



JACQUES TO MILESTONE HLI INTEGRATION GUIDE

JED-0426

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1 INTRODUCTION

The Jacques - Milestone CCTV High Level Interface was developed by Jacques Technologies and allows Jacques 650-series IP communication system to send call information to the Milestone XProtect Corporate for switching the intercom associated cameras onto an active matrix of Milestone XProtect Smart Client.

Each Jacques workstation and Milestone workstation is configured via the Jacques Event Controller software module (V7.95 or greater and for V8 systems V8.05.30 or greater) installed on the Jacques System Controller. Once configured, each Milestone supported camera can be mapped to Jacques intercom devices in the Jacques system database.

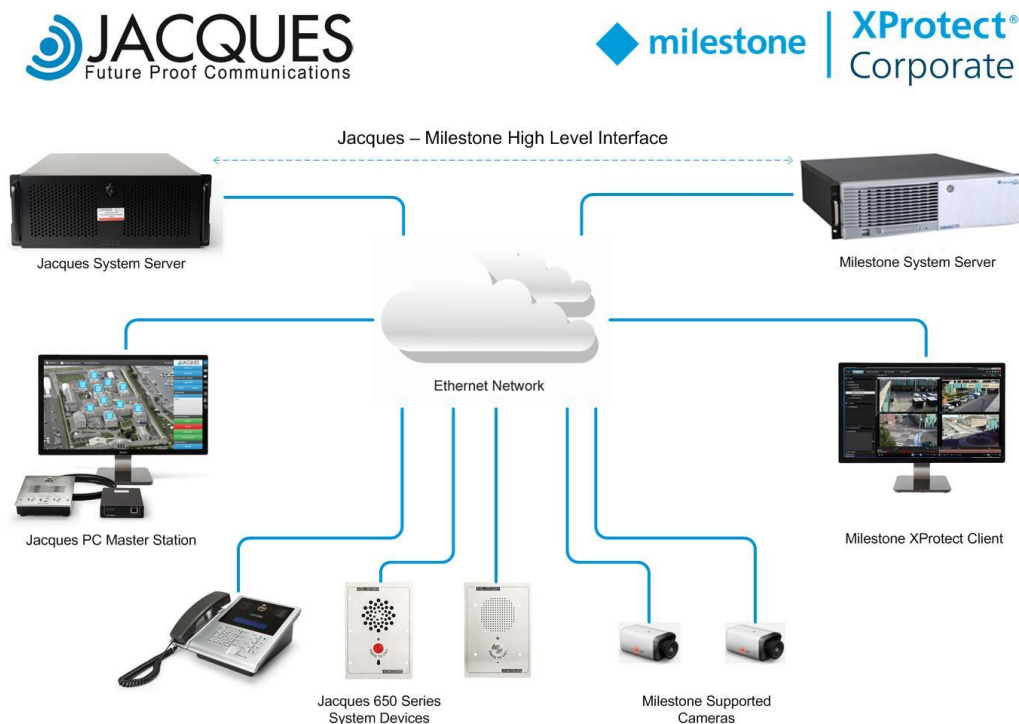


Figure 1: System Overview

The Jacques - Milestone High Level Interface will allow the Milestone XProtect Smart Client to display intercom associated CCTV camera streams on a variety of Jacques functions, as follows:

- Call Originate
- Call Connect
- Call End
- Call State – On Hold
- Call Forward
- Covert Monitoring
- Bridge Call
- Divert Call
- Remote / Un-Remote Station

This document is a guide to the configuration of Jacques Milestone CCTV high level interface system.

2 REQUIREMENTS

The following minimal hardware and software is required to enable Jacques system devices to integrate with Milestone systems.

