ORBNET TDSi GARDiS Milestone ACM Installation Guide

For software version 1.0.0

October-2021

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2. Overview

ORBNET have created a Milestone Access Control Module (ACM) for the TDSi GARDiS system. This document details the prerequisites and installation and licensing steps.

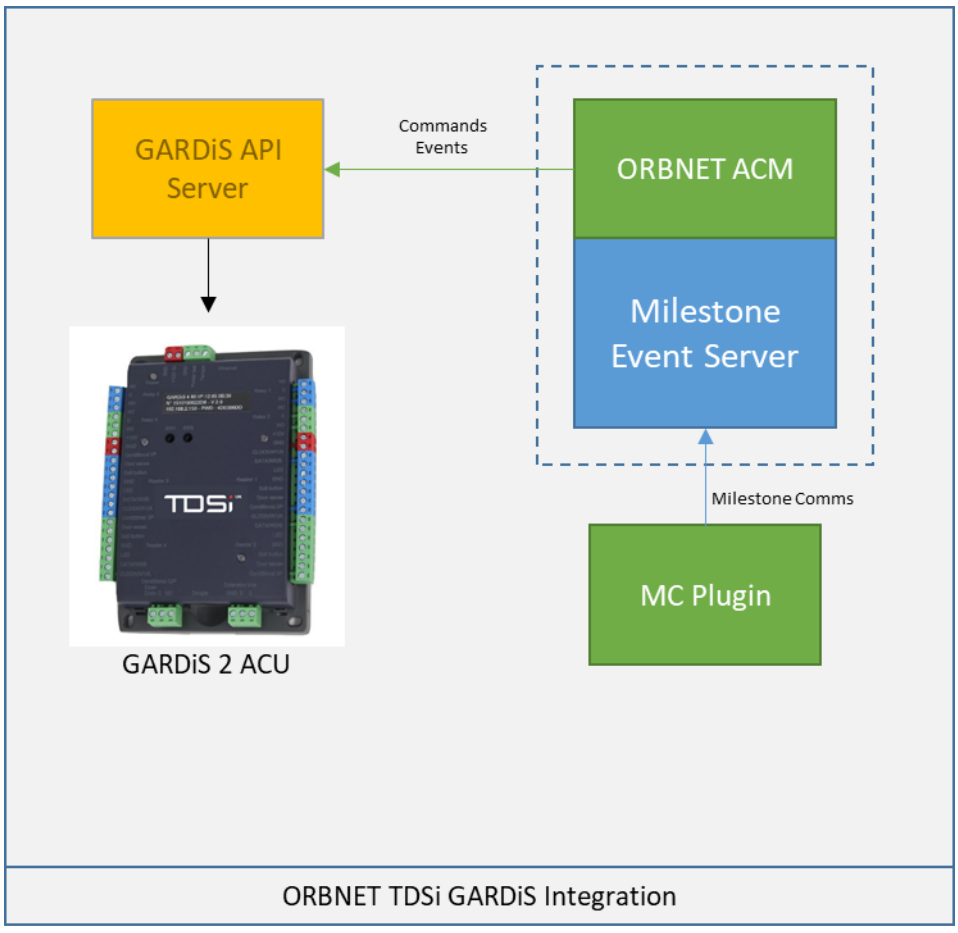
3. Principal Scheme

The Access Control integration comprises of the following elements:

- Milestone Access Control Module
- Milestone Management Client plugin

The following items must also be installed and configured prior to deploying the Access Control Module:

1. GARDiS Server (see below for additional prerequisites)
2. One or more GARDiS Access Control Units registered with the GARDiS Server and showing as “Online”
3. Milestone XProtect 2021 R1 servers with XProtect Access license installed and sufficient Access Control Door licenses to cover the number of doors required



4. Prerequisites

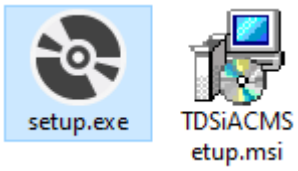
1. TDSi GARDiS Server
    a. ORBNET license installed (to support the ORBNET ACM integration)
    b. User Account added for use by the integration (ORBNET can assist with this)
    c. Administrator access to the server
2. TDSi GARDiS Server Details
    a. IP Address
    b. Ports for STS and API end-points (if non-standard)
    c. User account credentials
3. Administrator access to the Milestone Event Server (to install software on)
4. Milestone account with admin privileges (a Domain Service Account or Basic Milestone User
    a. Add new Access Control integration
    b. Configure Alarms and assign cameras to readers
5. .NET Framework v4.7.2 installed on all Milestone servers
6. Installation package from ORBNET
7. A valid license after the 30-day trial period has finished

5. Installation Steps

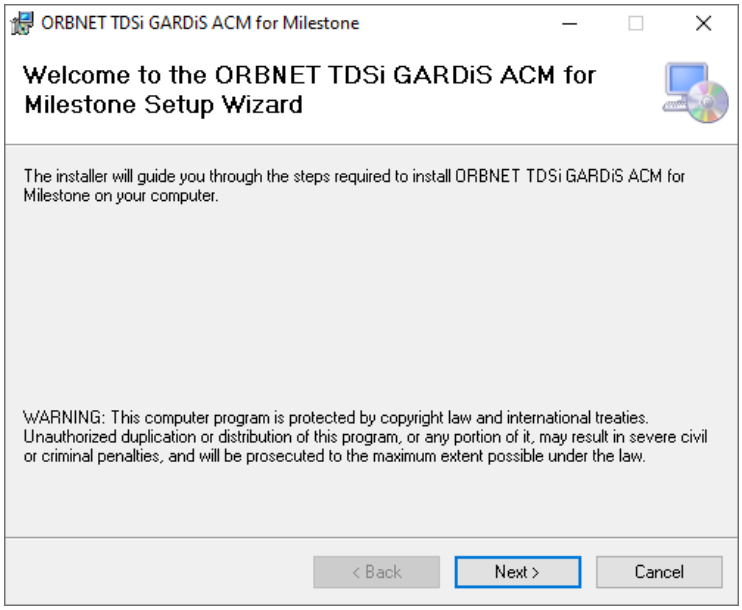
The ACM and Management Client Plugin are installed using the supplied installation package. This should be run on the Milestone Event Server by a user with local administrator privileges (Milestone privileges are not required).

