



ORBNET
SYSTEMS

Videosoft for Milestone XProtect

Installation, Setup and User Guide



videosoft

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1 Prerequisites

1.1 Software and Licensing

1.1.1 Microsoft System Requirements

- Microsoft® Windows® 10 Pro (64 bit)
- Microsoft® Windows® 10 Enterprise (64 bit)
- Microsoft® Windows® 10 Enterprise LTSB 2016 (version 1607 or later)
- Microsoft® Windows® 10 IoT Enterprise, version 1803 or later (64 bit), IoT Core
- Microsoft® Windows® 11 Pro (64 bit)
- Microsoft® Windows® 11 Enterprise (64 bit)
- Microsoft® Windows® 11 Enterprise LTSB 2016 (version 1607 or later)
- Microsoft® Windows® 11 IoT Enterprise, version 1803 or later (64 bit), IoT Core

- Microsoft® Windows® Server 2016 (64 bit): Essentials, Standard and Datacenter
- Microsoft® Windows® Server 2019 (64 bit): Essentials, Standard and Datacenter
- Microsoft® Windows® Server 2022 (64 bit): Essentials, Standard and Datacenter

1.1.2 Milestone XProtect System Requirements

- XProtect Essential+, Express+, Professional+, Expert, Corporate 2020 R1 (20.1a) or above
- XProtect Event Server
 - The Event Server is included as part of your Milestone installation. ***Note* If this component has not been installed with your version follow the steps found in troubleshooting at the end of this document.**
- XProtect Device Licenses applied to your XProtect base license.
 - Spare device license is required for each Videosoft video channel used for Milestone XProtect.
 - Below figure is effective as of Milestone XProtect 2021-R2

LICENSES	
SKU ID	Name
XPEXPLUSDL	XProtect Express+ Device License (DL)
XPPPLUSDL	XProtect Professional + Device License (DL)
XPETDL	XProtect Expert Device License (DL)
XPCODL	XProtect Corporate Device License (DL)

Open the [XProtect Management Client](#) and ensure that you have spare [XProtect Device Licenses](#) associated with the installed [XProtect](#) version before installation of the [Videosoft for XProtect](#) trial.

1.1.3 ORBNET Systems

- **License – Videosoft**
 - When you first install the [Videosoft for XProtect](#) plugin you will get a 30-day trial license, following this you will need to update to a paid license.
 - From the website <https://orbnet.com/videosoft> select “ORDER NOW!”
- **Installer – ‘Videosoft Plugins for XProtect Setup.msi’**
 - Available to download from <https://orbnet.com/videosoft> once registered and signed into the website <https://orbnet.com/>
- **Installer – ‘Videosoft Drivers XProtect for Setup.msi’**
 - Available to download from <https://orbnet.com/videosoft> once registered and signed into the website <https://orbnet.com/>

1.1.4 Videosoft Global

- **Service – Videosoft CCS**
 - User access credentials for Videosoft CCS to be used for XProtect.
- **Device - Videosoft Gateway**
- **Installer – Videosoft Bridge**
 - Enables the integration of 3rd party VMS systems with the CCS. The VS Bridge acts as a data forwarding agent that sends the data received by the CCS to the VMS systems of the user's choice. This way, the user can benefit from the advanced capabilities of the CCS while using their preferred VMS platform.
 - Available from the Videosoft Global website <http://download.videosoft.live/bridge>
 - Contact Videosoft Support for User Installation guide and further details of configuration (support@videosoftglobal.com)

1.1.5 Copyright, trademarks, and disclaimer

Copyright © 2023 ORBNET Systems

Copyright law and international treaties protect this Software.

Licensing agreements specify the terms and conditions of the Software use.

Neither the Customer nor any third party will be permitted to inspect, possess, use, copy, or attempt to discover any part of the Software source code (or any portion thereof).

Trademarks

XProtect is a registered trademark of Milestone Systems A/S.

Microsoft and Windows are registered trademarks of Microsoft Corporation.

Videosoft and FireBird are trademarks of Videosoft Global Ltd, c/o Suite LP50964, 20-22 Wenlock Road, London, N1 7GU.

This document contains other trademarks which belong to their respective owners.

Disclaimer

In preparing this text, due care has been taken to ensure that it is intended for general information purposes only.

Information provided herein does not constitute any kind of warranty, and any risk resulting from its use rests with the recipient.

Adjustments may be made without prior notification by ORBNET Systems.

In this text, all names and organizations referenced in examples are fictitious.

2 Features and Functionality List (v1.0.3)

Product Brief

- The XProtect Management Client plugin will let you add a Videosoft Gateway and add cameras to the XProtect Recording Server.
- The XProtect Smart Client plugin will let you view the location of the camera and change the source of a stream.

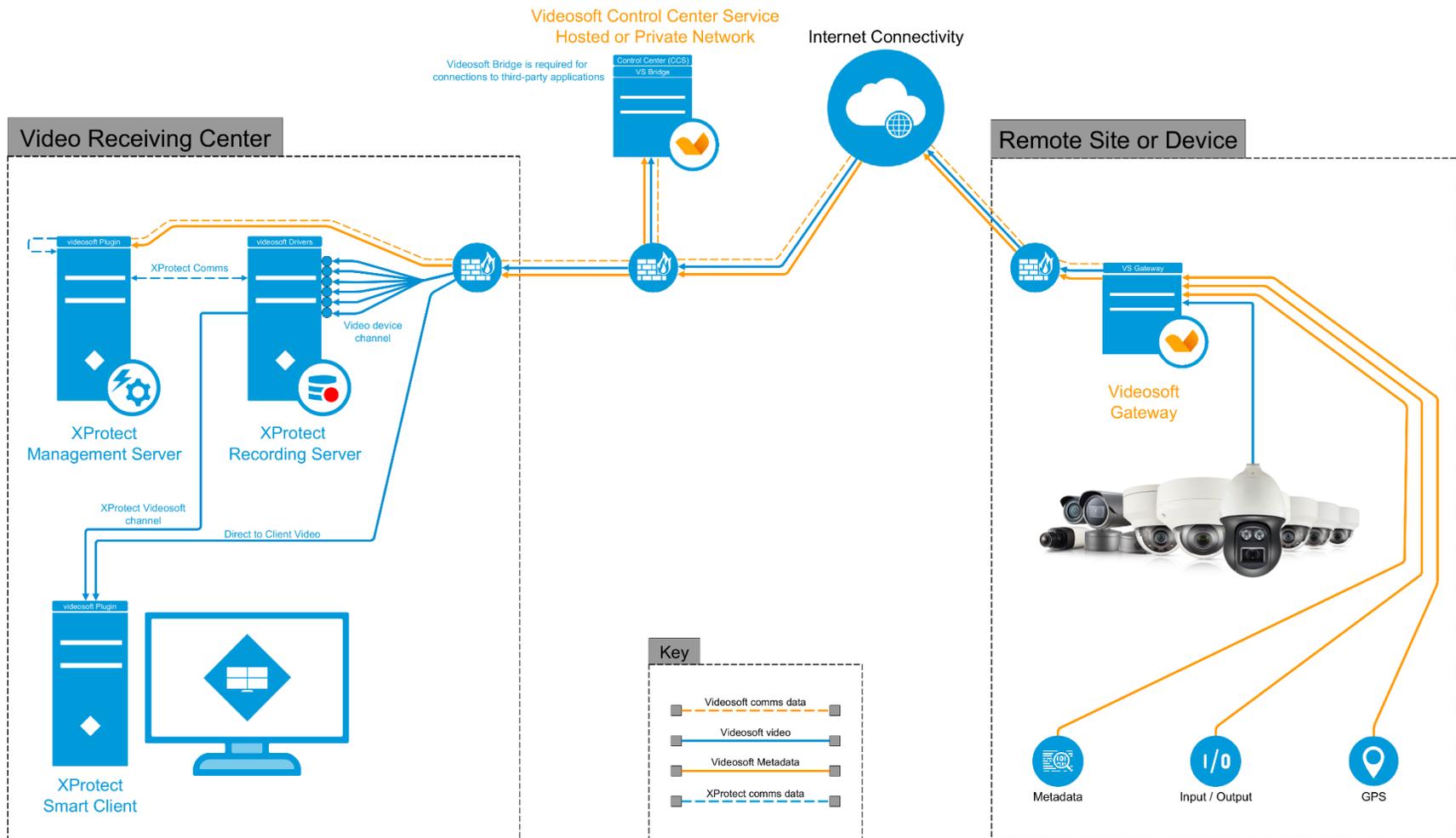
Features

- Full streaming access to relay the video stream.
- Auto-add cameras to a XProtect Recording Server using the XProtect Management Client plugin.
- Comprehensive PTZ controls utilising standard XProtect Smart Client PTZ controls. Set PTZ preset.
- GPS data captured and stored with recorded footage in XProtect Metadata channel. This enables XProtect Smart Client location searches and other location analytics, and the possibility to display the location on GIS maps using 3rd party software.
- Integrated XProtect Smart Client controls for common Videosoft commands – e.g.,
 - Change camera profiles in the XProtect Management Client or with rules.
 - Change camera source for each stream of a gateway in the XProtect Smart Client
- Edge/Remote Playback - Total Recall

Future Features

- Audio
- Events and bookmarks

3 Software Schematic with Installation Methods



4 Installation of Videosoft Bridge for Videosoft CCS

Available from the Videosoft Global website <http://download.videosoft.live/bridge>

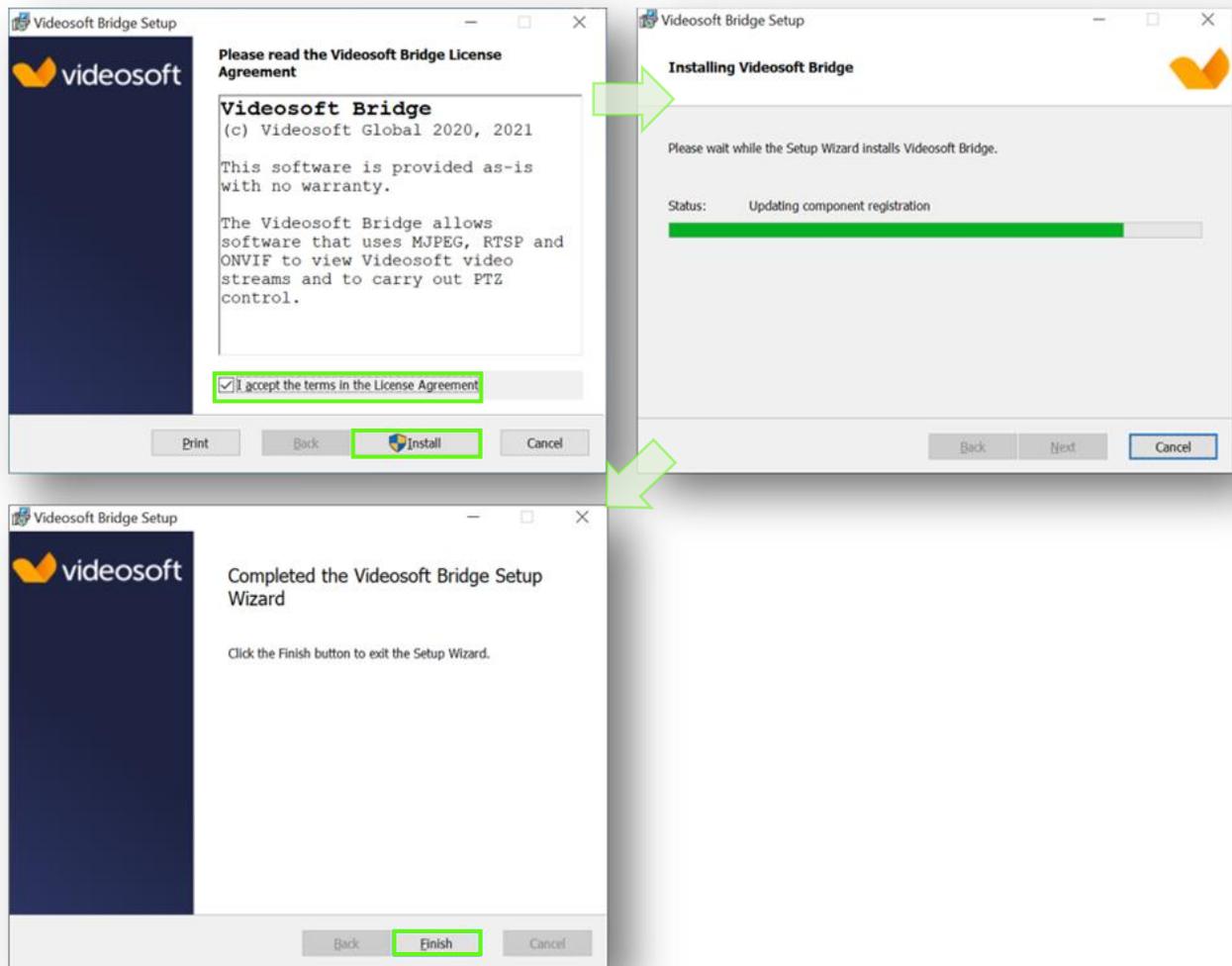
Contact Videosoft Support for User Installation guide and further details on configuration (support@videosoftglobal.com).