2.1 HARDWARE REQUIREMENTS

- Jacques controller: TCH-2MX, JSC-5L or Jelineux as a virtual machine featuring JCCPServer and Event Controller services
- Windows based servers for Milestone XProtect corporate product
- Milestone supported camera (Please refer: <https://www.milestonesys.com/solution-partners/supported-hardware/other-xprotect-products/>)
- Jacques supported intercom hardware:
 - JEM2 and JEM2+ series: IPM-350/350H/350G/350GH, IPM-360/360H/360G/360GH, VSL-3XX, VSL-3XX+, HPU-5E2+/HPU-5E2-i
 - PC Master station: PCC-650, J650UI
 - JEM3 series: VMS-750, VES-74X, VES-75K

2.2 SOFTWARE REQUIREMENTS

- Jacques JCCPServer, Event Controller (version 7.95 or greater and for V8 systems V8.05.30 or greater)
- SOF116-MILESTONE
- HeidiSQL (for V7 systems) to access Jacques server database.
- Either:
 - Milestone XProtect Corporate 2022 R2 or later
 - Milestone XProtect Expert 2022 R2 or later
- Milestone XProtect Corporate license

2.3 PREREQUISITES

Install the following on any server in your network. The applications do not need to be installed on the same server.

- Jacques JELinux server with Event Controller software package
- Milestone XProtect Server
- Milestone XProtect Management client and smart client
- Intercoms in the Jacques system are added and functional
- Camera devices added to Milestone system

3 CONFIGURATION

3.1 CONFIGURE CCTV CAMERA

In Milestone XProtect Management Client:

1. Log in to XProtect Management Client

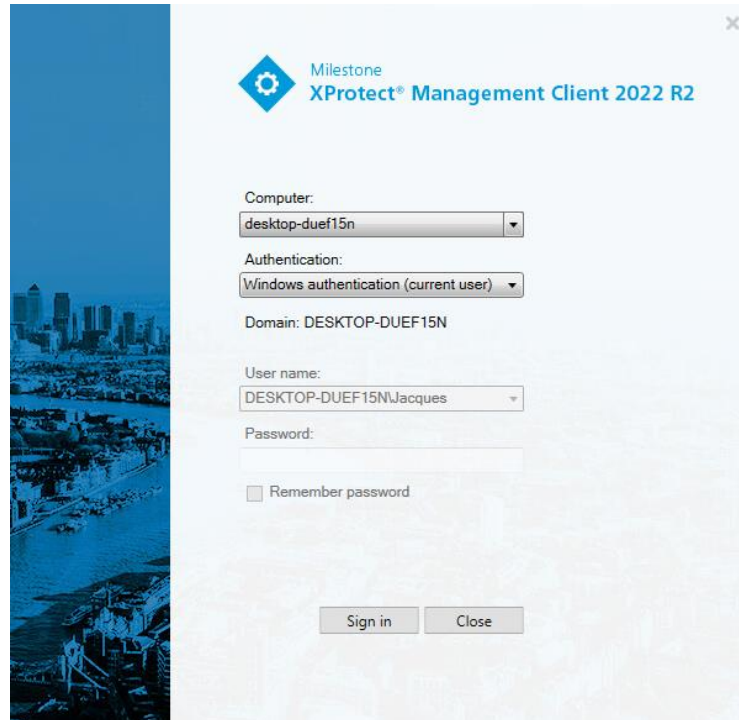


Figure 2: Application Login

2. Navigate to Servers > Recording Servers
3. Right click on Recording Servers and select to Add Hardware
4. Select detection method of choice and click Next
5. Add Username and Password details for the cameras and click Next

