



# DNA Fusion/ACM Plugin Installation Guide





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The DNA Fusion™ Access Control and Security Management System uses equipment that generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with this installation manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area may cause harmful interference. In which case the user will be required to correct the interference at the user's expense.

The DNA Fusion™ Access Control and Security Management System shall be installed in accordance with this installation manual and in accordance with the National Electric Code (N.E.C), ANSI and NFPA 70 Regulations and recommendations.

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This manual has been written for DNA Fusion™ version 5.4 or higher

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# Introduction

# 1

## *In This Chapter*

✓ Chapter Overview

This section is designed to introduce you to DNA Fusion™ and the Milestone ACM integration.

## HOW THIS SECTION IS ORGANIZED

This section contains information on the DNA installation and configuration of hardware:




Chapter 1, "Introduction," gives an overview of the integration.

Chapter 2, "Integration and Installation," covers the Milestone installation including both the Milestone and the Open Options pieces as well as the configuration and integration steps.

Chapter 3, "Configuring," provides information on configuring the Milestone ACM. This chapter will provide information on setting up the door and camera view in the Milestone Smart Client

## ICONS AND CONVENTIONS USED IN THIS MANUAL

This manual uses the following icons to help you find useful or important information easily:

	This icon highlights time-saving hints, helpful shortcuts, and advice that you'll find especially helpful.
	This icon marks information that is important enough for you to keep it filed in an easily accessible portion of your gray matter.
	If something you're doing could damage the system, end up costing big bucks, lock you out of the system, or otherwise bring an end to civilization as we know it, you'll find it highlighted with the icon.

In addition to these icons, this manual uses several other conventions that make the instructions easy to understand:

**A Special Font:** Text that look like this indicates a menu item, toolbar selection, button, or a message from the system.

**Boldface:** Boldface text, which usually appears in numbered steps, tells you about specific actions that you should take.



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## DNA Fusion / Milestone ACM Integration Overview

Open Options DNA Fusion™ seamlessly integrates with Milestone Systems' Access Control Module providing operators the ability to view alarms and events from within the XProtect® Smart Client as well as control doors within the system. The integration is supported in XProtect Enterprise and XProtect Corporate video management software.

The Milestone ACM plug-in uses the Open Options Flex API application to deliver access control events into the XProtect Smart Client. This integration provides the following features:

- Ability to view associated cameras with door events
- Report on access events with associated video
- Monitor access events and alarms from the Smart Client
- Integration of mapping
- Cardholder event information as well as photo recall

Once installed and configured, the XProtect Smart Client provides an interface to the DNA Fusion access control system.



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# Milestone ACM Integration

# 2

## *In This Manual*

- ✓ Flex API Installation & Milestone ACM API Key
- ✓ Installing and Configuring the Milestone ACM Software
- ✓ Install and Configuring the Milestone Solution

The DNA Fusion integration with the Milestone ACM solution uses the Fusion Flex API. This allows the Milestone ACM plug-in to deliver access control events into the XProtect Smart Client while permitting Smart Client users to easily control access control modules (doors, gates, elevators, etc.).

The Open Options Milestone ACM enables live monitoring of access control events, photo recall of cardholders, ability to view live video linked to events from the DNA Fusion access control system, playback of video associated with access control events and centralized door state overview as well as door control.

Dedicated functions in XProtect Smart Client enables users to effectively monitor access events, manually control doors and conduct investigations on specific access points or cardholders.

The Flex API Milestone Plug-in will need to be installed on the workstation that the XProtect Event Server Service is running.

There are a few configuration items that will need to be setup in order to communicate with the Milestone XProtect application.

This includes the following:

- Install Flex API (Open Options)
  - ❑ For more information, see the Flex API manual.
- Acquire the Milestone ACM Flex API Key (Open Options - See page 2-4)
- Install the FlexAPI Milestone Plug-in
  - ❑ Requires the correct license (Milestone ACM)
- Configure the Integration

### Installation Requirements

- DNA Fusion 6.0 or higher
- Flex API
- Milestone XProtect Professional
- Windows 7 or higher

There are a number of required items that may need to be noted before starting the installation process.

- Flex API Key
- Host Computer URL

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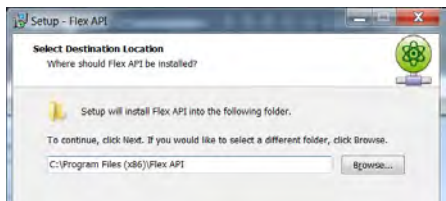
## Install Flex API

The Flex API application will need to be installed on the workstation prior to installing the Milestone ACM plug-in.

The Flex API must be installed on the DNA Fusion server running the DNAdrvr32 service.

1. **Double click** the Flex API Install icon to begin the installation.  
The Welcome screen will appear.
2. **Click** the Next button to continue.  
The Select Destination window appears.
3. **Click** Next to accept the default Destination Location or **click** the Browse button to **select** a different location.

The default location for a 32-bit environment is C:\Program Files\Flex API and C:\Program Files (x86)\Flex API for 64-bit environments.



The Startup Credentials screen appears.

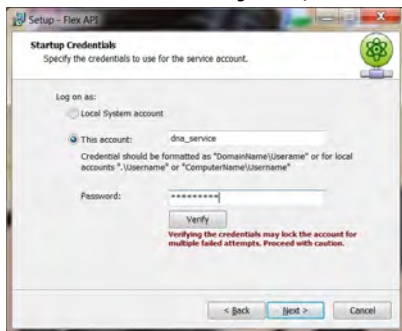
4. If needed, **select** This account, **enter** the Service Account information in the fields and **click** Next.

Or

If the DNAdrvr32 service is already running under a named account, the information will be prepopulated.

The Flex API requires a service account to run the application; this account will need to be a local machine Administrative in order to operate.

Open Options recommends using the same account the DNA Fusion driver utilizes. The Flex API uses the same COM objects, database connections and file permissions as the DNA Fusion driver (dnadrvr32).



The Start Menu Folder screen appears.

5. **Click** Next to accept the default Start Menu location or **click** the Browse button to **select** a different folder.

The installation will attempt to place the Flex API in the same location as the DNA Fusion shortcut.

The Ready to Install screen appears.

6. **Click** the Install button to start the installation process.

Installation will begin.

If the DNAdrvr32 service is running, it will be stopped and a dialog will appear. **Click** the Next button to continue.

7. When installation is complete a dialog box will appear, **press** Finish to complete the set up.

8. The Flex API installation is complete.

### ***Flex API Key***

This key will be used during the Milestone ACM Plug-In Configuration.

#### **Milestone ACM Only**

For Milestone ACM only integrations, use the following API Key:

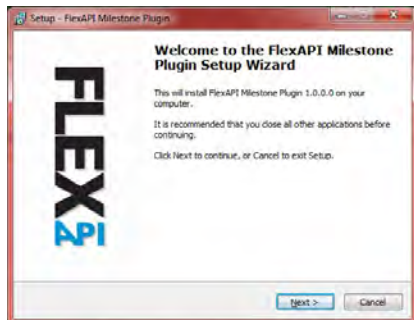
RkFQSUtFAAJQAAAAQGVOOeKhSJeWL7Xy35SnPDTXKhaxRGWmRfZhITsmzNfqSwxyUmkWq6DK90u+IndXB  
Lmtr+RGZd7MdPOE1xE7yn9P3V1NfBHC1eh79sheYqE=

## Installing the Milestone ACM Plug-In

The Open Options Milestone ACM Plug-In must be installed on the workstation that is running the XProtect Event Server.

1. **Run** the FlexAPI Milestone Plugin Install page.

The EasyLobby Welcome screen appears.

