

Operating Instructions

i-PRO Active Guard for XProtect



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1. INTRODUCTION

1.1. FEATURES

1.1.A Terms of use

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1.1.D Abbreviations

These are descriptions of the basic terms used in these operating instructions.

Microsoft® Windows® are described as Windows. Milestone® XProtect® are described as XProtect.

1.1.E Disclaimer of warranty

This product is designed to search/verify a specified face from a database that stores face information and thumbnail images created based on faces captured by network cameras and display statistical information by operation using a client terminal or system compatible with this product. This product by itself is not designed for crime prevention. Our company accepts no responsibility for the following under any circumstances.

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- (6) LOSS OF REGISTERED DATA CAUSED BY ANY FAILURE (INCLUDING INITIALIZATION OF THE PRODUCT DUE TO FORGOTTEN AUTHENTICATION INFORMATION SUCH AS A USERNAME AND PASSWORD).
- (7) ANY PROBLEM, DAMAGE OR COMPLAINT CAUSED BY THE OPERATION BY A MALICIOUS THIRD PARTY.

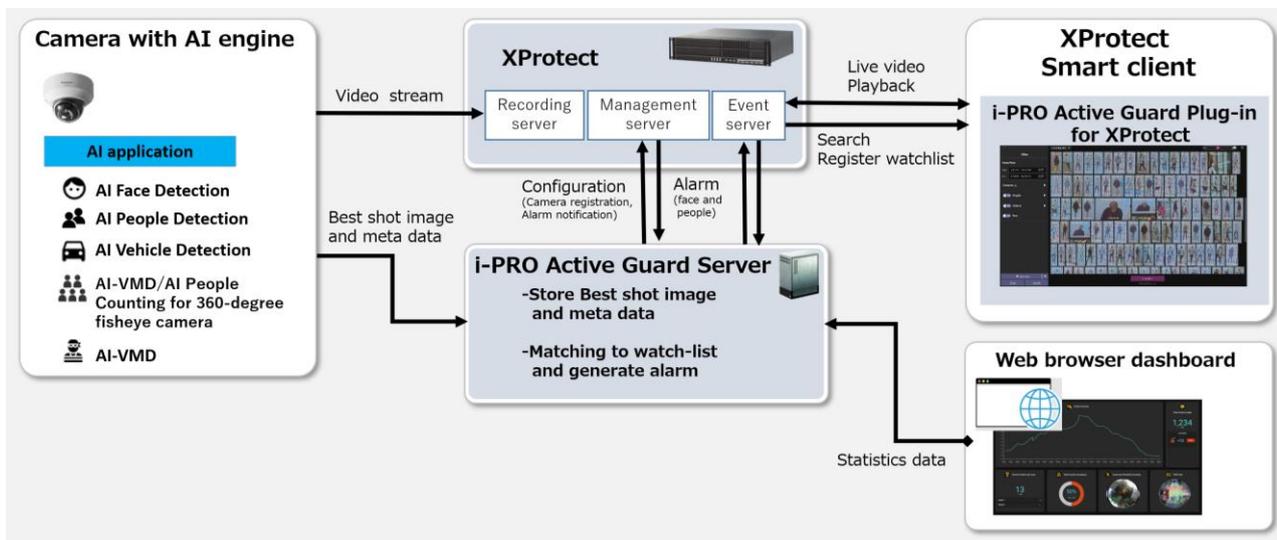
1.2. PREFACE

Setup is required before using the plug-in. Please refer to the i-PRO Active Guard Setup Instructions for XProtect.

This operating manual is for the dashboard function of i-PRO Active Guard for XProtect.

Regarding the operation of the dashboard for i-PRO Active Guard server, please refer to i-PRO Active Guard server dashboard Operating Instructions.

1.3. SYSTEM OVERVIEW



The AI application or AI function on i-PRO cameras transmit the video stream to Milestone XProtect and separately transmit Best shot images and metadata to the i-PRO Active Guard server.

i-PRO Active Guard server stores this data and generates alarms when a face or a person is matched to a watchlist.

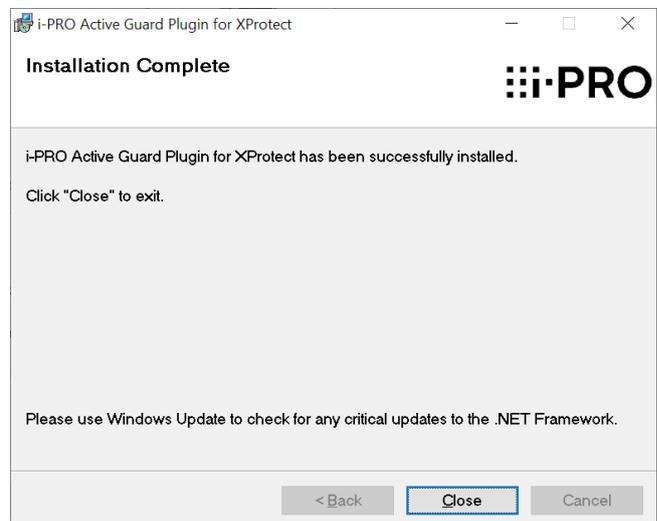
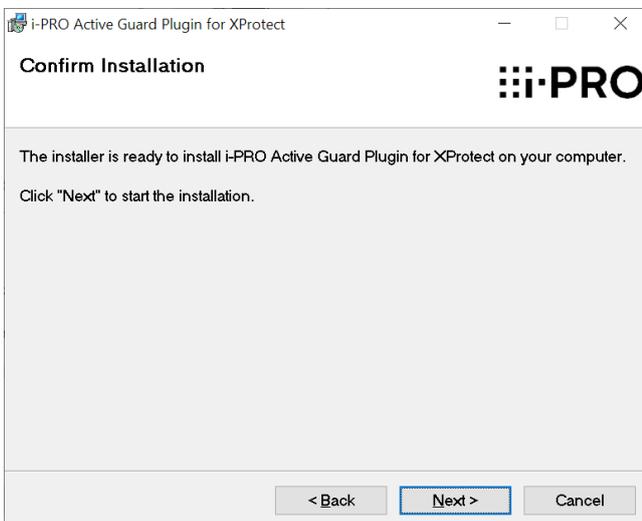
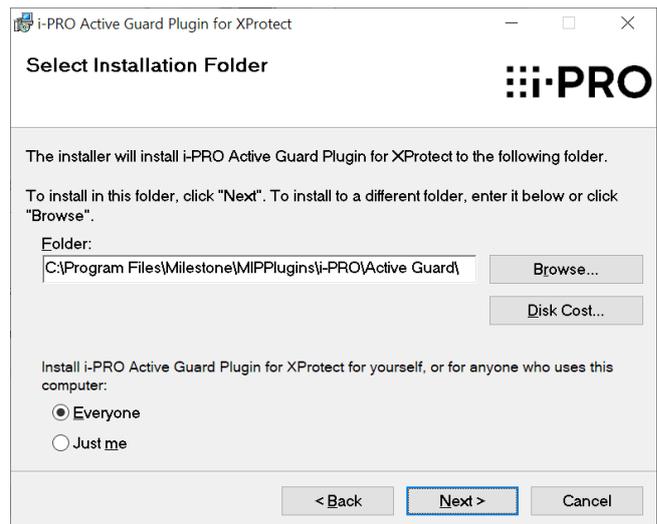
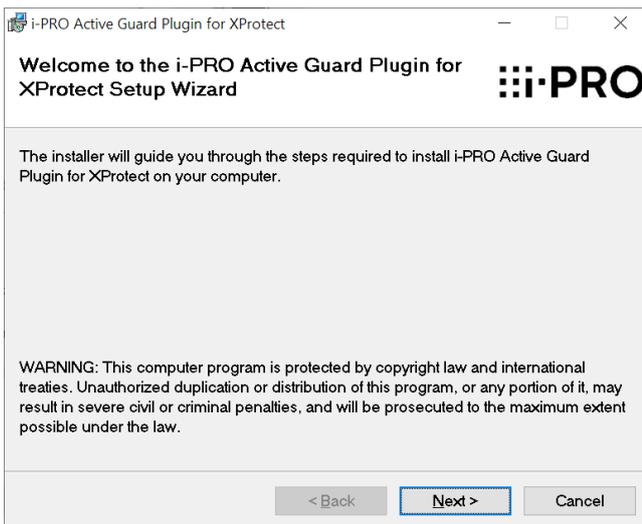
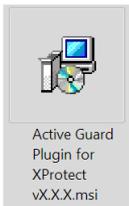
i-PRO Active Guard is the plug-in software for Milestone XProtect, this allows an operator to search Best shot images, register watchlist, show live video, recorded video, and alarm.

Bringing the ability to visualise statistics data from the i-PRO AI Active Guard server for added video management system functionality and business intelligence.

2. INSTALL / SETUP OF PLUG-IN FOR XPROTECT

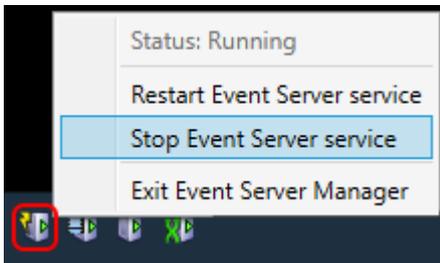
2.1. INSTALL OF PLUG-IN FOR XPROTECT

Run the Active Guard Plugin for XProtect installer on the Windows machine with the XProtect Event service installed. Install as required on a Windows machine with the XProtect Management Client for Active Guard settings or the Smart Client to access Active Guard search. When prompted restart the XProtect Event service when request.



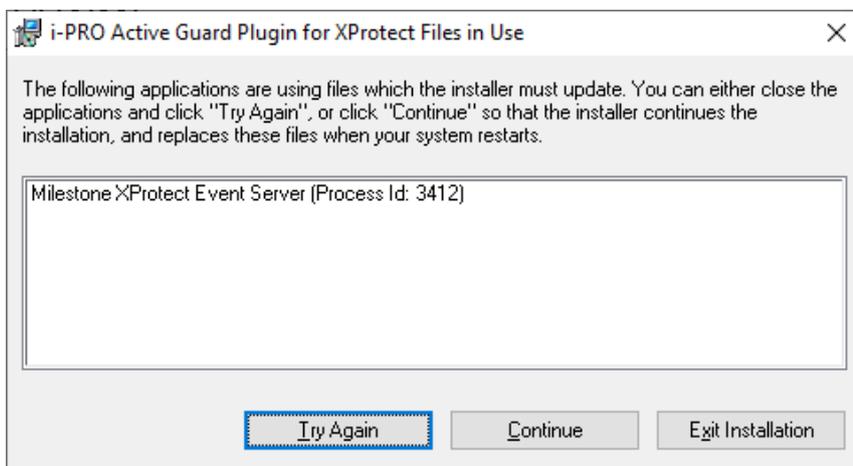
2.2. INSTALL WHEN REPLACING OLD PLUG-IN

Before installing it is recommended to stop the XProtect Event service, as files that will be replaced will be in use otherwise.

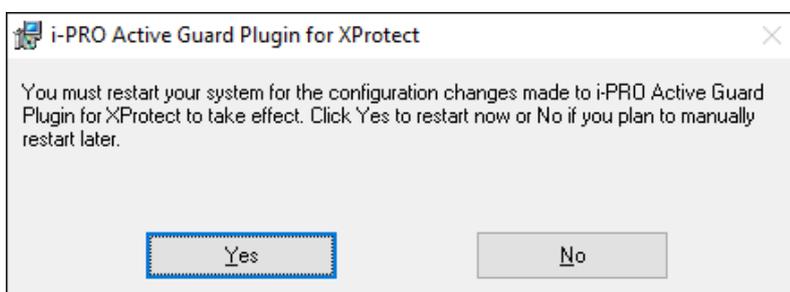


Run the Active Guard Plugin for XProtect installer on the Windows machine with the XProtect Event.

If the Event service has not been stopped, you will receive this error. In this case press [Continue]. At the end of installation as per steps in section 2.1 you will need to restart the system



If the Event service was stopped, the installation will complete as per the steps in section 2.1. After installation, you will be requested to restart your system.