This installer is provided and supported by Videosoft Global. ORBNET Systems are unable to provide any guarantees or further support for the operation of this product.

The Videosoft Bridge enables the integration of 3rd party VMS systems with the CCS. The Videosoft Bridge acts as a data forwarding agent that sends the data received by Videosoft CCS to the VMS systems of the user's choice. This way, the user can benefit from the advanced capabilities of Videosoft CCS while using their preferred VMS platform.

Recommended to be installed on the Videosoft CCS server due to the amount of data that will be passed between the two.



4.1 Enabling Windows HTTP Services

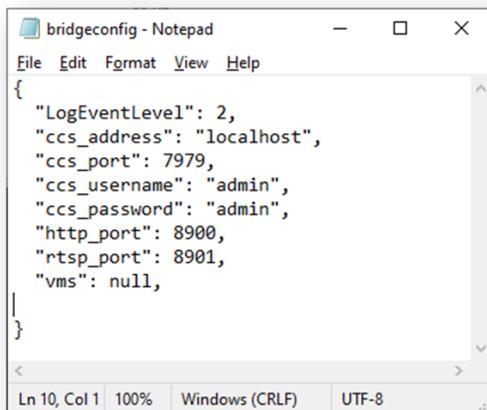
You must enable Windows HTTP Services on the computer running the Videosoft Bridge with the following command (run as administrator) [Note change Port 8900 to the port used in the configuration file if it is not 8900]

```
[ netsh http add urlacl url=http://+:8900/ user=Everyone ]
```

4.2 Bridgeconfig.json Configuration File

Update the `Bridgeconfig.json` file with the relevant Videosoft CCS connection details. `Bridgeconfig.json` is located within `C:\Program Files\Videosoft\Bridge\`

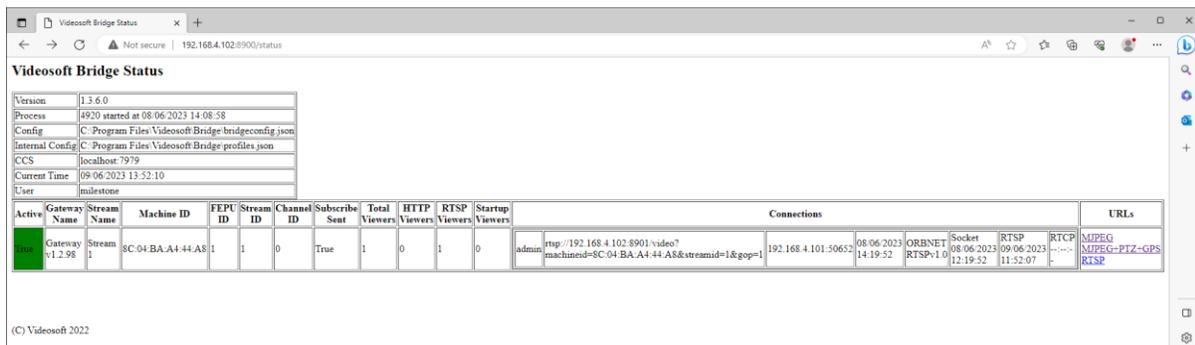
Below is an example of a working Videosoft Bridge on localhost.



4.3 Videosoft Bridge Status check

Once this is installed and configured you will be able to access the status page.

You can access the status page using <http://127.0.0.1:8900/status> change the IP address to match the IP address of the Bridge if you are accessing it remotely.



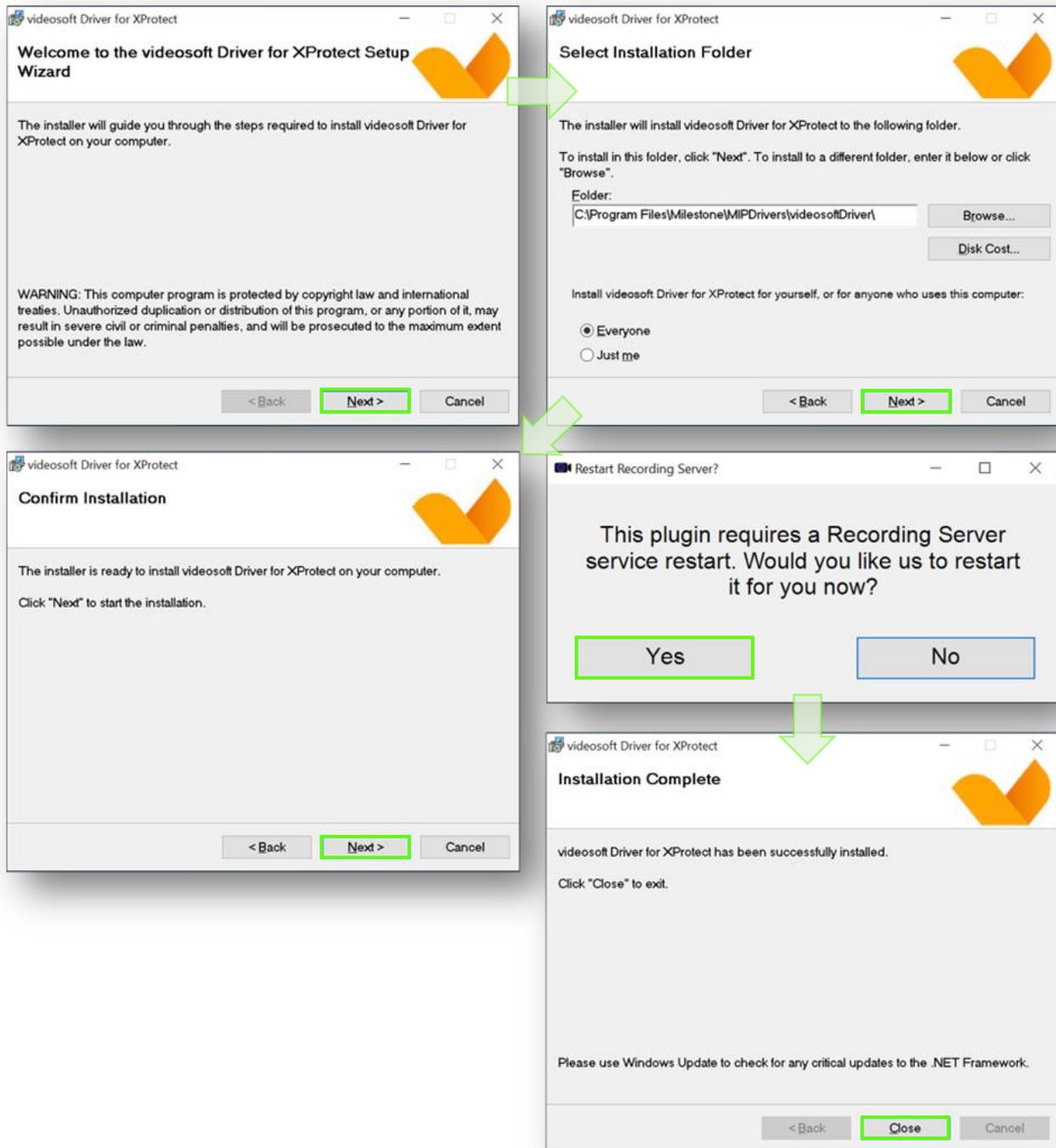
Log in with your Videosoft CCS system credentials. The page displayed will show the Videosoft Gateways your user account has access to.

If there aren't any Videosoft Gateways listed, you may have to allow Videosoft Gateway access to the Videosoft Bridge user using the Videosoft CCS Admin Tool.

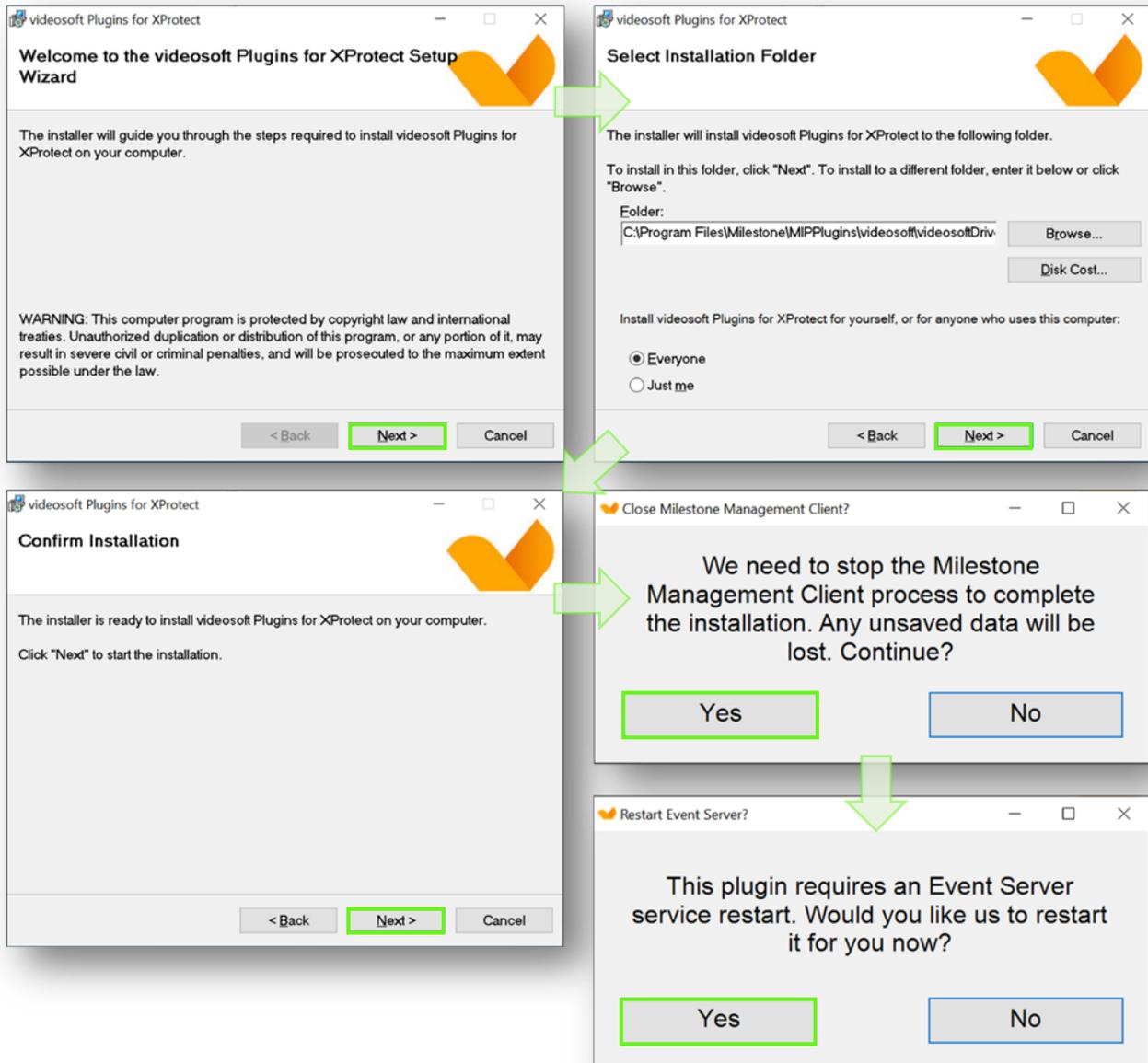
If there are Videosoft Gateways listed, you can find connection details on the right for each Videosoft Gateway.