NOTE: After the installation has completed the Milestone Event Server will require a restart. This should be scheduled during a suitable maintenance window.

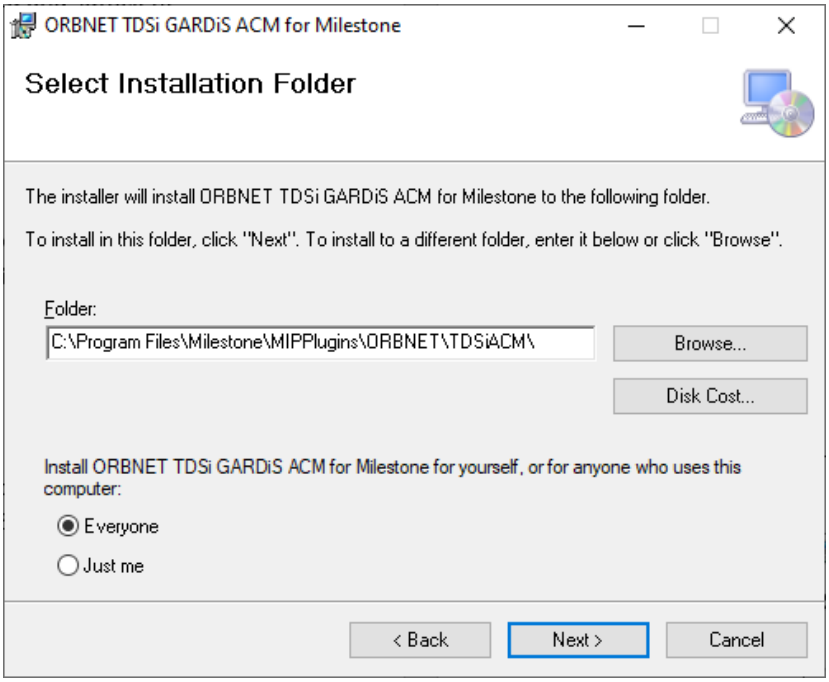
1. Double-click on setup.exe in the installer folder. This will launch the install program.



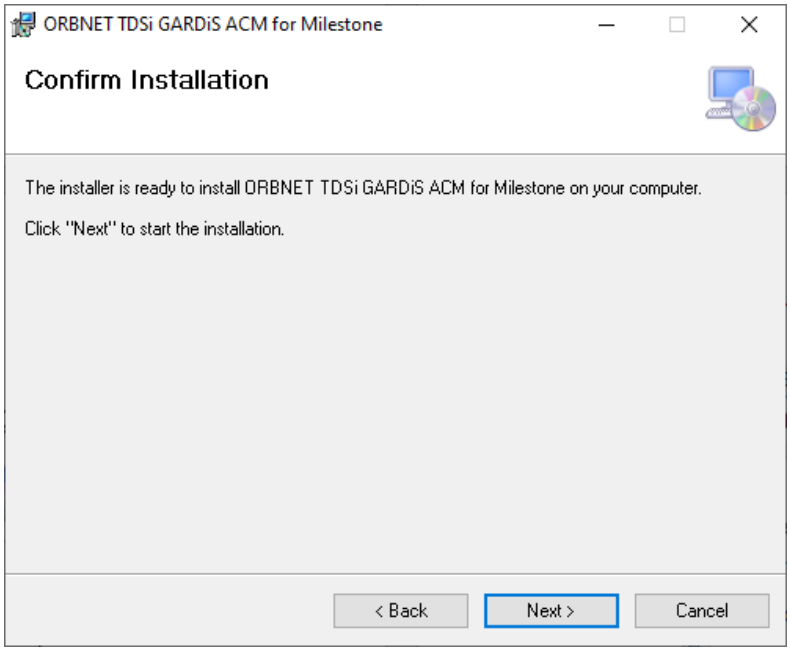
2. Click Next on the opening screen.



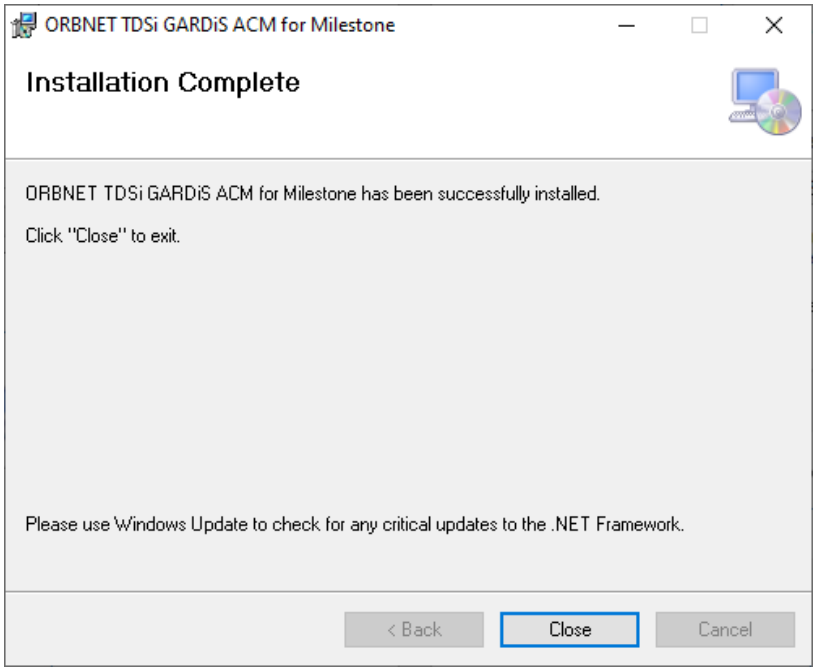
3. Leave the installation folder as the default value and click Next.



