



# **Herta Integration with Milestone**

## **User Guide**



The Open Platform Company

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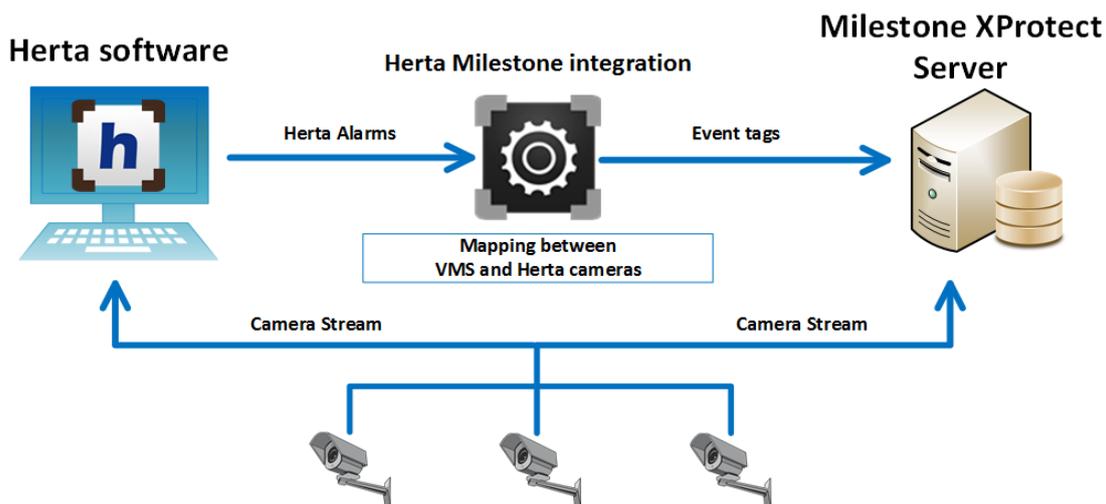
## Introduction

The receiving of detection and identification alarms can be extremely useful when securing any physical facility. Thinking of this, Herta Security offers to Milestone's users a solution which integrates both platforms. Herta Integration with Milestone allows an alarm sent from one of Herta's products to be sent to the Milestone's solutions. Its main characteristics are:

- It uses a network to connect to BioSurveillance or BioSurveillanceNext clients and to the Milestone server to receive the alarms sent from the BioSurveillance or BioSurveillanceNext applications in operation and send them to the **Milestone Smart Client (64bits)**, respectively.
- It permits multi-tasking, which means that Herta Integration with Milestone can be activated on a secondary level, where it will continue working uninterruptedly and efficiently.
- The application sends Events to the Milestone Client. This events can be later used to trigger certain functionalities inside the XProtect software.
- If various alarms are sent at the same time, Herta Integration with Milestone captures all of them, without losing any information.

Herta Integration with Milestone is the ideal application for maintaining the alarm reception center to the users of Milestone's products, specially the identification alarms.

## System architecture



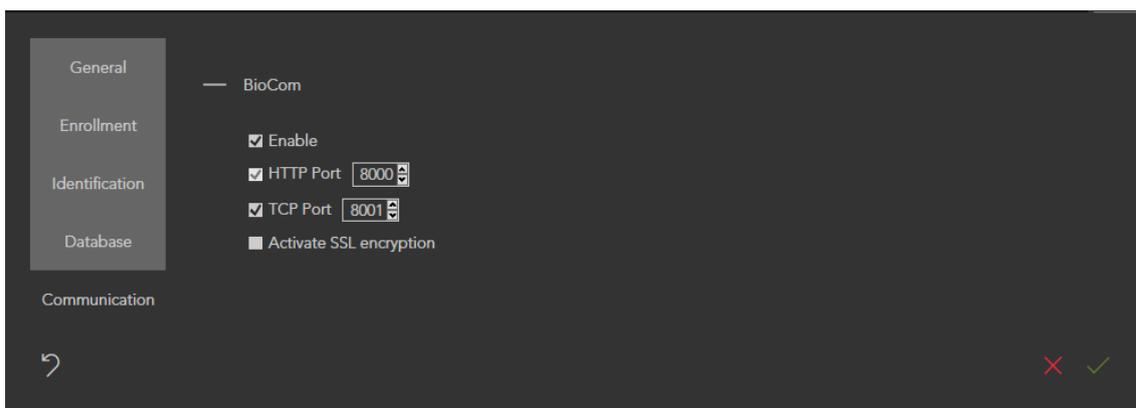
## Before Starting

Before using Herta Integration with Milestone for the first time, it needs to be installed in the computer where the application is going to be used. The folder containing the application can be copied to any local folder of the computer.

It is not necessary to install it in the same computer where the Milestone server is running, but the computer where it will be installed needs to access the Milestone server through a network connection. This property is also valid for BioSurveillance clients.

In order to connect to BioSurveillance, you should have the BioCom services enabled. You can enable it by going to Settings > Communication.