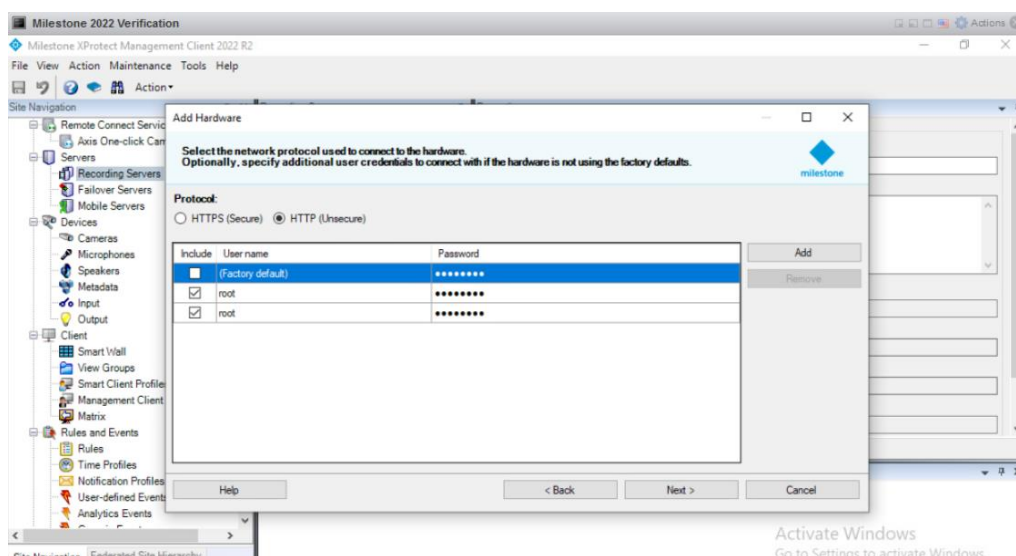


Figure 3: Add cameras in Recording Servers page

6. After cameras have been found, click Next

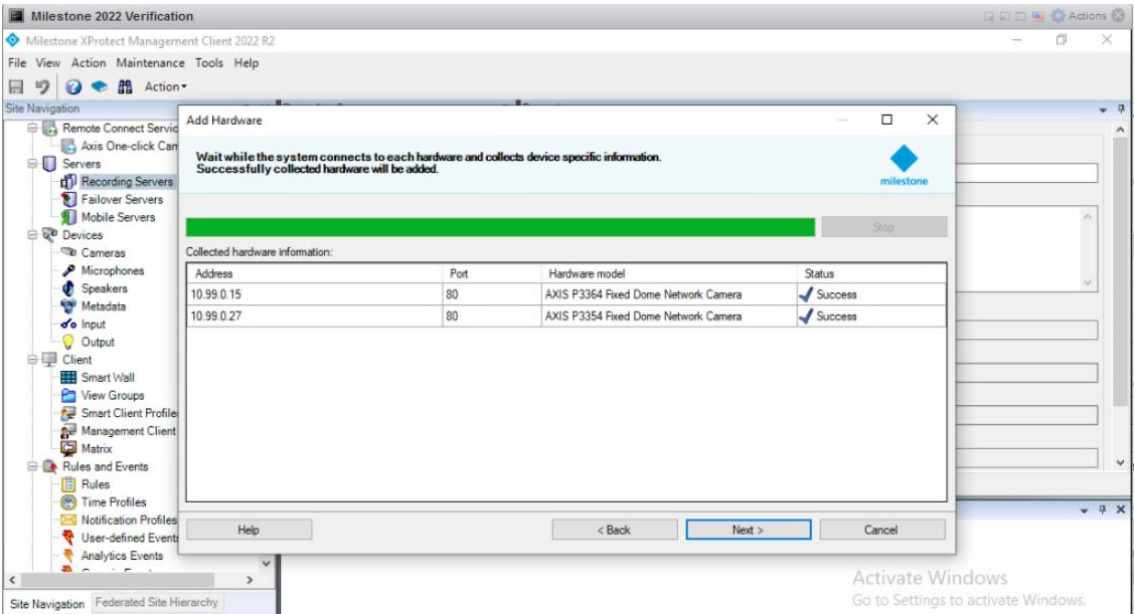


Figure 4: Cameras configured

7. Check that camera stream is visible in Preview panel at the bottom of screen.
8. Navigate to Devices > Cameras
9. Right click Cameras and add a Camera Group

