SureView Response (SaaS) Milestone Documentation

The following is a system-to-system integration that requires an integration license and may require additional support than a standard SureView integration.

The configuration of the integration in SureView is simple and follows a standard set of functionality that is exposed by the SureView API and in this document. However these advanced systems have a wide variety of custom settings that can affect the performance of this integration. As such it's important to budget for professional services from the SureView support team to assist in configuring your system to work with SureView and also to tailor the integration if needed to your unique custom setup. Please contact your sales representative for details about our professional services.

Integration Summary

What is Milestone? It is a Video Management Software (VMS) system.

Integration Description: The Integration is an advanced system-to-system integration and is a VMS platform that allows a user to view live camera along with recorded camera footage, perform remote tasks such as relay activation/deactivation, perform audio communication and supports multiple alarm types. A variety of this functionality can be used via the SureView platform, Please see the features list for a full breakdown of this.

Supported Features

- Live Video
- PTZ
- Audio Transmit
- Relays/Output
- Get Config & Sync

Components and Communication

| From	To	Port	Use
SureView Device Server	Milestone Server(s)	80/443 TCP	Commands and authentication
SureView Device Server	Milestone Server(s)	7563 TCP	Video
SureView Device Server	cloudlink.sureviewops.com	443 TCP	Connection to SureView Ops
SureView Device Server	download.sureviewsystems.com	443 TCP	SureView Software Updates and install packages

Prerequisites

SureView Device 'CloudLink' Server - Minimum Spec

- **OS**: Windows Server 2012 (or newer) Standard edition (or higher).
- **CPU**: 16GHz total
- **RAM**: 8GB total
- **HDD**: 100GB
- **Type**: Virtual or Physical (Virtual recommended to allow growth)
- **Redundant Hardware**: the PSUs, NICs, and HDDs of the physical server must be redundant
- **Network Access**: the following network access is required...
    1. To SureView Ops at "cloudlink.sureviewops.com:443"
    2. To the SureView installer in online mode: "download.sureviewsystems.com:443

SureView Device 'CloudLink' Server Setup

Your Ops device server will be configured by your SureView representative in a remote or guided session. Speak with them to arrange a time where this connection can be established.
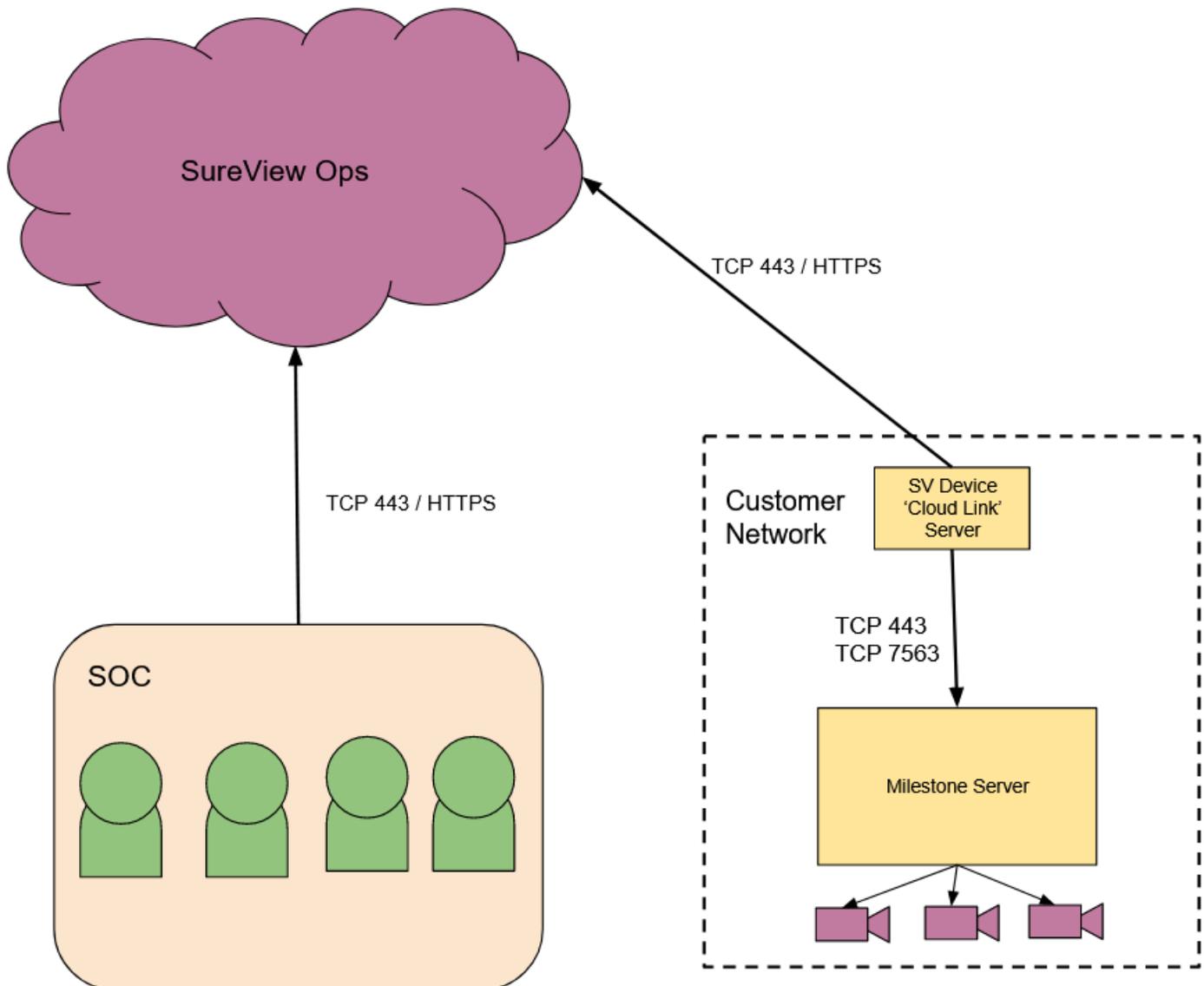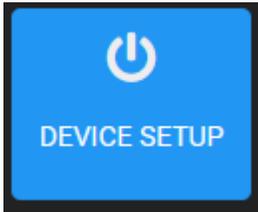
Configuration