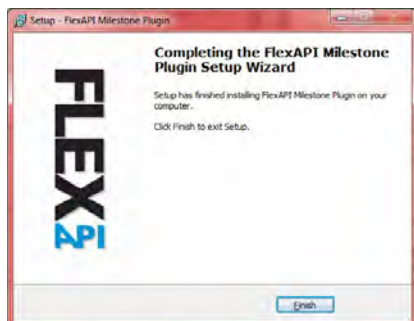


2. **Click** the Next button.

The Ready to Install dialog opens.

3. **Click** the Next button to start the installation.

The Setup Completed screen appears.



4. **Click** the Finish button.

The installation is done.



*The Event Server Service must be restarted after the Milestone ACM Plug-In is installed. If the service is not restarted, an error message will appear. The Event Server Service can be restarted from the Services menu in the XProtect Management Application.*



## Configuring the Flex Plug-In

Once the FlexAPI Plug-In has been installed and the service restarted, DNA Fusion will need to be configured within the Milestone XProtect Management Application.

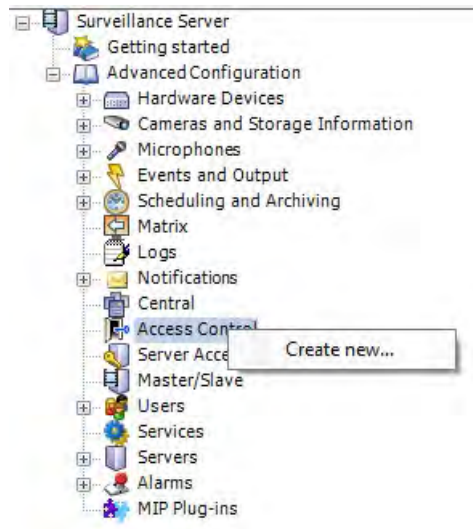
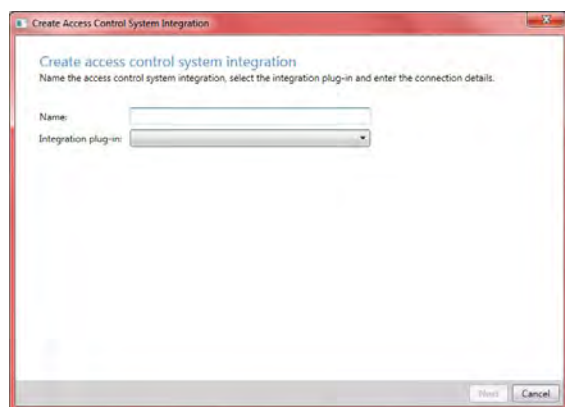
### 1. Open the Milestone Management Application.



### 2. Right click on the Access Control option in the menu on the left and select Create New.

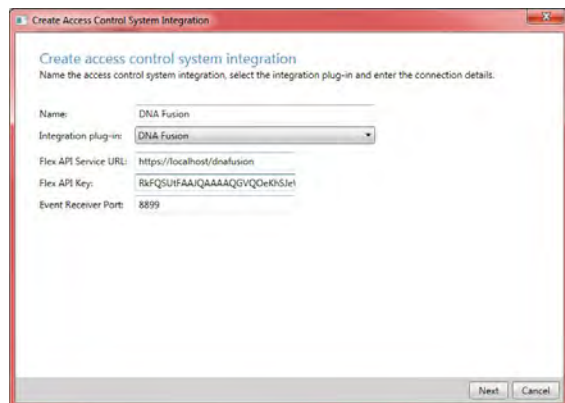
The Create Access Control System Integration dialog will appear.

If the Event Server Service was not restarted after the plug-in install, an error message will appear.



3. Enter a Name to display in the list.
4. Select the DNA Fusion option from the drop down list.

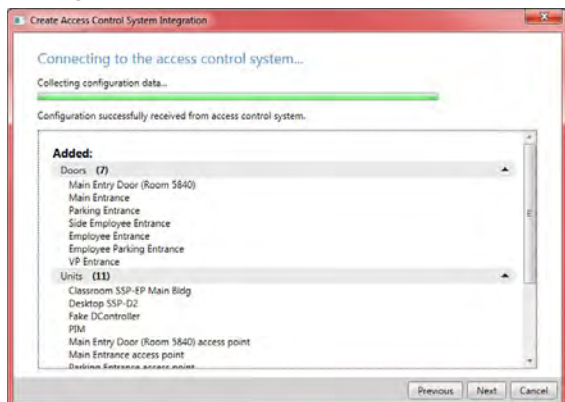
The dialog will populate with additional fields.



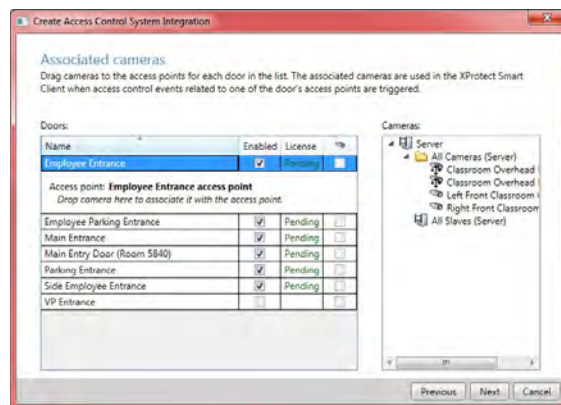
5. Enter the Flex API Service URL.  
This field automatically populates with http://localhost however it may need to be modified to match the DNA Fusion server URL address.
6. Enter the API Key found on page 2-4 in the API Key field.



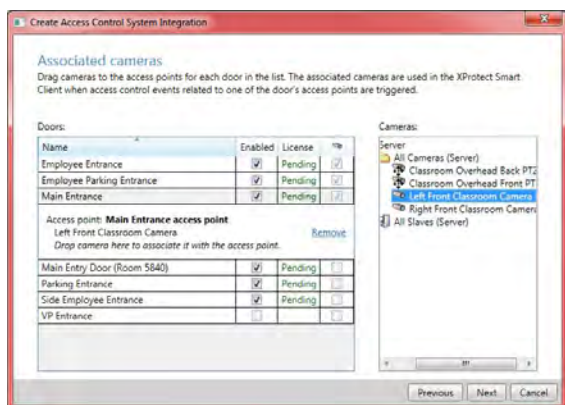
7. **Click** the Next button to connect to DNA Fusion and import the various DNA Fusion objects into Milestone. The DNA Fusion Doors, Controllers, Sites, Events, Commands and Hardware States will populate the dialog. Review the list to ensure that all items have been integrated before continuing to the next step.



8. **Click** the Next button to proceed with the configuration. The Associated Cameras dialog appears.
9. **Expand** the Server header in the Cameras pane to reveal the cameras. Map access points in the access control system with the cameras in the XProtect system, to show related video for events from the doors.
10. **Drag and drop** the camera to the desired Door.

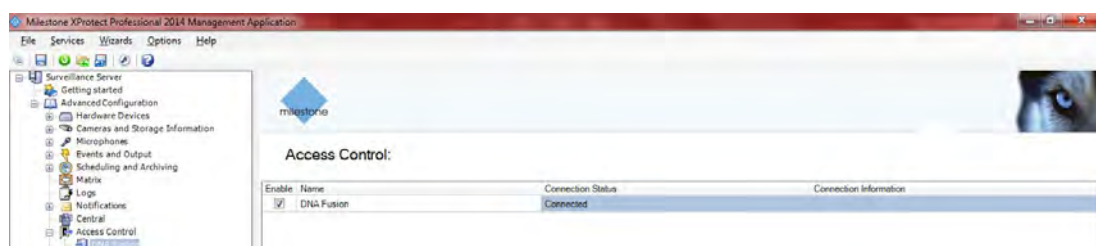


The camera is listed under the door; several cameras can be mapped to one access point. The XProtect Smart Client user is then able to view video from all the cameras. The option to Remove the camera becomes available.