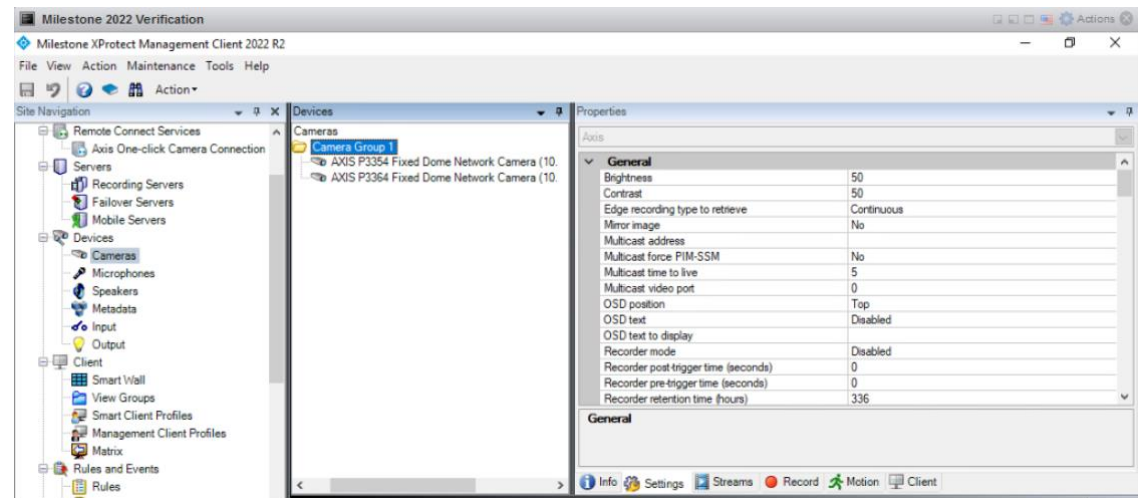


Figure 5: Assign cameras to a Group

The JELinux Event Controller uses the name of the CCTV camera as an identifier to know which camera to switch on the monitor. It's important to have this value unique as it may disrupt the functionality of the HLI

3.2 CONFIGURE MATRIX MONITORS

Matrix Monitors are PCs that have XProtect Smart Client installed

In Milestone XProtect Management Client:

10. Navigate to Client > Matrix
11. Right click Matrix Configurations and select Add Matrix
12. Enter a unique Name, IP Address of User PC, Port and Password

*IP address needs to match the PC on which the XProtect smart client is running.
Port and Password can be anything*

The name of the Matrix does not have to be the PC name provided it is a unique name in the Matrix.

13. Press OK

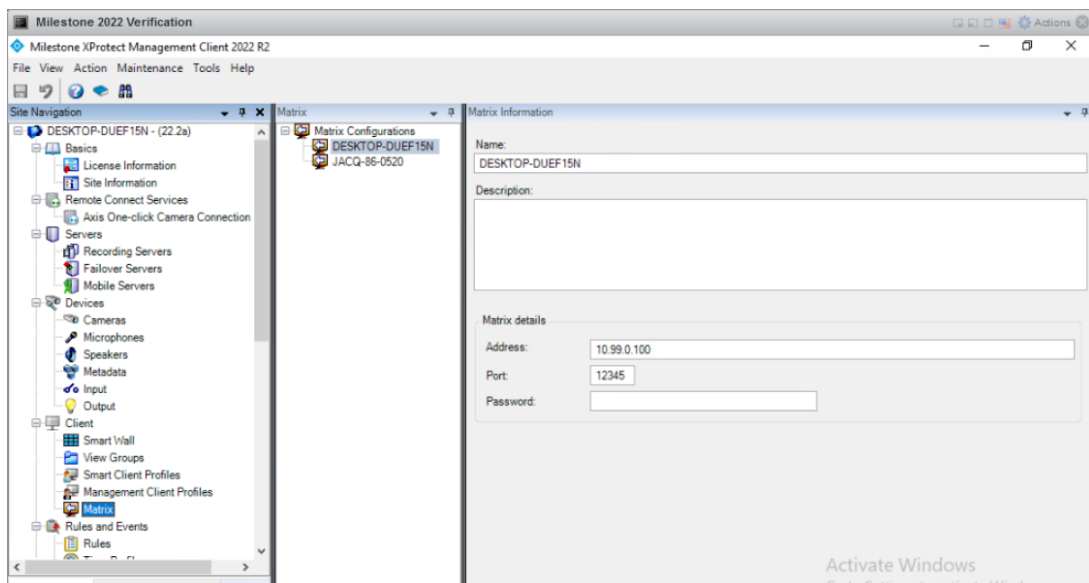


Figure 6: Matrix configuration

The Event Controller uses the name of the Matrix monitor as an identifier. It's important to keep note of these Matrix monitor names.

3.3 CONFIGURING EVENT CONTROLLER

To create the custom Milestone jevent ini file, open Notepad++ and copy the following script:

```
#####
Milestone jevent.ini example (IAV)
#####
[milestone-cctv-<name>]
user      - username for authentication (admin preferably)
password  - password associated with username
ip-address - IP Address of the XProtect Management Server
port      - port of the XProtect Management Server
#####
[milestone-cctv-milestone]
user=Jacques
password=Jacques#1
ip-address=10.99.0.100
port=80

[iav-DESKTOP-DUEF15N]
cctv=milestone
master=200
monitor=DESKTOP-DUEF15N
switch-on-call=request
inactive=default
camera-enabled-when-calls-on-hold=1

[iav-DESKTOP-G56ER1]
cctv=milestone
master=201
monitor=DESKTOP- G56ER1
switch-on-call=request
inactive=default
camera-enabled-when-calls-on-hold=1

#####
```