2.2.1. CONNECTION TO i-PRO ACTIVE GUARD SERVER

Open the Milestone XProtect Management Application.

1. Select [i-PRO Plugins], [i-PRO Active Guard Settings]
2. Input Active Guard server details
3. Click [Save] in the top left corner

This updated method of adding Active Guard servers now allows for multiple servers, as before only a single server could be added.

3.

1.

2.

Name	Version	Server Address	HTTP / HTTPS	Number of cameras
i-PRO Active Guard server	1.6.0.14	192.168.0.15:8090	HTTP	2

Note: If the connection fails, please check if the credentials are correct. Try to access the Active Guard web dashboard from the XProtect server.

New for V1.5

Use [Add Server] to add additional Active Guard servers to the XProtect system.

Refresh List		Add Server		Remove Server	
Name	Version	Server Address	HTTP / HTTPS	Number of cameras	
i-PRO Active Guard server	1.6.0.14	192.168.0.15:8090	HTTP	2	
i-PRO Active Guard server 2		:8090	HTTP		

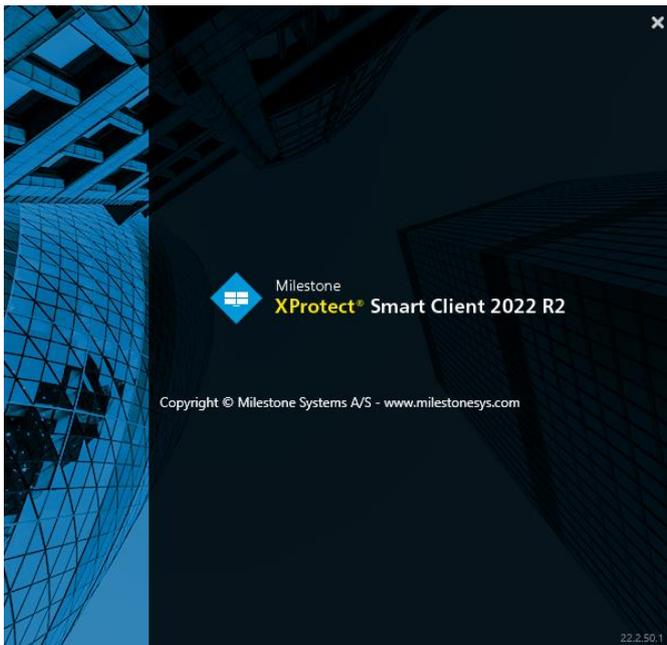
3. i-PRO ACTIVE GUARD PLUG-IN

3.1. START UP AND TERMINATE PLUG-IN

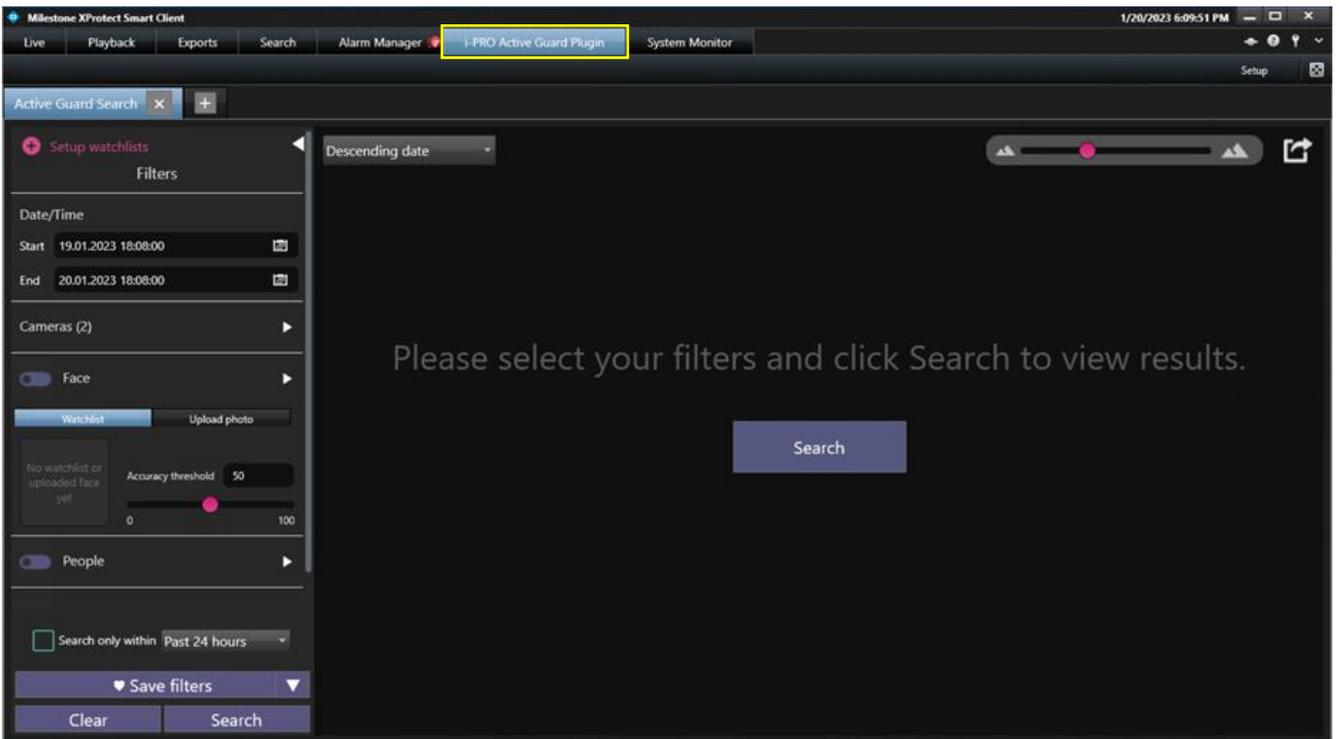
3.1.1. START UP PLUG-IN

To open plug-in, start-up the XProtect Smart Client and first login.

For more detail about the XProtect Smart Client, refer to the Milestone user manual.

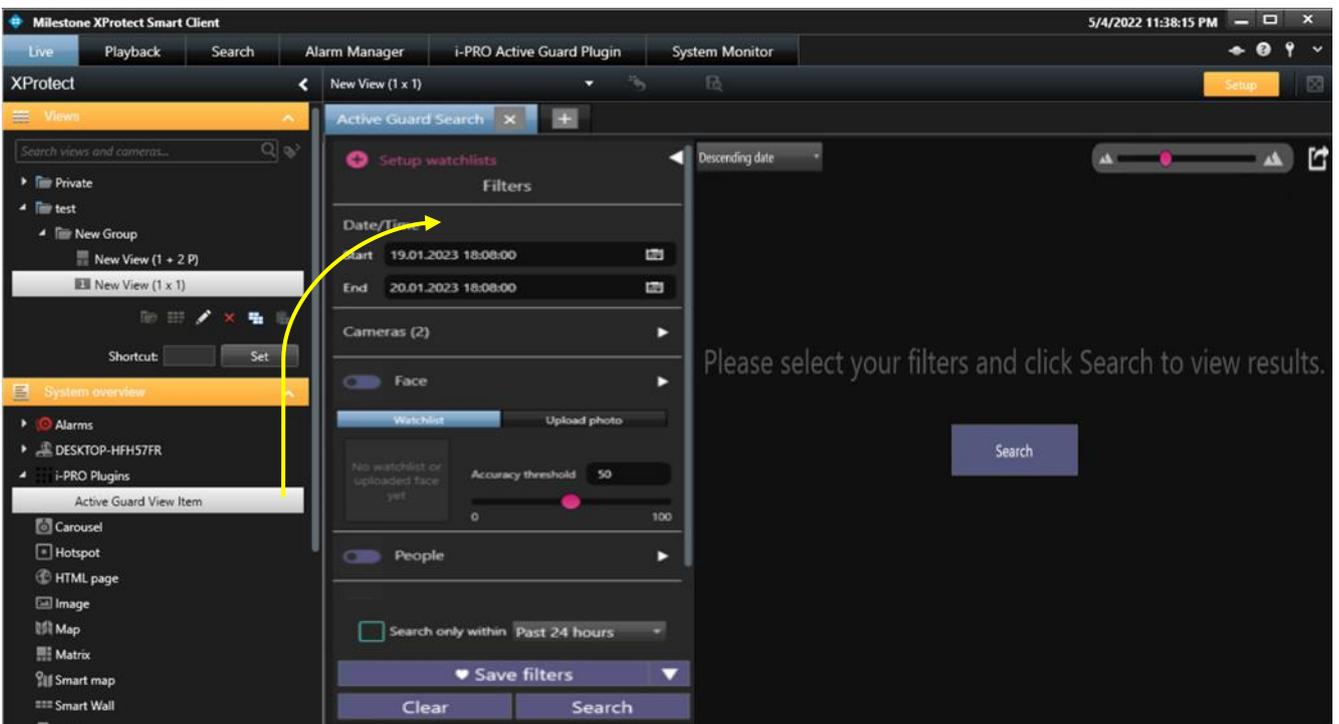


With the i-PRO Active Guard Plug-in installed on an XProtect Smart Client machine, you can find the application plug-in [i-PRO Active Guard Plug-in] by selecting the tab as shown below.



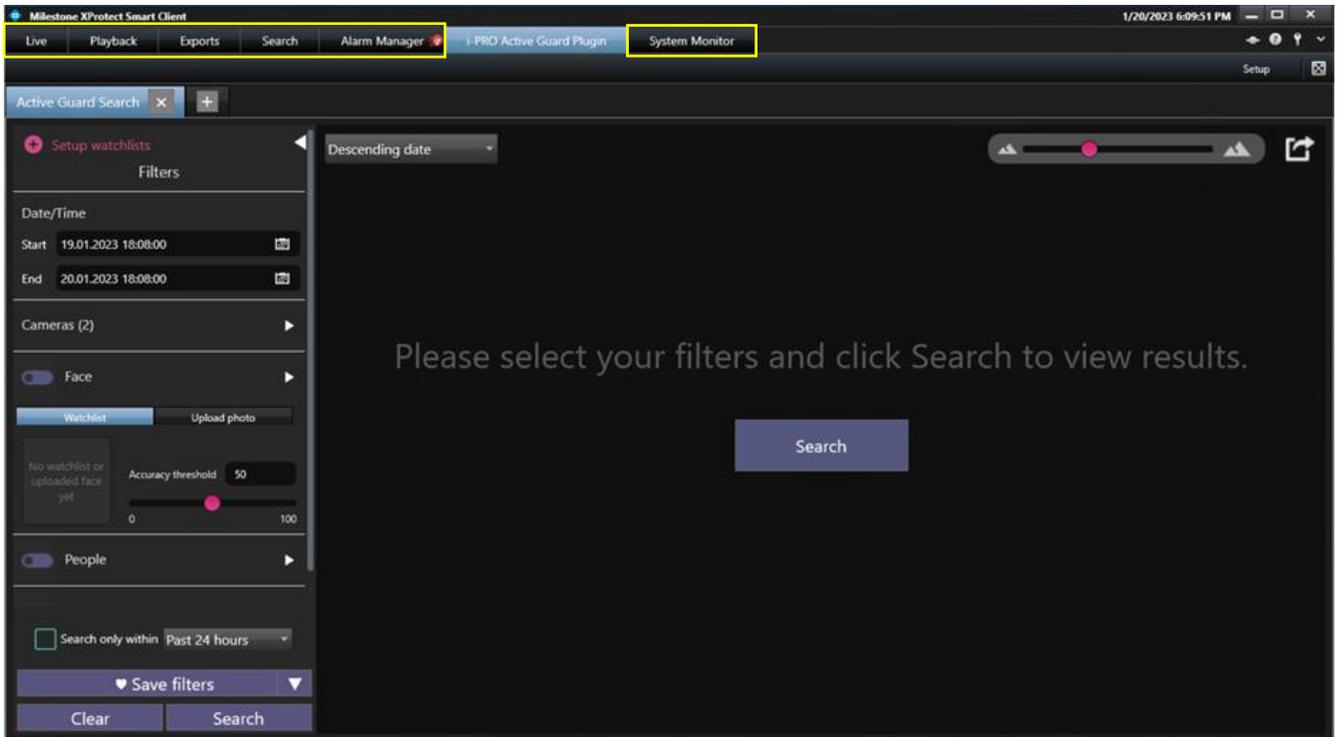
Alternatively, Active Guard can be added to a viewing tile from the Live tab. This allows both live camera views and the additional Active Guard search functionality within the same window.