Licensed doors are by default enabled. **Clear** the check box to disable a door and thereby free a license.

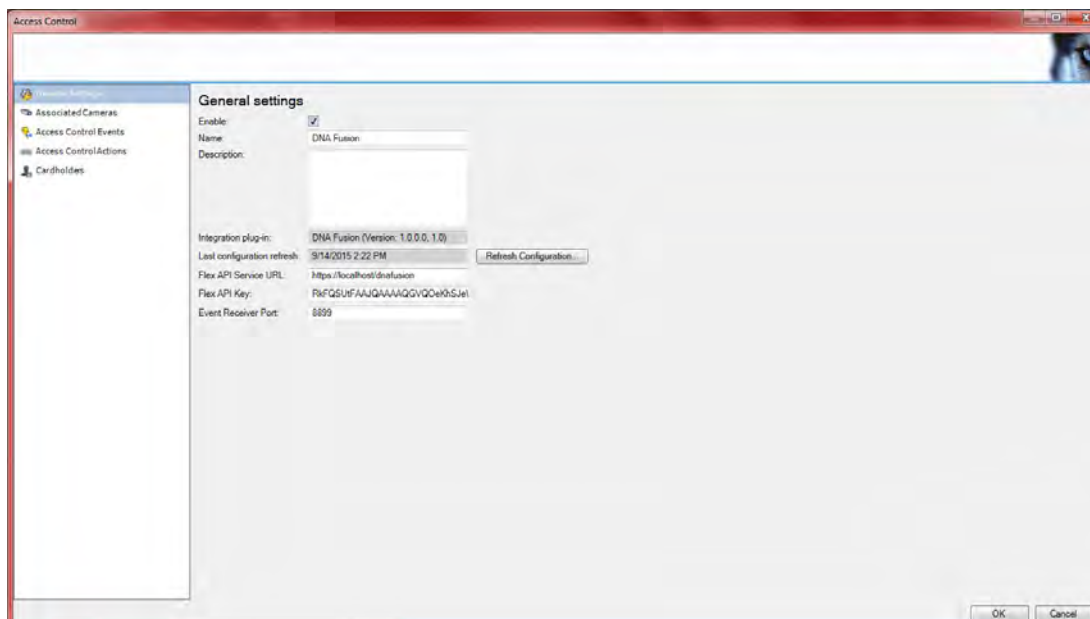
11. **Continue** to associate cameras with doors and **click** the Next button when done. The Integration Successful dialog will appear.
12. **Click** the Close button. The DNA Fusion Integration will appear under the Access Control header in the XProtect Management Application.



## DNA Fusion XProtect Management Application Settings

There are a number of settings that can be configured within the Milestone XProtect Professional Management Application.

From the Access Control header, **expand** the option and **double click** on the Open Options ACM integration. The Access Control Properties dialog will open.



### General Settings

The General Settings page displays the Name and Description along with the Flex API URL and API Key.

### Associated Cameras

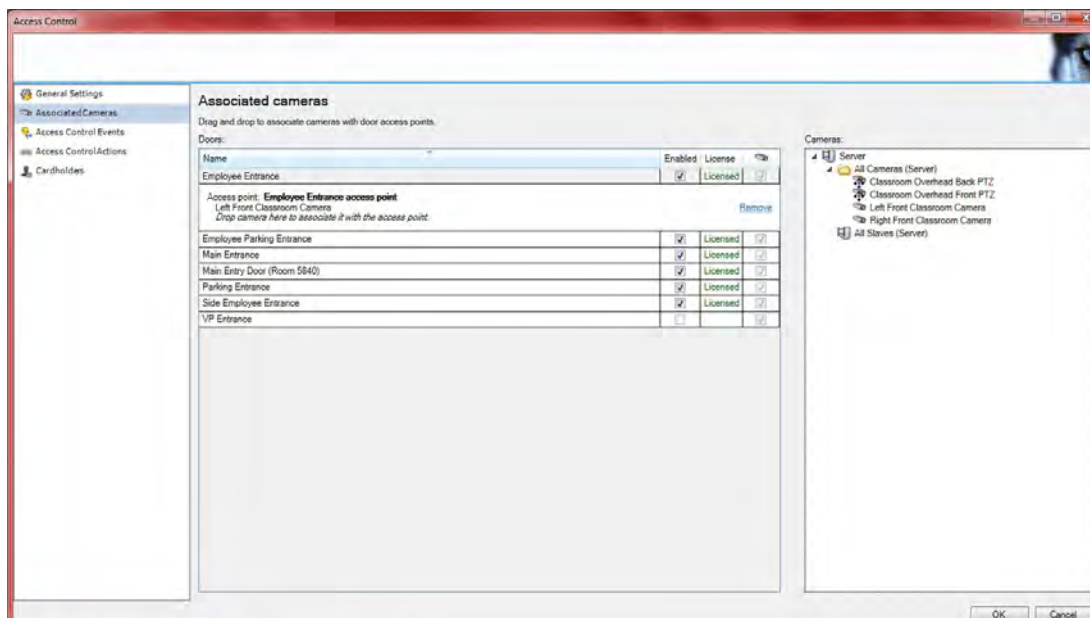
The Associated Cameras dialog lists all the doors that have been imported from DNA Fusion as well as the cameras available through the Milestone server. To associate a camera:

1. **Expand** the list of cameras under the Server header.
2. **Drag and drop** a camera to the desired entry point.

The camera is assigned to the entry point.

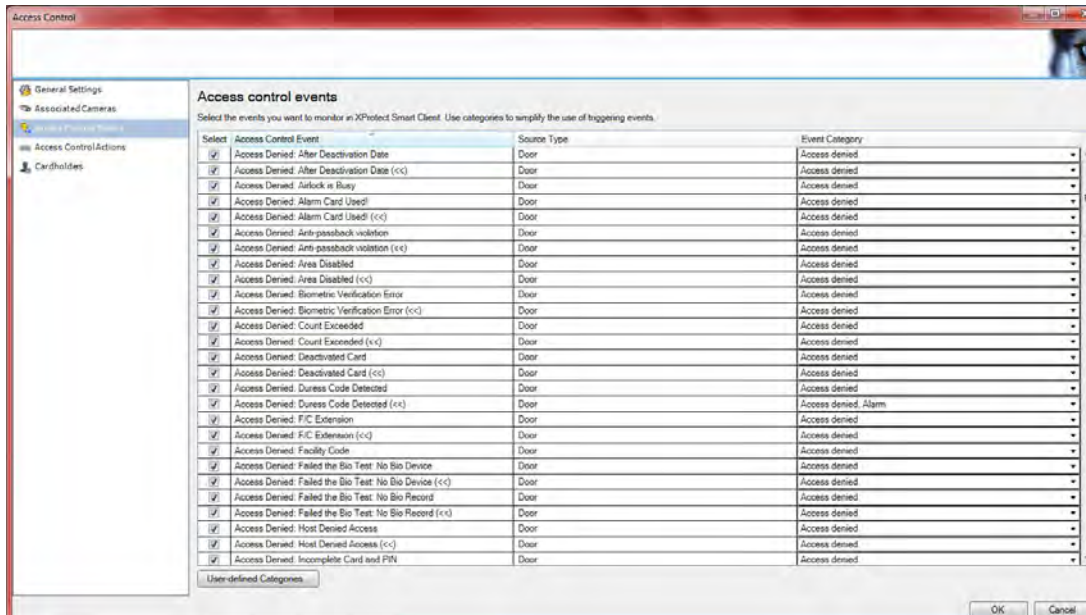
**Click** the Remove button to disassociate a camera with an entry point.

Licensed doors are by default enabled. **Clear** the check box to disable a door and thereby free a license.



## Access Control Events

The Access Control Events dialog provides the ability to designate which events will be monitored in the XProtect Smart Client. Categories can be used to simplify the use of triggering events. Custom user defined categories may also be created.