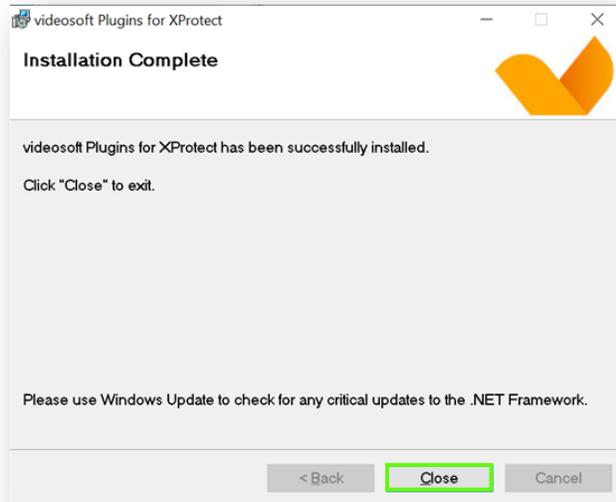
5 Installation of Videosoft for XProtect

Begin with the server/machine running the XProtect Recording Server you wish to install the Videosoft hardware on. Place the 'videosoft Driver for XProtect Installers v*.*.*.zip compressed file on the desktop and extract the files. On the XProtect Recording Server, of the two installers only the 'videosoft Driver for XProtect Setup v*.*.*.msi' needs to be run. The installer will prompt you to restart the XProtect Recording Server service before the application is installed.



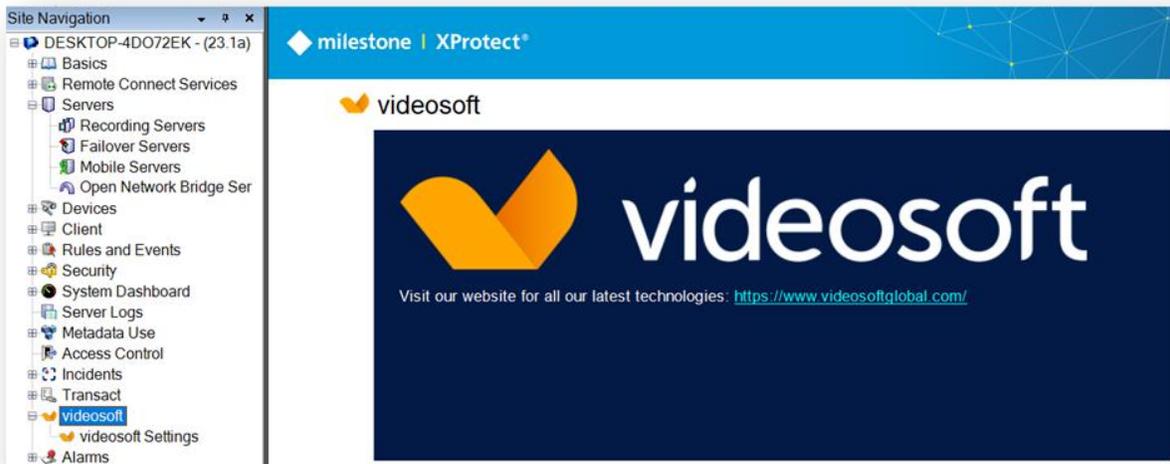
Move to each server/machine running the XProtect Management Server and XProtect Event Service. Place the 'videosoft for XProtect Installers v*.*.*.zip' compressed file on the desktop and extract the files. On the XProtect Management Server, of the two installers only the 'videosoft Plugins for XProtect Setup v*.*.*.msi' needs to be run. The installer will prompt you to restart the XProtect Event Service before the application is installed.



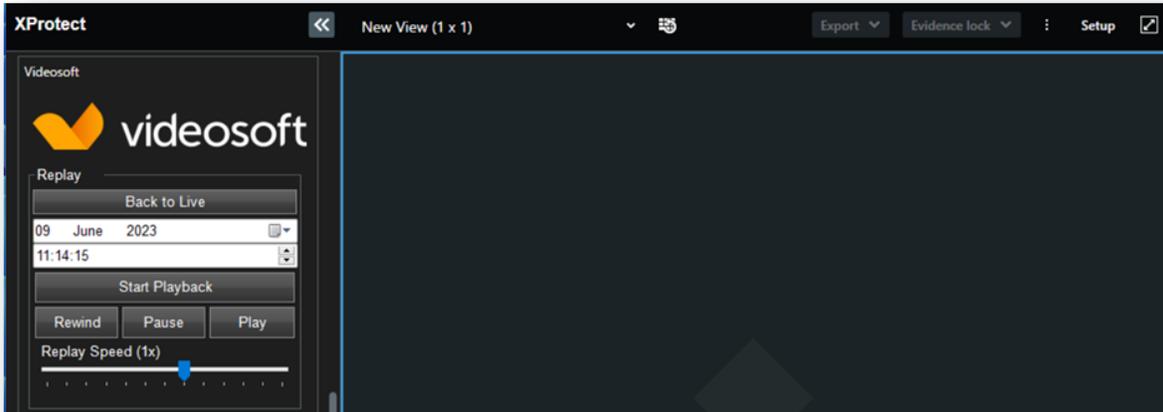


Finally move to any server/machine/client running the XProtect Management Client or XProtect Smart Client where Videosoft devices will be configured or used. Place the 'videosoft for XProtect Installers v*.*.*.zip' compressed file on the desktop and extract the files. On a XProtect Management Client or XProtect Smart Client machine, of the two installers only the 'videosoft Plugins for XProtect Setup v*.*.*.msi' needs to be run.

This installation will provide videosoft Settings in the XProtect Management Client.



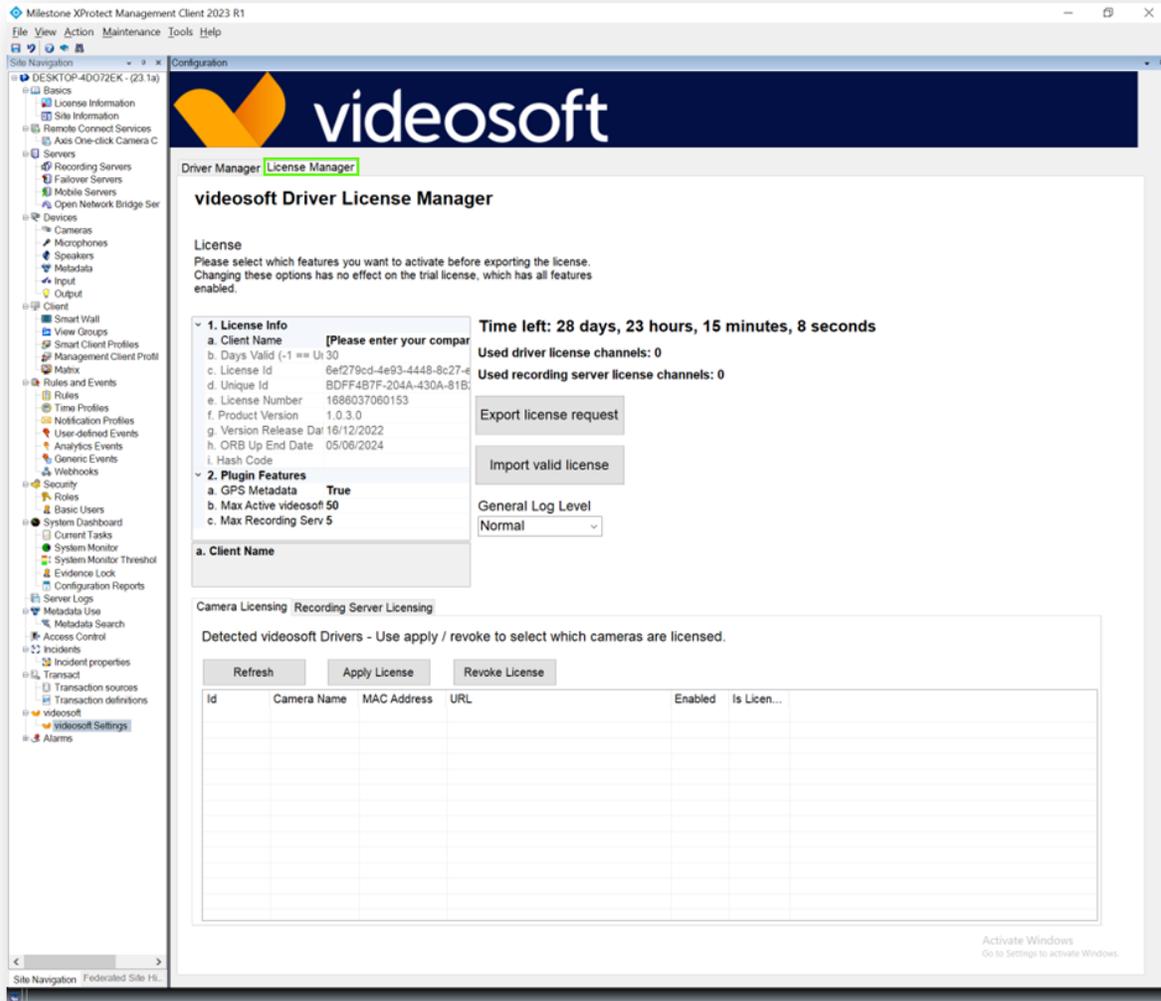
And for the XProtect Smart Client a new MIP Plug-ins side panel will be shown within the client application.



6 Configuration - XProtect Management Client

6.1 Videosoft for XProtect License

Videosoft licensing information can be found under `videosoft > videosoft settings > License Manager [Tab]` in the `XProtect Management Client` navigation tree.



This page will initially show the default license values with just the trial license countdown (default 30-day trial).

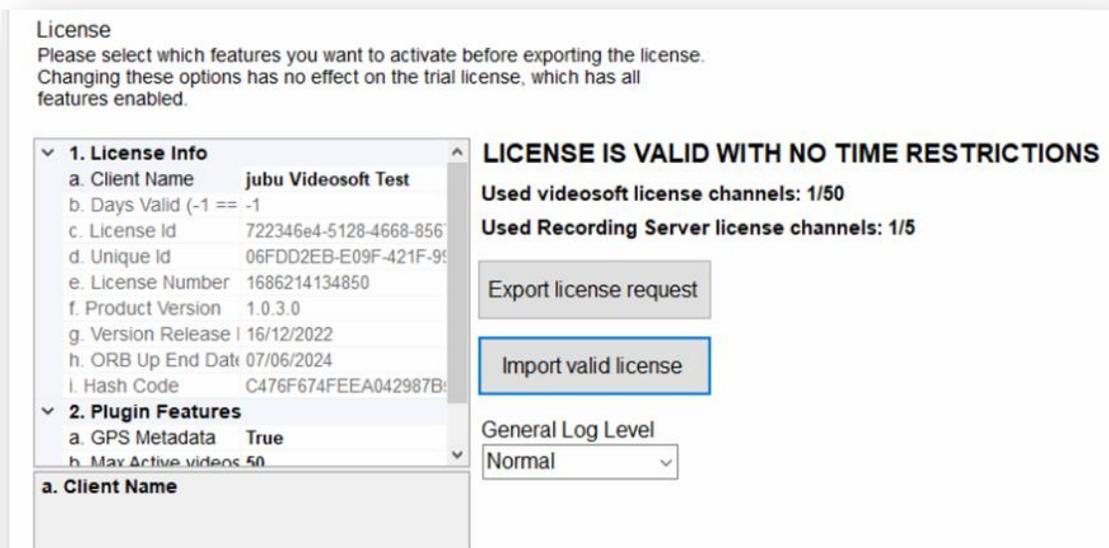
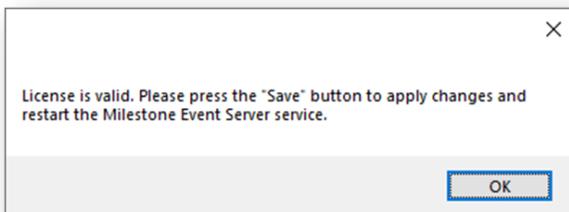
6.1.1 Apply new License

When making a license request, please complete the fields in bold.

- **Client Name**
- **GPS Metadata** [True/False]
- **Max Active videosoft** [value] Videosoft devices that will be used within Milestone XProtect.
- **Max Recording Servers** [value] Number of XProtect Recording servers used for Videosoft devices.

Use the “Export license request” button to generate a license request file. This must be included in an email to ORBNET Systems (purchase@orbnet.com) when requesting your license.