The following are the steps required to configure Milestone to work with the Sureview.

Before you begin

Before you configure your Milestone system to work with Sureview make sure you have the following:

- A fully licensed Milestone server (see Supported Milestone Versions)
- A configured SureView Device 'CloudLink' Server with the "Milestone Native" integration installed
- You must be able to load the Milestone XML page from the SureView Device Server
  (it must contain data & not be blank)
  https://host:port/rcserver/systeminfo.xml
  e.g.: https://192.168.1.12/rcserver/systeminfo.xml
- All required ports configured (see Components and Communication)
- Username and password of your Milestone account
- If using Basic Authentication - Milestone must be configured to use a HTTPS connection
  (port 443 by default)
- Camera Streams set to H.264 - SureView Response ps only permits video encoded as **H.264** to be streamed from cameras and video systems.

Device Setup

Note: Milestone is an advanced integration and must be configured using the using advanced "Device Setup" page and the "Device Configuration" feature

Sync system

The Sync System connects to the Milestone Server in order to automatically synchronize cameras and alarm points in SureView.

1. Navigate to the **Sync** Setup Page
2. Select the "**Sync Systems**" tab
3. Click **Add Sync System**
4. Complete the Sync System Fields (see table below)
5. Press **Save**

Field	Value
Title	The friendly name of the Milestone Server you are connecting to
Area	The root area for the Sync System. This is normally set at the top account level.
Server Type	Select "Milestone MIP 2021"
Extra Value	AuthMode=Windows; or AuthMode=Basic; Specifies the authentication mode that should be used when connecting to Milestone.. *(Note: Basic Authentication requires a HTTPs connection on port 443 by default)* UseCameraHost=true; or UseCameraHost=false; Used for the device connections: When set to false SureView will connect using the Milestone Server's IP address rather than the Camera's Hostname (DNS)
Host	The local IP address of the Milestone Server (from the perspective of the SureView Device server)
Port	The web port for the Milestone software. (Default 80)
Username	Your Milestone username (See image below)
Password	Your Milestone password (See image below)