To monitor the event:

1. **Check** the Select box next to the Access Control Event to be monitored.

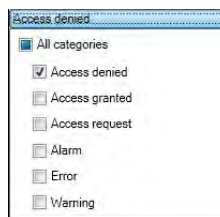
When an event is enabled, it is stored in the XProtect event database and is, for example, available for filtering in the XProtect Smart Client.

2. **Select** the Event Category from the drop down list.

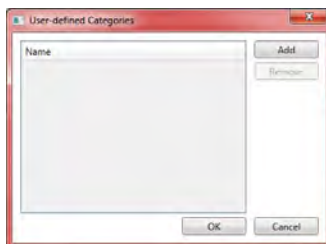
Assign none, one or more event categories to the access control events. The system automatically maps relevant event categories to the events during integration. This enables a default setup in the XProtect system. Mapping can be changed at any time.

Built-in event categories are:

- Access Denied
- Access Granted
- Access Request
- Alarm
- Error
- Warning



If desired, **click** the User-defined Categories button to create new categories.

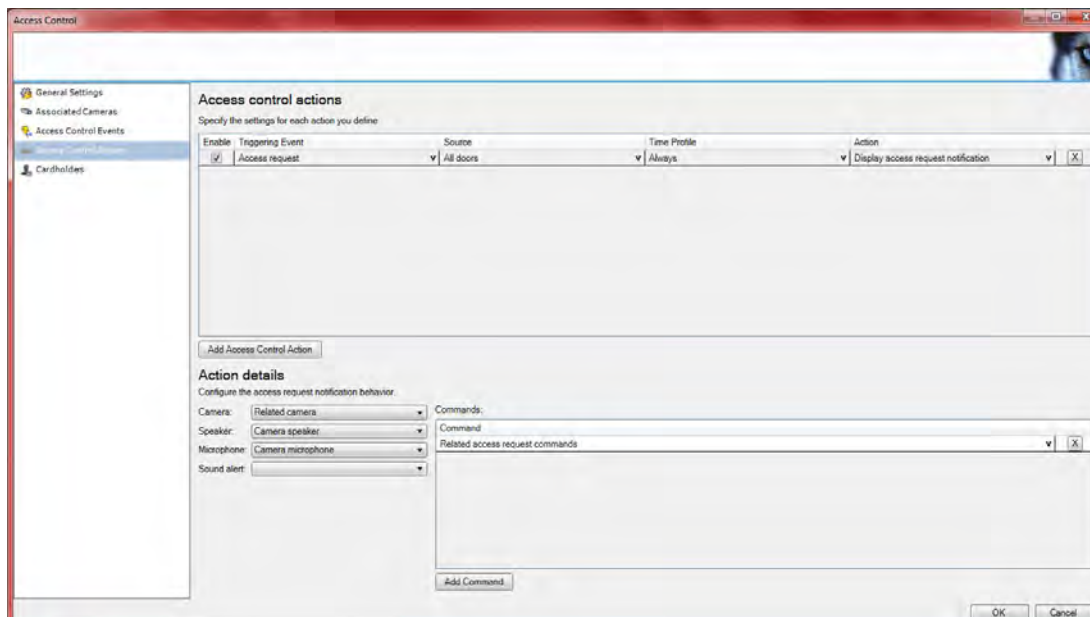


The categories are global for all integration systems added to the XProtect system. They allow setting up cross-system handling, for example on alarm definitions. If a user-defined event category is deleted, a warning is displayed if it is used by any integration. If you delete it anyway, all configurations made with this category, will not work anymore.

3. **Click** the OK button to save the changes.

## Access Control Actions

The Access Control Actions window allows for the definition of actions based on the configuration of the triggering events.

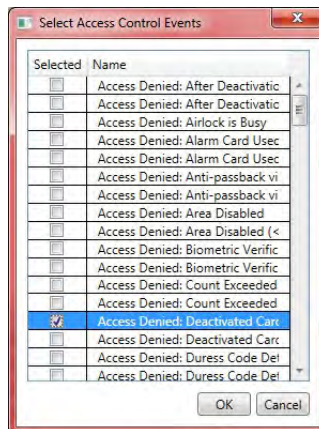
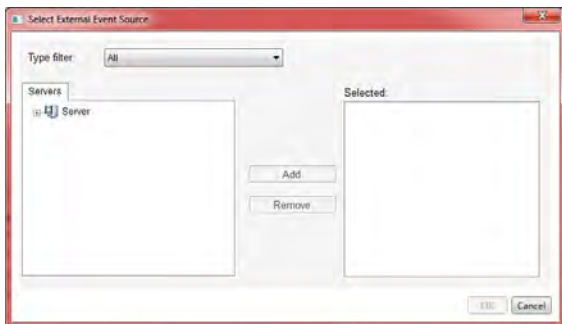


1. **Select** the Triggering Event from the drop down list.

If needed, configure the triggering event.

One or more actions related to the following can be specified:

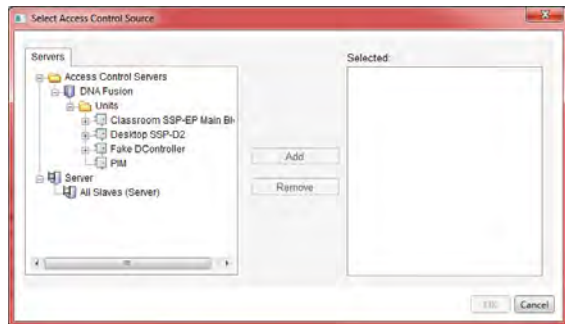
- Events from the access control system
  - Check the desired events from DNA Fusion.
- An event category
- Events from the XProtect system



2. **Select** the Source from the drop down list.

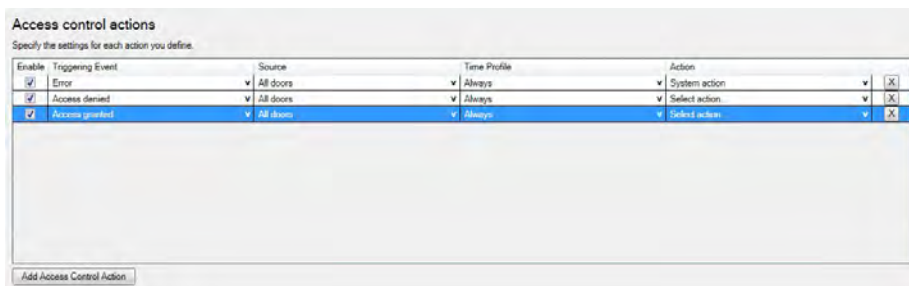
- All doors
- Individual doors
- Other...

**Click Other** to select multiple doors or other units in the DNA Fusion system.



3. **Select** the Time Profile in which you want the action to be performed if triggered.  
Time Profiles are configured as part of Milestone XProtect Professional Advanced Configuration.
4. **Select** the type of action and **specify** the action details
  - Display access request notification
  - Go to PTZ preset
  - Start recording
  - System action

To set up multiple actions, **click** Add Access Control Action. Example: Different actions triggered by the same event depending on different time schedules.



5. **Configure** the Action.
  - Display access request notification:
    - Specify which cameras, microphones or speakers the XProtect Smart Client user connects to via the notification user interface when a given event occurs. Also specify the sound to alert the user when the notification pops up. To enable more commands in the notification, see Add Command below.
  - Go to PTZ preset:
    - Specify the camera and select from the pre-configured presets a pattern for the camera and the time of return to preset when a given event occurs.
  - Start recording:
    - Specify the cameras that should start recording and the duration when a given event occurs.
  - System action:
    - Specify an action predefined in the XProtect system.
6. If desired, **click** the Add Command button.