4. Click Next to start the installation process.



5. Once the installation has completed, click Close.


ORBNET TDSi GARDiS ACM for Milestone
Installation Complete
ORBNET TDSi GARDiS ACM for Milestone has been successfully installed.
Click "Close" to exit.
Please use Windows Update to check for any critical updates to the .NET Framework.
< Back
Close
Cancel

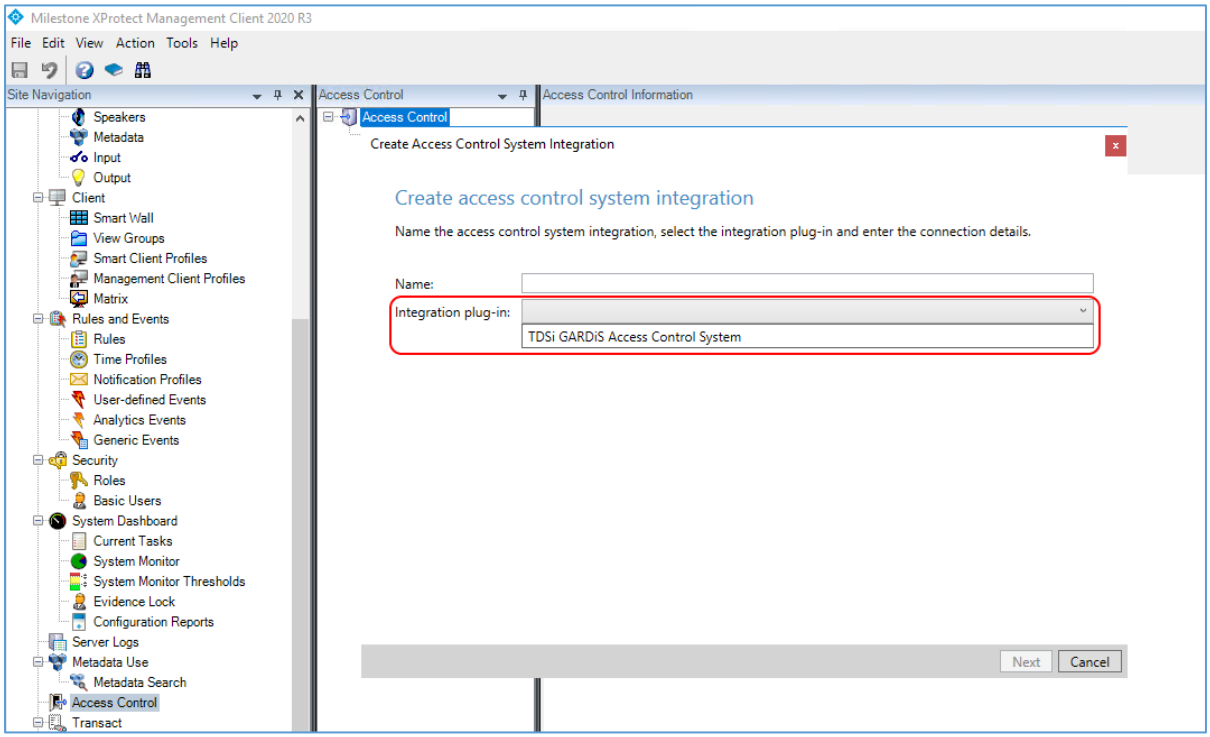
6. Confirm Installation

Once the installation process has completed the Milestone Event Server service should be restarted. This will load the necessary Access Control Module and initialise the 30-day trial license.

6.1. Confirm Access Control Integration is accessible

Follow these steps to confirm that the Access Control Module has installed correctly:

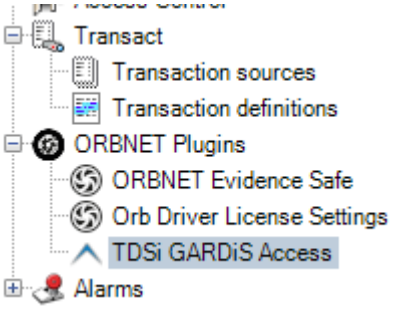
1. Open the Milestone Management Client and navigate to Access Control on the left-hand side.
2. Right click on the Access Control node and select Create New…
3. On the Create Access Control System Integration screen, open the Integration plug-in drop-down.
4. Confirm that the TDSi GARDiS Access Control System is visible.



6.2. Confirm Management Client Plugin is accessible

Follow these steps to confirm that the Management Client Plugin has installed correctly:

