Milestone Smart Client.
- You can view past events, navigate to a video recording of a specific event and view analytics tracking for that event.
- you can view events retrieval up to one hour loss after recuperating from LBS disconnection
- Analytics events can be linked with specific XProtect actions.

3.1 **Overview of the Integration Process**

- Make sure you meet <u>savVi's Prerequisites</u>
- Install Agent Vi Event Monitoring Milestone Plugin
- Initialize Agent Vi's analytics integration in XProtect Management Client
- For the most common use-case of triggering analytics events and viewing alarms in Smart Client, refer to <u>Configure Default Agent Vi Analytics Event & Alarm</u> and <u>Configuring and Viewing in Milestone Smart Client</u>.
- For a more advanced setup of triggering specific actions in Milestone XProtect, refer to <u>Triggering Specific Actions with XPCO</u> and <u>Triggering Specific Actions with EPE</u>.

3.2 Installing the Agent Vi Event Monitoring Milestone Plugin

Install the Agent Vi Event Monitoring Milestone Plugin on *all* PCs hosting:

- Milestone XProtect Event Server
- Milestone Management Application
- Milestone XProtect Smart Client

If an earlier version of the MIP Plugin is already installed, install the new version on top of it (.ie., upgrade).

- > To install the Agent Vi Event Monitoring Milestone Plugin:
- 1. Close all Milestone's client applications such as Smart Client and the Management Client.
- 2. Run the Agent Vi Event Monitoring Milestone Plugin installer file.



- > After installing the Agent Vi Event Monitoring Milestone Plugin:
- 1. On the Event Server PC, restart the **Milestone XProtect Event Server** Service (from Windows Services panel).
- 2. Start Milestone's client applications as required.

3.3 Initializing Agent Vi's Analytics Integration in Milestone Management Client

- > To initialize the integration:
- 1. Open the Milestone Management Client
- 2. In the tree, expand MIP Plug-ins → AgentViEventMonitoring
- 3. Right-click AgentViEventMonitoring and choose Add/Create New:



Figure 3-1: Milestone Management Client – Create New

- 4. In the form that opens (see Error! Reference source not found.) specify:
 - i. Valid savVi's user name and password
 - ii. The host **Name** or IP **Address** of the **Vi-Server** that you are integrating with (i.e., the PC on which the Vi-LBS service is running) as well as the Web Service port number
 - iii. Attributes of the Secondary Vi-Server, if deployed (otherwise leave blank)
 - iv. The option "Receive analytics events from this savVi server" should be unselected only in Master/Slave deployment when setting up the savVi server connection to XProtect Slave server. In other cases, should be left selected.



Name:	Vi-Server 1			
User Name:	admin			
Password:	•••••			
Vi-Server Address:	host1			
Web Service Port:	8080			
Secondary Vi-Server Address:	hajst2			
Secondary Web Service Port:	8080			
Receive analytics events from this savVi server (*)				
* Disable receiving events only when configuring a Slave server in case of Milestone XProtect in Master/Slave deployment				

Figure 3-2: Milestone Management Client - Specifying Vi-Server

- 5. In case of several savVi systems connected to Milestone XProtect:
- a. Steps 3 and 4 are needed to be done for every savVi server
- b. In case of Master/Slave deployment, there is a need to define all savVi systems for XProtect Master Server. When configuring the Slave Server, define only the savVi system which is connected to the currently being configured Slave.



6. In case you want to work simultaneously with more than one savVi server, you can add a new Vi-Server as described in the screen below and configure in the same way as described above:



Figure 3-3: Milestone Management Client - Specifying Vi-Server

7. Verify that Analytics Events are enabled:

With XPCO:

- a. Open the **Options** dialog from the **Tools** menu and click the **Analytics Events Settings** tab.
- b. Check Enabled under Analytics Events Settings:



Figure 3-4: Milestone Management Client (XPCO) – Analytics Events – Enabled

Options				×
Server Logs Mail Server AVI Generation Netw	ork Bookmark	User Settings	Analytics Events Settings	Event : 🔹 🕨
Analutics events Enabled Port				
_ Security				
Events allowed from:				
 All network addresses 				
O Specified network addresses:				
Address				
*				
Import				
Help			ОК Са	ncel



With XPE:

- a. Open Application Settings from the menu bar, choose Application Behavior and click the Analytics Events Settings tab.
- b. Check Enabled under Analytics Events:

Figure 3-5: Milestone Management Client (XPE) – Analytics Events – Enabled

Application Behavior	
XProtect Enterprise Analytics Events Settings	Analytics events
Event Server Settings Language	9090 - Security Events allowed from: Image: All network addresses Specified network addresses:
	Address * Import
	OK Cancel

3.4 Configure Default Agent Vi Analytics Event & Alarm

The default configuration described in this section allows for every analytics event sent from savVi to be reported as an alarm in Milestone's Smart Client.