Please, inform [support@hertasecurity.com](mailto:support@hertasecurity.com) if you have any difficulties during the process of installation.



## Main Controls for User Interface

The user interface of Herta Integration with Milestone has been designed and developed by thinking about the real needs of the end-user and, consequently, it is an interface that is really easy to use.

If the application is correctly installed, you should find amongst the applications one called **Milestone Integration**, with the following icon:



Figure 1: Milestone Integration icon

When activating the application, you should login with the Milestone server.

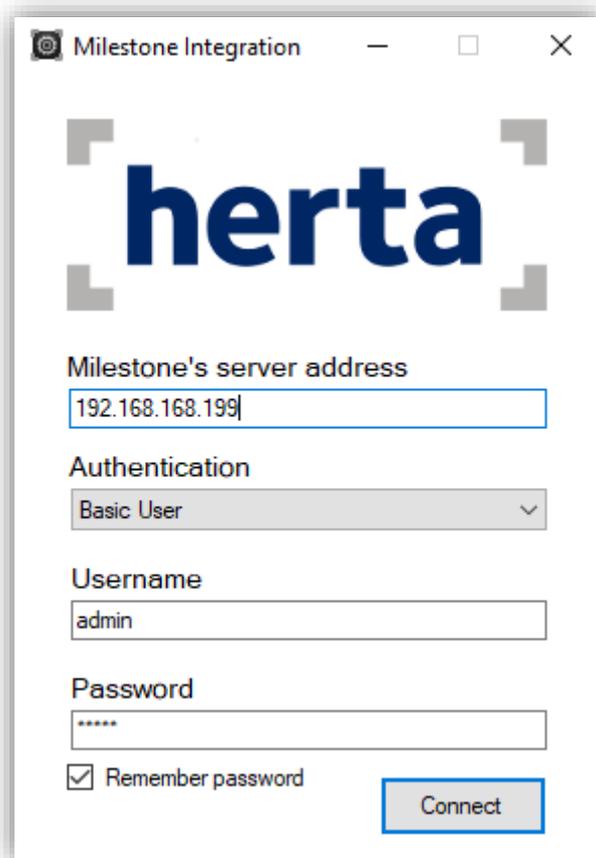
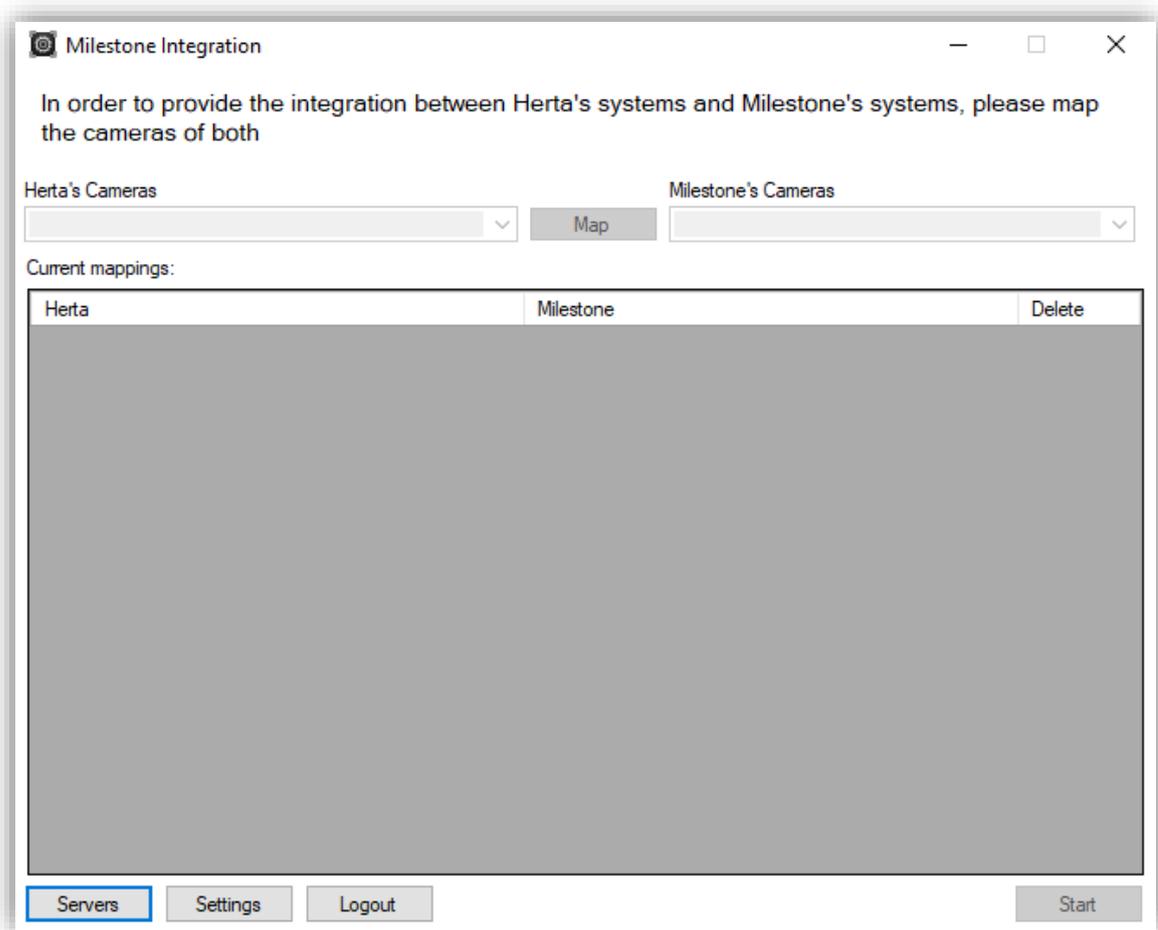