While in Setup mode, drag from i-PRO Plugins, [Active Guard View item] into a free tile.



3.1.2. TERMINATE PLUG-IN

To terminate the i-PRO Active Guard Plug-in, select another XProtect Smart Client tab (Live, Playback, Exports, Search, Alarm Manager, System Monitor). The last search query and search tabs will remain for when you return to this tab within the same session.



3.2. SEARCH DETECTED OBJECTS

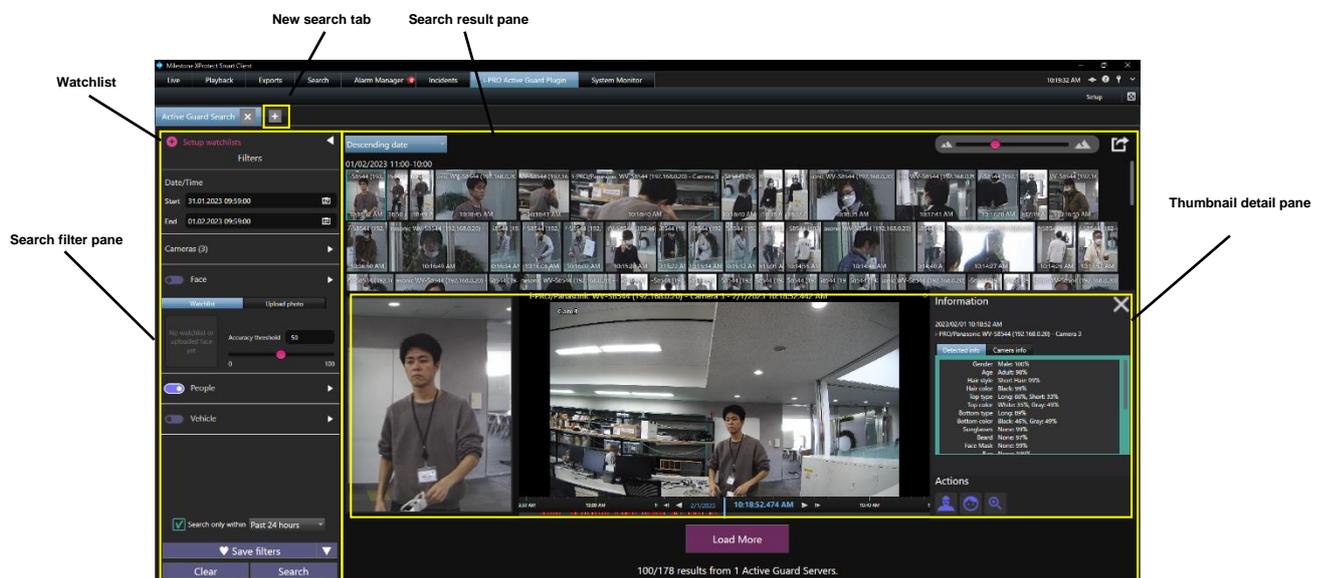
Using i-PRO Active Guard Search, you can quickly find thumbnails of AI Camera detected objects including persons, vehicles, and faces.

3.2.1. UI Component

i-PRO Active Guard Search has three main parts, 1. Search filter pane, 2. Search result pane and 3. Thumbnail detail pane and also has search watchlists.

3.2.2. Overview

This section describes the elements that compose the recording search.



Search filter pane	Setup watchlist	Add new search watchlist.
	Date/Time filter	Start time and end time for search objects.
	Cameras filter	Specify AI Cameras for search objects.
	Face filter	Show face thumbnails.
	People filter	Specify personal features such as gender, age, hair color, etc.
	Vehicle filter	Specify vehicle features such as type, color, etc.
	Search only within	Set the start and end of the search object with quick pick options.
	Save filters	Save filter settings with name (up to 12).
	Clear	Clear filter settings.
Search	Start thumbnail search.	
Search result panes	Sort	Sort search results by descending, ascending and analysis score.
	Zoom in/out	Zoom in and out thumbnail results area.
	Export	Provides a HTML export of the current results.
	Detected thumbnail	Click and open the thumbnail detail pane. Right-click and save the thumbnail as a picture or video clip.
	Results count	Show the thumbnail search results count.

Thumbnail detail pane	Thumbnail detail pane	Video control, information such as camera location, analysis score and camera information. Refer to About thumbnail detail pane for detail.
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Set up watchlists	Face watchlist	Setup face watchlist.
	People watchlist	Setup a people watchlist.

3.2.3. About search filters

This section describes search filters that can narrow the search results down.

A. Date/Time filter

Select the timeframe you wish you use for this search.

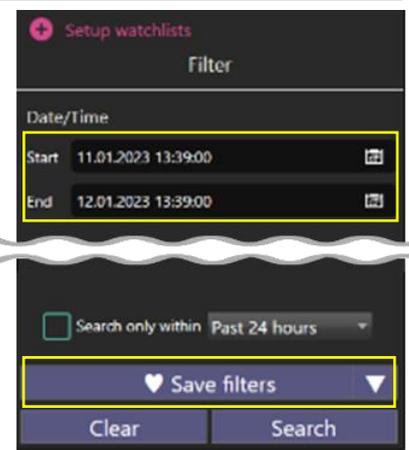
Start: [<date> <time>]

End: [<date> <time>]

New option in v1.5

“Search only within”: [Past 24 hours/Past week/Past month]

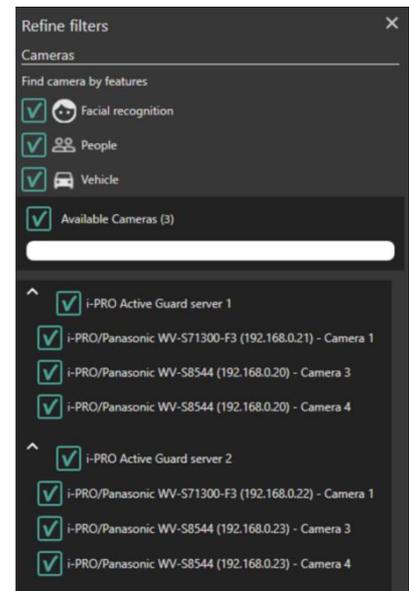
When this option is checked, user can always get the latest result without manual date & time adjustment.



B. Camera filter

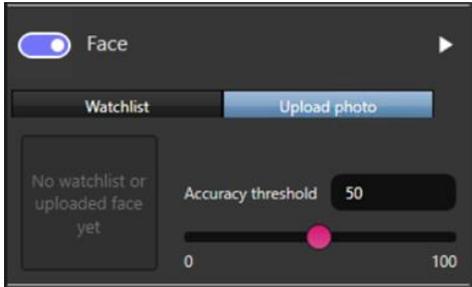
Select the cameras to be searched from the available camera list. Using Find camera by features, you can select only cameras which have specific AI capabilities.

Users can select cameras from multiple servers at the same time.



C. Face filter

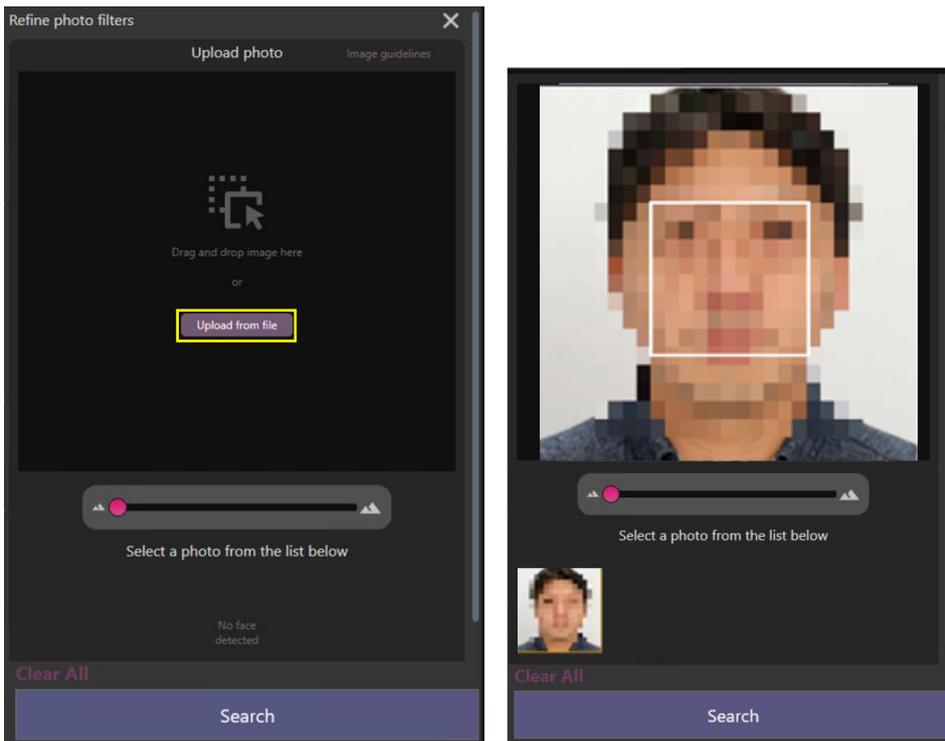
With the Face filter enabled, only the thumbnails are shown from AI Cameras with the face detection application enabled and where a face is detected.



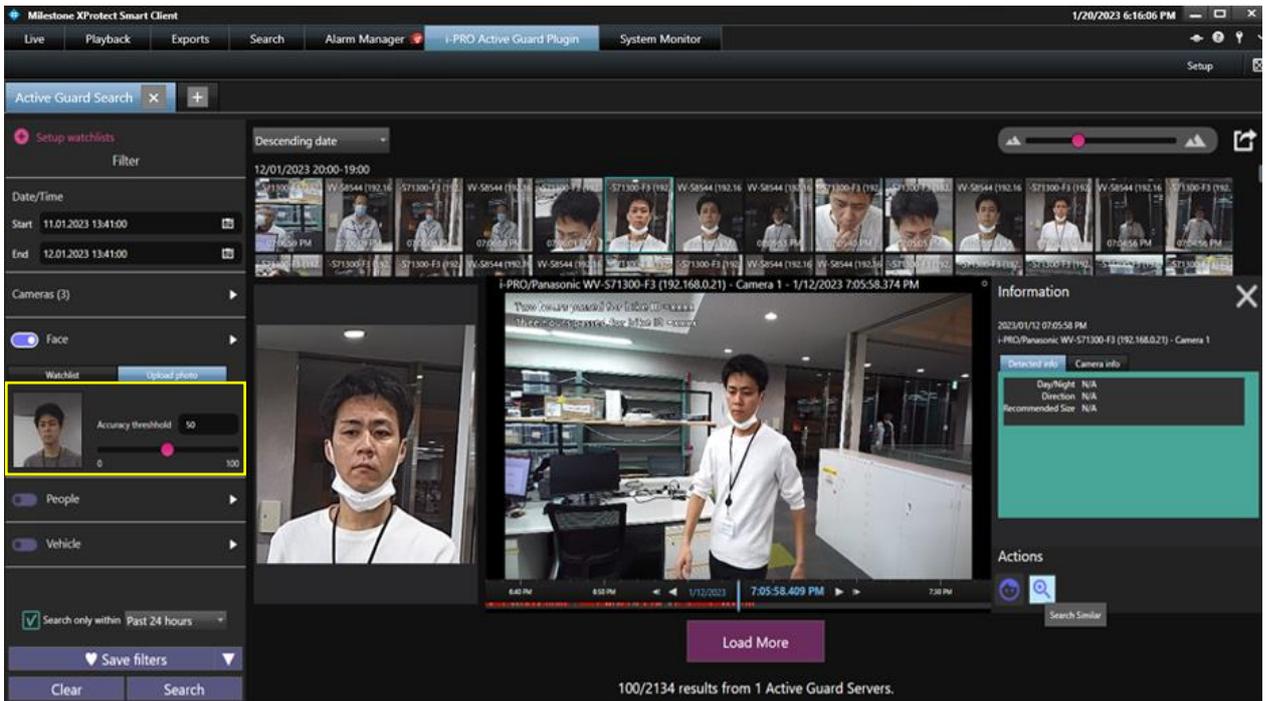
This option now allows for a picture to be uploaded to find the same or similar faces. When [Upload photo] is selected, a new window is shown to the left.

