

Paxton Net2 Integration for Milestone Access 2018 -Installation and Configuration Guide

Target audience

This Document is intended for System Installers as well as System Administrators.

Prerequisites



- Supported Microsoft Operating Systems:
 - o Windows 7 Professional;
 - o Windows 8 Professional;
 - o Windows 10 Professional;
 - o Windows Server 2008 R2;
 - o Windows Server 2012;
- Operational Paxton Net2 Server. V5.3.4008 onwards
- Operational Milestone system, with valid access 2018 or ACM License.
- Supported Milestone Systems:
 - o Milestone 2014, 2016, 2017 and 2018:
 - XProtect Essential+
 - XProtect Express & Express+
 - XProtect Professional & Professional+
 - XProtect Enterprise
 - XProtect Expert
 - XProtect Corporate
 - Husky M50

Installing the integration

The installation process is started when the installation file (SPPaxtonACM_vxxx.msi) is executed.

Follow the on-screen prompts and accept the license agreement.

Welcome to the SmartProtect Paxton_Milestone Access Integration Setup Wizard	
The Setup Wizard will install SmartProtect Paxton_Milestone Access Integration on your computer. Click Next to continue or Cancel to exit the Setup Wizard.	
Back Next Cancel	
SmartProtect Paxton_Milestone Access Integration Setup — 🗆 🗙	
End-User License Agreement Please read the SmartProtect Paxton_Milestone Access Integration License Agreement	
Net2 Access Control	
End User Licence Agreement (EULA)	
IT IS IMPORTANT THAT YOU READ THIS AGREEMENT CAREFULLY	
I accept the terms in the License Agreement	
Print Back Next Cancel	

Selecting 'Milestone Plugin for Paxton' will provide you access to doors, events and users in the Net2 system, displayed within the XProtect Smart Client.

Selecting 'Paxton Integration with Milestone Access' will allow you to administer users within the XProtect Smart Client.

	🕼 SmartProtect Paxton_Milestone Access Integration	_		×	
	Advanced Options Features and Custom Installation Paths				
	Paxton Integration with Milestone Access				
E	Milestone Plugin for Paxton				
	Back Next	:	Cano	:el	

Selecting either option will allow you to change the installation path, if you wish this to be different from the default:

	🕼 SmartProtect Paxton_Milestone Access Integration — 🗌 🗙		
	Advanced Options		
	Features and Custom Installation Paths		
	Paxton Integration with Milestone Access	A(Q)	
	Custom Installation Path		
	C:\Program Files\Milestone\MIPPlugins\		
HAR	Milestone Plugin for Paxton		
	Custom Installation Path		
	C:\Program Files\Milestone\MIPPlugins\		

* The operation of the Paxton integration relies on being installed to the correct destination folder, relative to the Milestone System.

Click "Next" to finish the installation. (Please look out for and accept any UAC Prompts that may be required)

	Installing SmartProtect Paxton_Milestone Access Integration Installing SmartProtect Paxton_Milestone Access Integration	
	Please wait while the Setup Wizard installs SmartProtect Paxton_Milestone Access Integration.	-
	Status: WixSharp_BeforeInstall_Action	
Click "Finish" to close	Back Next Cancel the installer.	
	SmartProtect Paxton_Milestone Access Integration Setup – Completed the SmartProtect Paxton_Milestone Access Integration Setup Wizard	
	Click the Finish button to exit the Setup Wizard.	
		/
	<u>View Log</u> Back Finish Cancel	

Configuring the integration

THIS INTEGRATION CONSISTS OF TWO SEPARATE PLUGINS, CONFIGURED SEPARATELY.

The plugin configurations are completed in the Milestone Management Client (Corporate and Expert Products) or the Milestone Management Appliance (Express, Professional and Enterprise) products.

Milestone access plugin

This plugin manages all the normal access control interactions between Paxton and Milestone.

Connection

With the Milestone Management Client (appliance) open, navigate to the Access Control node. Right click on this node and select "Create new . . ."

If plugin is not found see Troubleshooting: Milestone Access Plugin.