Figure 2: Login window

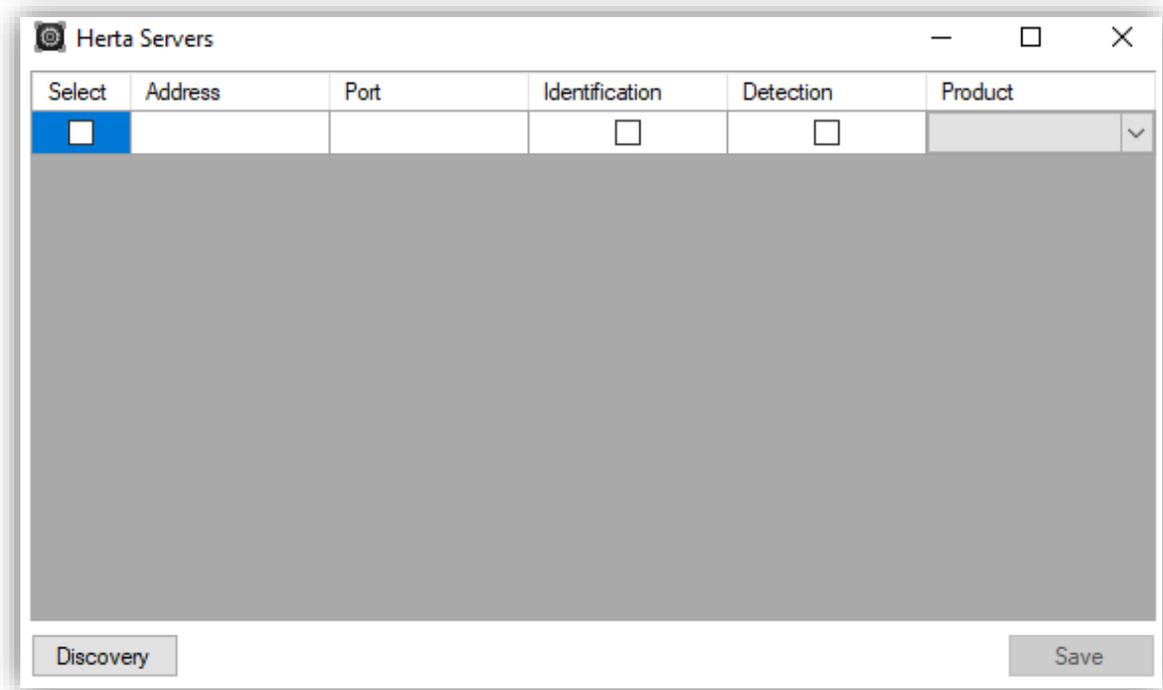
In it you should:

- Type the address of the Milestone server.
- Select an authentication mode:
  - Windows Authentication (current user)
  - Windows Authentication
  - Basic User
- Type the user and the password.

If you have logged in successfully, which is the main window of the application. Here is where the mapping between Herta's and Milestone's cameras takes place.



Before starting the application, we need to connect with the Herta servers we want to receive the alarms from. Clicking in the Servers button will open the following pop-up.



This dialog allows us to connect to the different Herta instances running in our network when we click the Discovery button. This operation takes about 20-30 seconds, depending on the amount of Herta products running.

Once it is finished, you should see a window similar to the one in the following picture