The Event/Alarm triggering flows like this:

savVi Analytics Rule \rightarrow savVi Analytics Event \rightarrow XProtect Analytics Event \rightarrow XProtect Alarm

3.4.1 Define Agent Vi's Analytics Event

> To define Agent Vi's analytics event:

- 1. From the Management Client tree, navigate to Rules and Events (XPCO) or Events and Output → Analytics Events (XPE)
- 2. Right-click it and choose Add/Create New as shown below:



□↓ Surveillance Server Wizards Wizards □↓ Advanced Configuration ⊕↓ Hardware Devices ⊕ Cameras and Storage Information ⊕ ♥ P ♥ P ♥ P ♥ P ♥ P ♥ P ♥ P ♥ P ♥ P ♥ Events and Output	milestone The Open Platform Company
⊕ Scheduling and Archiving Matrix ∰ Logs E-mail	Analytics Events:
	Name
Alarms	
Analytics Events	e New

Figure 3-6: Milestone Management Client – Analytics Events – Create New

3. In the form that opens (shown below) specify the event Name as Agent Vi Event.

Analytics Events	
Analytics Events	Name:
	Agent Vi Event
	Test Event
	Description:

Figure 3-7: Milestone Management Client – Name - Agent Vi Event

Important:

In Step 3 above, name the new entry *exactly* as specified: Agent Vi Event

3.4.2 Define an Associated Alarm

With XPE:

1. Right-click Alarm Definitions under Alarms and click Create New; the form below opens.



- 2. In the **Triggering event** field, choose **Agent Vi Event** as shown below.
- 3. In the **Sources** field, click **Select**; in the Select Sources screen that opens, open the Servers tab, choose **All cameras** and **Add** it to the Selected list.
- 4. Save the Alarm Definition by clicking OK.

Figure 3-8: Milestone Management Client – Alarm Definition

Alarm Definition	Aam definition	
	Enable:	
	Name:	Alam Definition
	Description:	A
	Trigger	
	Triggering event:	Agent Vi Event
	Sources:	All Cameras Select

With XPCO:

- 1. Choose the Alarm Data Settings node (under the Alarms tree) and switch to the Alarm List Configuration tab
- 2. Verify that the recommended attributes are included: **Time**, **Source**, **Tag** and **Message**. Add any of the attributes if missing.
- 3. Right-click Alarm Definitions under Alarms and click Add New.
- 4. In the **Triggering event** field, choose **Analytics Events** in the upper list and **Agent Vi Event** in the lower list as shown below.
- 5. In the **Sources** field, click **Select**; in the Select Sources screen that opens, open the **Servers** tab, choose **All cameras** and **Add** it to the Selected list.
- 6. Save the Alarm Definition by clicking OK.

Figure 3-3: Milestone Management Client (XPCO) – Alarm Definition

Alarm definition	
Enable:	
Name:	Agent Vi Alarm
Description:	<u>م</u>
Trigger	
Triggering event:	Analytics Events
(Agent Vi Event
Sources:	All Cameras Select

3.4.3 Restart the Milestone XProtect Event Server service

After completing the steps above, restart the Milestone XProtect Event Server service for the configuration to take effect.



3.5 **Configuring and Viewing in Milestone Smart Client**

- 1. Open the Milestone Smart Client
- 2. Define a view:
 - a. Choose a Live view panel on the left-hand side of the application window.
 - **b.** Click the **Setup** button on the right-hand side of the application window:



- **c.** Define a new **View**: first define a new group; right-click the newly created group name and define a new view, for example, $(1 + 2^*)$; it's unimportant which one is chosen so long as it's broad enough to contain the alarms list.
- d. From System Overview drag the Alarm List item to the broad part of your newly created view.
- e. Note that you can change the order of the Alarm List columns.
 It's recommended to move the Tag column to the right so that its value becomes visible, since it contains an event description.
- f. In System Overview expand the cameras list and drag the relevant cameras to the remaining views
- 3. When switching to the Live View tab:
 - a. All generated events appear in the list.
 - **b.** The metadata overlay appears in the camera view.
- 4. When switching to the **Playback** tab:
 - a. The camera view switches to the relevant event time when you click on an event.
 - **b.** The event plays back when you click the **Play** button in the Time Navigation window on the left.
 - **c.** The metadata overlay appears in the camera view. It may take a few minutes for the metadata overlay to be available for display
- 5. In the Alarms list, note the Tag column containing the analytics event description (e.g., 'Vehicle motion detected'). If the Tag column is unavailable, right-click the table header bar to add it. If you're still unable to add it in conjunction to XPCO, refer to Alarm Data Settings in XProtect Management Client described <u>above</u>.