-	
Create access control syst	em integration
Name the access control system integ	ration, select the integration plug-in and enter the connection details.
Name:	Paxton Net2 Access Control 2018
Integration plug-in:	SmartProtect Paxton ACM ~
Address of my access control system:	localhost
Port:	8025
Username:	System Engineer
Password:	••••

If a plugin is found, the "Create Access Control System Integration" window is displayed. The following items must be supplied:

- 1. Name: This is the name of the Plugin
- 2. Integration Plugin: Select the Paxton Access integration from the list.
- 3. Address of my Access Control System: Server name or IP address of the Paxton Net2 server.
- 4. Port: Port number of the Paxton Net2 server.
- 5. Username: Paxton Net2 Username.
- 6. Password: Paxton Net2 Password.

Synchronise the configuration

After completing the required information, Click "Next".

The Plugin will attempt to connect to the Net2 Server. If the connection succeeds, the system configuration will be synchronised and the result is displayed:

	ccess Control System Integration	×	
Со	nnecting to the access control system		
Colle	ecting configuration data		
Cont	figuration successfully received from access control system.		
	Added:		
	Doors (6)	•	
	Units (6)	•	
	Servers (1) Events (1003)	• •	
	Commands (3)	- -	
	States (19)	•	
		Previous Next Cancel	

If Connection fails see Troubleshooting: Milestone Access Plugin

Associate cameras

Clicking "Next" will display the "Associate Cameras" window

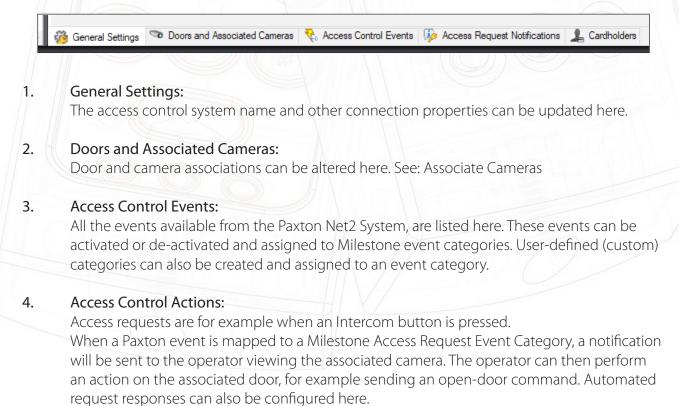
Associate came	ras				
				t. The associated cameras are used in the XProtect Smart oor's access points are triggered.	
Doors: All doors 🎽				Cameras:	
Name	Enabled	License	3	Dahua IPC-HDW4300C (10.10.40.168) - C	
Group 1 - Live Door 1	~	Missing	\checkmark	🤏 Qvis HDIPC (10.10.40.33) - Camera 1	
Group 2 - Live Door 2	~	Missing	\checkmark	🏁 Qvis HDIPC (10.10.40.189) - Camera 1	
Group 3 - Live Door 3	~	Missing	\checkmark		
Live Door 4	~	Missing	\checkmark		
Live Door 5	~	Missing	\checkmark		the second
Live Door 6	~	Missing	\checkmark		
Access point: Live Do Qvis HDIPC (10.10.4 Qvis HDIPC (10.10.4 Drop camera here to	40.33) - Ca 40.189) - C	amera 1 Camera 1	<u>Remov</u> <u>Remov</u> e access poin	< >>	
				Previous Next Can	cel

Find the required camera for each door in the right hand pane, and drag and drop on the associated door.

When all the doors have been associated with cameras, click "Next" to Continue. After successful integration, the success confirmation window is displayed.

After successful integration, the access control plugin properties can be accessed at any time by right clicking on the configured access control node, in the Milestone Management Client.

	Create Access Control System Integration	×
	You have successfully completed the access control system integration	
	Your XProtect Smart Client users can now monitor access control events. See the help system for how to optimize the XProtect Smart Client for access control system integration.	
	You can edit the integration settings in the access control system properties, if you, for example, update the access control system.	
0		
1		
Access contro	properties	
Access contro	ol properties are divided into 5 categories:	



5. Cardholders:

Cardholder information can be viewed, and cardholders can be searched for. A custom picture can be selected for each cardholder profile.