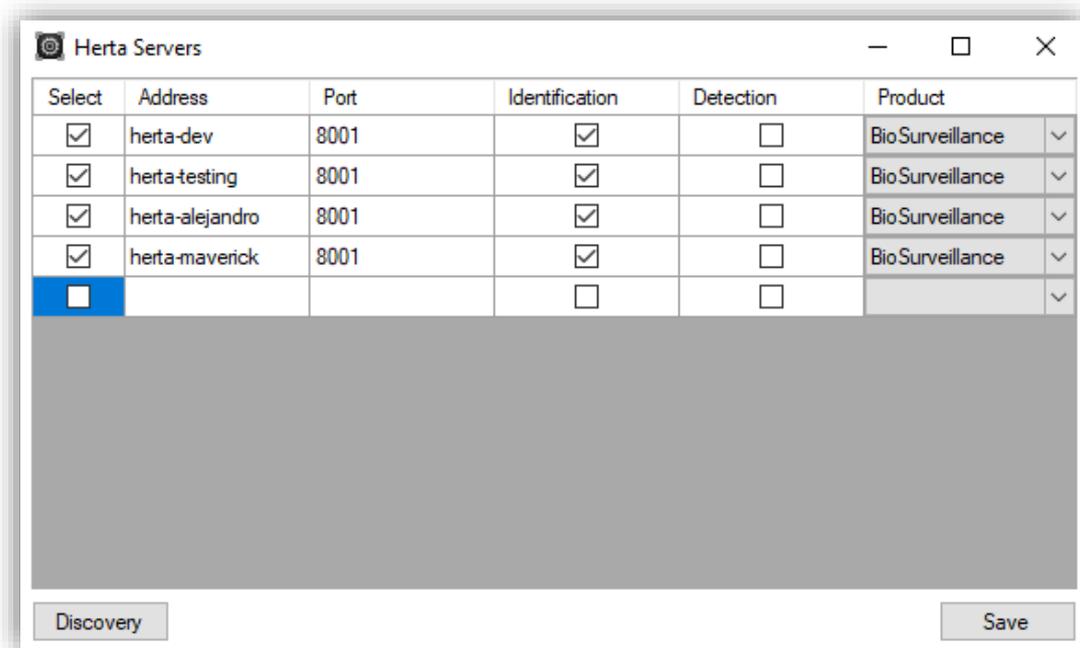


Figure 3: Select Herta Security Software

As shown in the figure, every instance can be configurable, meaning that we can activate or deactivate (depending on if we want to receive alarms from one instance or not), and select which types of alarms we want to be sent to Milestone (identification, detection or both). When finished, the Save button should be click in order to start the application.

If one or more Herta instances were found, the main window should now look like this.