Editing: Milestone Demo   ✕
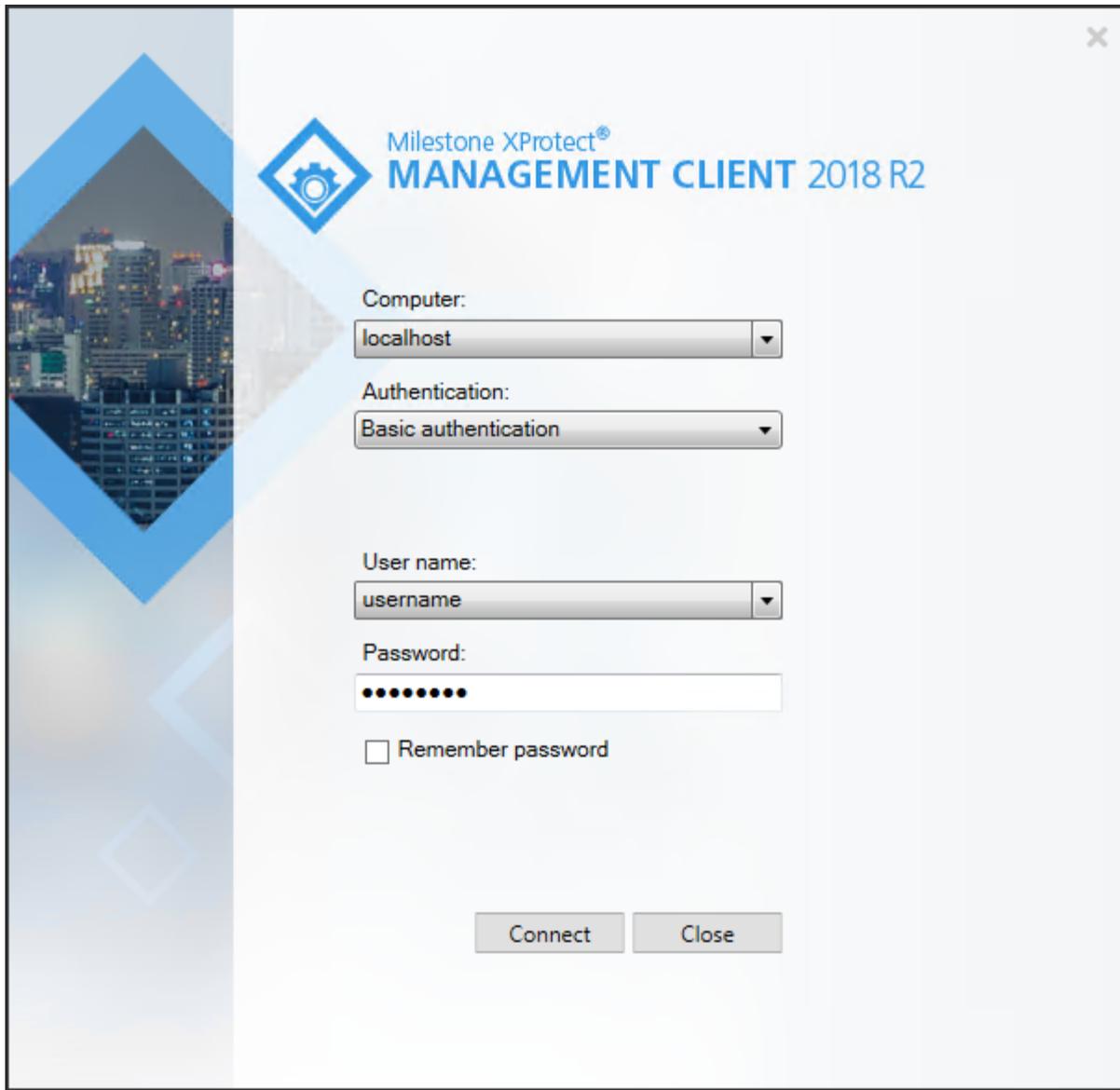
Title: *

Milestone Demo

Area: *

Monitoring Station ▼

Server Type: *

Milestone MIP 2021   ✕ ⌄

Extra Value:

Authmode=Windows;UseCameraHost=false

Host:

192.168.1.123

Port:

80   ⇅

Username:

.\\Milestone

Password:

••••••••

DELETE   CLOSE   SAVE

The image above shows the login page for the Milestone management client, you must use the same credentials in Sureview as you would use here.

Sync Entries

This allows you to organize the system so the cameras and alarms are synced to the appropriate SureView Areas. You should configure at least one Sync Entry per SureView Area that needs to be synced with Milestone.