Drag and drop a photo into this window or select [Upload from file] to navigate and select the photo from the computer. Supported image types are PNG or JPG/JPEG.

With a photo uploaded, if a face is detected it will be shown within a white box. Select the image you wish to use when multiple faces are detected and press [Search].

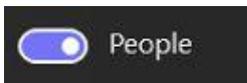


Search results will be shown, and the face search tile will update with the selected face being used. Adjust the [Accuracy threshold] for more or less results based on the Accuracy score.



D. People filter

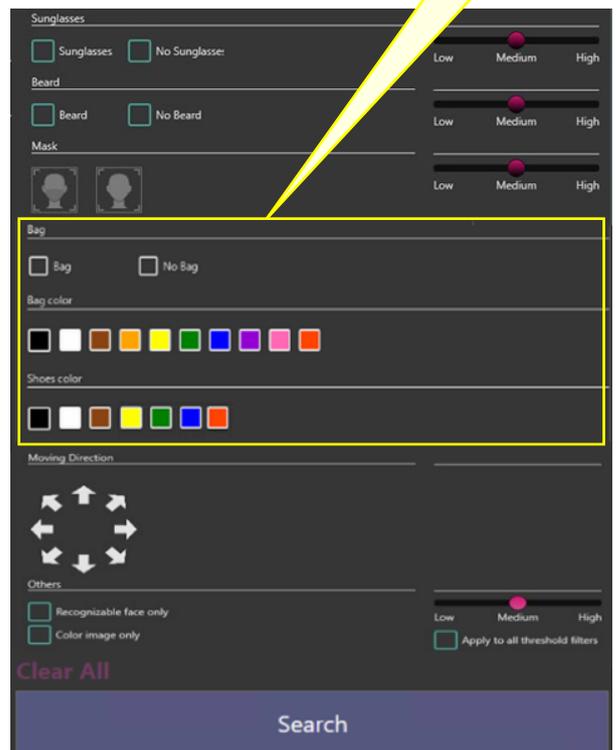
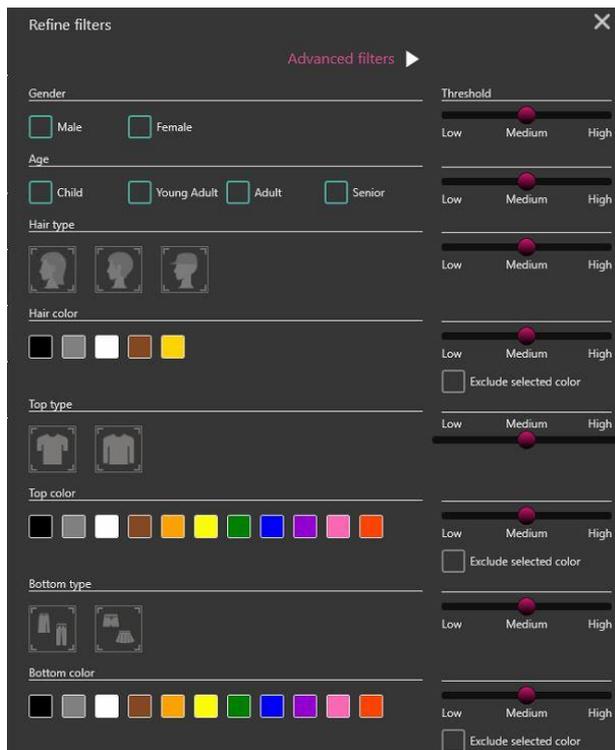
With the People filter enabled, only the thumbnails are shown from AI Cameras with the people detection application enabled.



Using the filter pane, you can apply additional search conditions.

New for v1.5

Bag, No Bag, Bag and Shoe color



Features and controls	Description
Gender	Male, Female
Age	Child (0~10), Young Adult (11~20), Adult (21~60), Senior (61+)
Hair type	Long-hair, Short-hair, Hat
Hair color	Black, Gray, White, Brown, Gold
Top type	Short-sleeves, Long-sleeves
Top color	Black, Gray, White, Brown, Orange, Yellow, Green, Blue, Purple, Pink, Red
Bottom type	Long, Short
Bottom color	Black, Gray, White, Brown, Orange, Yellow, Green, Blue, Purple, Pink, Red
Sunglasses	Sunglasses, No Glasses
Beard	Beard, No Beard
Mask	Mask, No Mask
Bag	Bag, No Bag
Bag color	Black, White, Brown, Orange, Yellow, Green, Blue, Purple, Pink, Red
Shoes color	Black, White, Brown, Yellow, Green, Blue, Red
Moving Direction	Up, Up right, Right, Down right, Down, Down left, Left, Up left
Others	Recognizable face only Black & White image only
Threshold	Low, Medium and High
Exclude selected color	If this is selected, the color will be excluded from the search results.

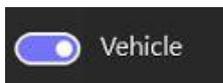
Note:

If the specified color does not appear in the search results, it may be displayed in the search results by selecting and searching for the following similar colors together.

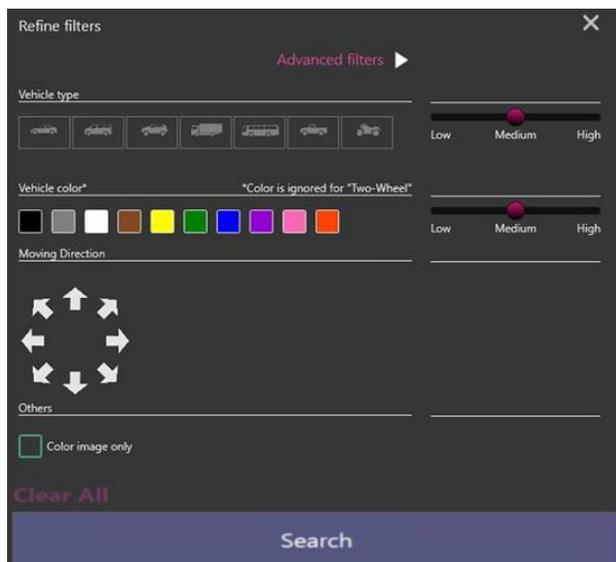
<u>Color to be searched</u>	<u>Similar color</u> (The order is similar to the left)
Black	Gray
Brown	Orange, White, Gray
White	Gray, Blue, Brown, Yellow, Orange
Gray	Black, White, Blue
Green	Blue, Black, Yellow
Red	Orange, Pink
Blue	Green, Black, Purple
Yellow	Green, White, Brown, Orange
Orange	Red, Brown, Yellow
Purple	Pink, Blue, Black
Pink	Red, Purple

E. Vehicle filter

With the Vehicle filter enabled, only the thumbnails are shown from AI Cameras with the vehicle detection application enabled.



Using the filter pane, you can apply additional search conditions.



Features and controls	Description
Type	Sedan, Van, SUV, Truck, Bus, Pickup Truck, Two-Wheel
Color	Black, Grey, White, Brown, Yellow, Green, Blue, Purple, Pink, Red
Moving Direction	Up, Up right, Right, Down right, Down, Down left, Left, Up left
Others	Color image only (No black & white cameras, i.e. ANPR)
Threshold	Low, Medium, High

Note:

If the specified color does not appear in the search results, it may be displayed in the search results by selecting and searching for the following similar colors together.

<u>Color to be searched</u>	<u>Similar color</u> (The order is similar to the left)
Black	Gray
Brown	White, Gray
White	Gray, Blue, Brown, Yellow
Gray	Black, White, Blue
Green	Blue, Black, Yellow
Red	Pink
Blue	Green, Black, Purple
Yellow	Green, White, Brown
Purple	Pink, Blue, Black
Pink	Red, Purple

3.2.4. About thumbnail detail pane

Selecting one of the thumbnails in the search results, you can take various actions such as the playback of video, check detection info and register a thumbnail to a watchlist. For additional information about playback controls, please refer to [3.3. PLAYBACK VIDEO CONTROL](#).



- **Information**

You can see more detailed information such as detected place, the analysis information, and camera information.

A. Selected snapshot

The selected snapshot will be shown on the left-hand side.



B. Playback of event

Playback will as default start 5 seconds before the event and will continue to playback for the selected camera.

See Active Guard Preferences for additional playback settings.

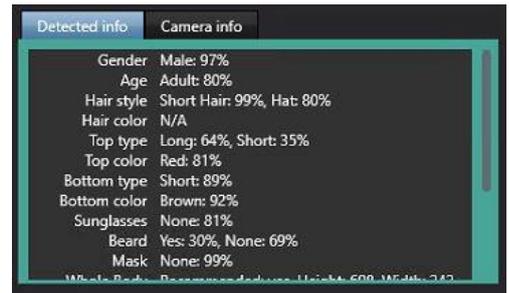
Note:

Right click the camera tile to switch between playback and live for the selected camera.



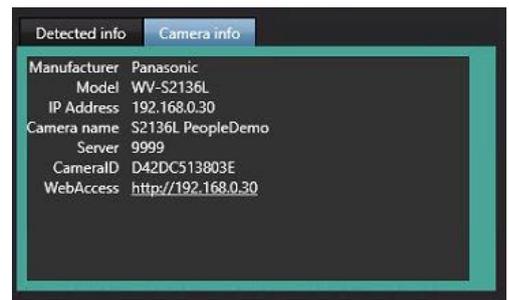
C. Detected info

Analysis score information for each detection type is displayed here.



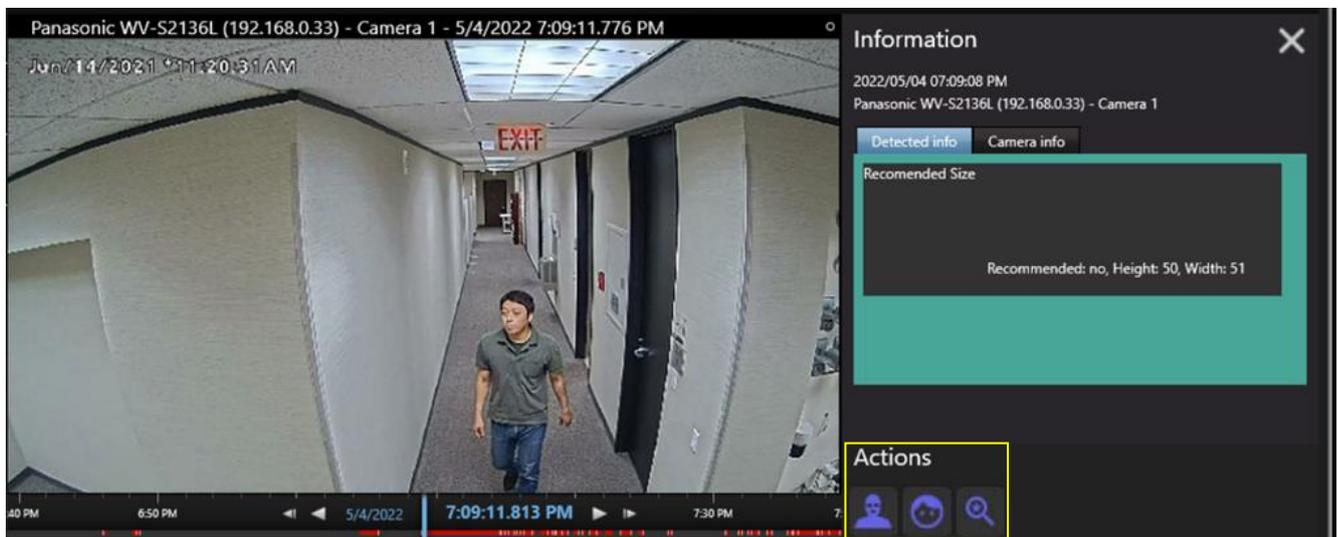
D. Camera info

Camera information is displayed here.