Search for cardholders to view, an	dd or delete a picture of the cardholder. The c	ardholder picture is used in the XProtect Smar	t Client, when an access control event h
Search cardholder	2		
Name	Туре	Adam Gray	
Adam Gilday	User	 All hours, all doors 	
Adam Grant	User		Select picture
Adam Gray	User		Delete picture
Adam Walker	User		
Adam Walker	User		
Adam White	User	2	
Adelle Gabriel	User	AccessLevel:	All hours, all doors
Adelle Gibson	User	AccessLevelid	1
Adelle Rodriguez	User	ActivationDate:	11/01/2018 00:00:00
Adelle Slater	User	Active	True
Adelle Thompson	User	Department:	Accounts
Adelle Wallace	User	DepartmentId	5
Adelle Young	User	DisplayName:	Adam Gray
Adrian Bennett	User	FirstName	Adam
Adrian Bennett	User	Sumame	Gray
Adrian Bennett	User	Userid	634
Adrian Bennett	User	LastAreald:	0
Adrian Bennett (Error)	User		Contraction and the second second
Adrian Bennett (Error)	User	LastAccessTime:	01/01/0001 00:00:00
Alain Fournier	User	AntiPassbackUser.	
Alain Fournier	User	AlarmUser:	False
Alex Cox	User	ExpiryDate:	01/01/0001 00:00:00
Alex Harris	User	Field14_50	634
Alex Hamis	User	UserGuid	b873fd24-547e-4c0b-808f-6e11cf41fb2
Alex Mason	User	LastUpdated	11/01/2018 13:16:26
Alex Mason	User	Global.	False
Alex Mills	User		
Alex Mills	User		
Alex Simpson	User		
Alex Spence	User		
Alex Wright	User		
Alex Wright	User		
Alexander Clarke	User		
Alexander Grant	User		
Alexander Macdonald	User		
Alexander Macdonald	User		
Alexander Molean	User		
Alexander Phillips	User		

Milestone MIPS plugin

THIS PLUGIN MANAGES PAXTON NET2 USERS, INCLUDING ACCESS LEVELS

To access this plugin, in the Milestone Management Client, navigate to the "MIP Plug-ins" node, and open the "Paxton Management Interface" node.

Connection

Here the connection properties for the Paxton Net2 Server is configured separately from the access plugin.

After the first login, all the settings, except the password is stored. This reduces the risk of unauthorised changes.

On successful connection, the connect button will change to "Connected" with a green border. Other plugin functions may now be accessed.

PAXTON ACM PLUGIN V1.1.2.0 onwards

From this version, you will see an added tab in the Milestone Smart Client called Paxton. This tab provides an element of user control where users can be administered from within the Smart Client Application .

ive	Playback	Sequence Explorer	Alarm Manager	Paxton	Access Control	System Monitor
-----	----------	-------------------	---------------	--------	----------------	----------------

When clicking this tab, you will be presented with a connection logon; enter a valid Net2 operator account and password and click save. The credentials will be saved for the duration of the session the smart client is open and will only request the details again if the smart client is closed and reopened.

In host, enter localhost if running Milestone on the same PC as the Net2 server software. Alternatively, enter the name of the PC or the IP address the Net2 server resides on. This should be on the same LAN as the Milestone server.

Host localhost
Host localitost
Port 8025
Jser Name Chris Wrench
Password ••••
Cancel

Upon connection to the Net2 server, the status in the bottom left corner of the screen will indicate you are connected to Net2.

Status: Connected

Connection



The operator is presented with a list of users within the Access Control System. If they have photos attached to their user record in Net2, they will display with the Milestone:

Live	Playback Sequence Explorer	Alarm Manager Parton Access Cont	rol System Monitor			-+00
1273 0	Thank you for using this trial leanse to demonstrate or	evaluate the XProtect video management software. The trial loanse is	not for commerciar use. To fully literus the product, please contact	t your resailer or find one or www.miledunesp.co		
Add New Un	6					Search User
	Name	Department	Accessiument	Pe	Ede	Delete
				0		
	Carsline Miller	Marketing	All hours, all doors		Edit	Delate
	Caroline Torres	Temporary Dart	All hours, all doors		Edit	Delete
				<u></u>		
	Catherine Young	Marketing	House Keeping		Edit	Delete
	Canerva roung		House Keeping			
	Ohrie Weench	(nered	All hours, all doors	×	Edit	Delete
				-		
	Clair Ferguson	Temporary Staff	All hours, all doors	5-	Edit	Delete
				1		-
				0	Edit	Delete
	Debbie Ferguson	Factory	House Kamping	AL	Lat	Creater
						-
	Debbie Hill	Manapere	Standard	25	Eda	Delete
	Deborah Mason	Accounts	No access	R	Edit	Detete
				12		
	Den Thwaites	100000	1000	9	Edu	Delete
	Den Theates	Managers	No access		E.04	Deves
						-
	Edward Philips	Research And Development	Visitore	- Change	Edit	Delete
	Elanor Wallace	Research And Development	Cleaners	0	Edit	Cielete
				V	i	-