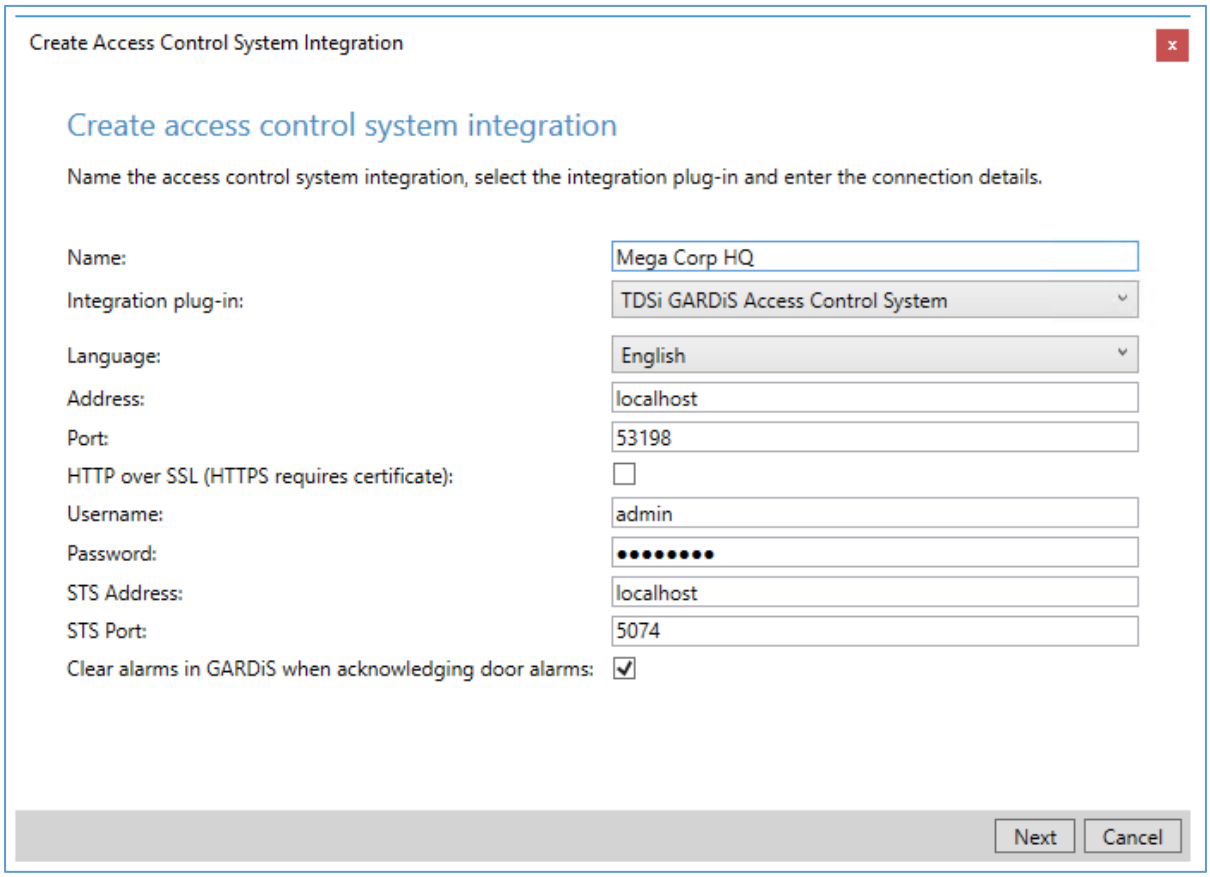
1. Open the Milestone Management Client (on the Milestone Event Server)
2. Confirm that the TDSi GARDiS Access node is visible under ORBNET Plugins
3. Click on it and confirm that the plugin contents load.



7. Add Access Control Integration

In order to utilise the Access Control Module within Milestone, the AC integration must be added. This is done through the Milestone Management Client.

1. Open Management Client
2. Navigate to Access Control
3. Right click on Access Control and select Create New…
4. Provide a Name for the Access Control System (e.g. the organisation or premises)
5. Select TDSi GARDiS Access Control System from the Integration plug-in drop-down