- Action buttons

This allows users quick user operation of tasks. One-click to access, register watchlists, save facial features and search for similar characteristics.



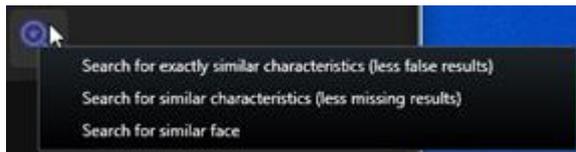
A. Search for similar characteristics

Quick search is provided to allow for an instant search using the same detection features with high scores, this is available for face or vehicle thumbnails.

If you want to go back to previous search results and use the Latest search condition in Saved filters

New for V1.5

For person results, additional options have been provided.



- [Search for exactly similar characteristics (less false results)] – Similar search with high accuracy
- [Search for similar characteristics (less missing results)] – Similar search with lower accuracy
- [Search for similar face] – Face only search results where face is detected in image

B. Save facial features to Registered facial detection

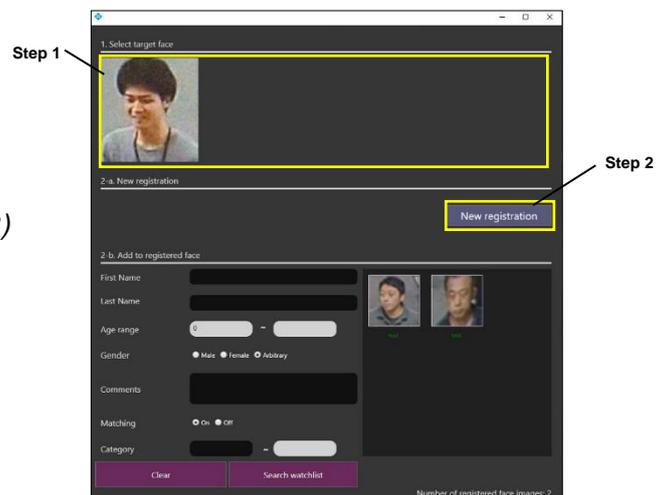
Register face image to watchlist. There are options to either register a newly detected face or add a detected face thumbnail to an existing face watchlist.

In the case of registering as a new face:

Step 1. Select one of the detected faces.

Step 2. Click the New registration button.

Step 3. Please follow to **3.4.1 Face Watchlist (Step2)**



In case of adding to existing registered face:

Step 1. Select one of the detected faces.

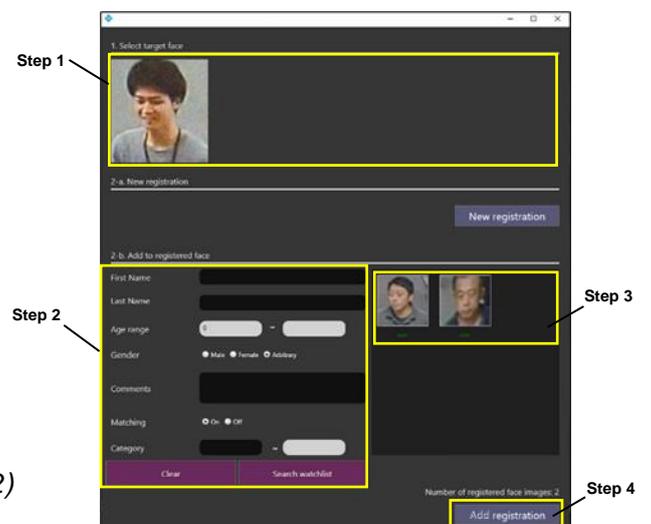
Step 2. Search existing registered faces by using filters.

If no filters are specified, all registered faces are displayed.

Step 3. Select one of the searched faces.

Step 4. Click Add registration button.

Step 5. Please follow to **3.4.1 Face Watchlist (Step 2)**



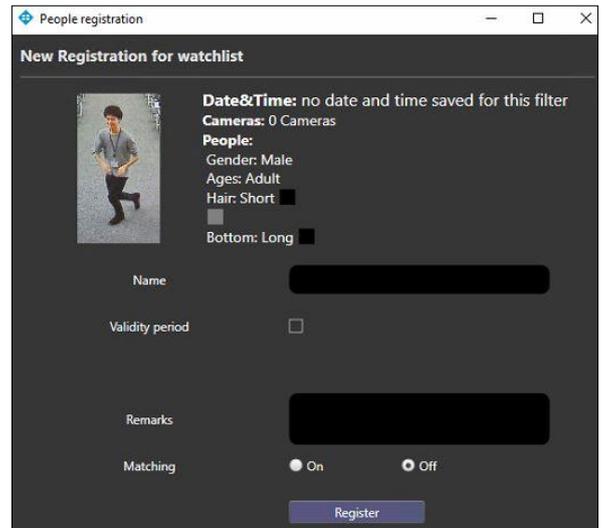
Note:

- Up to 1,000 Faces can be registered.
-

C.  Save person's characteristics to Registered Person detection

Register personal features to a watchlist. The high scoring items are registered.

Some basic information can be entered from here.



Action buttons can be utilized depending on the type of object.

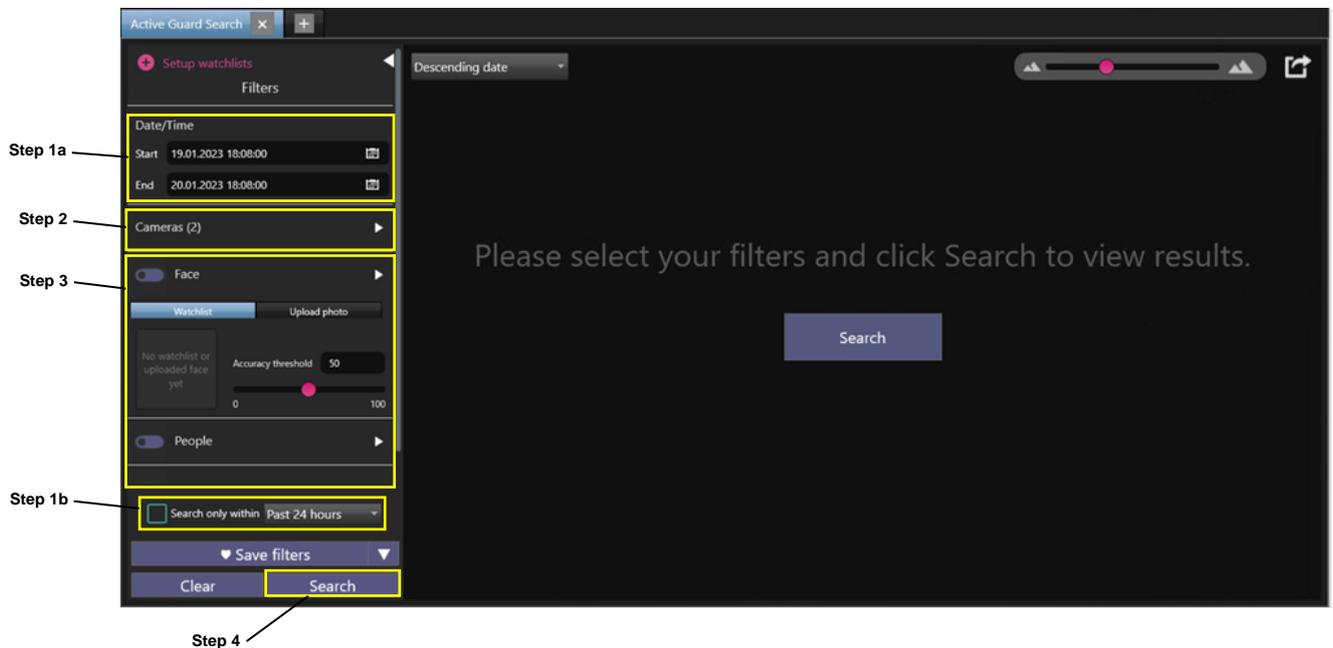
	Search for similar characteristics	Save facial features to Registered facial detection	Save person's characteristics to Registered Person detection
Face filter	Yes	Yes	No
People filter	Yes	Yes	Yes
Vehicle filter	Yes	No	No

Additional items for People filter

- [Search for exactly similar characteristics (less false results)] – Similar search with high accuracy
- [Search for similar characteristics (less missing results)] – Similar search with lower accuracy
- [Search for similar face] – Face only search results where face is detected in image

3.2.5. Thumbnail search

The following steps provide the basic operation of the thumbnail search feature. The search filter can find objects using search filters from the recorded thumbnails. You will be able to follow with actions such as video playback, saving snapshots, registering to a watchlist, etc.



Step 1a

Specify the start time and end time for search objects.

Step 1b

Alternatively tick [Search only within] and select an option, [Past 24 hours/Past week/Past month].

Step 2

Select AI Cameras to be used from any Active Guard servers connected to XProtect.

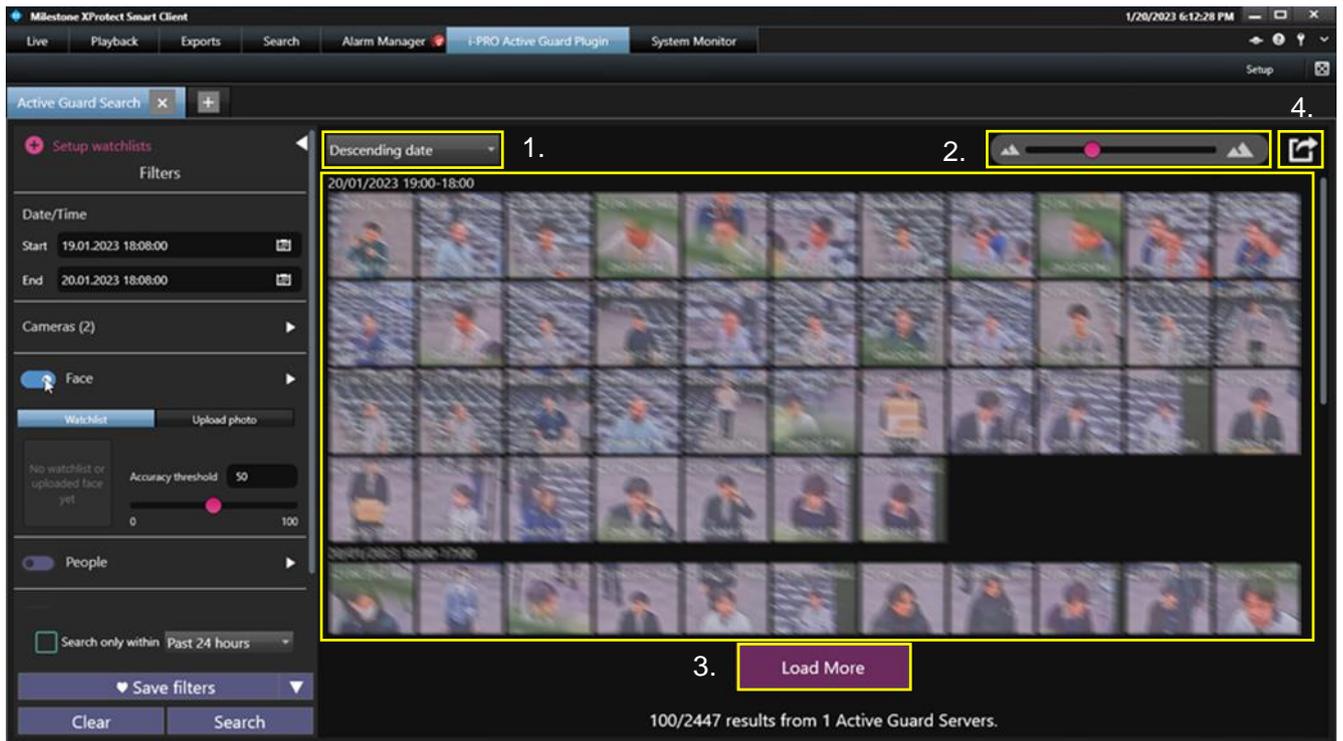
Step 3

Set up search filters, Face, People or Vehicles. If no filters are selected, all objects detected by AI Cameras will be displayed.