User information can be edited within the Smart Client by clicking Edit. The Net2 Desktop Reader with Keyboard Output USB (Paxton Sale Code: 214-326) will allow you to add Paxton tokens to the system via the Smart Client. If you do not possess a desktop reader with the keyboard output, you will need to identify the token number and enter this manually. To delete and remove the user, click delete.

You can edit Access Level and individual permissions, as well as complete custom fields and the memo section.

🔮 User Management			
User Access Custo	m Memo		
First Name:	Caroline	Activation date	
Middle Name:		31 December 2000	•
Surname:	Miller	Expire	
Deptarment:	Marketing	29 November 2016	
Telephone:	Ext.:		-
Fax No:		Active	
Picture File Name:		Anti-Passback	
PIN:		Alarm User	Sa
PIN length:	4		
Card Administration			
Card No.:		Add Ca	rd Clo
User's cards:		- Delet	e

Access Levels:

User Access Custom Memo		- · ·	
Access Level: All hours, all door	rs	 Access Lev Individual 	el
			Save
			Jave
Card Administration			
Card No.:		Add Card	Close
User's cards:		→ Delete	
Jser updated OK.			.::
Fields:			
r Fields:			
r Fields:			
, User Management		-	
User Access Custom Memo		-	
User Management User Access Custom Memo Field 1:	Field 8:		
User Management User Access Custom Memo Field 1: Field 2:	Field 9:		
User Management User Access Custom Memo Field 1:			
User Management User Access Custom Memo Field 1: Field 2: Field 3:	Field 9: Field 10:		
User Management User Access Custom Memo Field 1: Field 2: Field 3: Field 4:	Field 9: Field 10: Field 11: Field 12:		
User Management User Access Custom Memo Field 1: Field 2: Field 3: Field 4: Field 5:	Field 9: Field 10: Field 11:		
User Management User Access Custom Memo Field 1: Field 2: Field 3: Field 4: Field 5: Field 5: Field 6:	Field 9: Field 10: Field 11: Field 12:		
User Management User Access Custom Memo Field 1: Field 2: Field 3: Field 4: Field 5: Field 6:	Field 9: Field 10: Field 11: Field 12:		Save
User Management User Access Custom Memo Field 1: Field 2: Field 3: Field 4: Field 5: Field 5: Field 6: Field 7:	Field 9: Field 10: Field 11: Field 12:		
User Management User Access Custom Memo Field 1: Field 2: Field 3: Field 4: Field 5: Field 6: Field 7: Card Administration	Field 9: Field 10: Field 11: Field 12:	Add Card	Save
User Management User Access Custom Memo Field 1: Field 2: Field 3: Field 4: Field 5: Field 5: Field 6: Field 7: Card Administration Card No.:	Field 9: Field 10: Field 11: Field 12:	Add Card	Save
User Management User Access Custom Memo Field 1: Field 2: Field 3: Field 4: Field 5: Field 5: Field 6: Field 7: Card Administration Card No.: User's cards:	Field 9: Field 10: Field 11: Field 12:		Save
Field 1: Field 2: Field 3: Field 4: Field 5: Field 6: Field 7:	Field 9: Field 10: Field 11: Field 12:		Save
User Management User Access Custom Memo Field 1: Field 2: Field 3: Field 4: Field 5: Field 5: Field 6: Field 7: Card Administration Card No.: User's cards:	Field 9: Field 10: Field 11: Field 12:		Save

Memo Tab:

Field 13:		
		Sa
Card Administration		
	Add Card	Cl
Card No.:		

Troubleshooting - Unsuccessful Installation

PLEASE CHECK THE FOLLOWING BEFORE CONTACTING SUPPORT

- 1. Is the correct .NET Framework version installed? (Currently .NET 4.5.2 or newer is supported.)
- 2. Make sure that all the pre-requisites are met.