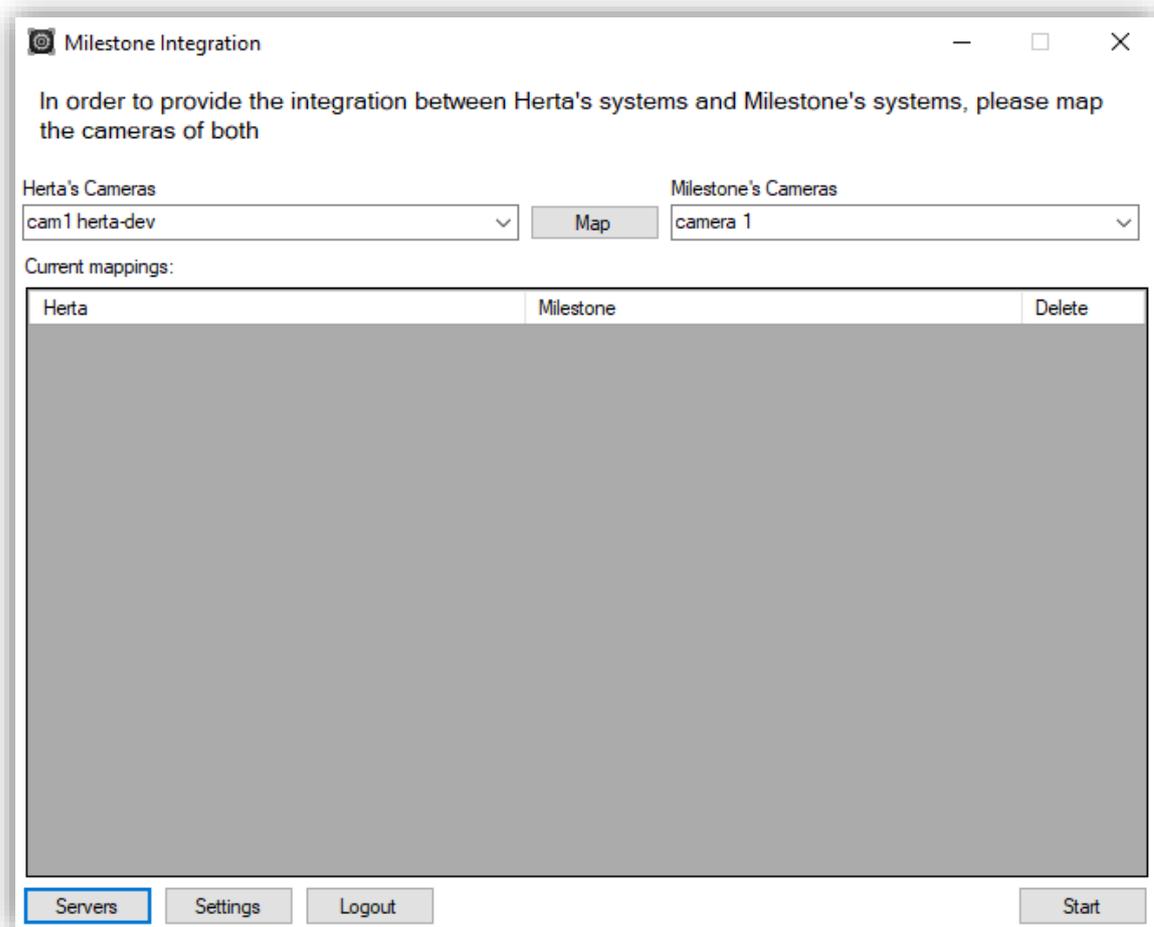
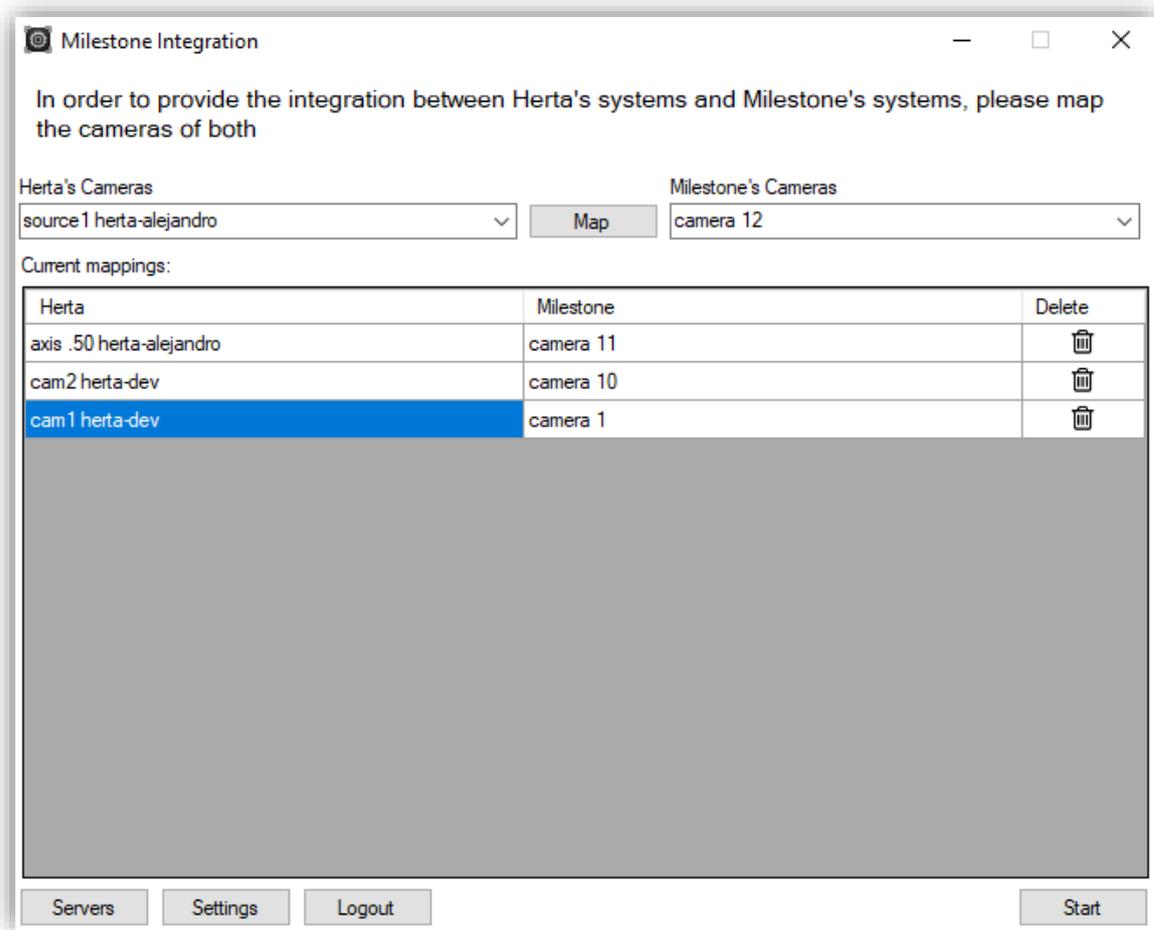


Figure 4: Main Window

All the cameras from both software are shown in the drop lists below Herta's Cameras and Milestone's Cameras. In case we want to map a pair of cameras, we will have to select them from the drop list, and click the button *Map*. Once we have mapped some cameras, the main screen will look similar to this:



Once the cameras are mapped, click on the "Start" button to enable the sending of alarms to the Milestone server. To stop it, you should click on "Stop", which replaces the "Start" button. As default, the application will be minimized to be executed in the background, and can be accessed again by clicking its icon in the system tray. A mapping can be deleted by clicking the Delete icon.

The settings button allows the user to select the parameters that will be sent together with the alarms.