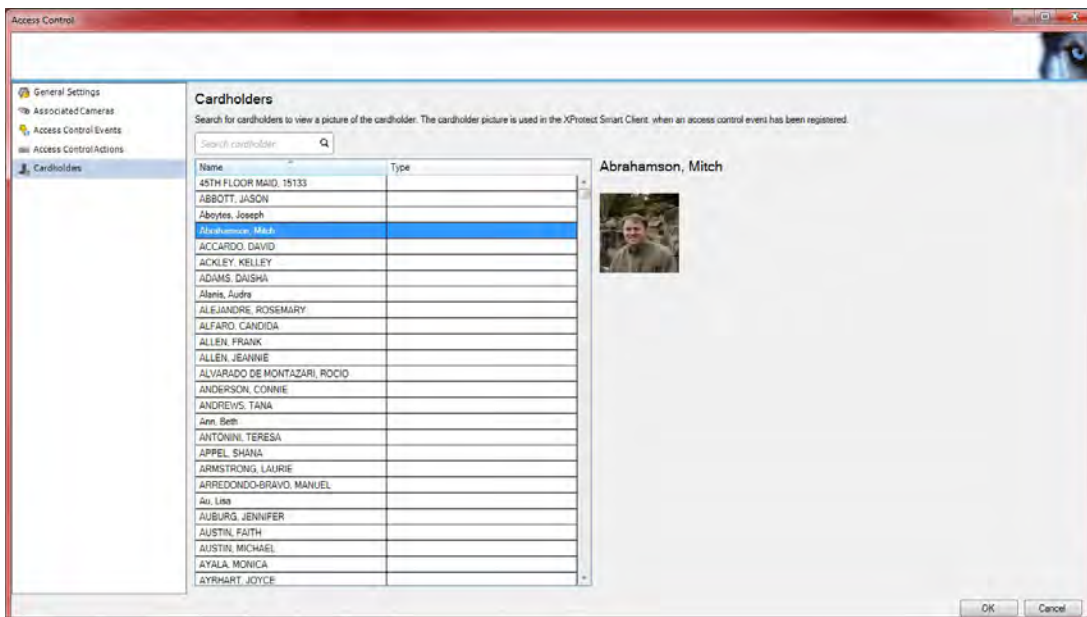
This will provide the ability to select which commands that should be available as buttons in the access request notification dialogs in the XProtect Smart Client.

- Related access request commands:
  - Enables all commands related to access request operations available on the source unit. For example Open door.
- All related commands:
  - Enables all commands on the source unit.
- Access control command:
  - Enables a predefined DNA Fusion access control command in the XProtect system. **Select** the desired command and if needed, **select** the door.
- System command:
  - Enables a command predefined in the XProtect system.
- To delete a command, **click** the X on the right side of the command.



## Cardholders

The Cardholders tab contains information about cardholders from the DNA Fusion access control system along with their photo.



To search for a cardholder, type the characters of the cardholder name and it will appear in the list, if it exists in the DNA Fusion cardholder database.

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# SmartClient DNA Fusion Setup 3

## In This Chapter

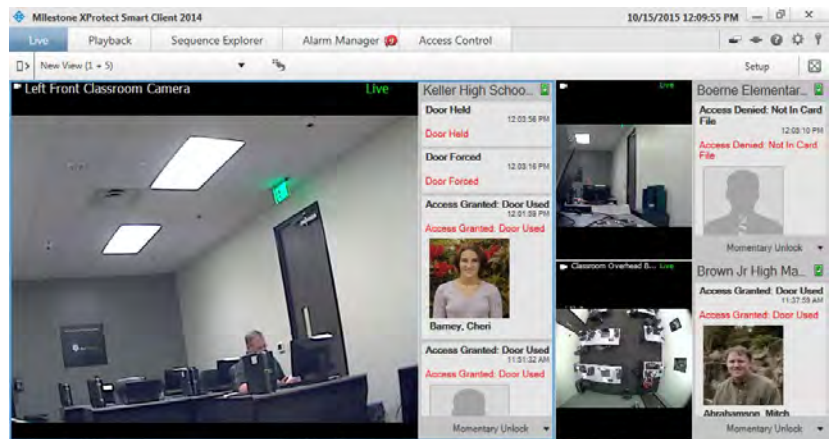
- ✓ Configuring a SmartClient Access Control View
- ✓ Viewing DNA Fusion Events and Controlling Hardware

Access control in the XProtect Smart Client integrates events from the Open Options DNA Fusion access control system with the features of the XProtect video management software. The information from DNA Fusion generates events in the XProtect system.

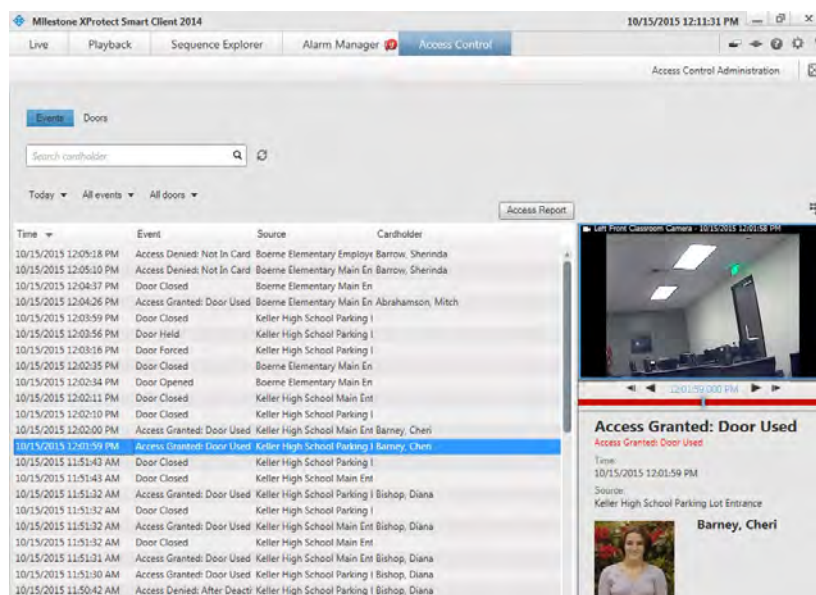
On the Live tab, access control events can be monitored in real time, and on the Access Control tab, particular events and door states can be viewed and investigated as they happen.

The Live tab provides video from the cameras associated with the doors from DNA Fusion. This gives a full overview of the live access control events associated with these cameras.

In setup mode, the view can be customized with overlay buttons and access control commands, such as locking and unlocking of doors as well as direct commands.



The Access Control tab provides a dedicated view for all the DNA Fusion access control events along with the cardholder information and photo if available. The door view includes a list of the doors and their current state. When an event or door is selected, all the associated cameras show the event or live video on the right-hand side of the screen together with detailed cardholder information.