Step 4

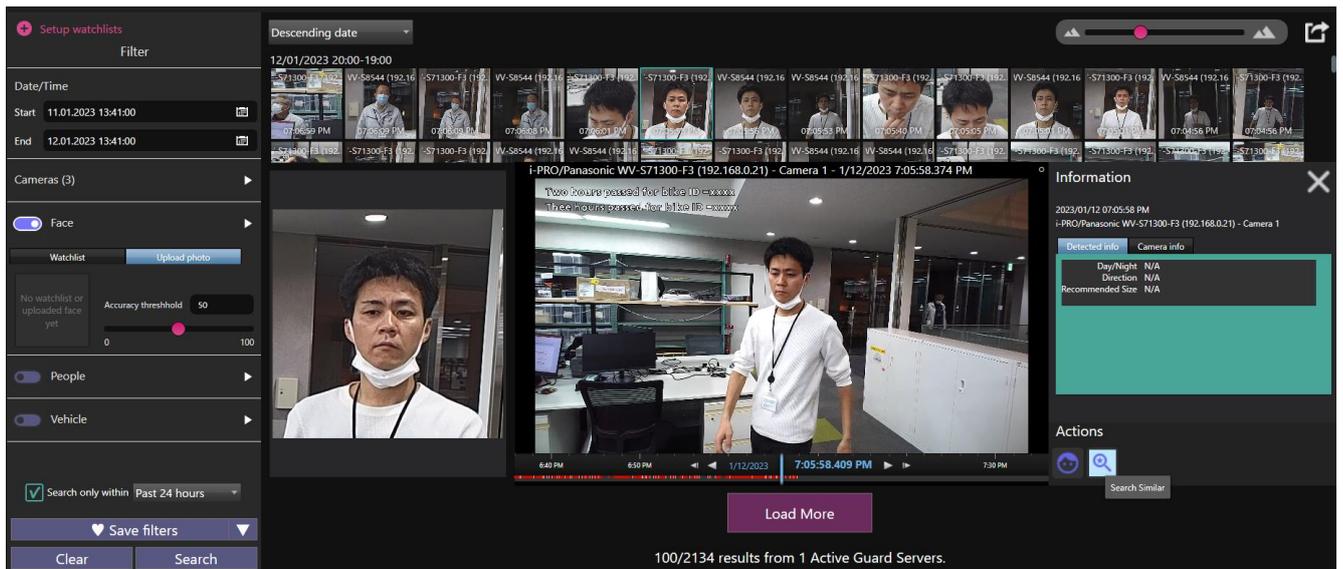
Click "Search".

Search results will be displayed in the center tile



1. Change the [Sort order], default Descending date (new to old) or Ascending date (old to new).
2. Use the [Zoom-out - Zoom-in] slider to display more results smaller or less results larger.
3. [Load More], selecting this button will load up to another 100 results.
4. [Export] See section 3.2.6 Thumbnail Export

When a tile is selected Playback and further capture information is made available in the side panel.



Note:

- Right click the camera tile to switch between playback and live for the selected camera.

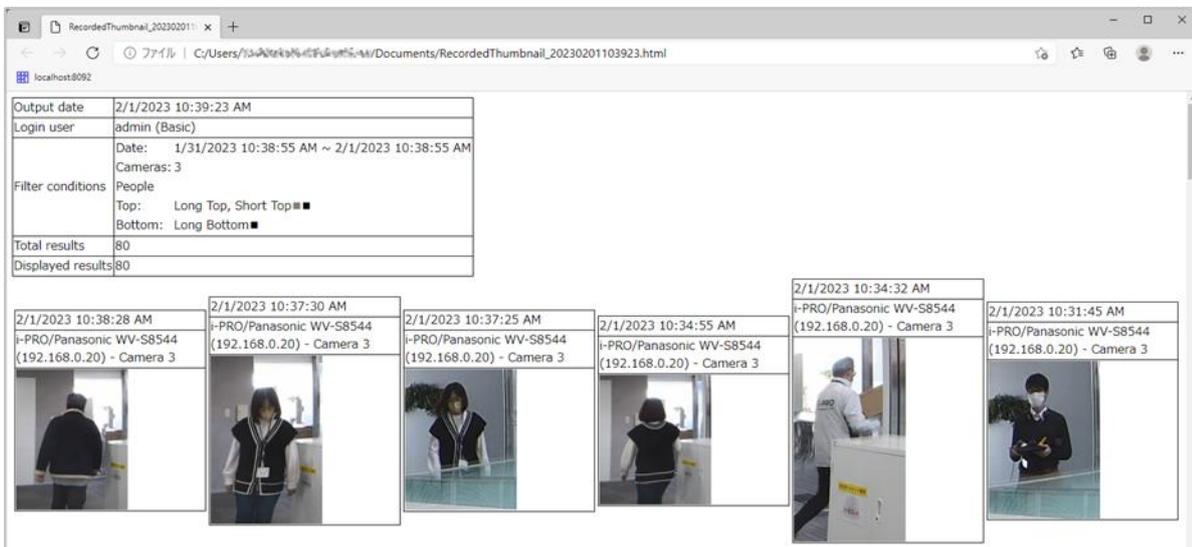
3.2.6. Thumbnail export

New for V1.5

Select the [Export] button at the top right of the thumbnail result window.



You will be asked to save a web page file. Open this file to view the results from the search window.



Note:

- The results shown in the web page export only relate to the results displayed in the search window. Where results are more than 100 only the first 100 will be exported. This can be updated by selecting [Load More] another 100 results will be included in the display window; these will now be included with the export. If there are more than 100 results in your search it may be best to update the search criteria to further limit results before exporting.

3.3. PLAYBACK VIDEO CONTROL

When viewing a video from a thumbnail in the event detail pane, the following XProtect video controls appear.

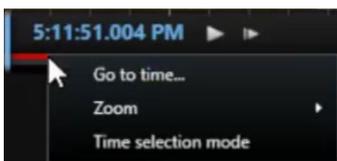


The video operation controls are described below.

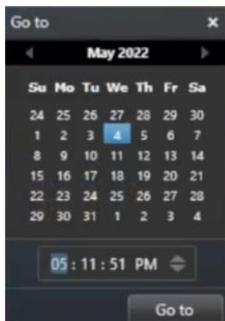
	In pause mode, forward and backward navigation through each frame on the timeline.
	Play, forward and backward navigation through related footage.
	Pause mode

Right-click the middle of the camera tile to access Live video from the selected camera. Right click again to return to the recording playback.

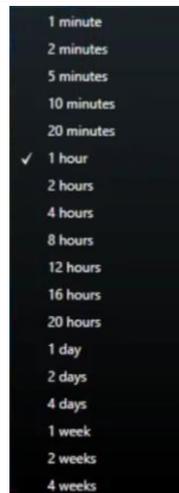
Additional controls of the timeline can be found by right-clicking the playback timeline.



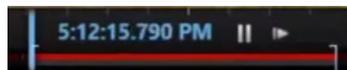
Go to time...



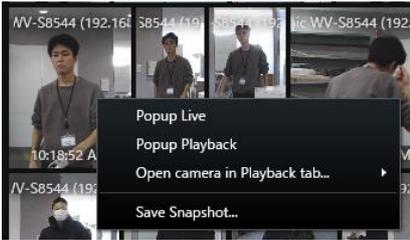
Zoom



Time selection mode

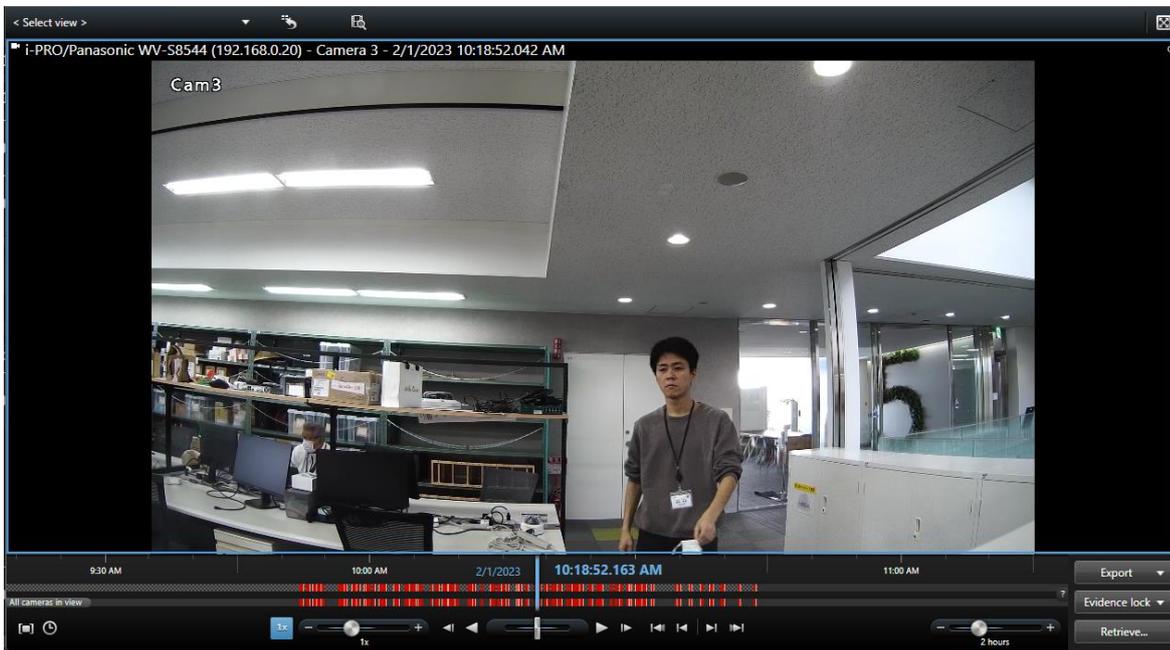


Additional controls can be found by right-clicking a search thumbnail.



[Popup Live] automatically sends the camera device related to the thumbnail to a single tile popup Live view.

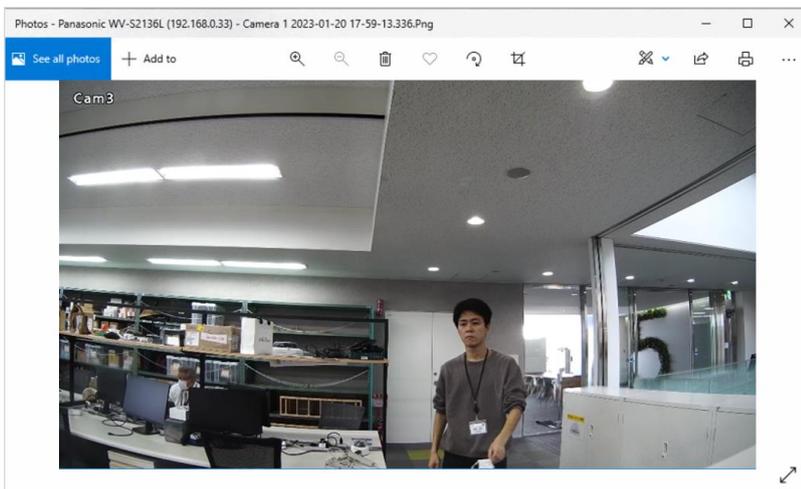
[Popup Playback] automatically sends the camera device related to the thumbnail to a single tile popup Playback view. This option provides access to XProtect export features at the playback time of the event.



From here you gain access to XProtect features [Snapshot], [Print], [Bookmarks], [Export] ect...

Standard Snapshots are sent to the default directory or user defined location (C:\Snapshots).