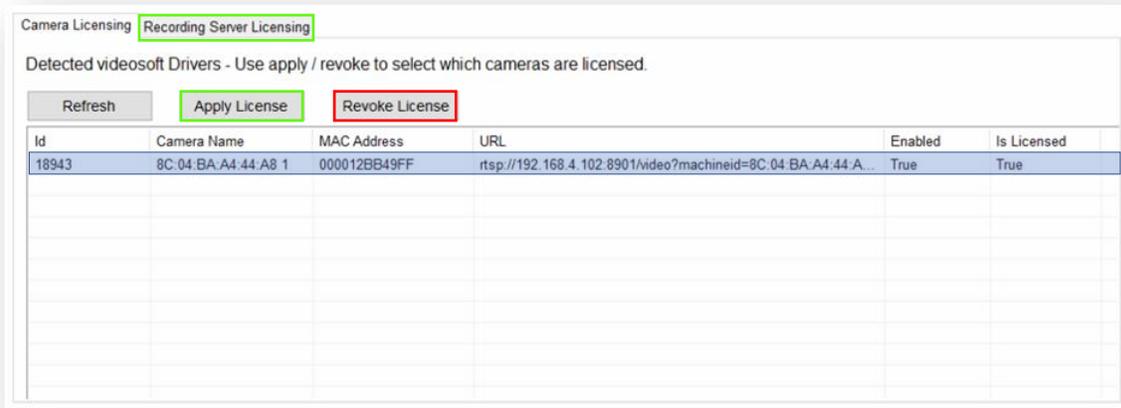
On completion a valid license will be sent back. This can be imported by using the “Import valid license” button. This will now initially show a License is valid pop-up and request for the **XProtect Management Client** Save button to be pressed to apply. Once applied the license information will show remaining **Time left** or **No Time Restrictions** alongside the number of devices and recording servers license available and whether GPS is enabled.



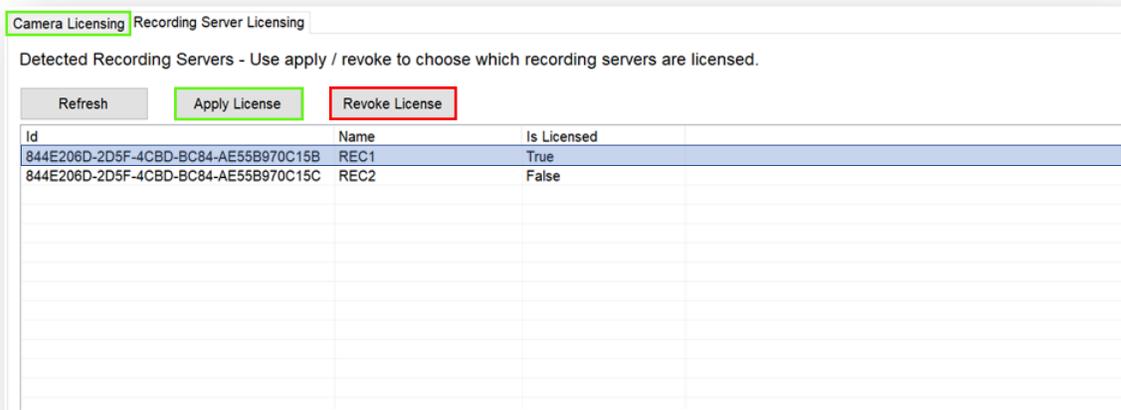
6.1.2 Apply License to Devices and XProtect Recording Servers

From the License Manager page select the relevant tab [Camera Licensing / Recording Server Licensing] for the relevant device or server you wish to apply a license to. Use Refresh if a device does not show in this list.

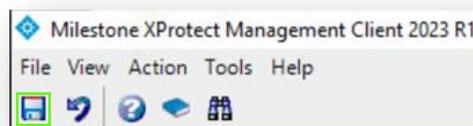
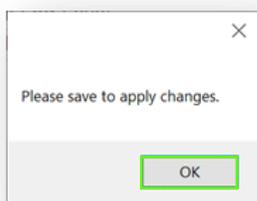
Select a device from the list and either select Apply License or Revoke License.



Select a XProtect Recording Server from the list and either select Apply License or Revoke License.

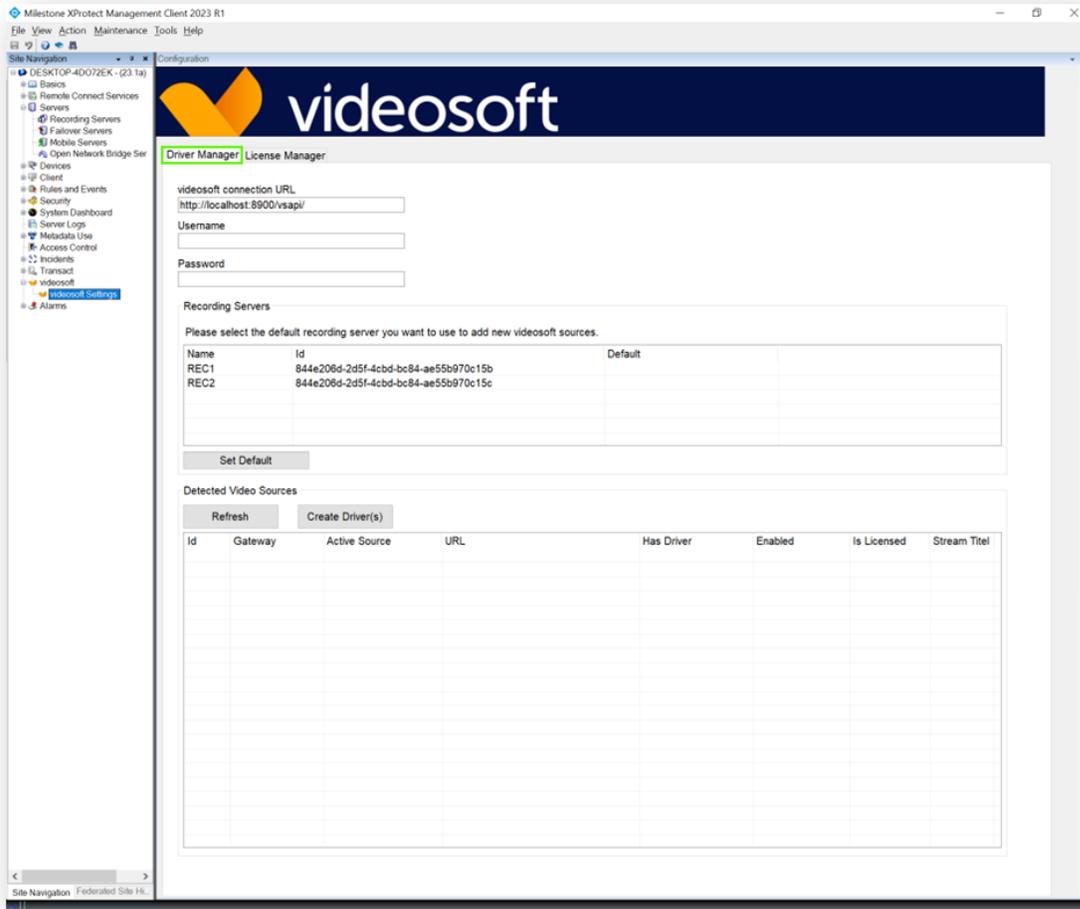


A pop-up message will show and request for the settings to be saved in the XProtect Management Client. Press OK then Save via the top tool bar. Licensed devices will show True in the Is License field.



6.2 Videosoft for XProtect Driver

Videosoft driver information can be found under **Site Navigation > videosoft > videosoft Settings > Driver Manager [Tab]** in the XProtect Management Client.



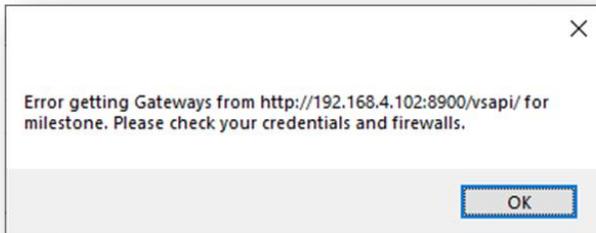
6.2.1 Videosoft Connection URL

First update the Videosoft connection URL, Username and Password. Provide a Videosoft CCS user account with access to the relevant gateway devices required.

videosoft connection URL
http://192.168.4.102:8900/vsapi/
Username
milestone
Password

When successful the Detected Video Sources section of this page will update with any available Videosoft Devices.

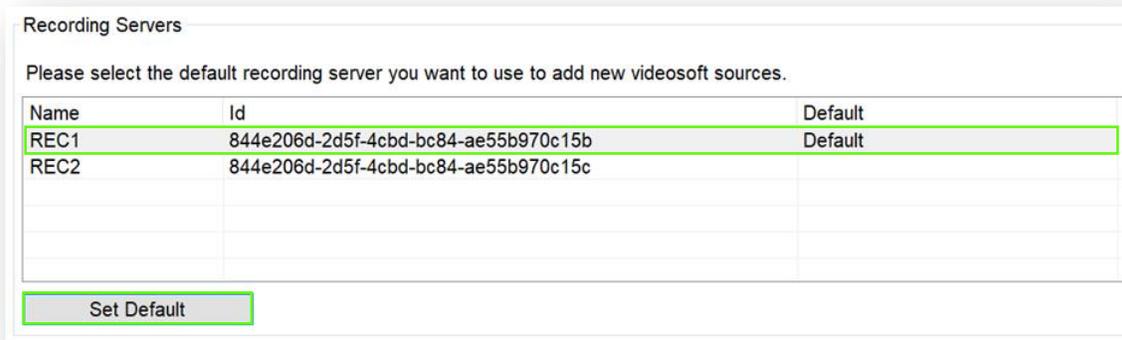
Otherwise, an error message will be shown, please update the Username and Password fields with the correct credentials.



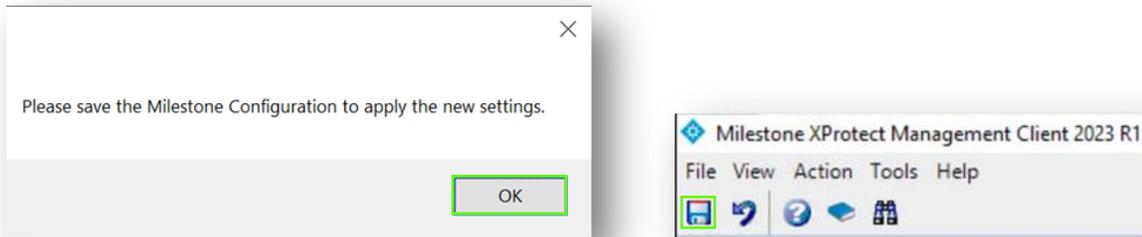
6.2.2 Recording Servers

Set the default XProtect Recording Server to be used for Videosoft devices. Videosoft devices will automatically be added to the default XProtect Recording Server.

Select the XProtect Recorder Server that should be used for Videosoft devices listed and press **Set Default**.



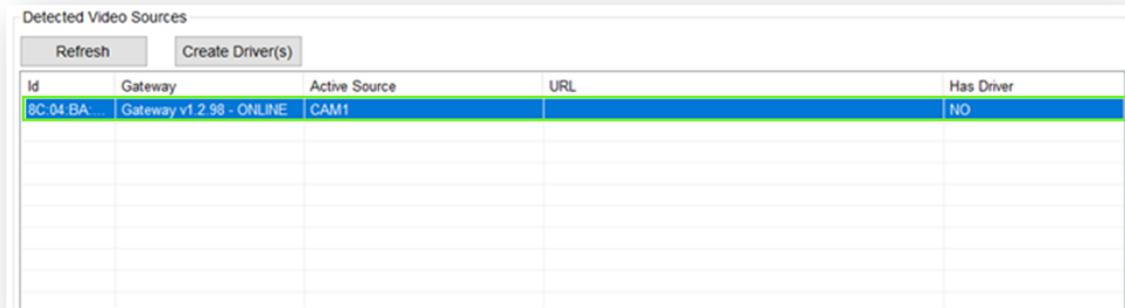
A prompt will be shown to confirm the selection, use the XProtect Management Client toolbar **Save** button to apply.



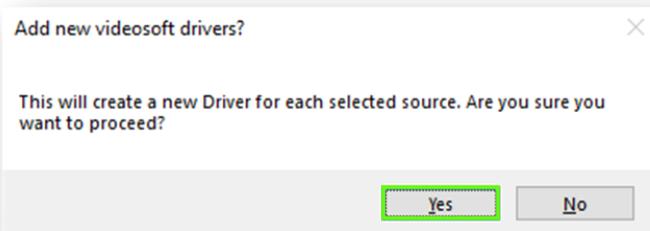
6.3 Add Videosoft Device to XProtect

From Detected Video Sources select a Videosoft Gateway device that is to be added to XProtect.

Press **Create Driver(s)** to start the one click process to automatically add to the default XProtect Recording Server.



A prompt will be shown to confirm the selection. Press **Yes** to confirm and start the process of adding the device to XProtect.



Once completed, the Videosoft Bridge address will be shown in the URL field and Has Driver will update to YES.

Detected Video Sources

Refresh Create Driver(s)

Id	Gateway	Active Source	URL	Has Driver
8C:04:BA:...	Gateway v1.2.98 - ONLINE	CAM1	rtsp://192.168.4.102:8901/video?machineid=8C:04:BA:A4:44...	YES

6.4 Videosoft - Device Setup

From the XProtect Management Client under Site Navigation go to Servers > Recording Servers then open the XProtect Recording Server used for Videosoft devices.