1. Navigate to the **Sync** Setup Page
2. Select the "**Sync Entries**" tab
3. Click **Add Sync Entry**
4. Complete the Sync entry Fields (see table below)
5. Press **Save**

Once the Entries have been synced your operators will be able to view the Milestone Cameras and Alarms in the appropriate areas

Field	Value
Sync System	Select the Milestone Sync System that you have already configured
Sync Type	Select **Device**
Identifier	*See Sync Identifier Options table.*
Area	The Area you want to sync the Milestone cameras/alarms in to
Enabled	Option to enable or disable the Sync Entry.

Add new Sync Entry

Sync System: *

Milestone Demo

Sync Type: *

Device

Identifier:

DeviceGroup=Camera Group 1

Area: *

Milestone Area Alpha

Enabled:

☑ Enabled

CLOSE   SAVE

Sync Identifier Options

| Parameter Name	"Authentication and Cameras"	Example	Description
Engine Name	Engine=(Engine Name);	Engine=North Building;	Used with the "Sync" feature to automatically configure the devices filtered by the "Engine Name" parameter
Device Prefix	Prefix=(Device Name Prefix);	Prefix=North;	Used with the "Sync" feature to automatically configure the devices filtered by the "Device Prefix" parameter
Device Group	DeviceGroup=(Device Group Name);	DeviceGroup=Group1; DeviceGroups=Group1,Group2,Group3;	Used with the "Sync" feature to automatically configure the devices filtered by the "DeviceGroup" parameter
Alarm Prefix Syncing/ GetConfig	AlarmPrefix=(Alarm Name Prefix)	AlarmPrefix=Alarm; AlarmPrefix=Alarm Number *;	sed with the "Sync" feature to automatically configure the devices filtered by the "Alarm Prefix" parameter

Engine Name ("Recording Servers")

Milestone engines can be used when setting up cameras with "Sync".

For example: using the parameter **"Engine=North Building**;" during the Sync process will automatically download all of the camera details for the North Building.

Engines can be found in Milestone as "Recording Servers".

Note: Multiple engines are NOT currently supported.
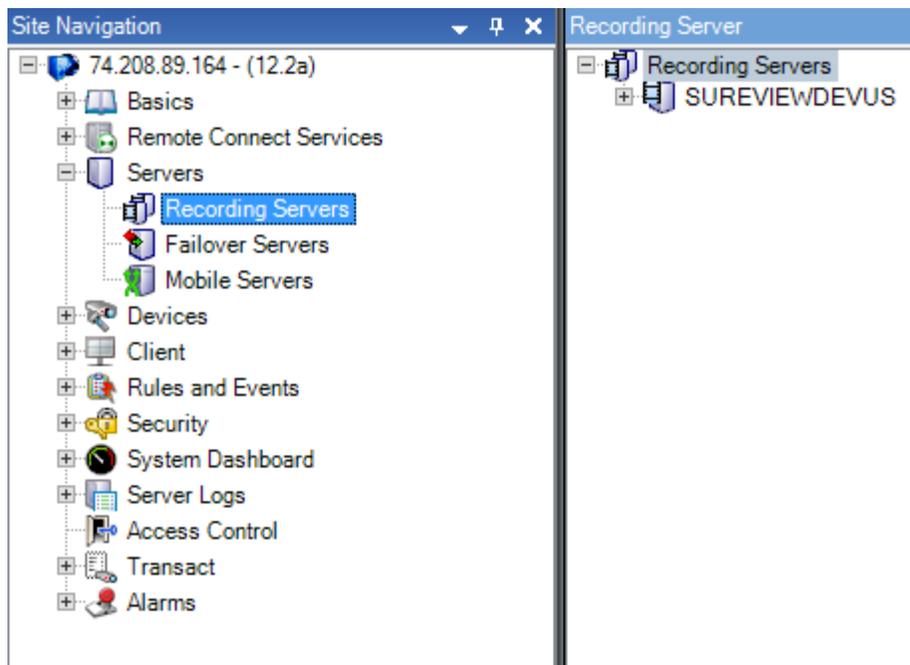
Device Prefix

A Device Prefix can be used when setting up cameras with "Sync" to automatically download the details for any devices/cameras with a matching name

For example: using the parameter **"Prefix=North** ;" during the Sync process will automatically download all of the devices with a name that starts with "North" across all milestone Engines/Recording Servers.

AlarmPrefix

It is possible to sync the events within Milestone, this will attempt to match the prefix value to any Milestone Event names. An example of where these can be found is shown in the image below.