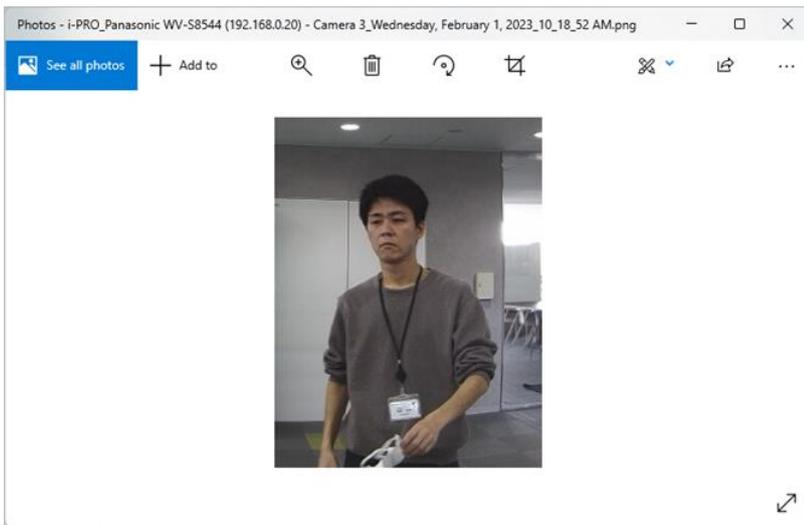
These images show the complete image from the selected camera.



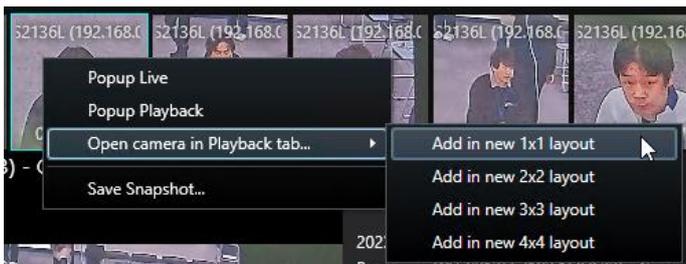
When selecting [Save Snapshot] you will be asked where to save the image.



This snapshot is taken directly from the Active Guard server, provided as the Best Shot image. This image is cropped based on the capture object.

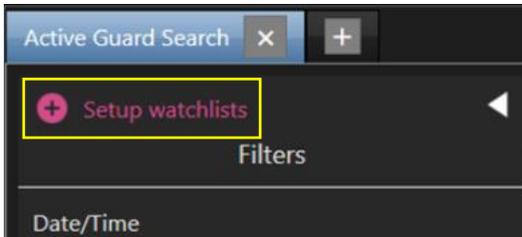


When selecting [Open camera in Playback tab...] you will be presented with four layout options. This way you can define additional cameras to be included manually in your Playback/Export selection.



3.4. SETUP WATCHLISTS

This section describes how to manage the watchlists and preferences. To open these settings, click [\[Setup watchlists\]](#) button for Face watchlists or People watchlists.



3.4.1. Face Watchlist

This section describes the operation of add, edit and delete. If you don't have permission to access the watchlist or if your camera configuration has no AI-Cameras with an installed face detection application, then this function is not available.

- **Add Registration**

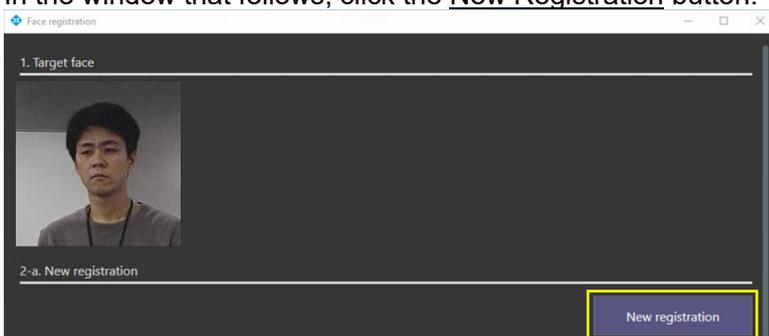
Step 1

From the Search pane, select the relevant face to be added. From the playback window, click the Save person's characteristics action button.



Step 2

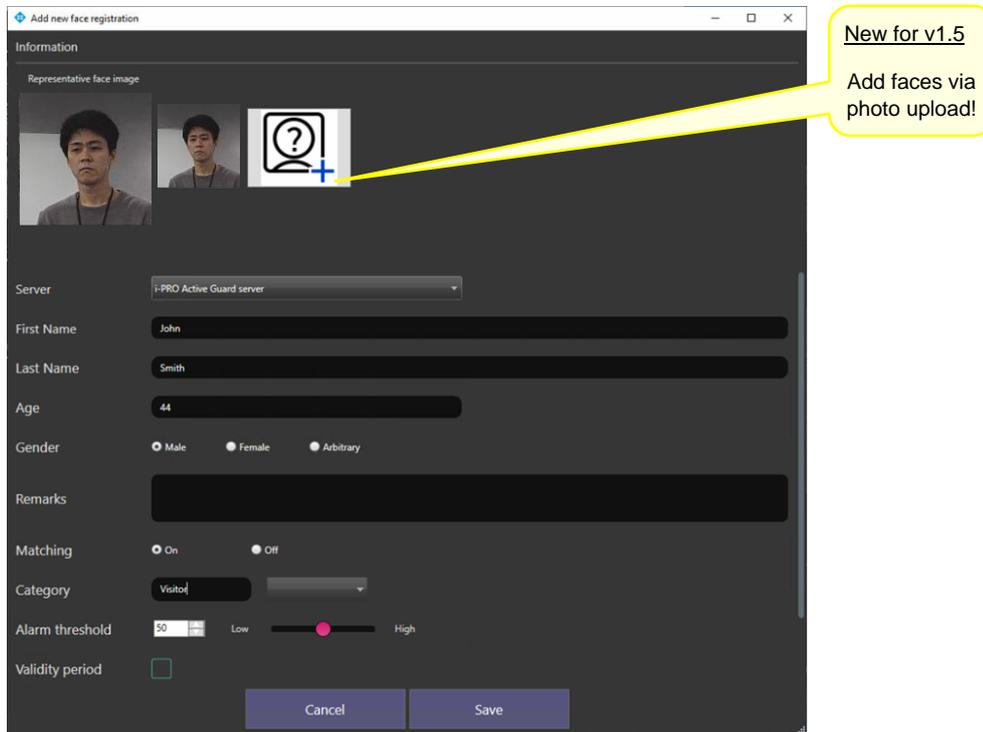
In the window that follows, click the [New Registration](#) button.



Step 3

One face image must be added to complete the registration.

Input other information then click Save. The First Name and Last Name fields are required.



Note:

- When Matching is enabled [On], this starts the matching process. See **3.4.3 Watchlist Matching** for more details.
 - When the Alarm threshold is low, face detection will be missed less, but false alarms may increase. If the Alarm threshold is raised too high, face detection is likely to be missed more frequently, but false alarms may be reduced. This can be set for each individual face watchlist profile. Please adjust according to your environment and registered face image.
 - In the Validity Period, two expiration dates can be set.
Disable matching: After the expiration date, this person's face will not be detected.
Delete registration: After the expiration date, we will delete the registration itself of this face watchlist.
-

- **Edit Registration**

Step 1

First click Setup watchlists from the main window and click Face watchlist.

Find the registered face you want to edit; these can be searched with filtered results.

People watchlists | Face watchlists

First Name

Last Name

Age range 0 ~

Gender Male Female Arbitrary

Comments

Matching On Off

Category ~

Clear Search watchlist

Number of registered face images: 0

Change

Step 2

Select one of the faces from search results, then click the Change button.

People watchlists | Face watchlists

First Name

Last Name

Age range 0 ~

Gender Male Female Arbitrary

Comments

Matching On Off

Category ~

Clear Search watchlist

Number of registered face images: 2

Change

Step 3

Edit any information then click Save.

Information

Representative face image

First Name

Last Name

Age

Gender

Remarks

Matching

Category

Alarm threshold

Validity period

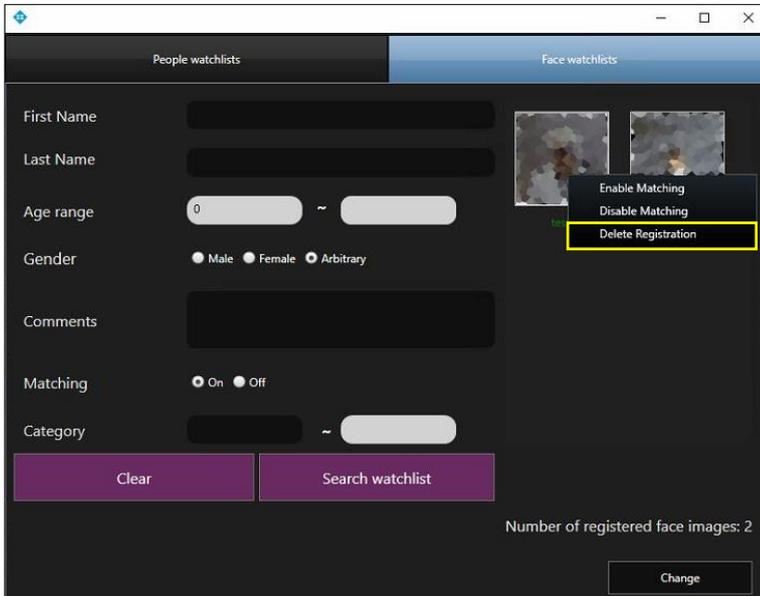
Cancel Save

Note:

- When Matching is enabled [On], this starts the matching process. See [3.4.3 Watchlist Matching](#) for more details.
 - When the Alarm threshold is low, face detection will be missed less, but false alarms may increase. If the Alarm threshold is raised too high, face detection is likely to be missed more frequently, but false alarms may be reduced. This can be set for each individual face watchlist profile. Please adjust according to your environment and registered face image.
 - In the Validity Period, two expiration dates can be set.
Disable matching: After the expiration date, this person's face will not be detected.
Delete registration: After the expiration date, we will delete the registration itself of this face watchlist.
-

- **Delete Registration**

To delete a registered face, right-click registered face then click Delete. Other controls are available here Enable Matching and Disable Matching.



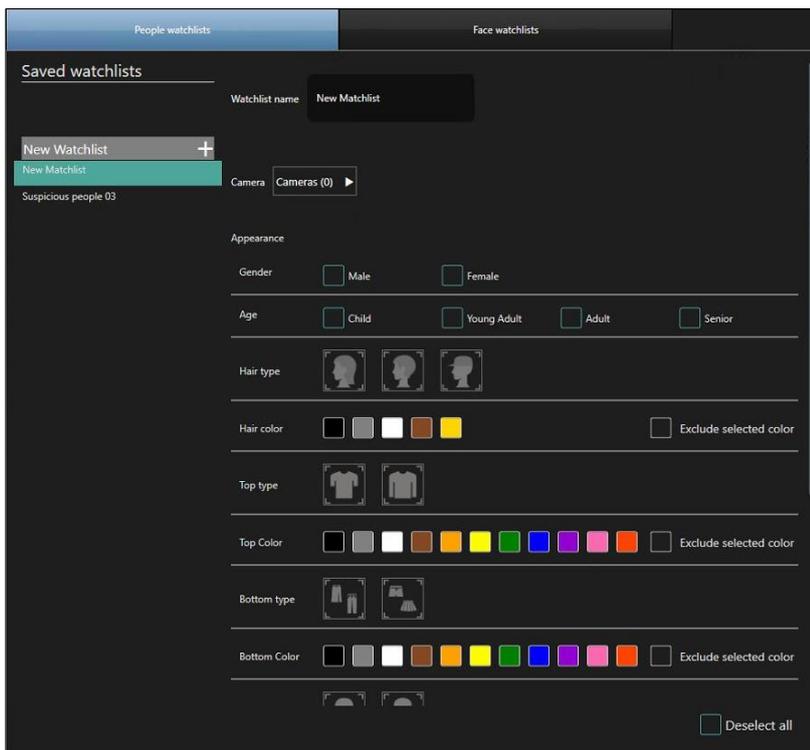
3.4.2. People Watchlist

This section describes the operations of a People watchlist and how to add, edit, and delete.