Figure 3-9: Milestone Smart Client (7.0) – Alarm List

Custom (Filter Applied) 1-100 >							
ß	Time	Message	Source	Tag	State Name	ID	4
	5:55:05 PM 6/17/2012	Agent Vi Event	IQEye Alliance series Came	Vehicle motion detected	New	58920	
	5:53:49 PM 6/17/2012	Agent Vi Event	IQEye Alliance series Came	Vehicle motion detected	New	58916	
	5:52:11 PM 6/17/2012	Agent Vi Event	IQEye Alliance series Came	Vehicle motion detected	New	58911	U
	5:51:43 PM 6/17/2012	Agent Vi Event	IQEye Alliance series Came	Vehicle motion detected	New	58909	
	5:50:51 PM 6/17/2012	Agent Vi Event	IQEye Alliance series Came	Vehicle motion detected	New	58906	
	5:50:27 PM 6/17/2012	Agent Vi Event	IQEye Alliance series Came	Vehicle motion detected	New	58904	
	5:50:04 PM 6/17/2012	Agent Vi Event	IQEye Alliance series Came	Vehicle motion detected	New	58901	
	5:49:49 PM 6/17/2012	Agent Vi Event	IQEye Alliance series Came	Vehicle motion detected	New	58900	
	5:49:20 PM 6/17/2012	Agent Vi Event	IQEye Alliance series Came	Vehicle motion detected	New	58897	
	5:49:05 PM 6/17/2012	Agent Vi Event	IQEye Alliance series Came	Vehicle motion detected	New	58895	



3.6 Triggering Specific Actions with XPCO

This section shows how to handle more advanced scenarios for executing an action when an event occurs. The capability is available in **Milestone XProtect Corporate Edition** and is achieved by linking the analytics event to an XProtect user-defined event and userdefined rule.

The event/alarm triggering flows like this:

savVi Analytics Rule \rightarrow savVi Analytics Event \rightarrow XPCO Analytics Event \rightarrow XPCO Alarm \rightarrow XPCO User-Defined Event \rightarrow XPCO User-Defined Rule \rightarrow XPCO Action

- > To configure savVi and Milestone XPCO for triggering actions:
- 1. In savVi-Manager, navigate to **Sensor** > **Rules** > **Actions** for each rule that must trigger a specific analytics event in XProtect.
- 2. Define an **External ID** for a rule; it will be used in the Milestone XProtect configuration as described below.

C Technology Park							
Overview	Rules	Events	savVi-Analyst	Calibration	More Settings		
+ 1						G	
Rule A Rule #124				Rule Type	Crossing a Line		
Attributes	Sche	dule Ac	tions Filters				
Generate event for this rule							
Rule Chaining: <u>Disabled</u>							
External Rule ID: Line Crossing #1							

Figure 3-10: Vi-Setup – External Rule ID

- 3. Add a new Analytics Event using the Milestone XProtect Management Client. The name must be identical to the External Rule ID defined using savVi-Manager in the previous step, for example, Line Crossing #1, as shown in the above screen.
- 4. Define a new User-Defined Event using Milestone XProtect Management Client as shown in the figure below:



🌺 Milestone XProtect Corporate Manageme	nt Client	
<u>File Edit View Action Tools H</u> elp		
🗟 🦻 😧 🗢 🛱		
Site Navigation 📮 🗙	User-defined Events	User-defined Event Information 4
Rules	Events Line Crossing User Defined Event #1	Name: Line Crossing User Defined Event #1 Test Event
Free memory: 1.14 GB		//

Figure 3-11: Milestone Management Client – User Defined Event

5. Add a new alarm that links between the Analytics Event and the User-Defined Event. Note the areas marked red in the screen capture below. For the Triggering event field, choose the analytics event defined in step 3 (Line Crossing #1 in the example above). For the Event triggered by alarm field, choose the user-defined event created in step 4 (Line Crossing User Define Event #1 in the example above).