Enter the prefix of which you would like to sync into the SyncIdentifier. You can use the wildcard character (*) in here to bypass any unknown characters
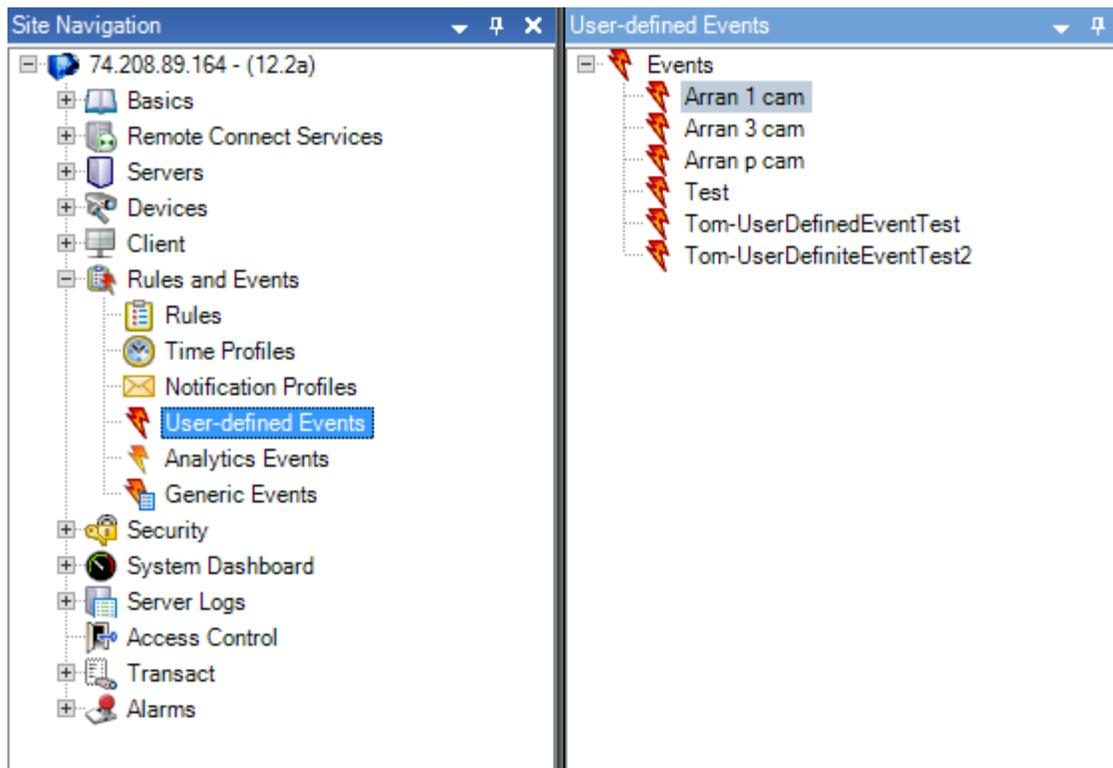
If no AlarmPrefix is entered into the sync identifier then no external events will be added to Sureview.