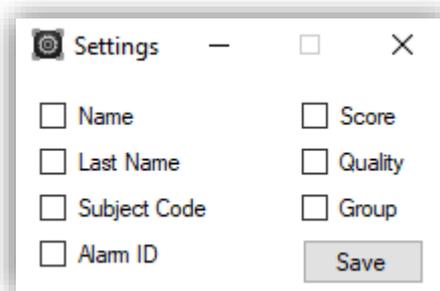
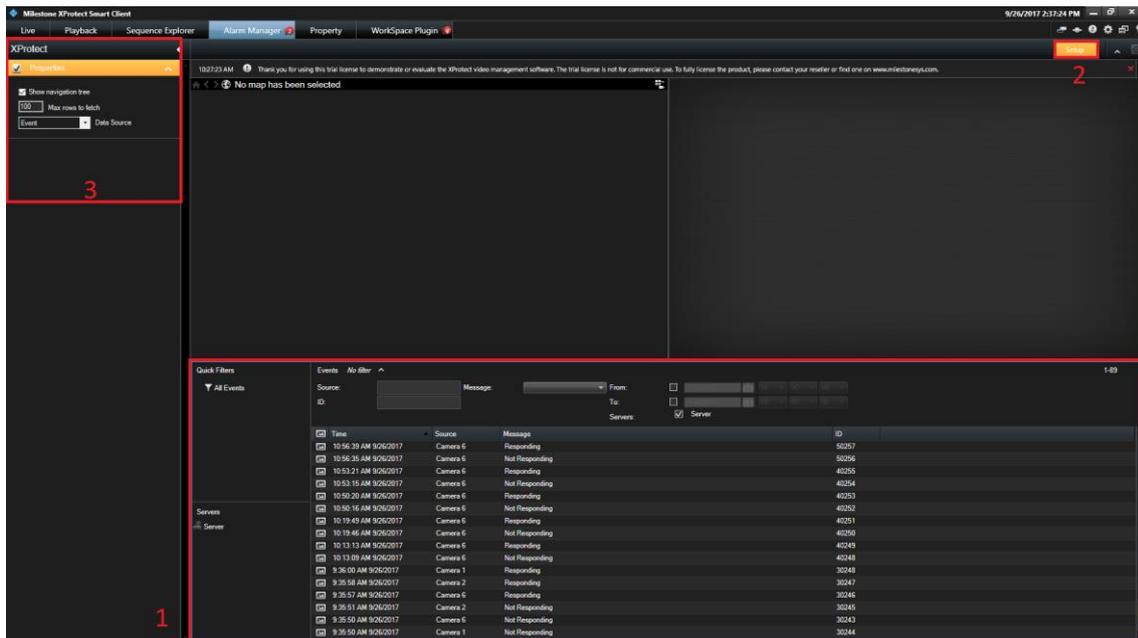


Figure 5: Settings Window

Then in the XProtect Client at Alarm Manager we can select these types also. The steps to change this parameter are the next ones:

1. Select Alarms window in the grid.
2. Click on setup and it will show the information at left.
3. Then choose Data source and select Events.
4. Then when Herta software generates an alarm you can see the event information in “Events manager” tab (see Fig. 9).



Time	Source	Message	Tag	ID
11:11:44 AM 10/18/2017	Herta		Subject Code: 1234, Name: Justin, LastName: Page, Quality: 0, Score: 74, Group: AlarmID: 43952	10132
11:11:41 AM 10/18/2017	Herta		Subject Code: 1234, Name: Justin, LastName: Page, Quality: 0, Score: 71, Group: AlarmID: 43951	10131
11:11:39 AM 10/18/2017	Herta		Subject Code: 1234, Name: Justin, LastName: Page, Quality: 0, Score: 73, Group: AlarmID: 43950	10130
11:11:36 AM 10/18/2017	Herta		Subject Code: 1234, Name: Justin, LastName: Page, Quality: 0, Score: 68, Group: AlarmID: 43959	10129
11:11:34 AM 10/18/2017	Herta		Subject Code: 1234, Name: Justin, LastName: Page, Quality: 0, Score: 72, Group: AlarmID: 43958	10128
11:11:33 AM 10/18/2017	Herta		Subject Code: 1234, Name: Justin, LastName: Page, Quality: 0, Score: 61, Group: AlarmID: 43957	10127
11:11:23 AM 10/18/2017	Herta		Subject Code: 1234, Name: Justin, LastName: Page, Quality: 0, Score: 82, Group: AlarmID: 43956	10126
11:11:21 AM 10/18/2017	Herta		Subject Code: 1234, Name: Justin, LastName: Page, Quality: 0, Score: 79, Group: AlarmID: 43955	10125
11:11:20 AM 10/18/2017	Herta		Subject Code: 1234, Name: Justin, LastName: Page, Quality: 0, Score: 82, Group: AlarmID: 43954	10124
11:11:19 AM 10/18/2017	Herta		Subject Code: 1234, Name: Justin, LastName: Page, Quality: 0, Score: 81, Group: AlarmID: 43953	10123
11:11:18 AM 10/18/2017	Herta		Subject Code: 1234, Name: Justin, LastName: Page, Quality: 0, Score: 68, Group: AlarmID: 43952	10122
11:11:16 AM 10/18/2017	Herta		Subject Code: 1234, Name: Justin, LastName: Page, Quality: 0, Score: 67, Group: AlarmID: 43951	10121
11:11:09 AM 10/18/2017	Herta		Subject Code: 1234, Name: Justin, LastName: Page, Quality: 0, Score: 75, Group: AlarmID: 43950	10120
11:10:58 AM 10/18/2017	Herta		Subject Code: 1234, Name: Justin, LastName: Page, Quality: 0, Score: 72, Group: AlarmID: 43949	10119