Land Da Californi Lafarra a Carr		
arm Definition Information		
Alarm definition	_	
Enable:	M	
Name:	Agent Vi Alarm - Line Crossing	
Description:		
Description.		_
		v
Trigger		
Triagering event:	Appletics Events	
	Analytics Events	
	Line Crossing #1	•
Sources:	All Cameras	Select
Activation period		
G. Time coeffee	A1	
······································	Always	
C Event based:	Start:	Select
	Stop:	Select
Operator action required		
Time limit:	1 minute	•
Events triggered:		Select
Other		
Related cameras:		Select
Related map:		•
Initial alarm owner:		•
Initial alarm priority:	High	-
Initial alarm category:		-
Events triggered by alarm:	Line Crossing User-Defined Event #1	Select

Figure 3-12: Milestone Management Client – Alarm Definition

6. Add a new rule to the Milestone XProtect Management Client. Choose the User defined event created in step 4 (Line Crossing User Define Event #1 in the example above).



Figure	3-13:	Milestone	Management	Client -	Manage	Rule
--------	-------	-----------	------------	----------	--------	------

Manage Rule	
Name:	New Rule 001
Description:	
Active:	
	Step 4: Stop criteria
C Perform stop action C Perform stop action	in on <event> in after <time> ned on rule end</time></event>
E dit the rule description Perform an action on from <u>External</u> Create bookmark <u>Line</u>	<u>Line Crossing User-Defined Event #1</u> <u>a Crossing Bookmark</u> on <u>IQEve Alliance series Camera (192.168.2.60) - Camera 1</u>
Help	<u>Cancel < B</u> ack <u>N</u> ext > <u>Finish</u>

- 7. Click **Next** and choose conditions if necessary.
- 8. Click **Next** and choose an action (or several). Best practice: Define a bookmark using **Create bookmark on...** or move a camera to a predefined preset.
- **9.** Finish the rule definition.
- **10.** After completing the steps above, restart the Milestone XProtect Event Server service for the configuration to take effect.

3.7 Triggering Specific Actions with XPE

This section shows how to trigger actions based on analytics events when using Milestone XProtect Enterprise Edition to allow, for example, a savVi analytics rule defined on a fixed camera move a PTZ camera to a required preset.

The event/alarm triggering flows like this:

savVi Analytics Rule \rightarrow savVi Analytics Event \rightarrow XPE Analytics Event \rightarrow XPE Alarm \rightarrow XPE Manual Event \rightarrow XPE Camera Action



> To configure savVi and Milestone XPE for triggering actions:

- In savVi, define an analytics rule (on a static camera if you want to PTZ action after the target is detected). Define the rule's
 Rule ID as the name of the Analytics Event you'll be defining in Milestone XPE.
- 2. In XPE Management Client create a new **Analytics Event** (under **Alarms** in the configuration tree). Give it exactly the same name as the **External Rule ID** in the above step.
- 3. Create a Manual Event from XPE:
 - a. Go to Events and Output → Manual Events
 - b. Right-click to Add New Manual Event as shown below.

Figure 3-14: Milestone Management Client – Manual Event

Manual Event Properties	
Global Camera 1 Camera 2 Camera 3 My Custom Text - 192.168.2 Trigger PTZ Camera AXIS Q603x-E - Camera 9 Camera 9	Event configuration Event name: Trigger PTZ Camera
	E-mail notification
	SMS notification Send SMS if this event occurs

- 4. Create an Alarm Definition from XPE:
 - a. Navigate to Alarms \rightarrow Alarms Definitions \rightarrow Create New
 - **b.** Choose the new **Analytics Event** defined in step #2 as the **Triggering Event**.
 - c. In the **Sources** field, click **Select**; in the Select Sources screen that opens, open the **Servers** tab, choose **All cameras** and **Add** it to the Selected list.
 - **d.** Specify the **Manual Event** (defined in step #3) to be triggered when the alarm is received.
- 5. To trigger a PTZ action:
 - a. Under Cameras and Storage Information, right-click the designated PTZ camera.
 - **b.** Choose **Properties** \rightarrow **PTZ on Event**.



c. Select the **Manual Event** (defined above) and the PTZ preset you want to jump to when the event occurs.

merorroperates				F
General	PTZ preset position on ev	vent		
Video	Event		PTZ Preset Position	
Audio	Preset Change	-	Preset 1	-
Recording Properties	<none></none>	-	<none></none>	
Recording and Archiving Paths				
Event Notification				
Output				
Motion Detection				
Privacy Masking				
360° Lens				
360° Lens PTZ Preset Positions				
360° Lens PTZ Preset Positions PTZ Patrolling				