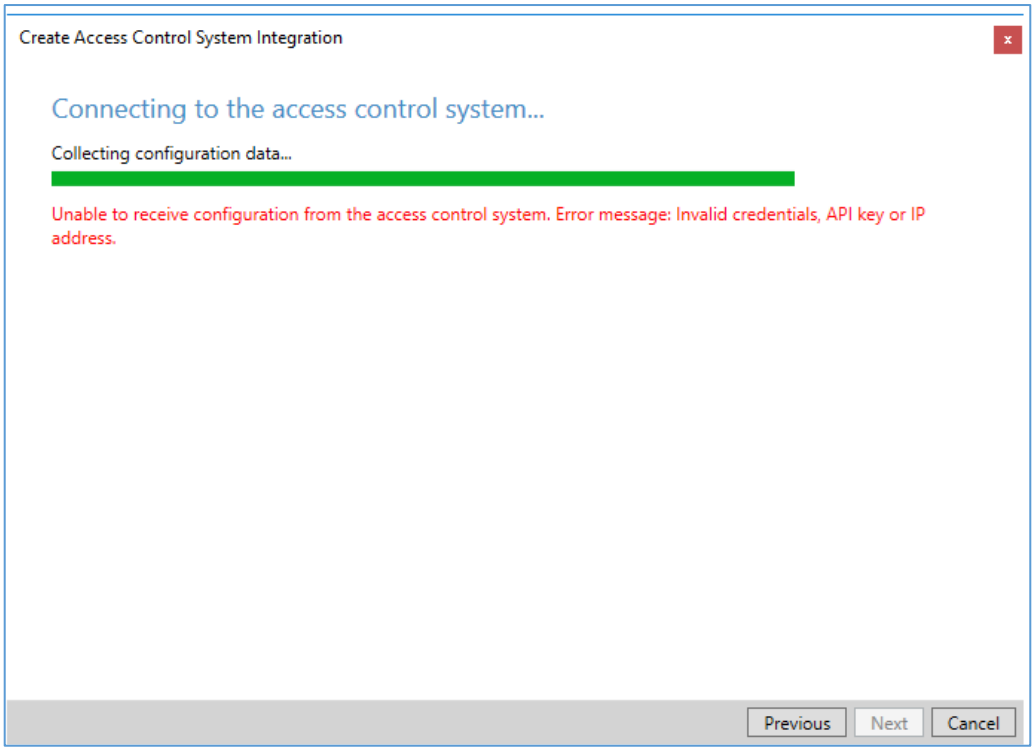


6. Complete the settings as follows:

Setting	Default	Notes

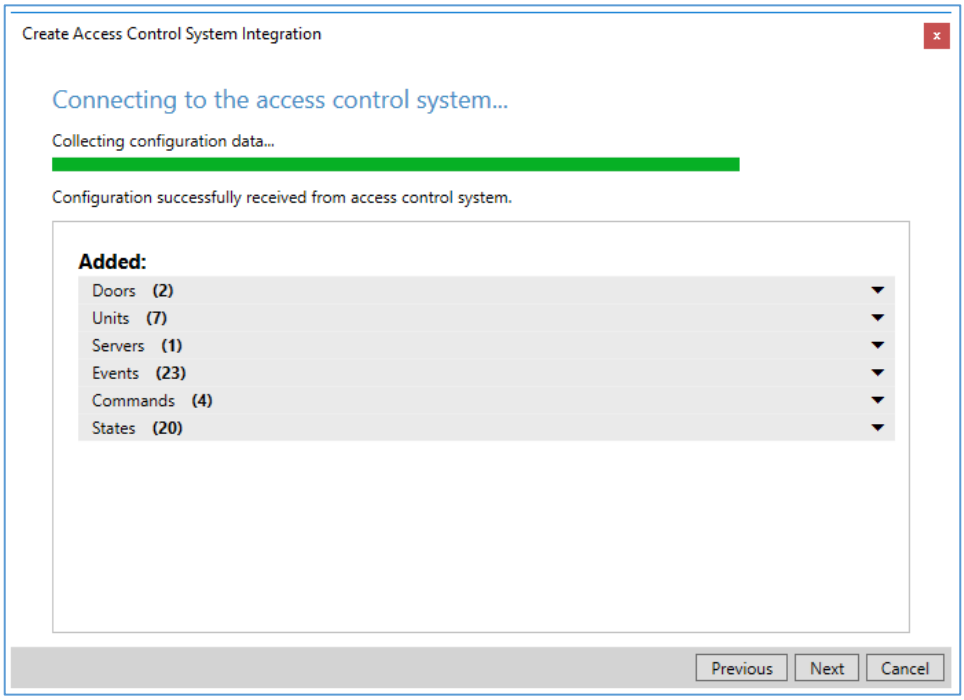
Language	English	English is the only language currently available.
Address	localhost	IP address or hostname of the GARDiS API server
Port	53198	TCP port of the GARDiS API endpoint
HTTP over SSL	Unchecked	Enable only if HTTPS has been configured on the GARDiS API server
Username	admin	Administrative user within the GARDiS Server
Password	N/A	Password for the GARDiS administrative user
STS Address	localhost	IP address or hostname of the GARDiS STS server (usually the same as the GARDiS API server)
STS Port	5074	TCP port of the GARDiS STS endpoint

7. Once completed, click Next
8. The Access Control Module will now attempt to connect to the GARDiS STS and API server endpoints to authenticate and import all Access Control elements
    a. If there is an error you may see the following message:



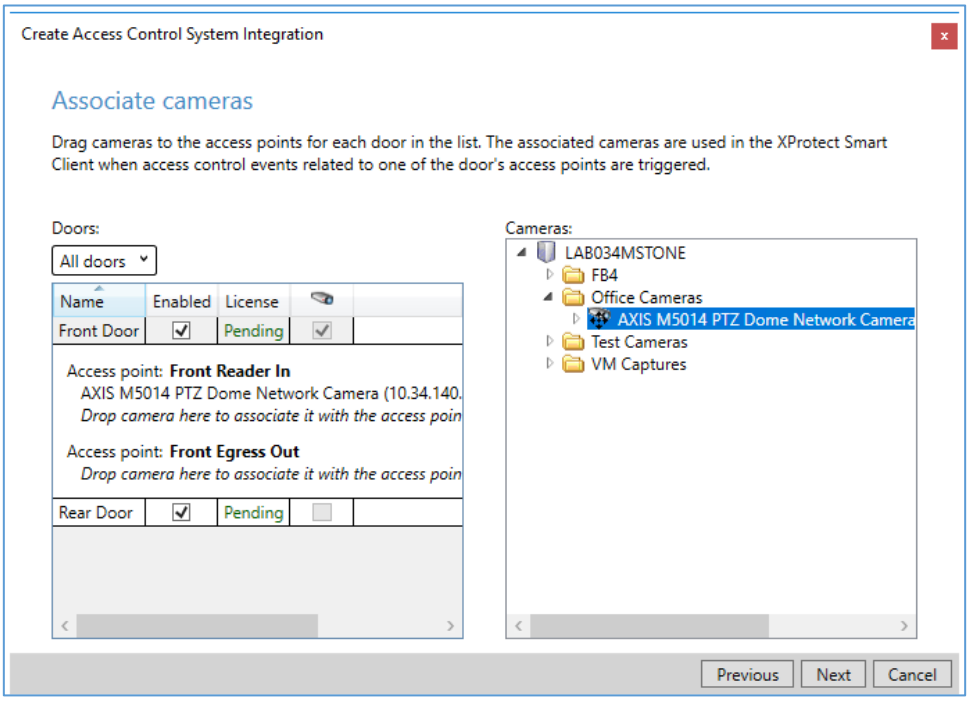
b. Click Previous, re-check all settings and try again. If the error persists, contact ORBNET support.