Figure 6: XProtect Smart Client with alarm received from Herta's products

The alarm's data can now be seen in the field "Tag". To activate/deactivate which fields can be seen in the XProtect Client, you have to right-click in the Event's Tab header. This will pop a drop-list similar to the one in Figure 7 with all the fields that can be made visible.

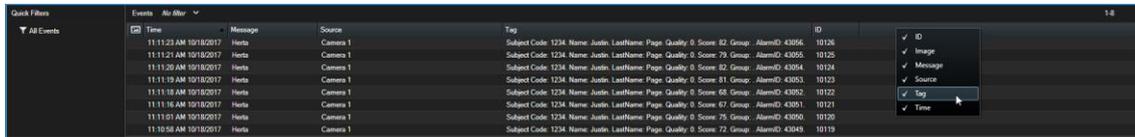


Figure 7: Activating the Tag field

Now that we are receiving and checking the alarm's data, we can also trigger rules from the events that the integration is sending. This requires to have an Analytic Event defined in the Management Client. In order for this triggers to happen, the name of this Event **must be Herta**.

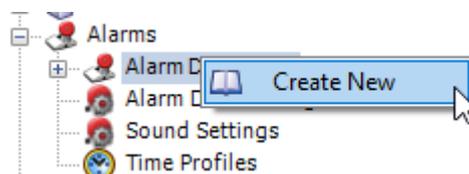
The name of the event matches the text of the message sent in Figure 7.

Once we have created the Event, the triggering of alarms can be configured. These steps will take you through the process of triggering alarms from the Analytic Event Herta.

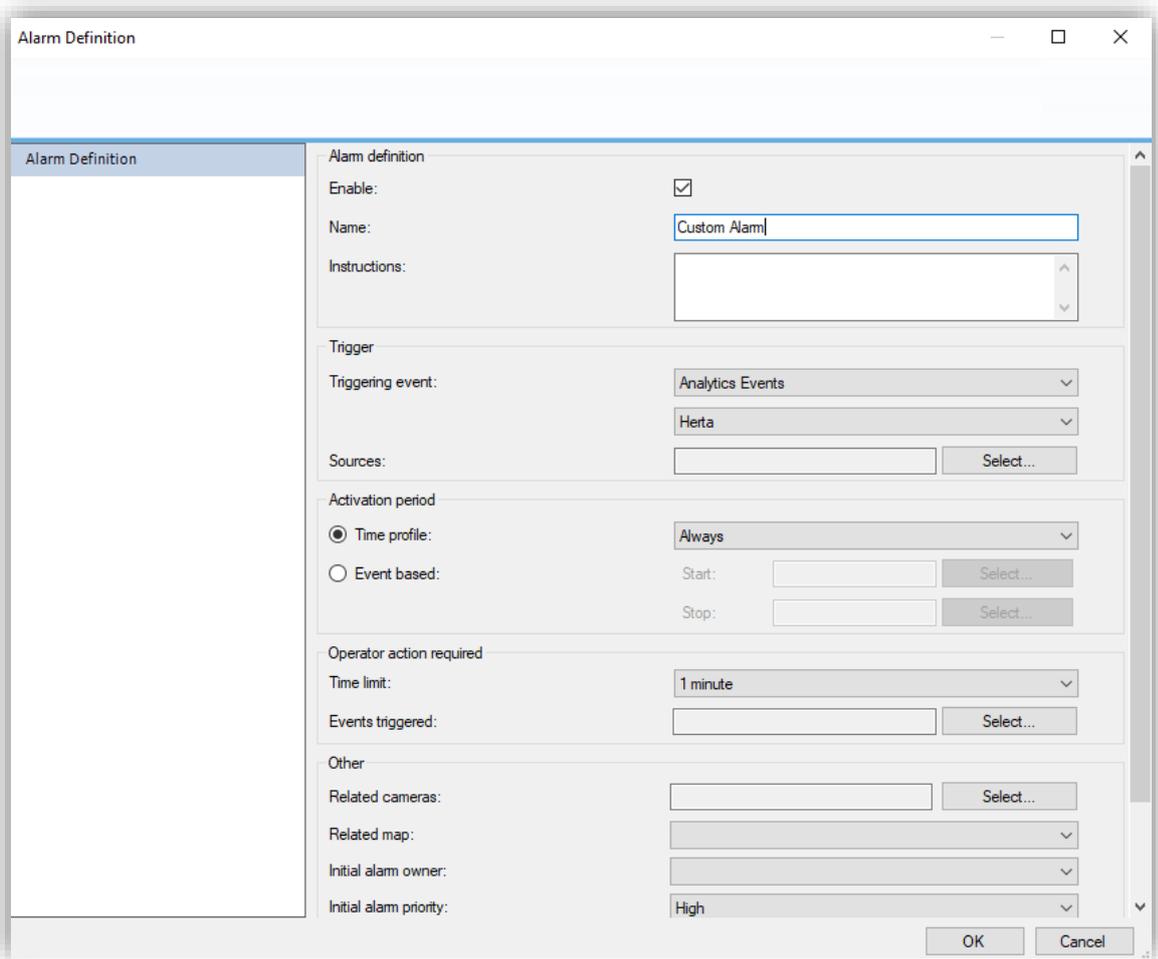
1. Open the Management Client and click on the *Alarms* drop-list
2. A list similar to this one should be shown now