Examples
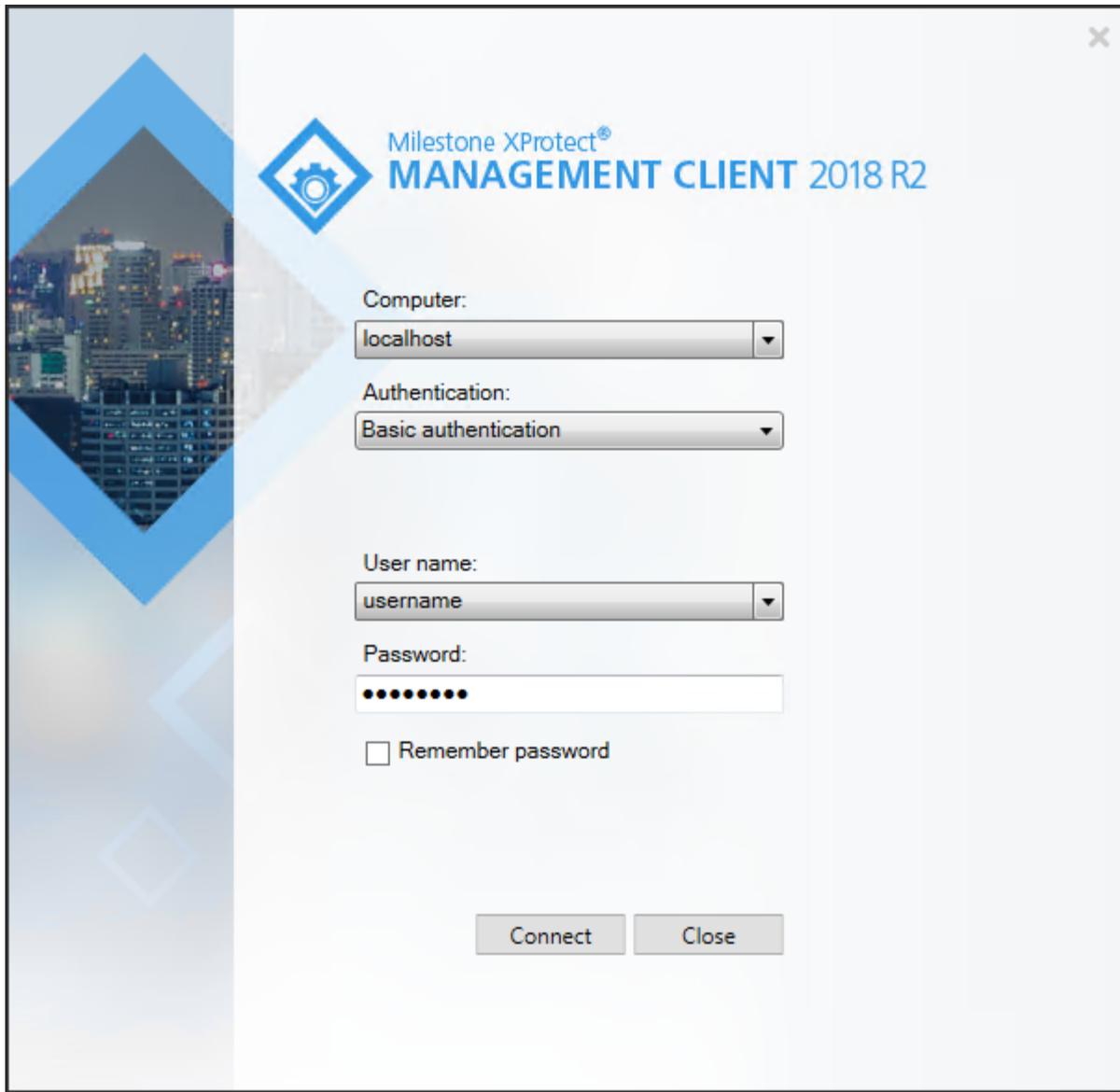AlarmPrefix=Tom;

AlarmPrefix=Arran * cam;

AlarmPrefix=*;

Device Group

One or more Device Groups can be used when setting up cameras with "Sync" to automatically download the details for any devices within the listed Device Groups. Device groups can be found in Milestone under "Devices". The image below shows the camera device groups.

For example: using the parameter "**DeviceGroup=Axis;**" during the Get Config process will automatically download all of the devices within the Axis group. Or if you use the parameter "**DeviceGroups=Chickens,Axis,Foxes;**" you will be able to get the details of all devices in the Chickens, Axis and Foxes groups

The image above shows the login page for the Milestone management client, you must use the same credentials in Sureview as you would use here.

Device Parameters

The device parameters allow you to set specific groupings of cameras to capture as well as adjust connection preferences. Multiple parameters can be used together using a semicolon ; as a separator.

The list of available parameters are listed in the table below

| Parameter Name	"Authentication and Cameras"	Example	Description
Engine Name	Engine=(Engine Name);	Engine=North Building;	Used with the "Get Config" feature to automatically configure the devices filtered by the "Engine Name" parameter
Device Prefix	Prefix=(Device Name Prefix);	Prefix=North;	Used with the "Get Config" feature to automatically configure the devices filtered by the "Device Prefix" parameter
Device Group	DeviceGroup=(Device Group Name);	DeviceGroup=Group1; DeviceGroups=Group1,Group2,Group3;	Used with the "Get Config" feature to automatically configure the devices filtered by the "DeviceGroup" parameter
Use Camera Host	UseCameraHost=(true/false)	UseCameraHost=false;	Used for the device connections: When set to false SureView will connect using the Milestone Server's IP address rather than the Camera's Hostname (DNS)
Authentication Mode	AuthMode=(Authentication Mode)	AuthMode=Windows; AuthMode=Basic;	Specifies the authentication mode that should be used when connecting to Milestone. Defaults to "Windows" so if you are using Basic Authentication you must enter the parameter **authmode=basic** before running Get Config. *(Note: Basic Authentication requires a HTTPs connection on port 443 by default)*

Engine Name ("Recording Servers")

Milestone engines can be used when setting up cameras with "Get Config".