The Hardware device name, video and metadata channel names are automatically generated based on information taken from the Videosoft Gateway.

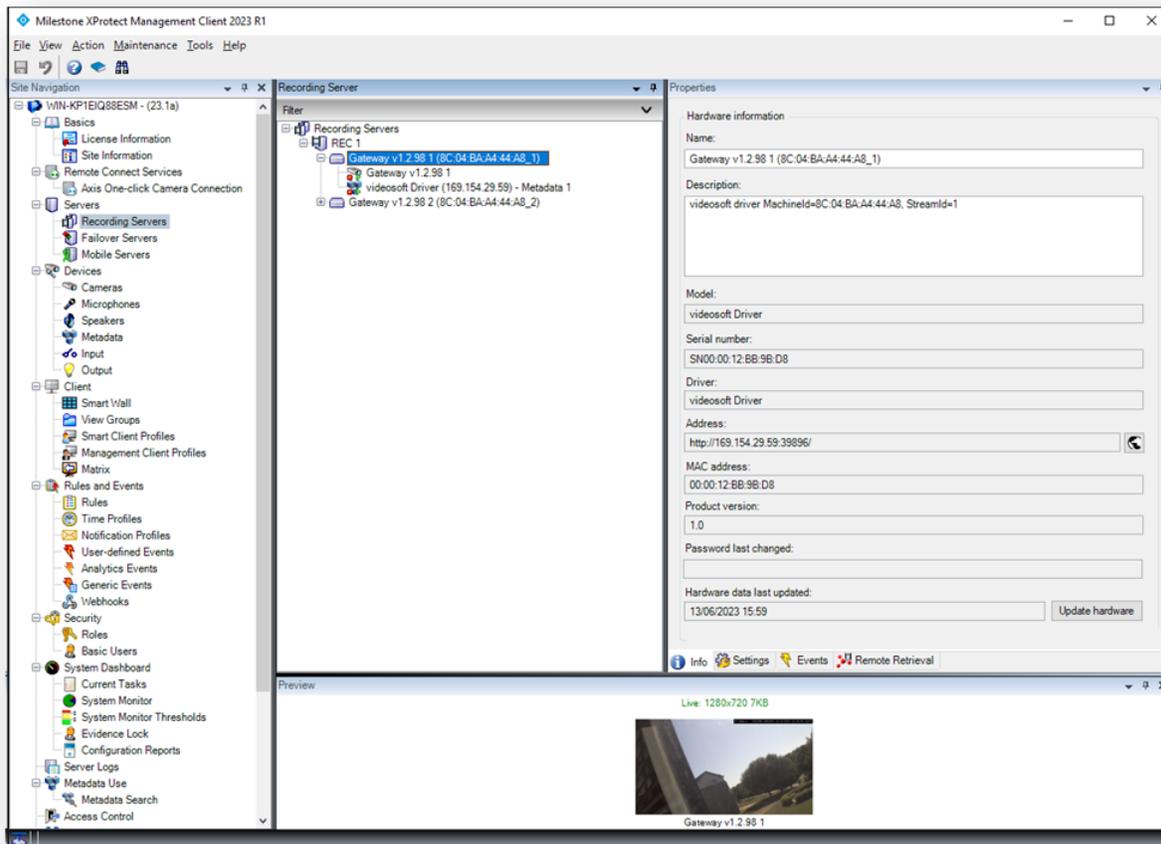
This Hardware device has;

- 1x Video Channel
- 1x Metadata

XProtect Hardware device name: <Gateway-Name> (<Gateway-ID>_<Stream-Number>)

XProtect Video channel name: <Gateway-Name>_<Stream-Number>

XProtect Metadata channel name: videosoft Driver (<service-generated-IP>) – Metadata 1



When adding a Videosoft Gateway device to the XProtect Recording Server, if you add a secondary source from the same Videosoft Gateway be added to the XProtect Recorder Server as shown below.



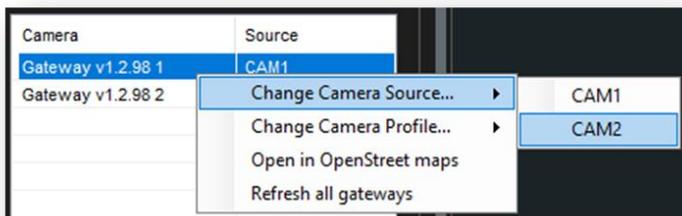
The above devices were created based on the below Detected Video Sources shown in the XProtect Management Client under Site Navigation > Videosoft > Videosoft Settings > Driver Manager

Detected Video Sources				
Refresh				
Create Driver(s)				
Id	Gateway	Active Source	URL	Has Driver
8C:04:BA:...	Gateway v1.2.98 - ONLINE	CAM1	rtsp://192.168.4.102:8901/video?machineid=8C:04:BA:A4:44...	YES
8C:04:BA:...	Gateway v1.2.98 - ONLINE	CAM2	rtsp://192.168.4.102:8901/video?machineid=8C:04:BA:A4:44...	YES

If the Active Source shows a duplicated camera source. This can be updated from the XProtect Smart Client > MIP plug-ins > videosoft > Gateway Source List > Change Camera source

Detected Video Sources				
Refresh				
Create Driver(s)				
Id	Gateway	Active Source	URL	Has Driver
8C:04:BA:...	Gateway v1.2.98 - ONLINE	CAM1	rtsp://192.168.4.102:8901/video?machineid=8C:04:BA:A4:44...	YES
8C:04:BA:...	Gateway v1.2.98 - ONLINE	CAM1	rtsp://192.168.4.102:8901/video?machineid=8C:04:BA:A4:44...	YES

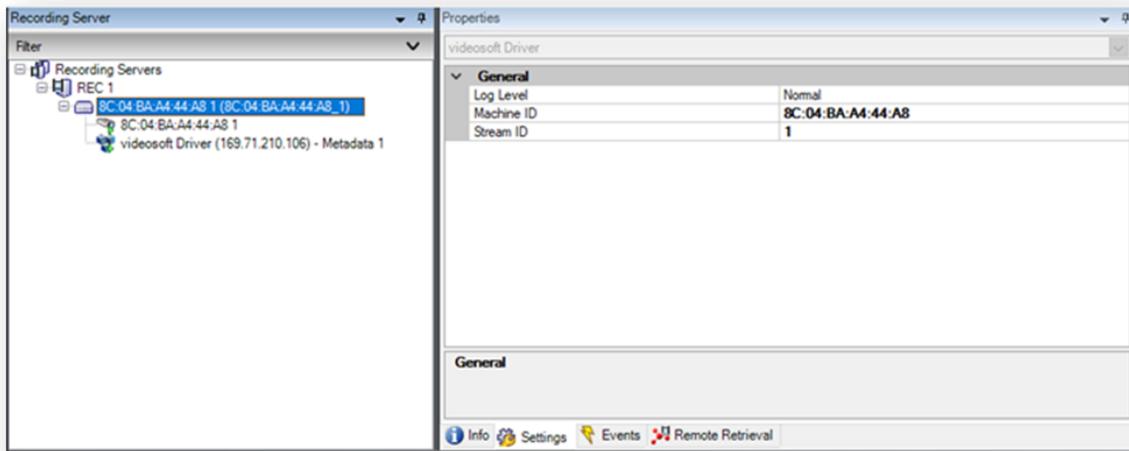
Example of switching the Videosoft Camera Source from the XProtect Smart Client.



6.4.1 Hardware Device Settings

General

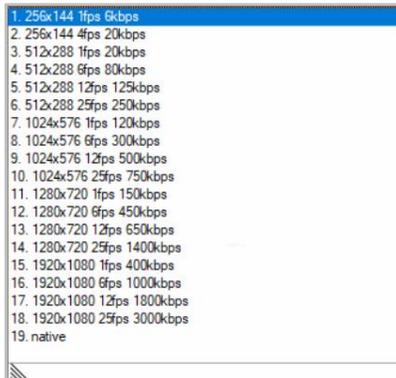
- **Log Level** - (Normal, Debug, Trace). This will change how much connection data is captured from the connected devices. When connecting a new untested device our testing team will request for this setting to be changed and for logs to be shared. The driver saves a log for each device. Please note that the Trace Log Level will create several GB of logs per hour and can easily fill up your hard drive.
- **Machine ID** - <Videosoft-Gateway-ID>
- **Stream ID** - <Videosoft-Gateway-Stream-Number>



6.4.2 Video Device Settings

The driver has settings for 'Stream 1' only

- **Ignore timestamps from source** – [False (Default) / True]
 - o When a source device is likely to have connection lag (i.e. 3G/4G connection) and the device timestamps cannot be matched up to the recording server this setting would be disabled. Ignoring the timestamps can be useful when certain devices are not sending accurate timestamps.
- **Stream Profiles** – Many options available, this may be based on the [Videosoft Gateway](#) model or version. Below is an example;



Making changes to the Stream Profile here, has no effect on the Videosoft device.

Use the XProtect Smart Client, Videosoft user interface to update the Streaming profiles for Videosoft devices.

See; [Gateway Source List](#) > Change Camera Profile

- **TCP or UDP**
 - o Depending on the project requirements and video transmission recommendations
- **URI (rtsp:// , rtsp://)** – This is automatically generated via the [videosoft Driver](#).



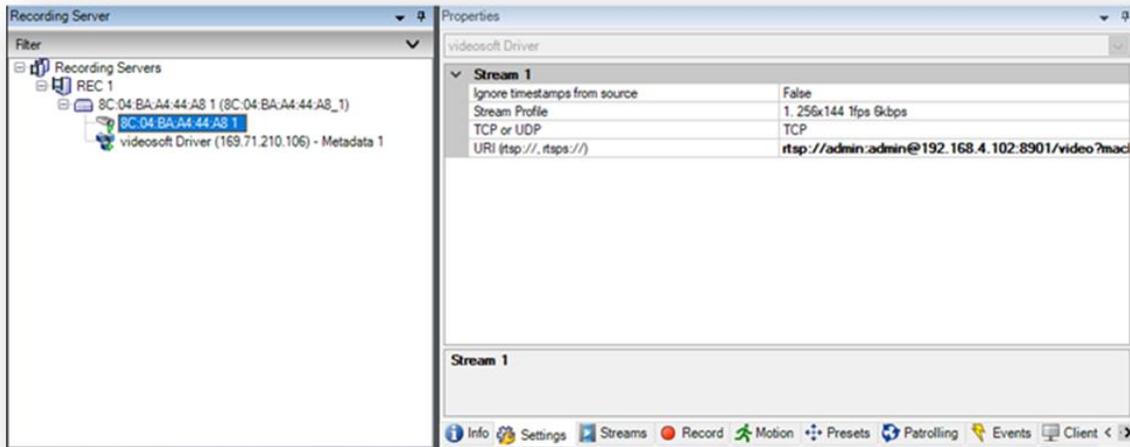
Any changes to this URL will cause the video channel connection to fail

Supported URL

- o `rtsp://[username:password]@[ip_address]:[rtsp_port]/ video?machineid=[gateway-ID]&streamid=[stream-ID]&gop=[keyframe-gap-sec]`
- o `rtsp://[username:password]@[ip_address]:[rtsp_port]/ video?machineid=[gateway-ID]&streamid=[stream-ID]&gop=[keyframe-gap-sec]`

- **username / password** – Auto-generated and filled with [Videosoft CCS](#) connection details used by [Videosoft Bridge](#) for device connections. (Example: admin:12345@) the “@” is required to split the password from the IP address. This is transmitted in plain text over a network.
- **ip_address** – The assigned IP address for the [Videosoft Bridge](#) that is restreaming the video channel, LAN or External IP depending on implementation
- **rtsp_port** – The port number on which the server is connecting to the Videosoft RTSP video stream.
Port 8901 is the default for RTSP via the [Videosoft Bridge](#).
- **gateway-ID** – [Videosoft CCS](#) gateway ID of device
- **stream-ID** – Stream channel of gateway device

- **keyframe-gap-sec** - Group of Pictures (GOP). Time between keyframes in seconds.