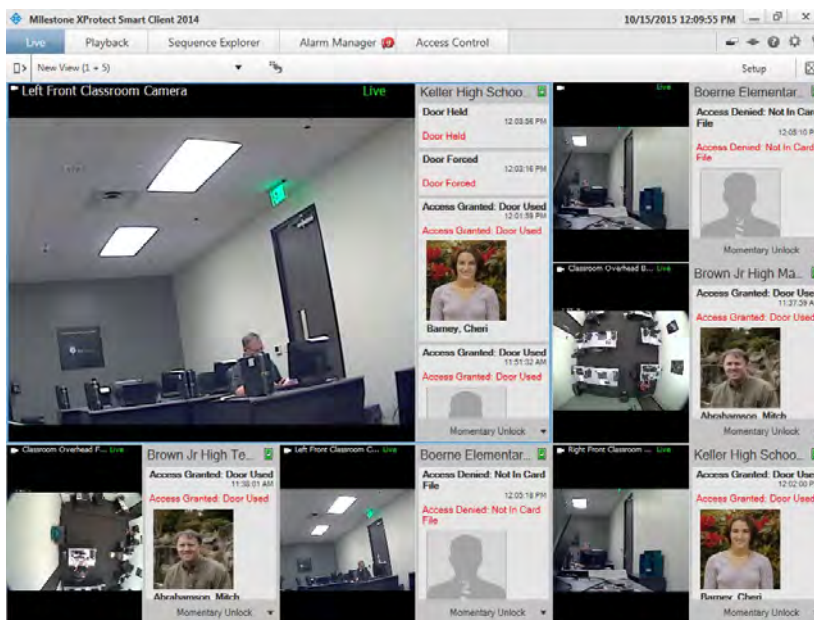




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## DNA Fusion on the Live tab

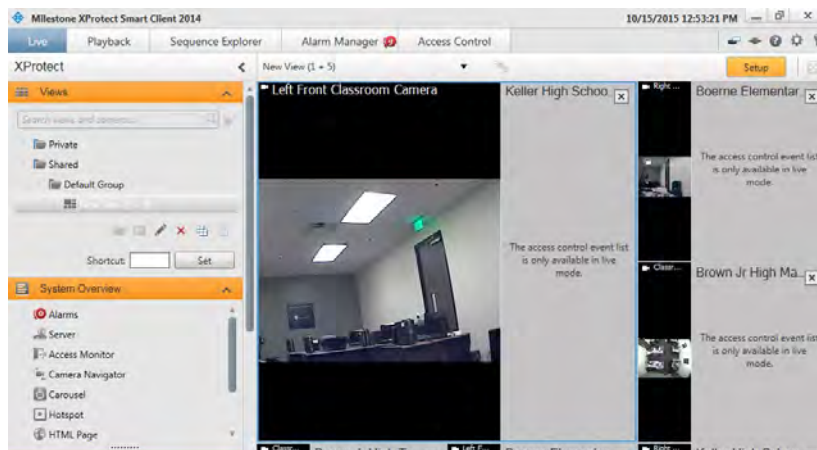
On the Live tab, video from the DNA Fusion events can be viewed from the cameras associated with access control sources. The events and any associated photo are displayed as a list to the right of the video.



When an Event is selected from the list, the live video automatically pauses and changes to independent playback of the event video. To go back to viewing live video, either **click** the event again or **click** the Independent playback icon on the camera toolbar. If the system and the event hold cardholder information, **click** the Search icon next to the cardholder name on a selected event to jump to the Access Control tab and view all events associated with the cardholder.

### Add Access Monitors to Views

1. From the Live tab, **click** the Setup button.



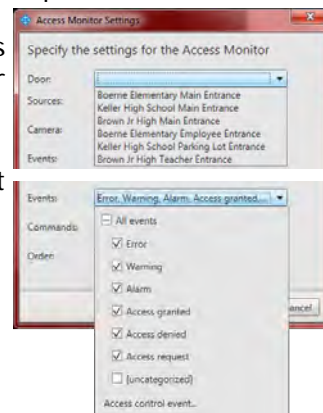
2. **Select** the view you want to associate an Access Control camera with from the Views pane.
3. In the System Overview pane, **click** Access Monitor and **drag** it to the relevant position in the view. The Access Monitor Settings dialog will appear.



- In the Access Monitor Settings dialog that appears, **specify** the door and camera, and the appearance of the view item.

Specify how the access control event will display on the Live tab in the Properties pane.

- Select** the door to view along with the associated camera. If a door has multiple access points and associated cameras, a view can be set up for each of the access points.
- Specify** which events to view. For example, set up view items for different event types: one for system events and one for access requests.
- Select** the commands that will be available to the operator.
- Specify** the display order of the event list in the Access Monitor view item.

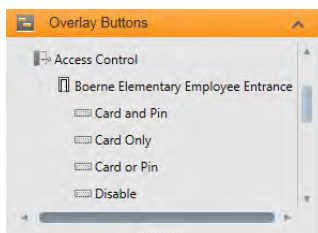


- Click** the OK button to save the pane.
- Repeat** until all the desired DNA Fusion access points are in the view.
- Click** the Live button to view the pane.

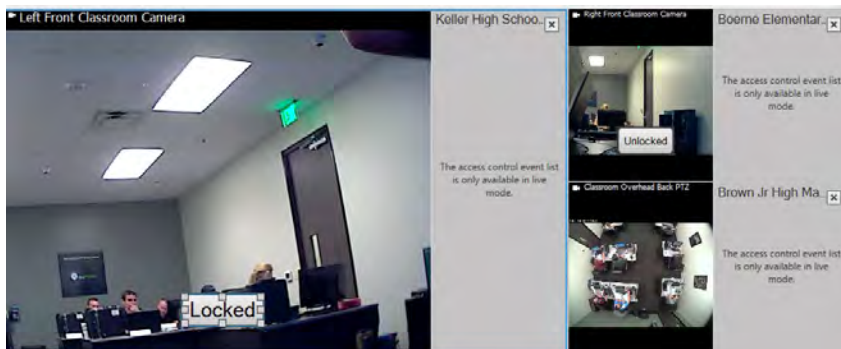
### Overlay Buttons

Overlay command buttons tied to DNA Fusion access control commands configured for the doors can be added to a view.

- From the Live tab, **click** the **Setup** button.
- Select** the view you want to associate an Overlay Button with from the Views pane.
- In the Overlay Button pane, **expand** the Access Control item to locate the desired door.



- Expand** the door to reveal the Door Modes and **drag** the Mode to the relevant position in the view. The button will appear on the pane view.



- Resize** or **edit** the button as needed.

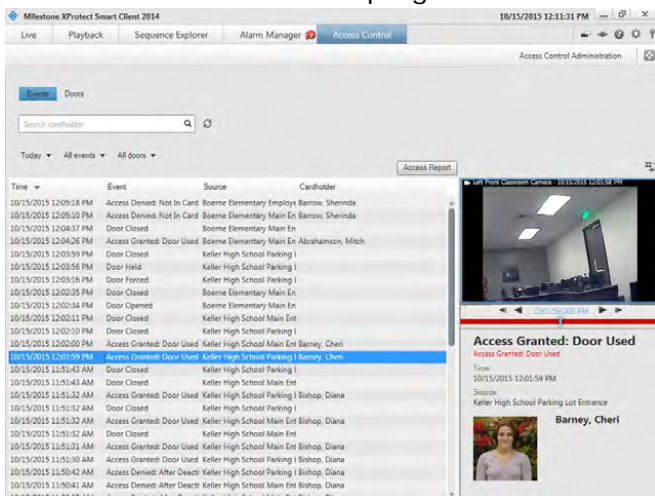
### Map Integration

If the map functionality to support will be used to support the surveillance and access control systems, the access control units can be added to a map. From the map toolbox, select access control units, for example a door. Since the state of the access control units are always visible, a map used in this way is a quick way to get a graphical overview of the states of the access control units for the area or building being monitored.

## DNA Fusion on the Access Control Tab

DNA Fusion related events and the state of the doors is displayed on the Access Control tab. From this tab, logged events can be investigated, the current door status is visible and certain commands can be initiated.

To allow for optimum performance, the lists only display a maximum of 100 rows at a time. To browse to the previous/next 100 rows, use the arrow buttons in the top right of the list.



The columns can be sorted by clicking on the desired column header; columns may also be dragged to different positions to rearrange the grid.