Figure 3-15: Milestone Management Client – PTZ on Event

3.8 Troubleshooting Agent Vi Event Monitoring Milestone Plugin Integration

Table 3-16: Troubleshooting Agent Vi Event Monitoring Milestone Plugin Integration

Problem	Corrective Action
The user doesn't see AgentViEventMonitoring under the MIP plugins node in Milestone XProtect Management Client	Verify that the Agent Vi Event Monitoring Milestone Plugin is installed.
The user doesn't see Alarm definitions under the Alarm node in Milestone XProtect Management Client	Verify that the service of Milestone Event Server is running.
There are no analytics alarms in Smart Client	 Verify that the Vi-Server parameters in XProtect Management Client were defined correctly Restart the Milestone Event Server if it was not restarted after defining Vi-Server properties Verify that Agent Vi Event is defined. Note that it is case sensitive. It must be correctly connected to the alarm definition.



Problem	Corrective Action
In Smart Client there is no metadata (or the metadata is partial) when playing back recorded video	 Click the Play button again in case it wasn't clicked the first time. Verify that 'Store to Event Metadata' is checked in the rule definition in savVi.
In Smart Client there are no alarms in Alarm List , the header is red, and it displays a message regarding user privileges. This is mostly relevant when operating with Milestone Enterprise or Professional. In this case, each new user defined in Management Client has limited privileges by default.	 Verify that the user connected to the Smart Client has sufficient user privileges: In XProtect Management Client, check the properties of the user under Advanced Configuration > Users
All the above actions did not help; you're still unable to view analytics events in Milestone. Follow the instructions under the Corrective Action column to the right, to obtain Milestone MIP log files.	 Enable viewing hidden files and folders on Milestone's machine Open Milestone XProtect Smart Client installation directory. By default, it is installed at C:\Program Files\Milestone\XProtect Smart Client or at C:\Program Files (x86)\Milestone\XProtect Smart Client for 32 bit Smart Client versions Open the client.exe.config file Uncomment the commented elements in <logger name="MIPLogger"> (Delete " < ! " and "> " at the beginning and the end of the line)</logger> Reproduce the issue. Copy the C:\ProgramData\Milestone directory into a <i>zip</i> archive and send it to your support team.
Smart Client: There's no possibility of adding a Tag column to the Alarm List.	 Open the XProtect Management Client Choose the Alarm Data Settings on the right Choose the Alarm List Configuration tab Add Tag to the Selected Columns list Save the new setting
Smart Client: An error occurs when opening the Smart Client on Windows Server 2008.	 May occur because the Enhanced Security Configuration for the current user is turned on. To turn it off, open the Security Information in the Server Manager and set the Enhanced Security Configuration to be Off for the relevant user type.
The recorded video is not synchronized with object metadata overlays.	 Verify that clocks are synchronized on PCs running: Milestone XProtect Event Server savVi Vi-LBS Service savVi Vi-AS services



4 savVi-Analyst embedded in Milestone Smart Client

savVi provides an option to deploy Agent Vi's savVi-Analyst (Video Search and Business Intelligence application) within Milestone Smart Client.

This option can be used in parallel with Agent Vi Event Monitoring Milestone Plugin.

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Figure 4-1: Milestone Smart client – savVi-Analyst

To deploy savVi-Analyst embedded in Milestone Smart Client please follow the steps below:

- 1. Verify Milestone 2017 R3 Management Client and 32-bit Smart Client are installed
- 2. Install savVi
- 3. Update VMS Manager service and VAP services logon user to the correct Windows user to connect the Milestone Server (as explained in section 2.3)
- 4. Install AgentVi Analyst Milestone Plugin
- 5. In savVi-Manager client, add the Milestone VMS (Administrator Resources -> VMS Servers)
- 6. Add Milestone cameras to savVi (through "VMS Cameras" screen)
- 7. Calibrate the Milestone sensors in savVi
- 8. Verify that the savVi-Analyst option is enabled (through "savVi-Analyst" tab for each sensor or via "More Settings" to configure in bulk)
- 6. In the Milestone Management Client, configure AgentVi Analyst plugin:
 - Under MIP Plugins -> AgentVi Analyst, select AgentVi Analyst
 - Right Click and select Add New
 - Configure the Analyst Server with the savVi server details as shown in the following picture:



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Figure 4-2: Milestone Management Client - Analyst configuration

- 7. Run Milestone Client as administrator
- 8. Open the savVi-Analyst tab and operate it in the same way as you would operate the standalone savVi-Analyst client

Figure 4-3: Milestone Smart client – savVi-Analyst results





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