6.4.3 Metadata Device Settings

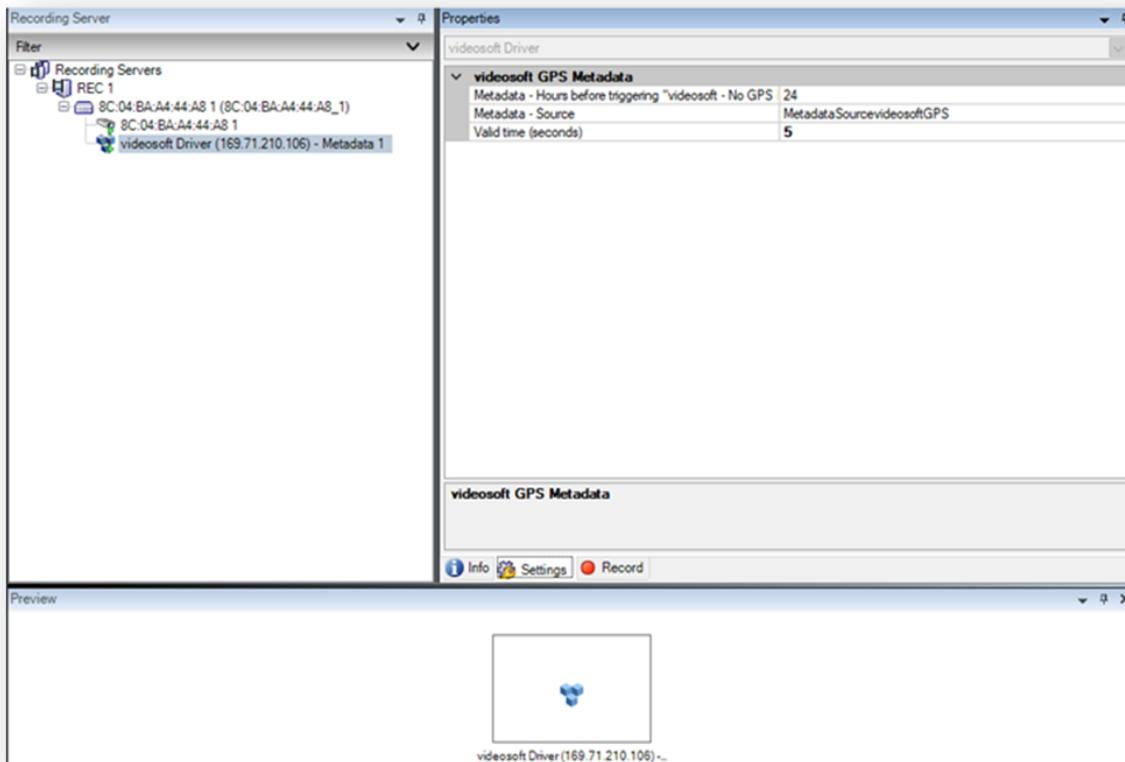
Currently in this version of the Videosoft Driver, the only metadata available is GPS. GPS data is captured and stored with recorded footage in XProtect Metadata channel. This enables XProtect Smart Client location searches and other location analytics, and the possibility to display the location on GIS maps using 3rd party software (example: ORBNET Live Maps).



Some Videosoft devices will not support GPS, this may require additional hardware or license features within Videosoft CCS.

Videosoft GPS Metadata

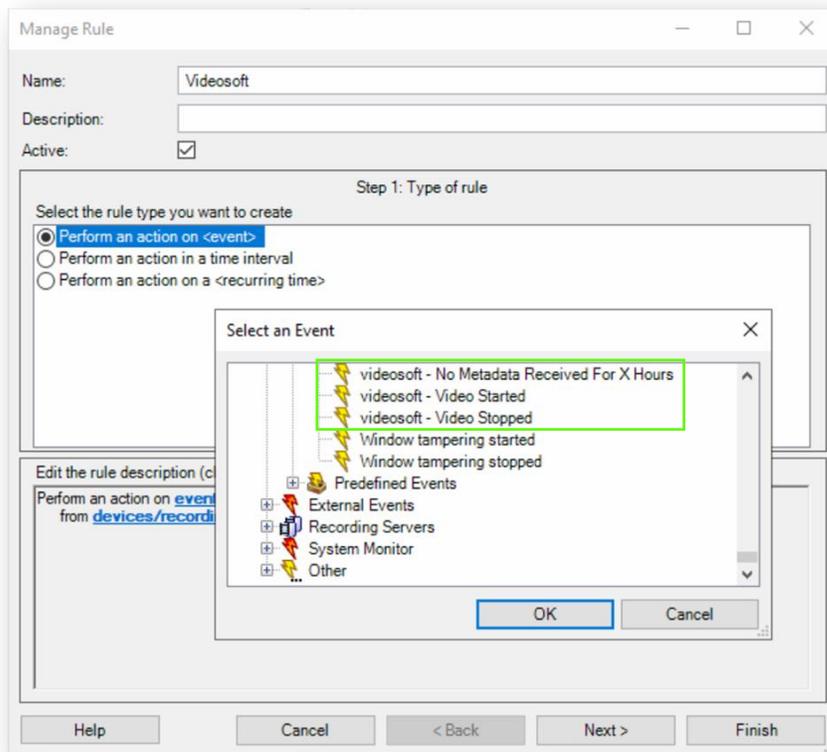
- **Metadata** – Hours before triggering “Videosoft – No GPS” 24 (Default) A numeric value between 1 and 720.
- **Metadata – Source** – MetadataSourcevideosoftGPS (Default) Currently the only option.
- **Valid time (seconds)** – 5 (Default)



6.5 Videosoft Events for XProtect Rules and Events

To access the Videosoft events in XProtect select the **Rules and Events > Rules** section in the **XProtect Management Client** and then right click in the center column to **Add new rule**.

- Perform and action on <event>
- **Events > Devices > Configurable Events**
- Select relevant devices related to event

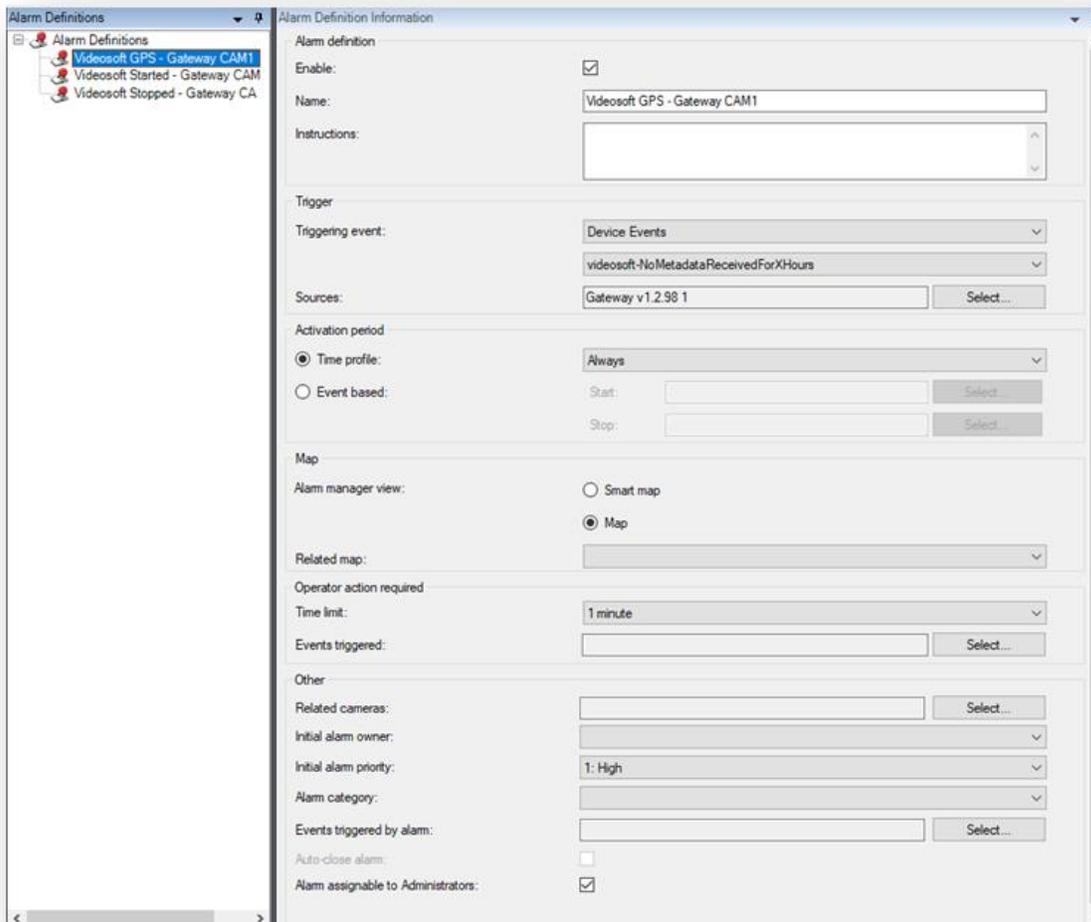


- videosoft – No Metadata Received For X Hours
 - Related to GPS Metadata for this Driver
 - Time Configured in the Metadata channel Settings
- videosoft – Video Started
 - Will trigger when Videosoft video is started
- Videosoft – Video Stopped
 - Will trigger when Videosoft video is stopped

6.6 Alarm definitions

XProtect Alarm Definitions can be created with videosoft Driver events.

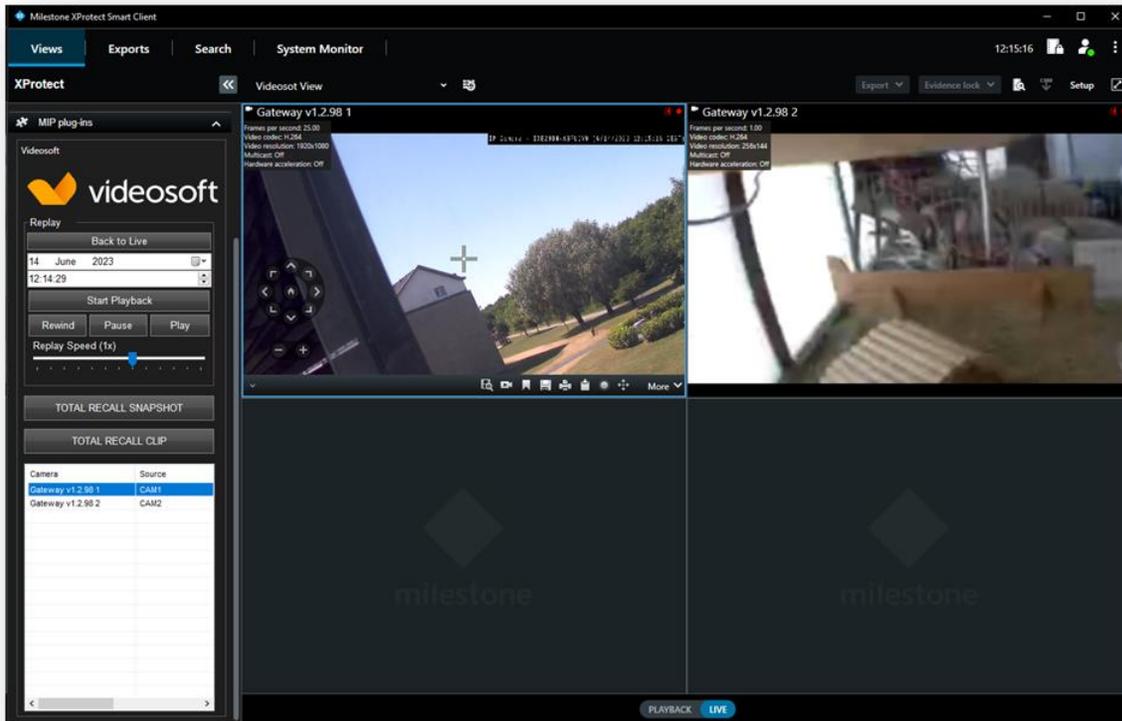
The below alarm shows an easy method to create an alarm that would be triggered by a No Metadata Event. The same can be done with anyone of these Videosoft events that may be needed to create an alarm in the alarm stack or trigger into a map layout by highlighting the video device.



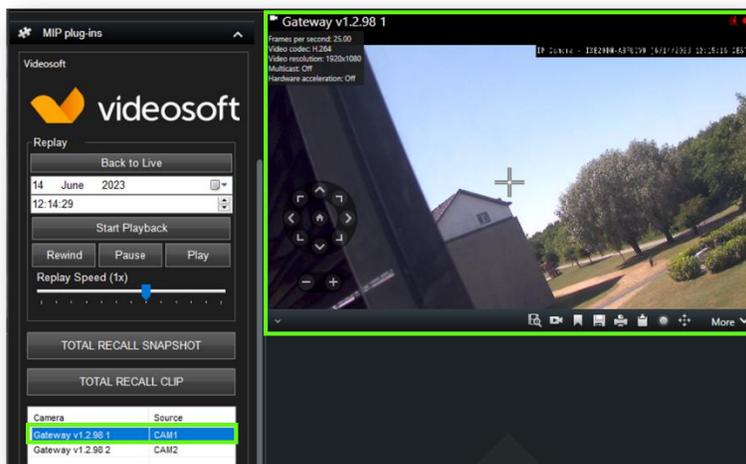
7 User Guide - XProtect Smart Client

7.1 Videosoft User interface

From a XProtect Smart Client machine with the Videosoft for XProtect plugins installed. You will be able to access a new dedicated Videosoft user interface under the MIP plug-ins pane.