Please note that user and password under the milestone-cctv-milestone section refers to the Windows username, NOT the Milestone username. Windows username may need to include the local PC name, eg DESKTOP-DUEF15NHLI

The breakdown of the configuration is as follows:

- **User and password:** logon details of the Milestone user with administrative privileges
- **IP-address:** ip address of the XProtect Management Server
- **Port:** port of the XProtect Management server
- **[iav-name]:** This section is used to map a Jacques master station to Milestone smart client. For each mapping the name in the [iav-name] should be unique.
- **Master:** It represents the tag number of the Jacques Master station.
- **Monitor:** It represents the Milestone Matrix Monitor name. Refer section configure matrix monitor.
- **Switch-on-Call=request:** It's a command that allows the camera to stream when a call is made in Jacques system.
- **Inactive = default:** It's a command to stay inactive when there are no calls in the Jacques system
- **Camera-enabled-when-calls-on-hold=1:** It's a command that allows the camera to keep streaming when a call is on hold.

Example: In the above script, Jacques PC Master with a tag 200 is mapped to Smart Client with matrix monitor called DESKTOP-DUEF15N. When a call is established with the PC Master (tag: 200) the intercom associated camera view is displayed on the Matrix Monitor.

3.4 MAPPING CAMERAS TO THE INTERCOMS

In server database add an entry in the tag_details of the siteconfigDB database for mapping camera to the intercom.

tag	name	value
Intercom tag no	camera	Name of camera

where:

- Tag: tag number of the intercom
- Name: set the name as 'camera'
- Value: camera name as set in Management Application.

For example, intercom tag 101 is mapped with camera name Room-A4

tag	name	value
101	camera	Room-A4

To map multiple cameras to an intercom, the names of the cameras can be separated by '|'. For example, as shown in the figure below, intercom with tag 101 is mapped to two cameras called Room-A4 and Room-A5.

tag	name	value
101	camera	Room-A4 Room-A5

Upon completion of the configurations, the integration functions such that live CCTV streams of associated cameras will be directed to the Milestone Smart Client during an incoming call/connected call with the Jacques master workstation.

Restart JCCPSERVER to capture these settings.

3.5 FIREWALL SETUP

If your Smart Client is installed on a different machine with XProtect Server, the Server **MUST allow inbound connection TCP 7563** for the remote client. Otherwise, Smart Client won't display the video stream on Matrix.

To allow the inbound connection on the Server:

1. Search for Windows Defender Firewall with Advanced Security in the Windows start menu
2. When Windows Defender Firewall window opens, select Inbound Rules on the left of the window
3. Under Actions, select New Rule
4. In Rule Wizard, select the Port rule, then click Next
5. Ensure TCP is selected and enter 7563 in Specific local ports, then click Next
6. Select Allow the connection, then click Next
7. Select which network profile you want to apply to (select all if unsure), then click Next
8. Enter the name of this rule, then click Finish

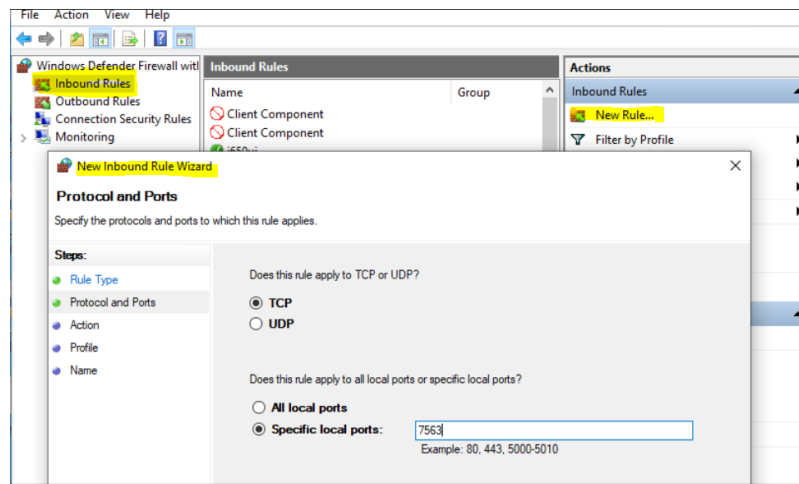


Figure 7: Setup Firewall access

3.6 CREATE MATRIX VIEW IN XPROTECT SMART CLIENT

In XProtect Smart Client:

1. Log in to Smart Client

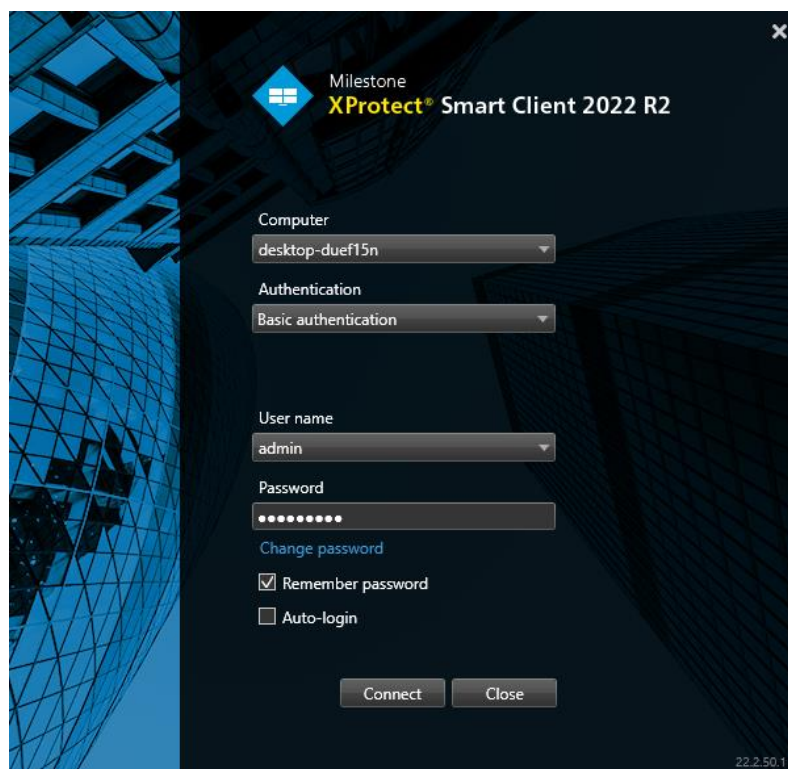


Figure 8: Login to Smart Client

2. Once logged in select 'LIVE' mode from main menu
3. Select 'Setup' from top right corner to enter setup mode

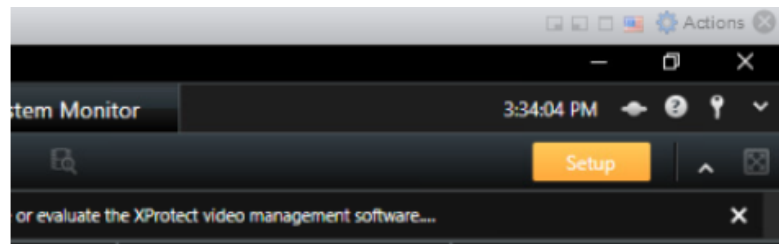


Figure 9: Select Setup

4. In the Views section, click Create New View
5. Select the preferred resolution and grid layout
6. Rename the matrix to a unique name
7. In the System overview section, click and drag the Matrix option to the grid