If you don't have permission to access the watchlist or if your camera configuration has no AI-Cameras with an installed people detection application, then this function is not available.

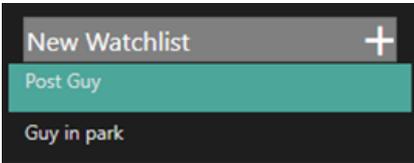
- **Add Registration**

To add a new item, click the plus symbol then select appearance settings for the new watchlist. Registered items are listed on the left side.

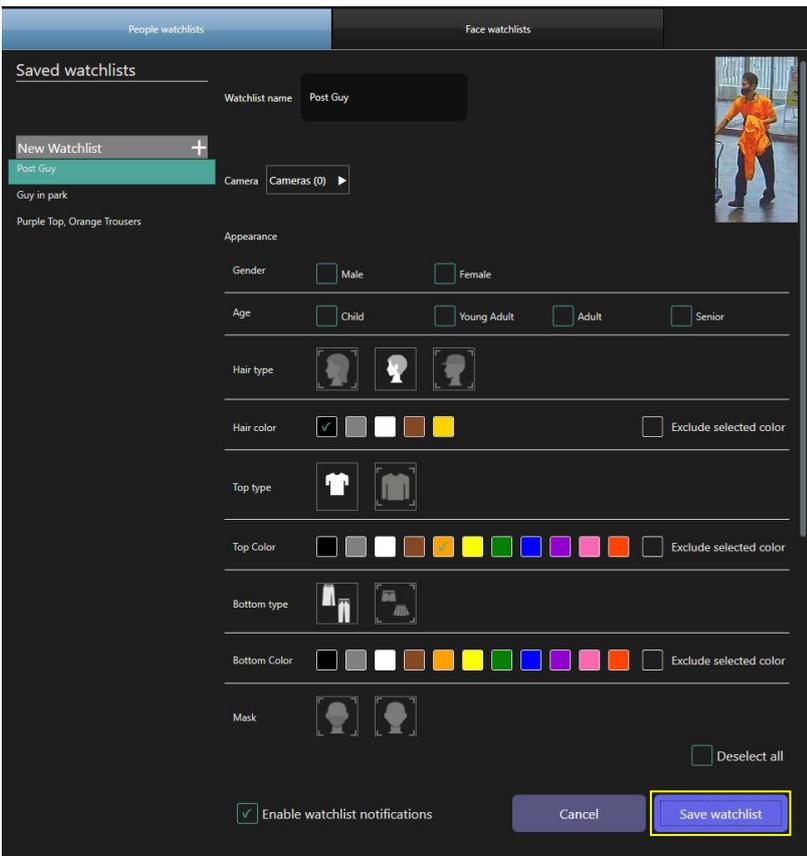


- **Edit Registration**

To edit a registered person's appearance, select one of the listed registered items then change the selected appearance for this item.

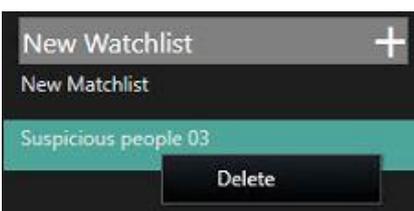


Make sure you click Save watchlist once changes have been made.



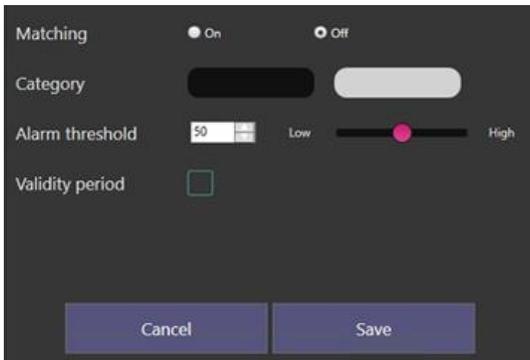
- **Delete Registration**

To delete a registered person's appearance, right-click one of the registered items and select Delete.



3.4.3. Watchlist Matching

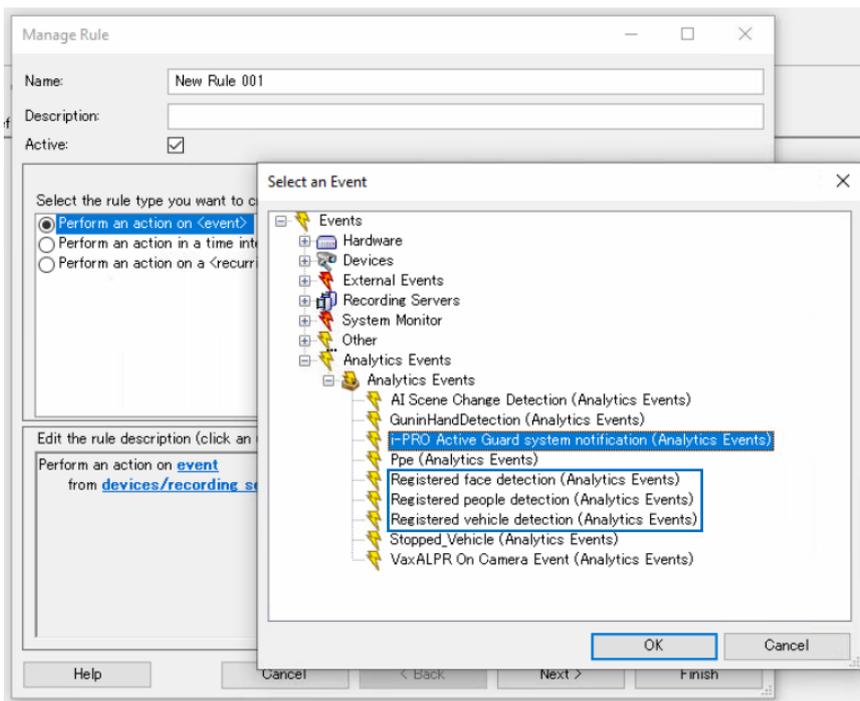
This section describes how alerts are generated within Milestone for watchlists.



- Matching set to on enables the matching process.
- Alarm threshold can be set between Low and High (This can be set for each individual face or person watchlist profile. Please adjust according to your environment)
- When Validity Period is selected, two expiration dates can be set.
Disable matching: After the expiration date, this person's face will not be detected.
Delete registration: After the expiration date, we will delete the registration itself of this person.

Within Milestone generate a new Rule or Alarm definition with one of the below triggers.

[Registered face detection], [Registered people detection], [Registered vehicle detection] and [i-PRO Active Guard system notification]



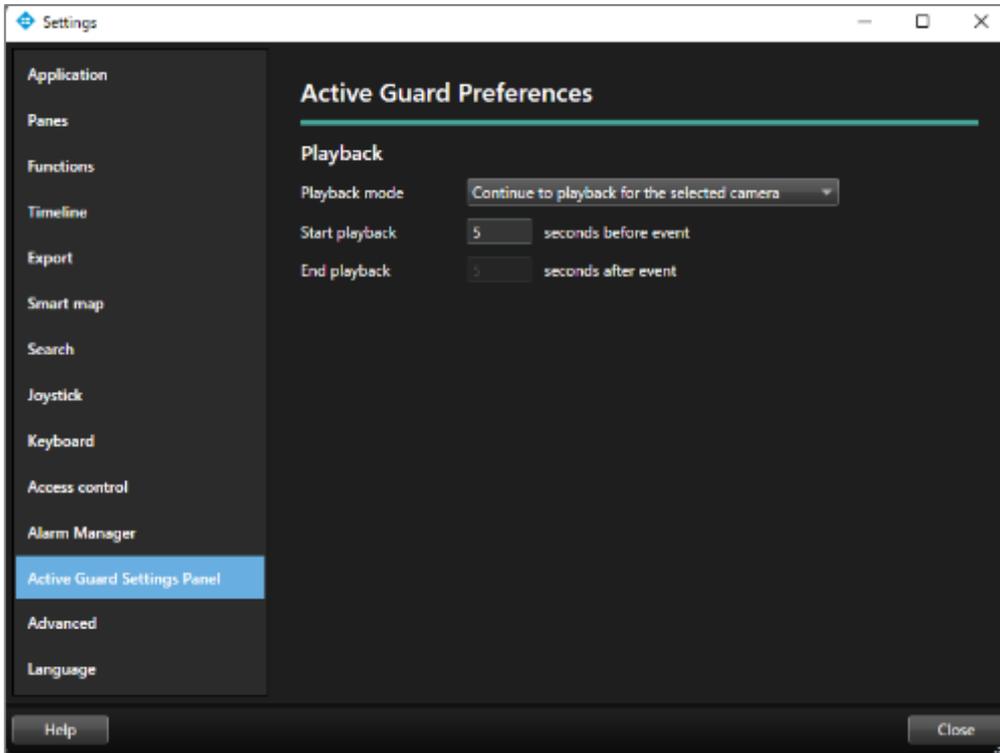
Note:

- This system requires the Milestone API Gateway to trigger this event. Older versions of Milestone do not support the API so this function may not work for all systems.
 - Currently this is a generic event that will only trigger an event within Milestone to confirm a hit on the watchlist. The event will need to be manually verified within the Active Guard XProtect plugin.
 - This function will be expanded in future versions.
-

3.5. PLUGIN CONFIGURATION

New for V1.5

Settings in XProtect Smart Client – [Active Guard Settings Panel]



- Playback mode
[Continue to playback for the selected camera], [Repeat playback for the selected camera]
- Start playback (5s default) seconds after event
- End playback (5s default) seconds after event

4. DOWNLOAD LINKS

Please update other related software to the latest version.

[i-PRO Active Guard Plug-in v1.5 \(DIRECT DOWNLOAD\)](#)

[i-PRO Active Guard Plug-in for XProtect \(orbnetsys.com\)](#)

[i-PRO Active Guard Plug-in v1.5 \(Milestone Marketplace\)](#)

[i-PRO Active Guard Plug-in for XProtect \(milestonesys.com\)](#)

[i-PRO Active Guard server software](#)

<https://bizpartner.panasonic.net/public/file/i-pro-active-guard-software>

[AI Face detection](#)

<https://bizpartner.panasonic.net/public/file/ai-face-detection-type1>

[AI People detection](#)

<https://bizpartner.panasonic.net/public/file/ai-people-detection-type1>

[AI Vehicle detection](#)

<https://bizpartner.panasonic.net/public/file/ai-vehicle-detection-type1>

4.1. CHANGE LOG

<https://github.com/ORBNETSYS/i-PRO-Active-Guard-Public>

5. TROUBLESHOOTING

Before requesting additional support, please check for symptoms in the following table.

Contact your dealer first if a problem cannot be solved, after checking and trying the solution in the table or if the problem is not described below.

Symptom	Cause/solution
<p>Face, People or Vehicle images cannot be searched (The number of search results is 0).</p>	<ul style="list-style-type: none"> ▪ Check if a schedule is applied in the setting of the camera and that the extension software is enabled. ▪ Receiving status from each camera can be confirmed from the i-PRO Active Guard configuration (see camera Setup instruction manual). ▪ Lower accuracy threshold
<p>False detection (Non-face, people or vehicle object is shown in searched items)</p>	<ul style="list-style-type: none"> ▪ To avoid false detection, configure the mask area using iCT (i-PRO Configuration Tool).
<p>Playback time is incorrect</p>	<ul style="list-style-type: none"> ▪ Check if the PC time of the i-PRO Active Guard server and VMS server are synchronized. ▪ The i-PRO Active Guard server may be installed on a dedicated server. Check that the time zone setting of the VMS server and VMS client software is the same.
<p>Plug-in does not work after upgrading</p>	<ul style="list-style-type: none"> ▪ If XProtect Event Server service is stopped after updating, start manually from Windows Task bar. ▪ Please try to uninstall and install again.