Select a Videosoft device by clicking the video tile or Videosoft user interface, device list. Once selected you are then able to use the Videosoft functions.



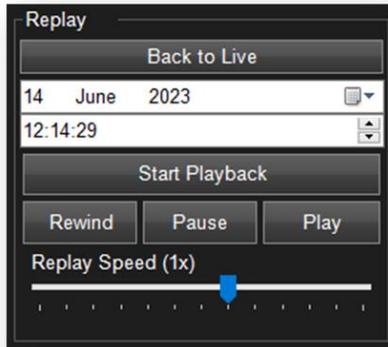
7.1.1 Total Recall Replay

This interface provides a method of accessing recorded video directly from the Videosoft Gateway.



In Playback the live video stream is replaced with the Playback stream.

When recording in XProtect this will be reflected in recordings.



[Back to Live] – Switches the stream from Playback to Live

Date - Click the dropdown menu to update the date selection

Time – Select hh, mm or ss and type or use up/down to update

[Start Playback] – Select a device then press to start Playback

[Rewind] [Pause] [Play] – Replay speed change, {-1x, 0x, 1x}

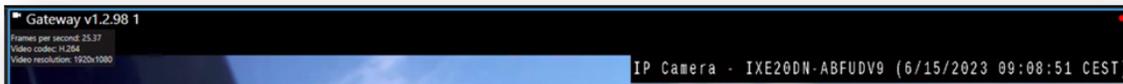
Replay Speed – Sliding bar selection {-32x, 0, 32x}



When in Videosoft playback, ensure the video is switched back to Live before leaving the XProtect Smart Client otherwise XProtect recordings will be of Playback



****Recommended** Enable a time and date overlay on the camera connected to the Videosoft Gateway. This way it is easier to see if the camera is in Live or Playback mode.**

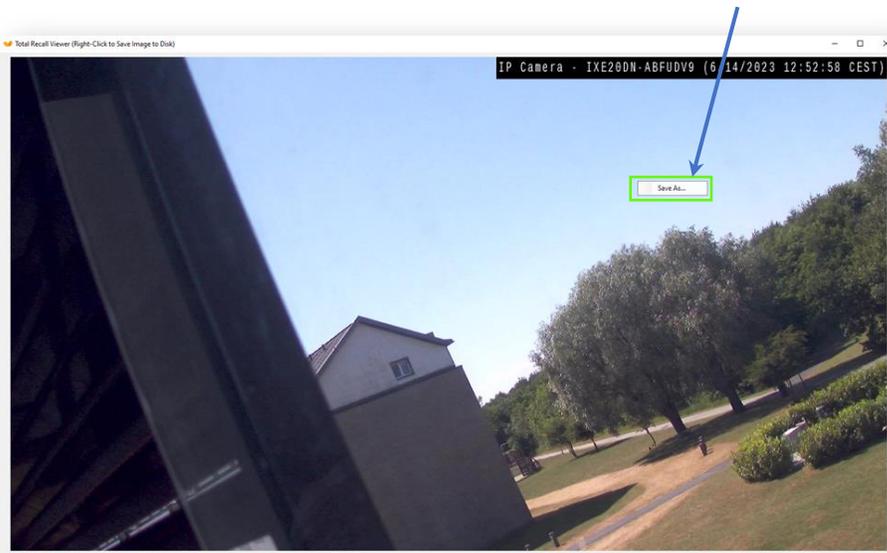


7.1.2 Total Recall Snapshot / Clip

These buttons provide either a Snapshot file or Video recording file directly from the Videosoft Gateway.

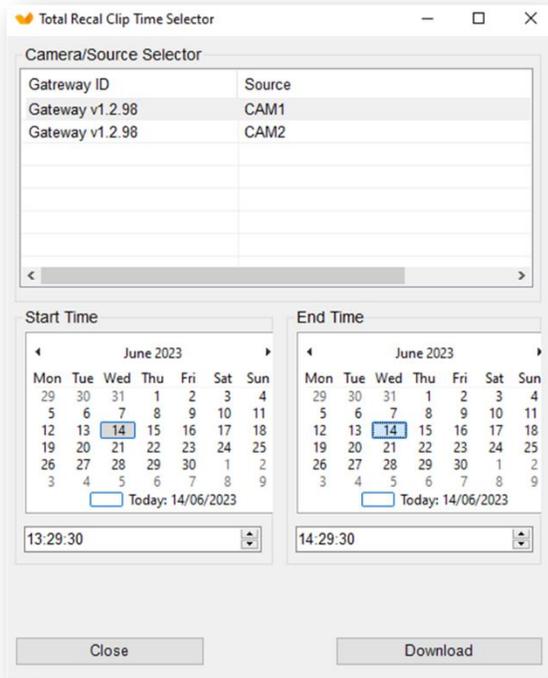


[Total Recall Snapshot] – With a Videosoft camera selected press this button to get a live snapshot from the device. Right click on the snapshot to access the Save As... menu.



[Total Recall Clip] – With a Videosoft camera selected press this button to access Total Recall Clip Time Selector.

As Default the past hour is selected.



Camera/Source Selector –

Update the Gateway video source if required

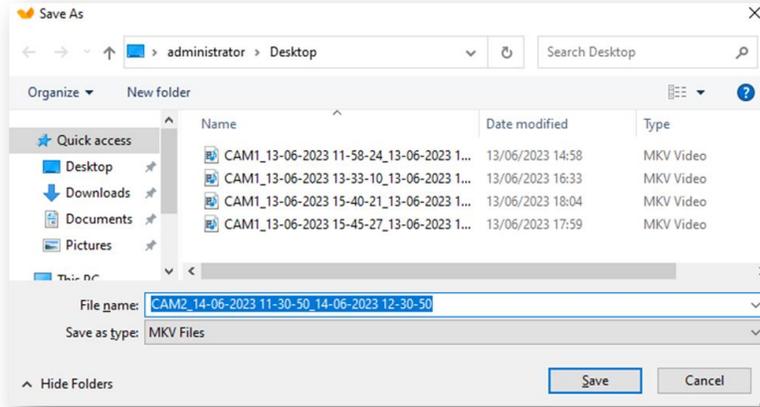
Start Time , End Time –

Update the required date for the required clip file

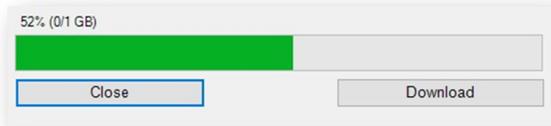
hh:mm:ss time selection

[Close] Press to close window, [Download] Start clip download process

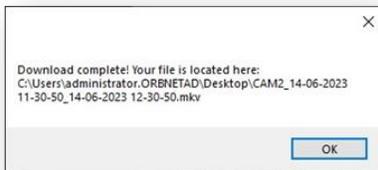
When the [Download] is initiated, a Save As pop-up window is shown. Select the location and file name for the video clip.



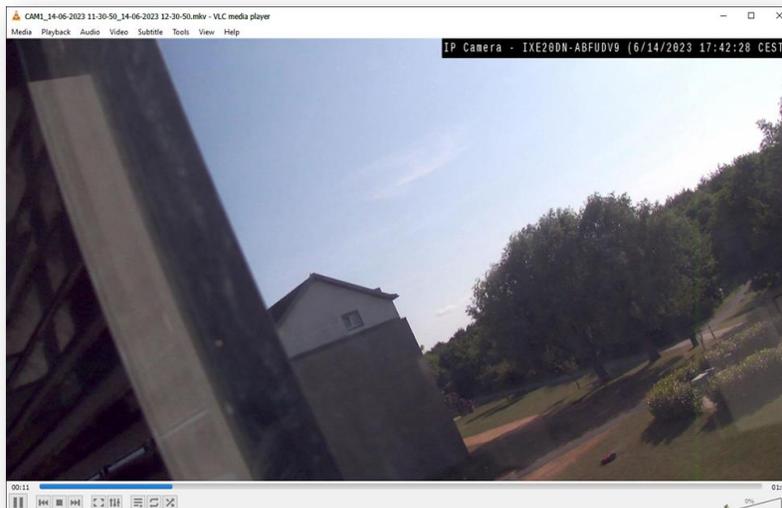
When the download process starts a progress bar will display in the Videosoft interface.



Once completed a Download complete! Message box will display.



To playback this video file we recommend using VLC Media Player (<https://www.videolan.org/>)

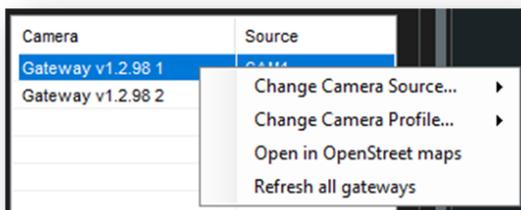


7.1.3 Gateway Source List

In this section of the Videosoft user interface the Videosoft Gateway device names are listed (**Cameras**) with the connected camera source (**Source**).

Camera	Source
Gateway v1.2.98 1	CAM1
Gateway v1.2.98 2	CAM2

Right click on the listed device to access additional Videosoft Gateway device settings.

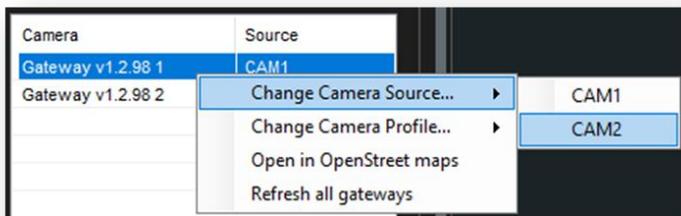


- **Change Camera Source** – This allows for the connected Videosoft Gateway source to be updated to another available camera source.



Camera sources must be configured at the Videosoft Gateway first.

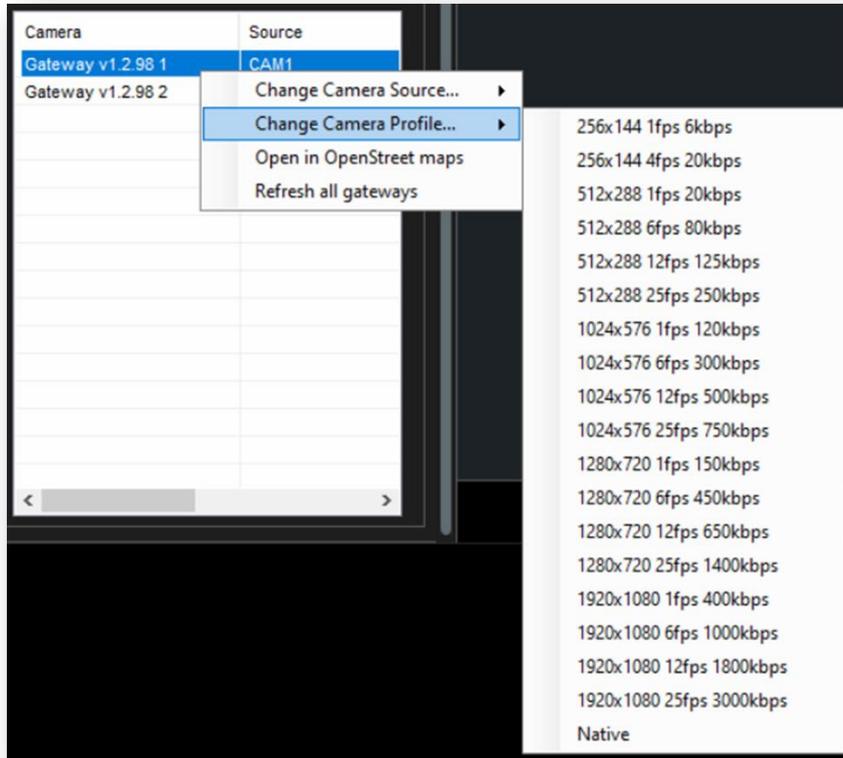
This is currently the only way to change the Camera Source configured for the XProtect Recording Server hardware device.



- **Change Camera Profile** – The camera profile relates to the resolution, frame rate and bitrate sent from the Videosoft Gateway for the listed camera source.