9. Once completed, you can review the configuration that has been added:

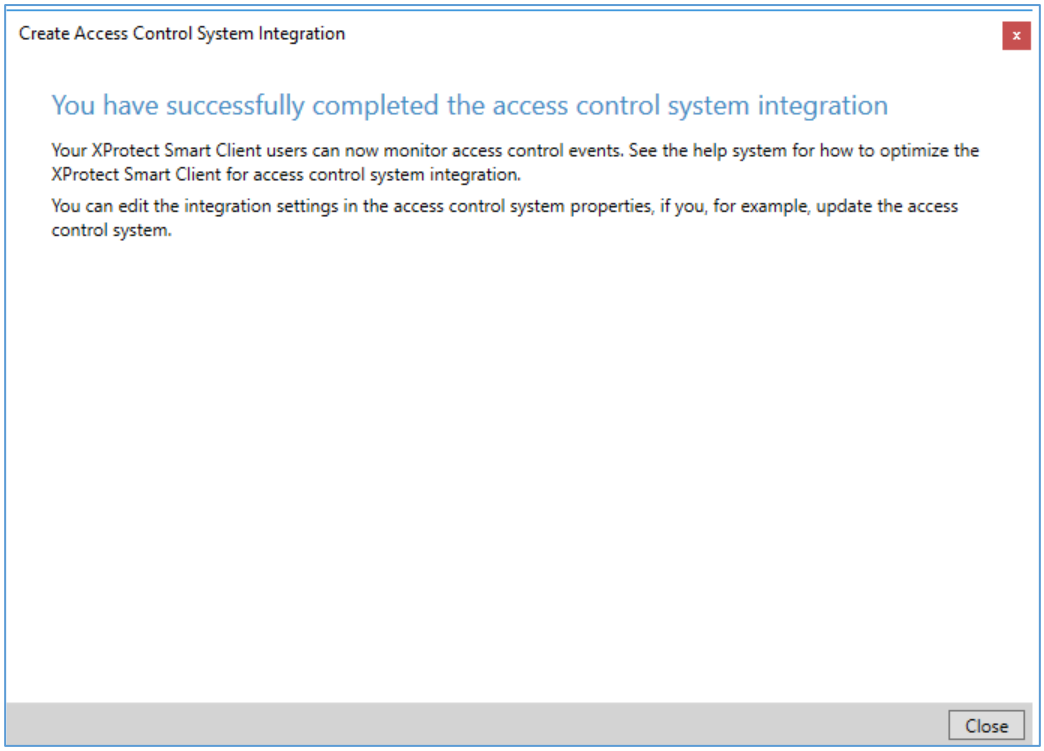


10. Click Next to continue.

11. Use the following screen to associate Milestone cameras to access points (this can be done later if required).



12. Click Next.



13. Click Close to complete.

The Access Control Module is now configured. All of the standard Milestone Access Control functions will now be available on the access control units that are available and licensed – for example doors and readers, each ACU and the server.

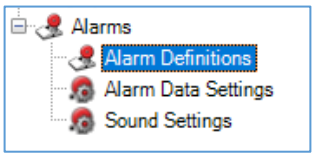
8. Configure Alarms

The TDSi GARDiS access control system can raise alarms when certain events occur. For example:

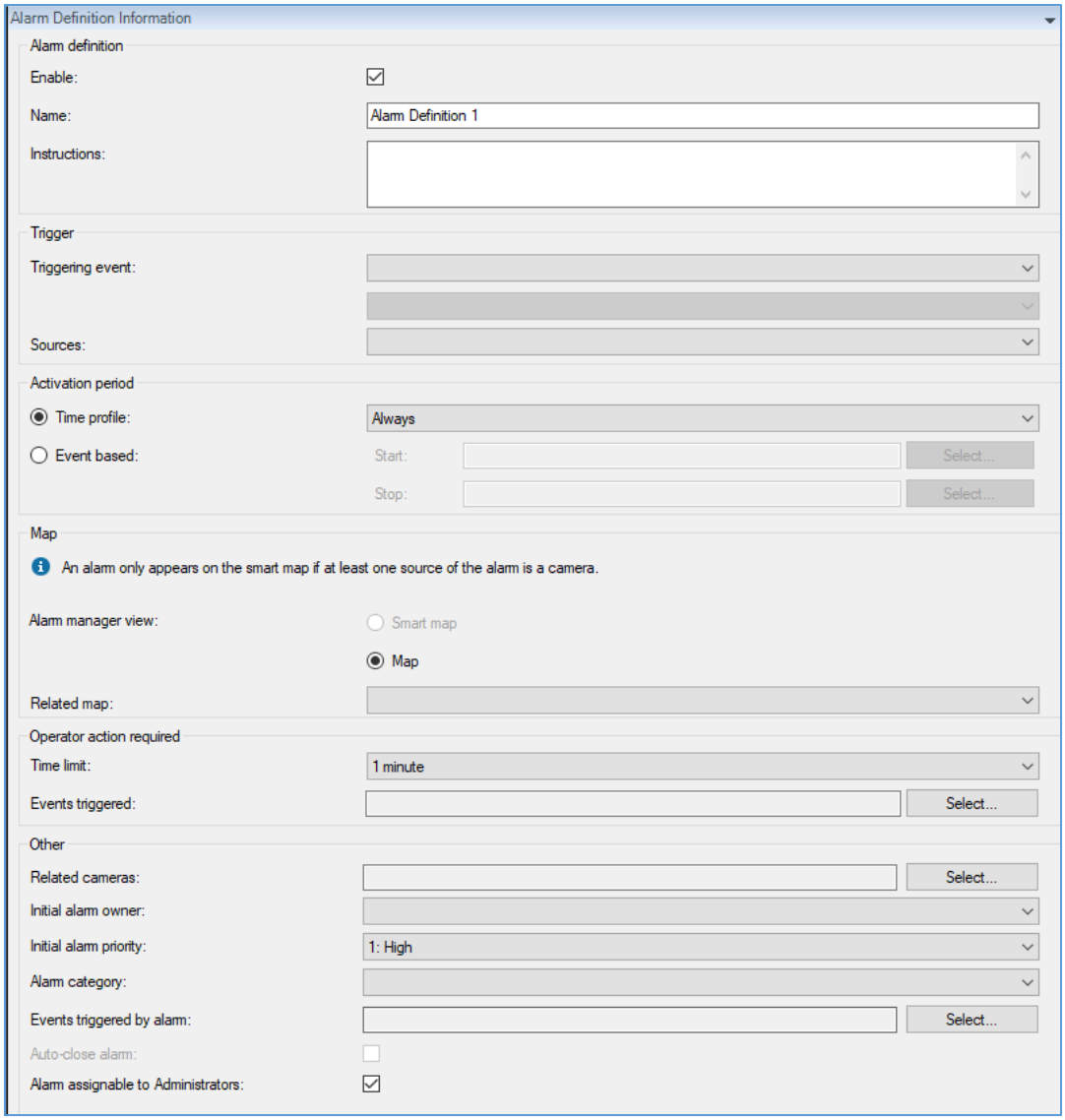
- A user denied access to a reader/door
- A specific door was opened out of office hours
- A reader went offline

These alarms are monitored by the Milestone Access Control module and presented as events. In order to get these alarms to appear within Milestone, the Alarms must be configured and the door/reader must be licensed. Follow these steps to do so:

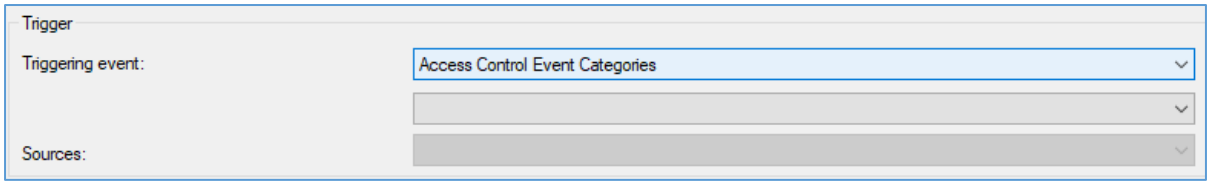
1. Open the Management Client
2. Expand the Alarms node on the left-hand side and select Alarm Definitions



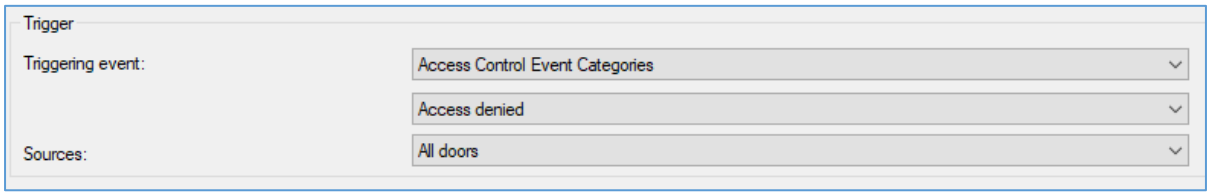
3. On the right-hand side, right click on Alarm Definitions and select Add New…
4. Milestone presents a several options to configure an Alarm Definition:



5. Under the Trigger section, open the Triggering event drop-down box and select Access Control Event Categories

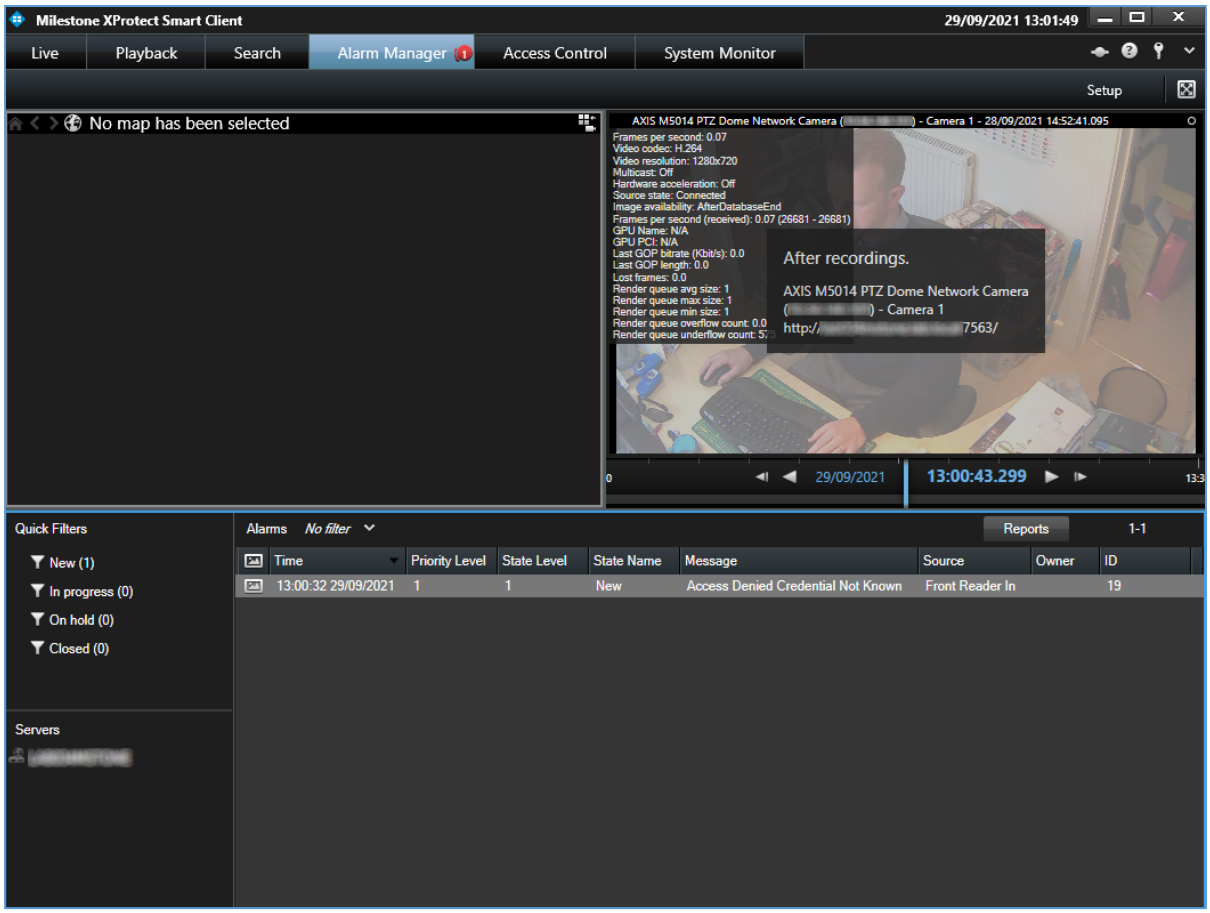


6. In the subsequent drop-down boxes, select the event category (e.g., Access Denied) and related source:



7. Set any other options as desired and click Save

Now, when an Access Denied event on the selected door (in this example) is raised via The Access Control Module, Milestone will raise an alarm which can be observed in the Milestone Smart Client:



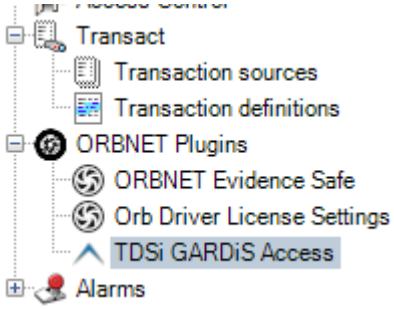
When the alarm is acknowledged in Milestone, the ACM will also acknowledge the alarm in GARDiS.