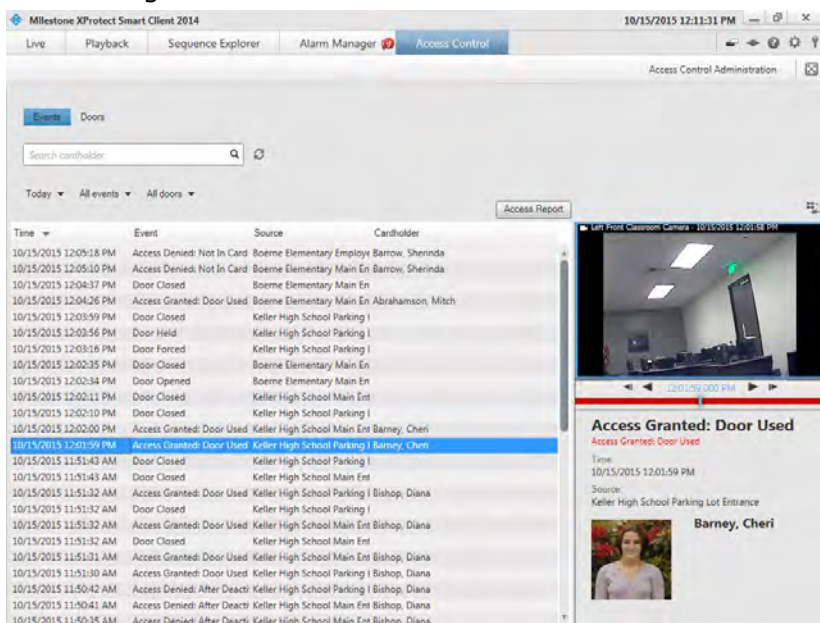
The Access Control tab can be dragged to a separate window, allowing the main window to be open in the background to watch several views simultaneously.

### Events & Doors Status List Tab

On the Access Control pane, there are 2 status list tabs: Events & Doors. Each tab provides a different view of the DNA Fusion system.


- **Events Tab:** The Events are logged with a time stamp, event type, the DNA Fusion associated door or access control unit description and cardholder name if available. When an event is selected, the preview on the right displays the related video sequence for the event. The preview camera title bar shows the camera related to the unit that triggered the event.

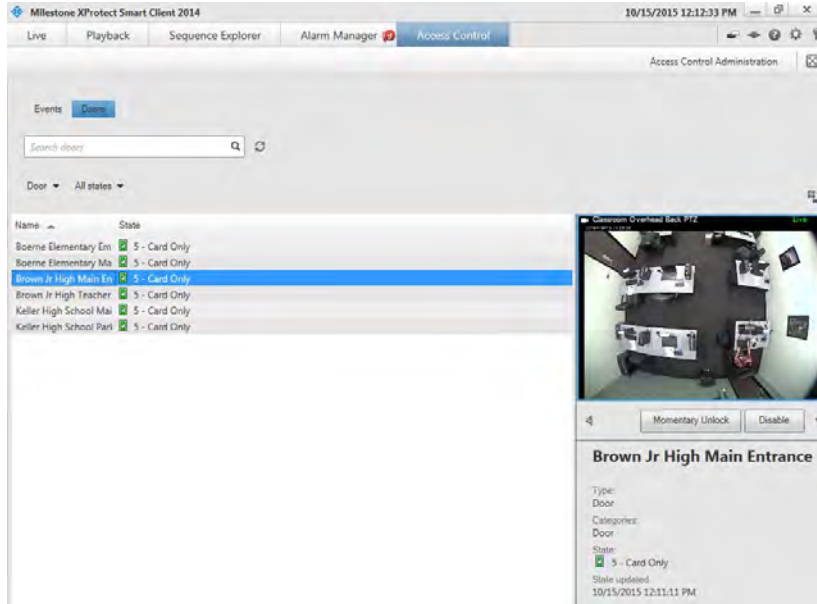
Related cardholder information, including the cardholders photo, appears below the video preview together with details about the selected event. **Click**  to view live video or play back recorded video in a floating window.




Standard playback options are available from the toolbar. If multiple cameras are associated with a door, they all appear in the preview.

- **Doors Tab:** The Doors lists the doors, access points and other access control units in the DNA Fusion access control system, and their current state. When a door is selected, the associated camera shows live video on the right-hand side of the screen together with detailed information about the doors status.

Action buttons allow you to perform certain commands related to that door, for example lock or unlock door. Information related to the selected door appears below the live video preview. **Click**  to view live video or play back recorded video in a floating window.



 *Standard playback options are available from the toolbar. If multiple cameras are associated with a door, they all appear in the preview.*



## Searching the Lists

The Search box can be used to search for a particular cardholder in the Event list or for a door or other Fusion component in the Doors list. If the Live Update Time option is not selected in the Time filter, the list only displays data from the time you searched or filtered. To view the latest data, **click** the Refresh button.

## Filtering the Lists

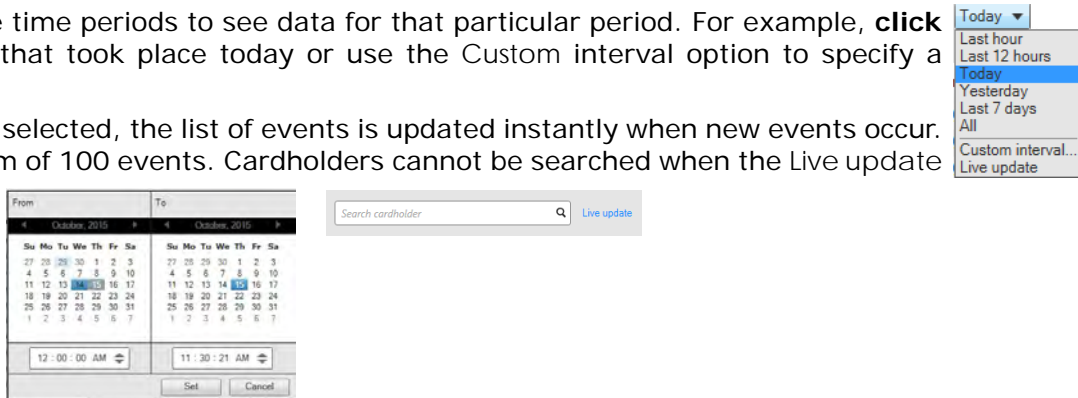
There are several ways to filter the Events or Doors Status List Tabs so they display only the door(s) and/or other desired component(s). **Click** any of the filters at the top of the list to see only data associated with that filter. Any applied filters are immediately reflected in the list.

### Events List

#### Time

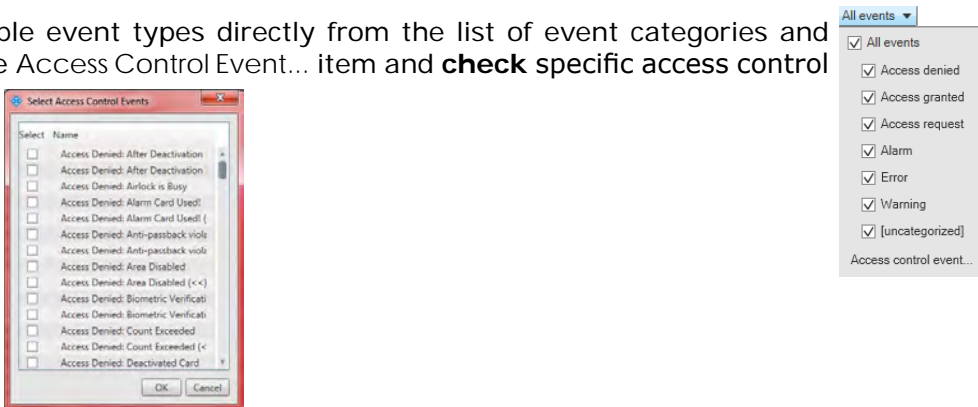
**Select** one of the available time periods to see data for that particular period. For example, **click** Today to see only events that took place today or use the Custom interval option to specify a particular time period.

If the Live update option is selected, the list of events is updated instantly when new events occur. The list displays a maximum of 100 events. Cardholders cannot be searched when the Live update option is selected.