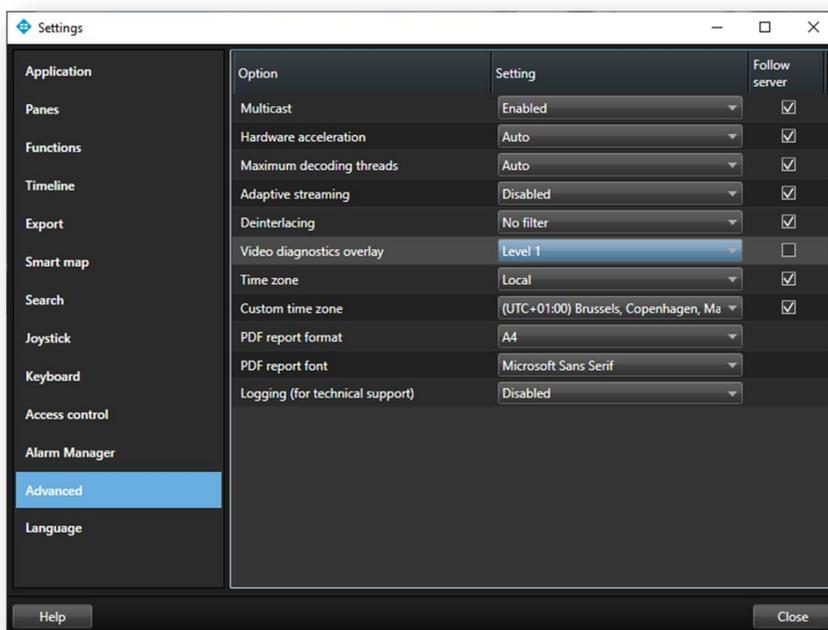


This is currently the only way to update the Camera Profile configured for the XProtect Recording Server hardware device.



The XProtect Smart Client has an inbuilt feature to display videos stream information. When changing the Videosoft Camera profile this may be useful information to have in the video display.

Go to the XProtect Smart Client Settings, from the **three dots** in the top right corner of the client. Go to the **Advanced** tab and find Video diagnostic overlay. Change this to **Level 1**, the video display will now show the framerate and video resolution.



It is also possible to see the GOP bitrate with a **Level 3 Video diagnostic overlay**, but this covers a lot of the video tile and image.

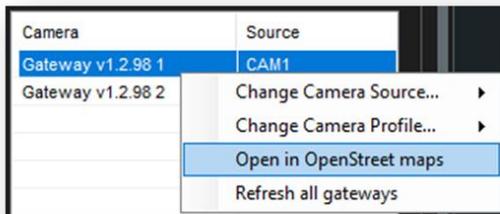
Video diagnostic overlay shown in the camera display.



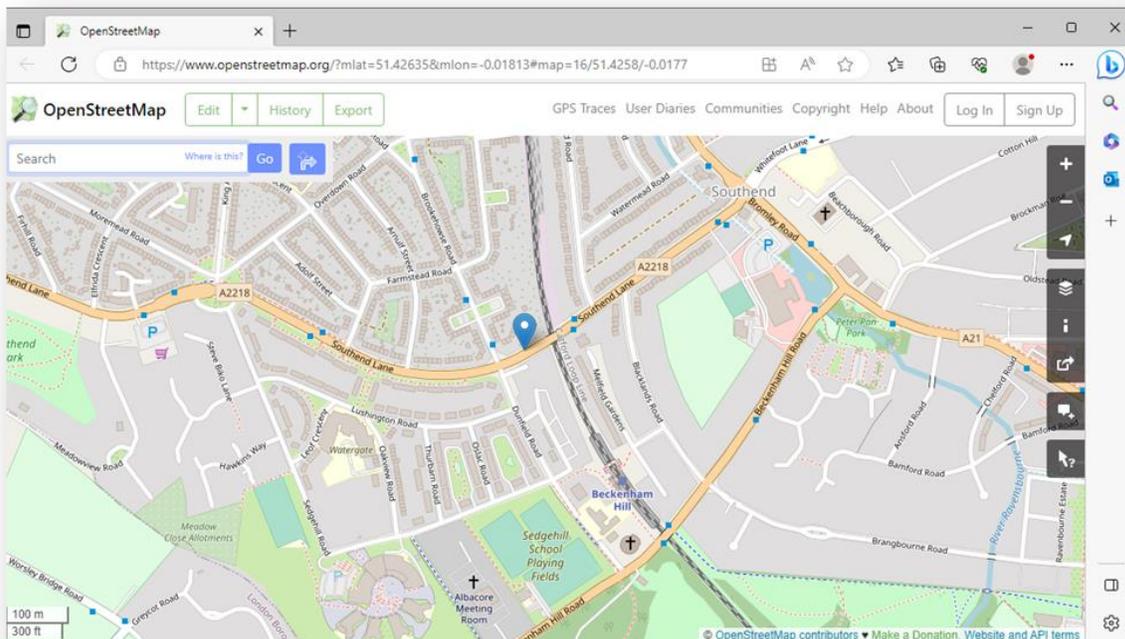
- **Open in Open Street maps** – Only shown when the Videosoft Gateway as related GPS data. Press to open a web browser with the location coordinates shown in a map.



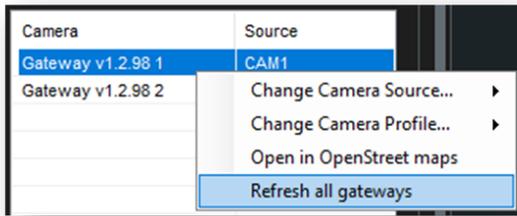
This feature requires internet access to navigate to the OpenStreetMaps website.



Below is an example of the Videosoft Gateway location data generated and shown in the OpenStreetMap website.



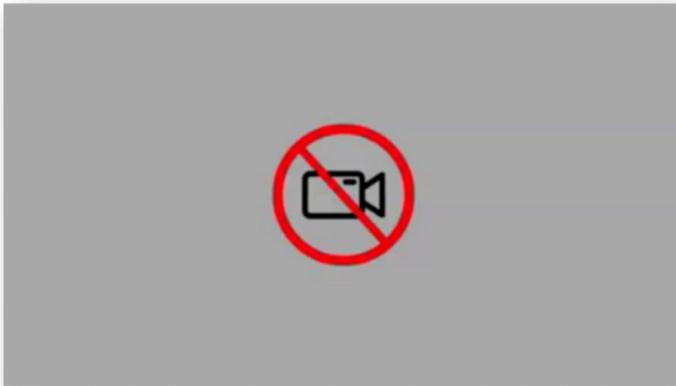
- **Refresh all gateways** – When pressed this will refresh the list of Videosoft Gateways.



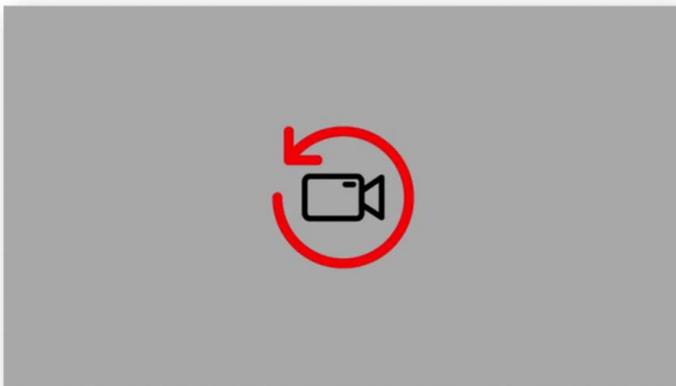
7.1.4 Videosoft display information

If the Videosoft Gateway is unable to display video the view in the XProtect Smart Client will be updated with one of the below images to indicate the possible error.

- Videosoft Gateway camera source unavailable. An IP camera connected to the Videosoft Gateway may be offline.



- Videosoft Gateway reloading. Generally, only shown for a short period of time.



- No Videosoft Gateway recordings available. Recording might need to be enabled on the Videosoft Gateway or the timeframe required changed.



- Unknown Videosoft Gateway error. Recommend to restart the Videosoft Bridge Service.



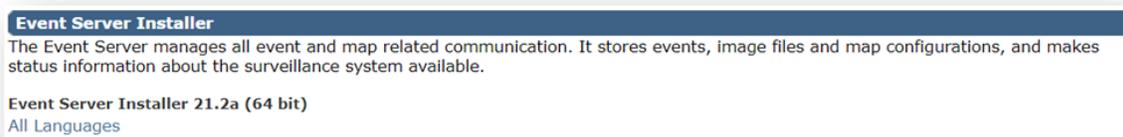
8 Troubleshooting

8.1 XProtect Event Server Installation

If Milestone XProtect was installed via a custom installation method, the XProtect Event service may not have been included, as it is not always required.

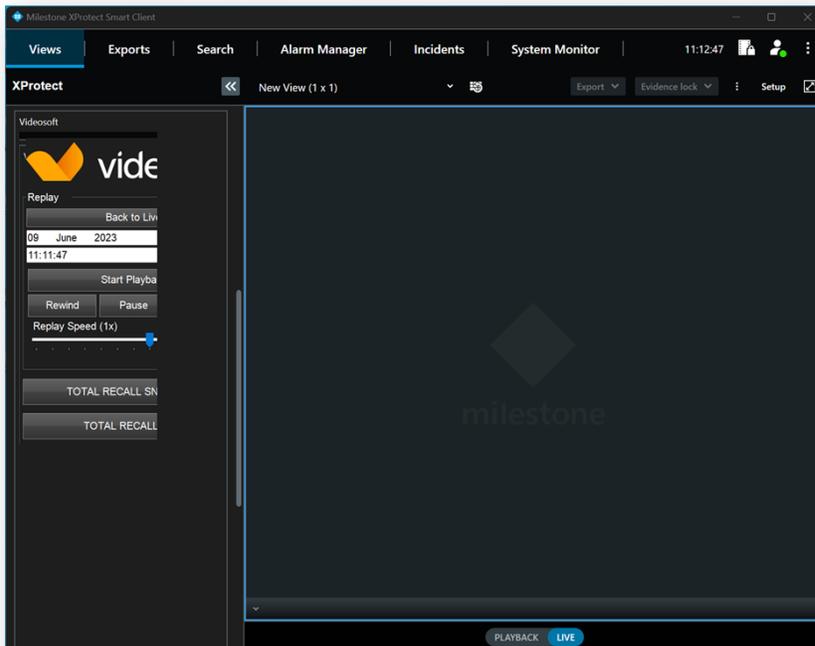
From the server/machine with the XProtect Management Server follow to <http://localhost/installation/admin/default-en-US.htm>

This will provide a XProtect installation page where you will be able to run the installer for the XProtect Event Server. This must be installed so the ORBNET plugin can communicate with XProtect.

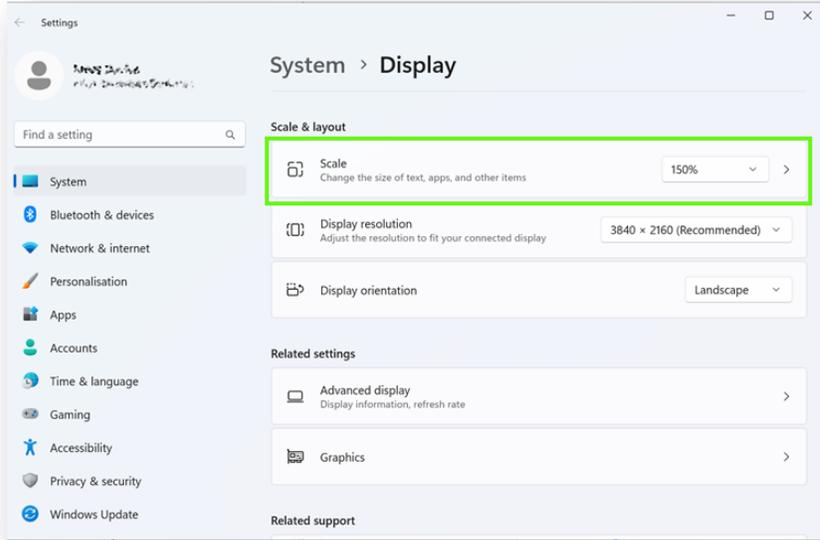


8.2 Videosoft User Interface shows compressed display

If the XProtect Smart Client shows the Videosoft user interface compressed and incomplete. This relates to Windows Display Scale. When changed from 100% some applications have issues scaling third-party interfaces. If it is not possible to run the Windows Display Scale at 100% a shortcut setting can be changed.



Either change the Display Scale to 100%. Close and reopen the XProtect Smart Client.



Or **Right** click the XProtect Smart Client shortcut on the desktop and select **Properties**. Under the **Compatibility** tab, select **change high DPI settings**, then tick the option for **High DPI scaling override**, update the dropdown to **System**. Close and reopen the XProtect Smart Client.