3. Right-clicking now on *Alarm Definitions* and clicking on *Create New* will allow us to create a new alarm definition



4. A similar window to this one will be shown



The screenshot shows a window titled "Alarm Definition" with a sidebar on the left and a main configuration area on the right. The sidebar has a tab labeled "Alarm Definition". The main area is divided into several sections:

- Alarm definition:** Includes an "Enable:" checkbox (checked), a "Name:" text field containing "Custom Alarm", and an "Instructions:" text area.
- Trigger:** Includes a "Triggering event:" dropdown menu set to "Analytics Events", a "Sources:" dropdown menu set to "Herta", and a "Sources:" text field with a "Select..." button.
- Activation period:** Includes a "Time profile:" radio button (selected) with a dropdown menu set to "Always", and an "Event based:" radio button (unselected) with "Start:" and "Stop:" text fields and "Select..." buttons.
- Operator action required:** Includes a "Time limit:" dropdown menu set to "1 minute" and an "Events triggered:" text field with a "Select..." button.
- Other:** Includes "Related cameras:" text field with a "Select..." button, "Related map:" dropdown menu, "Initial alarm owner:" dropdown menu, and "Initial alarm priority:" dropdown menu set to "High".

At the bottom right of the window are "OK" and "Cancel" buttons.

The triggering event must be Analytic Event, and its name must be Herta, so it can correspond to the Event that the application is sending. The name of the actual alarm can be customized as the user wishes, as well as the rest of the parameters.

- Now we can trigger other events from this alarm. To select them, we can click on the *Select...* button of the *Events triggered by alarm* section (marked in the red box)

Alarm Definition

Alarm Definition

Instructions:

Trigger

Triggering event: Analytics Events

Sources: Herta

Sources: All Cameras

Activation period

Time profile: Always

Event based: Start:   Stop:

Operator action required

Time limit: 1 minute

Events triggered:

Other

Related cameras:

Related map:

Initial alarm owner: kennyfu88

Initial alarm priority: Low

Initial alarm category:

**Events triggered by alarm:**

## Frequently Asked Questions

### **I cannot login to Milestone server. The program shows an error message**

Ensure the IP Address of the Milestone server is correct. Check if the username and the password are correct, and if the user already exists in the Milestone Admin program. Also, check if you have access to the network where the Milestone server is running. Lastly, check if the firewall is blocking all related applications.

### **I had a successful login, but the program shows an error message after loading services**

Make sure that BioSurveillance applications are running in the same network where you are connected. Check if the integration machine has communication with BioSurveillance's computers. Also check if the firewall is blocking the BioSurveillance instances.

### **I selected the instances that I want to connect, but the program shows an error message**

Make sure the connection is not lost. In this case, restart the BioSurveillance instances and the Herta Integration.

### **The alarms are not sent correctly**

Ensure if the mapping is correct. Check if BioSurveillance has the 'TCP Port' communication enabled. To do this:

- In BioSurveillance, go to the Settings tab, and select Communication.
- BioCom and TCP Port must be enabled.
- Make sure that you have connected the Integration to the desired Herta instances. Click "Start" so that the sending of events can be performed.

### **I configured in the Settings Window to send identification or detection alarms, but they are not sent**

See question "The alarms are not sent correctly".

## Other considerations

- Leaving the application in the system tray, means that the application is not closed as much as it is left active on a secondary plane, that is to say, it will continue receiving alarms and send alarms. If you want to open the application again where you left it, simply double-click on the icon to activate it.
- The alarms received on the device are merely echoes of the alarms received by BioSurveillance. These alarms are actually stored in the database used by BioSurveillance.
- If the problem persists, contact [support@hertasecurity.com](mailto:support@hertasecurity.com) to inform us of the problem.