INSTALLATION LOGS

Installation logs can be vital in establishing the source of a problem. Logs can be located in the following locations:

- 1. Click "View Logs" on the last page of the installation wizard.
- 2. Navigate to: "C:\ProgramData\SmartProtect\Paxton\InstallFiles" (C:\ being your system OS Drive").

These files may be required by support in order to identify the problem.

Troubleshooting - Milestone Access Plugin

"No Access Control Plugins Are Available . . ." Message, when attempting to add the plugin in the Milestone Management Client.

No access control plug-ins are available. Verify that plug-ins are installed on the event server and that the Event Server service is running.	
(OK	

- If the warning listed above is produced, then the Milestone Event Server Service may need to be re-started for the plugin to be recognised.
- Restarting the service can be achieved by typing "Services" in the Windows search bar and selecting "Services" from the application search results. Find the "Milestone XProtect Event Server" service, right click on it and select "Restart".
- From Milestone Corporate Version 2016 R2, an event server tray icon is available that can also be used to restart the service.
- Re-open the Milestone Management Client and try adding the plugin again.
- Make sure that the Paxton NET2 Client is also installed on the Milestone Management Server. This client installer is usually in the form of a file called "RedistOEM.msi".
- Check that the version of the Paxton NET2 Client installed on the Milestone Management Server is the same as the version of the installed Paxton NET2 Server.
- Connection to the Paxton NET2 server fails while attempting to configure the plugin:
- If the connection fails, click "Previous", and please review the information supplied. Also ensure that the Paxton Net2 server is running and that network connectivity can be established.

Regarding Network Connectivity: Please ensure that the Paxton Net2 Server can be reached on the network (perhaps with a "Ping" test) and that the OS Firewall Allows Communication via the Paxton Net2 Port (Default TCP Port 8025).

- Make sure that the Paxton NET2 client is also installed on the Milestone Management Server. This client installer is usually in the form of a file called "RedistOEM.msi".
- Check that the version of the Paxton NET2 client installed on the Milestone Management Server is the same as the version of the installed Paxton NET2 server.
- Access Plugin is correctly configured, but Paxton NET2 events and statuses do not display in the XProtect Smart Client.



- Make sure that the Milestone Access or ACM License is active. Individual door licenses can be checked in the "Doors and Associated Cameras" window in the Milestone Management Client access control node. See: Access Control Properties
- Make sure that the doors for which events are expected, is associated the cameras.
- See: Associate Cameras
- Make sure that the Paxton Events are Properly Mapped to Milestone Event Categories. See: Access Control Properties.

Troubleshooting - Milestone MIPS Plugin

- Connection to the NET2 Server Fails:
- Make sure that the Paxton NET2 Client is also installed on the PC where this plugin is installed. This Client Installer is usually in the form of a file called "RedistOEM.msi".
- Check that the Version of the Paxton NET2 Client Installed on the PC where this plugin is installed is the same as the Version of the Installed Paxton NET2 Server.
- Please Ensure that the Paxton Net2 Server can be reached on the network (perhaps with a "Ping" test) and that the OS Firewall Allows Communication via the Paxton Net2 Port (Default TCP Port 8025).
- Plugin does not appear in the Milestone Management Client, under the "MIP Plug-ins" Node: Make sure that the Milestone System was not installed on a Custom Drive or in a Custom Location.

Depending on the Type of Product Installed, different options exist for Plugin Folders.

If a Custom Milestone Installation was performed, the Following Steps can be taken to attempt resolution:

Un-install the Plugin;

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- Find the Path to the following Milestone Folders:
 - o Milestone Corporate or Expert:
 - Management Path: Custom Installation Folder "\Milestone\XProtect Management Client\MIPPlugins"
 - ACM Path: Custom Installation Folder "\Milestone\XProtect Event Server\ MIPPlugins
 - Milestone XProtect Enterprise, Professional and Express:
 - Management Path: Custom Installation Folder \Milestone \Milestone Surveillance \ MIPPlugins"
 - ACM Path: Custom Installation Folder "\Milestone\XProtect Event Server\ MIPPlugins



- Re run this Installer and in the "Advanced" Window, Substitute the Following Installation Paths to the Paths Found in the Above Step.
 - o Paxton Integration with Milestone Access: ACM Path
 - o Milestone Plugin for Paxton: Management Path

Disclaimers

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