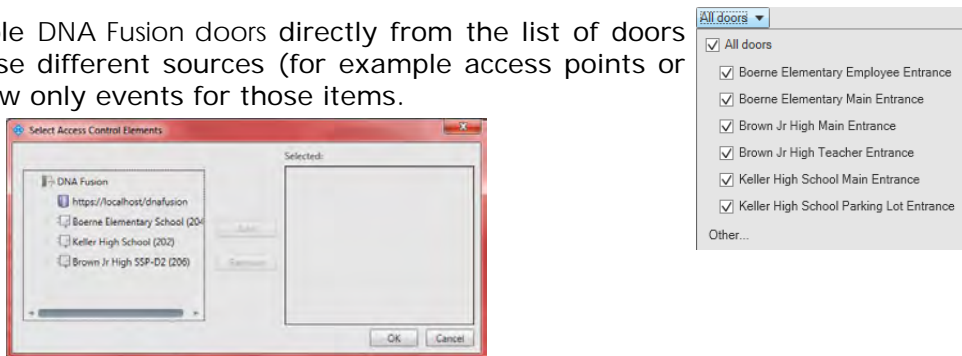
#### Events

**Select** one or more of the available event types directly from the list of event categories and uncategorized events or **select** the Access Control Event... item and **check** specific access control events from the resulting dialog.



#### Source (All Doors)

**Select** one or more of the available DNA Fusion doors directly from the list of doors or select the Other option to choose different sources (for example access points or controllers from DNA Fusion) to view only events for those items.



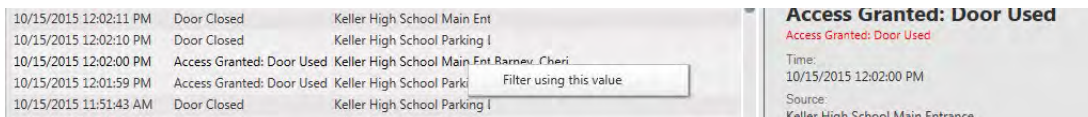
#### Cardholder

**Enter** the cardholder information in the Search dialog. Cardholders cannot be searched when the Live update option is selected.



#### Right Click Filter

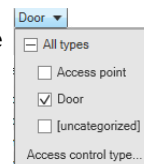
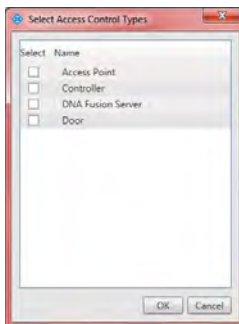
**Right clicking** on an event will open a filter dialog based on the value in the event. **Selecting** the Filter using this value option will return results related to the selected event.



## Doors List

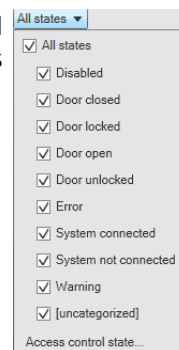
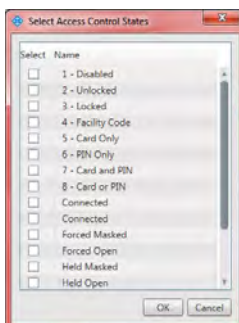
### Doors

**Select** one or more of the available doors, access points and uncategorized types or **select** the Access Control Types option and **check** other DNA Fusion components to view.



### States

**Select** one or more of the available states directly from the list of state categories and uncategorized states or select between specific access control states by **selecting** the Access Control State option and **specifying** the desired individual states.



## Export an Access Report

The Access Report is available from the Events tab except in Live Update mode. The report can be exported to a PDF file.

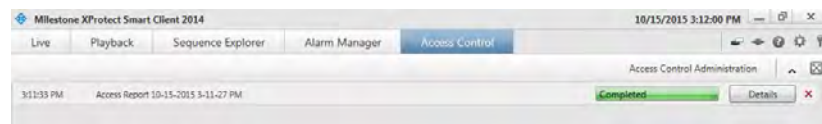
1. **Click** the Access Report  button.

The Access Report dialog will open.

2. **Click** the Create button to generate the report.

A status bar will appear across the top of the SmartClient.

Once finished, **click** the Details button to view a summary.



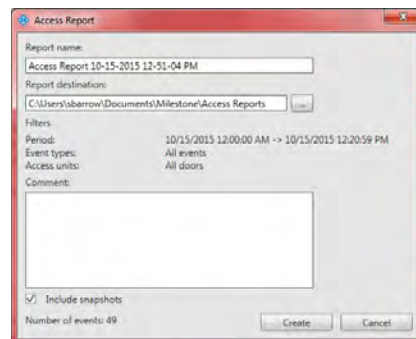
**Click** the Open button to open the report in Adobe Reader.




The report contains:

- Report name
- Report destination
- A list of the applied filters
- A comment field
- An option to include snapshots

If the event count is very high, you will receive a recommendation to refine the search and thereby reduce the number of search results.



## About DNA Fusion Request Notifications

All conditions that trigger an access request notification have to be specified in the video management system. The notification displays video related to the access request, displaying the person who is requesting access. The name of the door that should open is shown as a headline, indicating, for example, Access Request - Front door. The door state (for example open, closed or forced open) also appears. If you have multiple cameras associated with a door, they appear below each other. Click the Video icon  to view video in a floating window.

Access request notifications are temporary. If an access request notification is closed, the access request is no longer present in the system. If XProtect Smart Client is closed while an access request notification is shown, the access request is not restored when the Smart Client is restarted.

Access requests stack up on each other in the access request notification window so that all incoming access request notifications can be handled from the same notification window. The notification window can also be dragged to the other side of the screen. If needed, the access request notification window can be minimized to allow the functionality to continue in the background. The minimized notification window blinks to indicate the presence of new notifications.

### Access Request Notification Functionality

Access request notifications allow the operator to speak and listen to the person who wants to enter, if a speaker and/or microphone is attached to the relevant camera that shows the access request notification:


- To listen to what the person requesting access is saying, click the Speaker button.
- To speak to the person requesting access, for example to give instructions on how to proceed or behave in the area, click the Microphone button and hold the button.

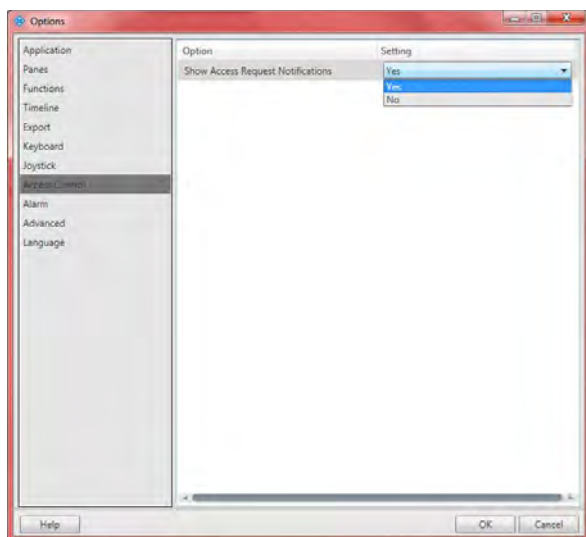
To the right of the Microphone and Speaker buttons, are buttons that allow certain actions to be executed. The most typical action is to unlock a door for a person requesting access, but could also be to turn on the lights in the area close to the relevant entry. If available, the cardholder information will be displayed.

### Disabling the DNA Access Control Functionality on the Smart Client

If a client does not need to view the DNA Fusion access control features and functions.

To turn off access request handling

1. **Click** the Options icon  .  
The Options dialog will open.
2. **Select** the Access Control item from the menu.



3. From the Show Access Request Notifications drop down, **select** No to turn off access request notifications. To handle access requests again, **select** Yes to receive access request notifications from DNA Fusion.



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