

Videosoft for Milestone XProtect

Installation, Setup and User Guide



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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 <u>XProtect Management Client</u> and ensure that you have spare <u>XProtect Device Licenses</u> associated with the installed <u>XProtect</u> version before installation of the <u>Videosoft for XProtect</u> trial.

1.1.3 ORBNET Systems

- License Videosoft
 - When you first install the <u>Videosoft for XProtect</u> plugin you will get a 30-day trial license, following this you will need to update to a paid license.
 - From the website https://orbnetsys.com/videosoft select "ORDER NOW!"
- Installer 'Videosoft Plugins for XProtect Setup.msi'
 - Available to download from <u>https://orbnetsys.com/videosoft</u> once registered and signed into the website <u>https://orbnetsys.com/</u>
- Installer 'Videosoft Drivers XProtect for Setup.msi'
 - Available to download from <u>https://orbnetsys.com/videosoft</u> once registered and signed into the website <u>https://orbnetsys.com/</u>

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 <u>http://download.videosoft.live/bridge</u>
 - Contact Videosoft Support for User Installation guide and further details of configuration (support@videosoftglobal.com)

1.1.5 Copyright, trademarks, and disclaimer

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

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<u>Trademarks</u>

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

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

2 Features and Functionality List (v1.0.3)

Product Brief

- The <u>XProtect Management Client</u> plugin will let you add a <u>Videosoft Gateway</u> and add cameras to the <u>XProtect Recording Server</u>.
- The <u>XProtect Smart Client</u> 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 <u>XProtect Recording Server</u> using the <u>XProtect Management Client</u> plugin.
- Comprehensive PTZ controls utilising standard <u>XProtect Smart Client</u> PTZ controls. Set PTZ preset.
- GPS data captured and stored with recorded footage in XProtect Metadata channel. This enables <u>XProtect Smart Client</u> 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 <u>XProtect Management Client</u> or with rules.
 - Change camera source for each stream of a gateway in the <u>XProtect Smart Client</u>
- Edge/Remote Playback <u>Total Recall</u>

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 <u>http://download.videosoft.live/bridge</u> Contact Videosoft Support for User Installation guide and further details on configuration (<u>support@videosoftglobal.com</u>).



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

Recommended to be installed on the <u>Videosoft CCS</u> 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 <u>Videosoft Bridge</u> 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 <u>Videosoft CCS</u> connection details. **Bridgeconfig.json** is located within <u>C:\Program Files\Videosoft\Bridge\</u>

Below is an example of a working <u>Videosoft Bridge</u> 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 <u>http://127.0.0.1:8900/status</u> change the IP address to match the IP address of the Bridge if you are accessing it remotely.

🗖 🗋 Vide	osoft Bridge S	itatus × +											- 0	×
$\leftarrow \rightarrow$	C 🔺	Not secure 192.16	8.4.102:8	900/stat	us						A* 🟠 🕫 🕲	~~ (s :	• 🜔
Videosoft	Bridge	Status												Q
Version	1360				_									0
Process	4920 start	ted at 08/06/2023 14:0	8:58		-									
Config	C:\Program	m Files\Videosoft\Brid	lge\brid	geconfig	.json									
Internal Config	C:\Program	m Files\Videosoft\Brid	lge\proi	files.json										+
CCS	localhost:	7979												
Current Time	09/06/202	3 13:52:10												
User	milestone													
Active Gatew	ay Stream e Name	Machine ID	FEPU ID	Stream ID	Channe ID	l Subscribe Sent	Total	HTTP Viewers	RTSP Viewers	Startup Viewers	Connections	URI	Ls	1
True Gatewa	sy Stream	8C:04:BA:A4:44:A8	1	1	0	True	1	0	1	o	admin rup://192.168.4.102.5901/video? machineid=SC 04.BA.A4.44.A8&streamid=1&gop=1 [192.168.4.101.50652 [06.06.2023] ORBNET 505.06.2023 [ORBNET 505.06.2023 []	MJPEG MJPEG+P RTSP	TZ+GPS	
(C) Videosoft 2	022													

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

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

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

5 Installation of Videosoft for XProtect

Begin with the server/machine running the <u>XProtect Recording Server</u> 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 <u>XProtect Recording Server</u>, 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 <u>XProtect Recording Server</u> service before the application is installed.