For example: using the parameter **"Engine=North Building**;" during the Get Config process will automatically download all of the camera details for the North Building.

Engines can be found in Milestone as "Recording Servers".

Note: Multiple engines are NOT currently supported.
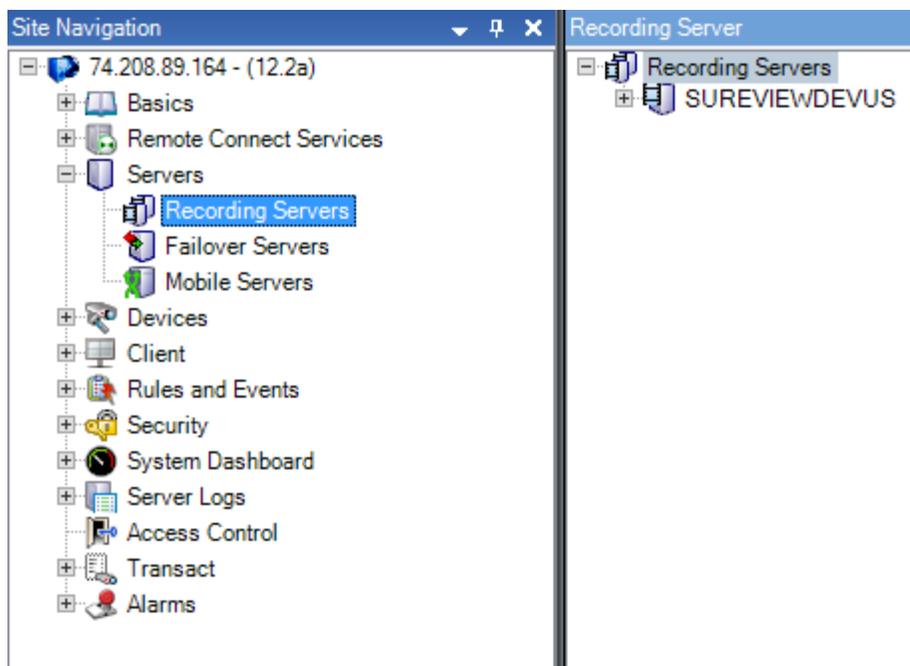
Device Prefix

A Device Prefix can be used when setting up cameras with "Get Config" to automatically download the details for any devices/cameras with a matching name

For example: using the parameter **"Prefix=North** ;" during the Get Config process will automatically download all of the devices with a name that starts with "North" across all milestone Engines/Recording Servers.

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Device Group

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For example: using the parameter "**DeviceGroup=Axis;**" during the Get Config process will automatically download all of the devices within the Axis group. Or if you use the parameter "**DeviceGroups=Chickens,Axis,Foxes;**" you will be able to get the details of all devices in the Chickens, Axis and Foxes groups

Troubleshooting

Camera Stream Issues

SureView Ops Ops only permits video encoded as H.264 to be streamed from cameras and video systems. Please ensure that the Milestone Camera Streams are set to H.264 within the Milestone Software.

If a different stream type has been selected it can cause unexpected issues within the SureView Camera stream such as a camera failing to stream any video or the camera stream staring but cutting out after a short time.

Milestone can GetConfig but not connect to live

It is possible to configure cameras in the Milestone software without an associated NAT address, because of this the situation can occur where the camera's hostname is local and therefore inaccessible from an external/different server. To resolve this you can set Sureview to connect to the cameras based on the server's ip address rather than the camera's hostname.

To invoke this setting simply add the following to the Authentication and Cameras field of the device:

UseCameraHost=false;

If you are running multiple Milestone servers you may need to open the web port (443 for HTTPs or 80 for HTTP) between these servers.