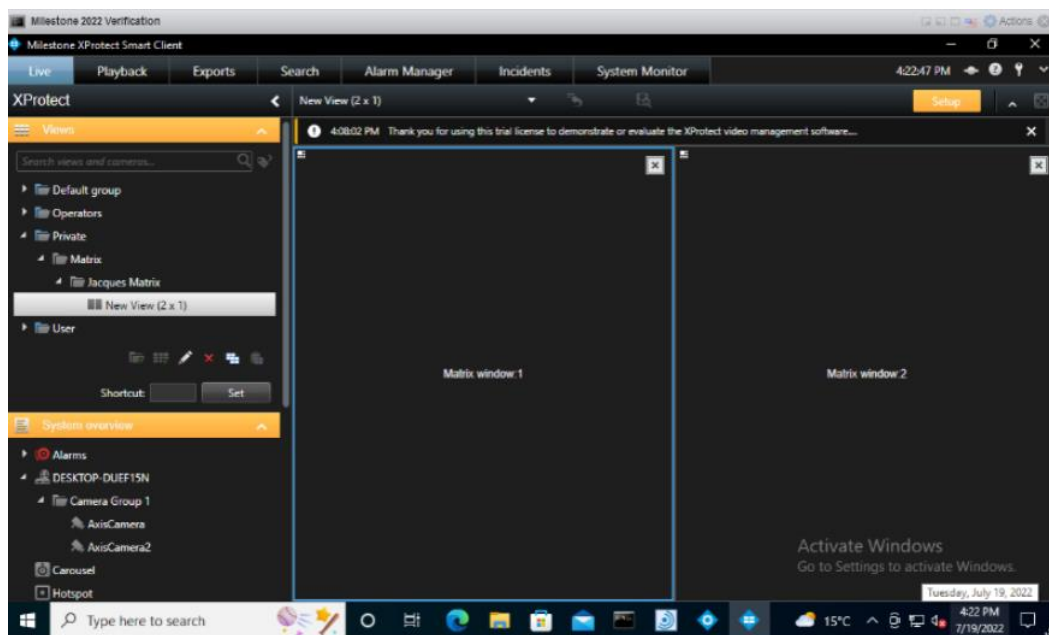


Figure 10: Matrix Window

8. On the side bar, scroll down to Properties
9. In Properties, Select Connection Settings
10. Enter the correct TCP port and password, then click OK

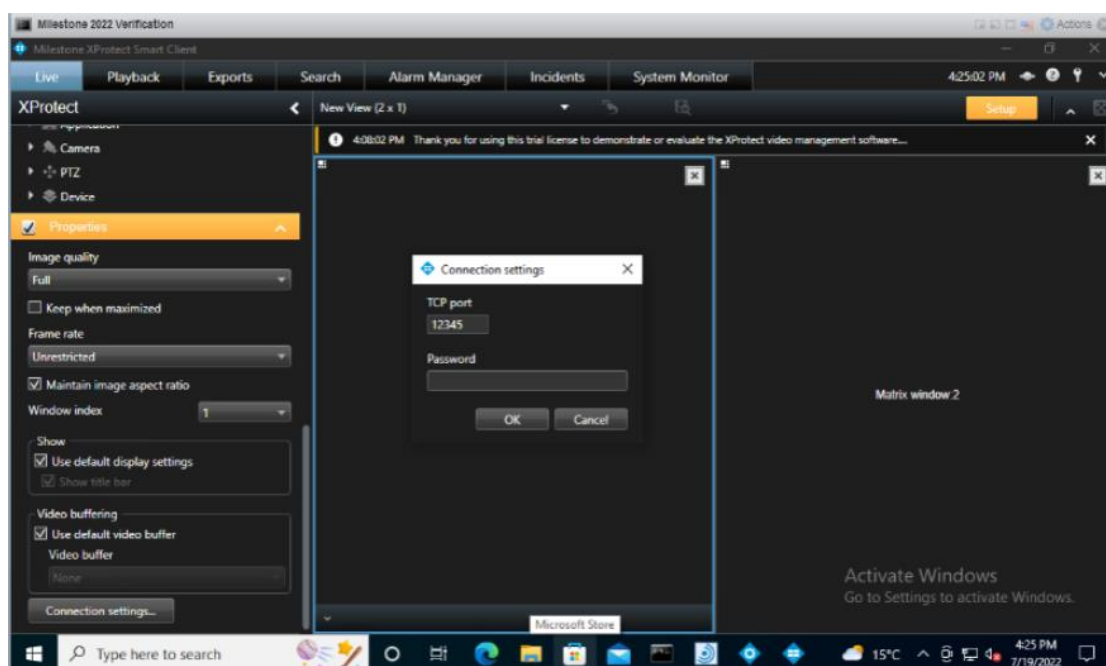


Figure 11: Properties Setup

11. Click Setup button to exit setup mode

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REVISION	DATE	AUTHOR	CHANGE DESCRIPTION
1.0	2018-10-02	HK/PG	Initial release
2.0	2022-09-07	PG/AM	Updated to latest format, added V8, XProtect 2022 software release
2.1	2022-09-29	AM	Minor updates and changes related to verification and feedback