9. License Activation

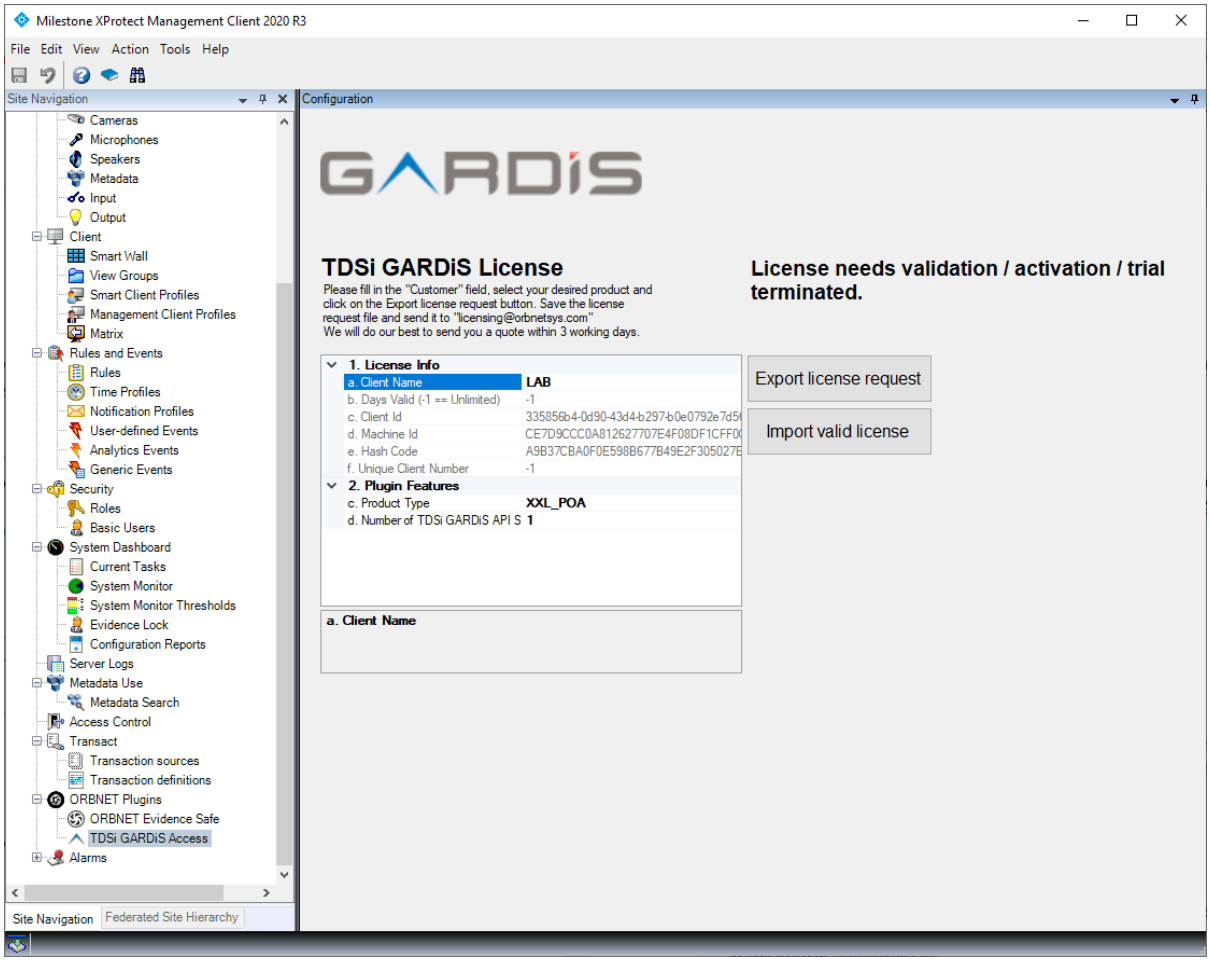
The Access Control Module comes with a free 30-day trial license. After that the software will no longer function. In order to activate a license follow these steps.

NOTE: After a valid license has been loaded the Milestone Event Server will require a restart. This should be scheduled during a suitable maintenance window.

1. Open the Milestone Management Client ***on the Milestone Event Server*** and login.
2. On the left hand side navigate to ORBNET Plugins > TDSi GARDiS Access



3. Click on the Settings tab, this will show the current license status:



4. Complete the Client Name field and click on Export license request. This will generate a ".galicr" file.

5. Send this file to license@orbnetsys.com to get your license activated. A return email will follow once ORBNET has received payment containing the ".galic" file which needs to be imported as follows.
6. In the same Management Client, click on Import valid license. Select the ".galic" file that was sent to you.
7. The license status should now update showing the duration of the license and any other license features.
8. **NOTE:** The Milestone Event Server will now need to be restarted to activate any previously unlicensed features. This should be done manually by a system administrator.
9. After the Milestone Event Server has restarted, re-open the Settings tab in the Management Client plugin to confirm the license status.

10. Important Locations

The following table lists important locations containing log files. Files from these paths may be requested for support and troubleshooting. Access to all paths should be secured appropriately according to local security policies.

Base path

The base path depends on whether the Export Service is running under a Domain Service Account or with a built-in account e.g., NETWORK SERVICE (this is the default account after installation, and suitable for a non-domain environment).

Running as a Windows User Account: `C:\Users\<service-user>`

Running as Built-in Account: `C:\Windows\ServiceProfiles\NetworkService`

Item	Path	Server/ Client
MIP Logs	`C:\ProgramData\Milestone\XProtect Event Server\logs\MIPLogs\*.log`	Milestone Event Server
Install Path	`C:\Program Files\Milestone\MIPPlugins\ORBNET\TDSiACM\`	Milestone Event Server
Management Client Logs	`C:\Users\<username>\AppData\Local\TDSi GARDiS ACM for XProtect\ManagementClient \Logs\`	Workstation