Live Cameras Not Working

Action 'DeviceConnect()' took too long

Check the systeminfo.xml file from the SureView Device 'CloudLink' Server(s)

http(s)://host:port/rcserver/systeminfo.xml

host = IP/DNS address of the milestone server

port = Port number used by milestone (443 for HTTPS, 80 for HTTP)

If the xml is taking longer to load than the device timeout it can cause a timeout error and the camera's won't load.   Download the file manually and add it to the Milestone Device folder on the SureView Device 'CloudLink' Server(s)

If the xml file doesn't load at all Sureview won't be able to connect to the cameras (see the "Before you begin" section) - This is a key prerequisite.

## Milestone Enterprise and Professional Relays are not working correctly

Outputs (relays) in the milestone software have to be referenced to the hardware device/camera they belong to. Ensuring the output refers to the correct camera can be done as follows:

With a hardware device added.

Right click hardware output (in events and output) and select add new output:
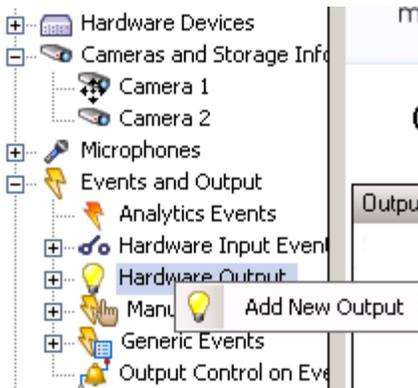
If your desired output is already in the list, ensure that it is under the correct device (highlighted in blue - This shows output 1 belongs to hardware device 1). If you require a new output, select the device you wish to use a output on and select Add (highlighted in red):
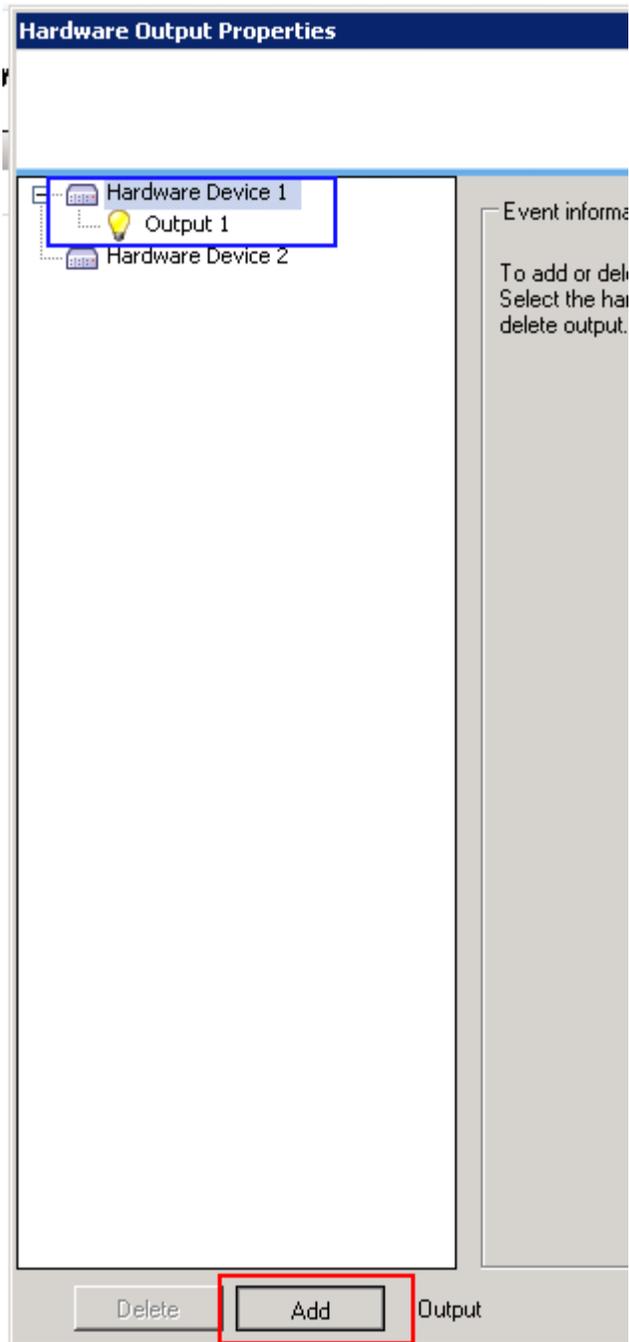
Right click the camera of the hardware device (in this example, hardware device 1) and select properties:

From the properties menu select Output. Ensure that the output is associated with the camera (Highlighted in blue). **Ensure that the output device is also contained in the manual activation section (highlighted in red).**