😼 videosoft Driver for XProtect - 🗌 🗙	n videosoft Driver for XProtect - 🗆 🗙
Welcome to the videosoft Driver for XProtect Setup Wizard	Select Installation Folder
The installer will guide you through the steps required to install videosoft Driver for XProtect on your computer.	The installer will install videosoft Driver for XProtect to the following folder. To install in this folder, click "Next". To install to a different folder, enter it below or click "Browse".
	Eolder:
	Disk Cost
WARNING: This computer program is protected by copyright law and international treaties. Unauthorized duplication or distribution of this program, or any portion of it, may result in severe civil or criminal penalties, and will be prosecuted to the maximum extent possible under the law.	Install videosoft Driver for XProtect for yourself, or for anyone who uses this computer: Everyone Just me
< Back Next > Cancel	A Sack Next > Cancel
Cancer Cancer	
Svideosoft Driver for XProtect	Restart Recording Server? X
The installer is ready to install videosoft Driver for XProtect on your computer. Click "Next" to start the installation.	This plugin requires a Recording Server service restart. Would you like us to restart it for you now?
	^{III} videosoft Driver for XProtect ^{IIII} ^{IIIII} ^{IIII} ^{IIII} ^{IIII} ^{IIII} ^{IIIII} ^{IIII} ^{IIIII} ^{IIIII} ^{IIII} ^{IIIII} ^{IIII} ^{IIII} ^{IIII} ^{IIIII} ^{IIIII} ^{IIIII} ^{IIII} ^{IIIII} ^{IIIII} ^{IIIII} ^{IIIII} ^{IIIII} ^{IIIII} ^{IIIII} ^{IIIII} ^{IIIIII} ^{IIIII} ^{IIII} ^{IIII} ^{IIIII} ^{IIIII} ^{IIIII} ^{IIIIIIIIII}
<back next=""> Cancel</back>	videosoft Driver for XProtect has been successfully installed. Click "Close" to exit.
	Please use Windows Update to check for any critical updates to the .NET Framework.

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

😰 videosoft Plugins for XProtect — 🗌 🗙
Select Installation Folder
The installer will install videosoft Plugins for XProtect to the following folder. To install in this folder, click "Next". To install to a different folder, enter it below or click
"Browse".
Eolder: C:\Program Files\Milestone\MIPPlugins\videosoft\videosoftDriv Browse
Disk Cost
Install videosoft Plugins for XProtect for yourself, or for anyone who uses this computer: Everyone Just me
<back next=""> Cancel</back>
Close Milestone Management Client2
We need to stop the Milestone Management Client process to complete the installation. Any unsaved data will be lost. Continue?
Yes No
Restart Event Server? - X
This plugin requires an Event Server service restart. Would you like us to restart it for you now?
Yes No

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videosoft Plugins for XProtect		-	-	×
Installation Complete				
videosoft Plugins for XProtect has b	een successfully	installed.		
Click "Close" to exit.				
Please use Windows Update to che	ck for any critical	updates to the .NE	T Framew	ork.
	< <u>B</u> ack	<u>C</u> lose	Can	cel
	_	_	-	

Finally move to any server/machine/client running the <u>XProtect Management Client</u> or <u>XProtect Smart</u> <u>Client</u> 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 <u>XProtect</u> <u>Management Client</u> or <u>XProtect Smart Client</u> 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 <u>XProtect Smart Client</u> a new <u>MIP Plug-ins</u> side panel will be shown within the client application.

0		

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 <u>XProtect Management Client</u> navigation tree.



This page will initially show the default license values with just the trial license countdown (default 30day 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 (<u>purchase@orbnetsys.com</u>) 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 <u>XProtect</u> <u>Management Client</u> 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.

	[ОК
CODEO		
cense ease select which feat	tures you want to activate	before exporting the license
hanging these options	s has no effect on the trial	license, which has all
atures enabled.		
d License Infe		LICENSE IS VALID WITH NO TIME DESTRICTIONS
1. License Info	juhu Videosoft Test	LICENSE IS VALID WITH NO TIME RESTRICTIONS
1. License Info a. Client Name b. Days Valid (-1 ==	jubu Videosoft Test	LICENSE IS VALID WITH NO TIME RESTRICTIONS Used videosoft license channels: 1/50
1. License Info a. Client Name b. Days Valid (-1 == c. License Id	jubu Videosoft Test -1 722346e4-5128-4668-856	LICENSE IS VALID WITH NO TIME RESTRICTIONS Used videosoft license channels: 1/50 Used Recording Server license channels: 1/5
1. License Info a. Client Name b. Days Valid (-1 == c. License Id d. Unique Id	jubu Videosoft Test -1 722346e4-5128-4668-856 06FDD2/EB-E09F-421F-95	 LICENSE IS VALID WITH NO TIME RESTRICTIONS Used videosoft license channels: 1/50 Used Recording Server license channels: 1/5
1. License Info a. Client Name b. Days Valid (-1 == c. License Id d. Unique Id e. License Number	jubu Videosoft Test -1 722346e4-5128-4668-856 06FDD2EB-E09F-421F-99 1686214134850	LICENSE IS VALID WITH NO TIME RESTRICTIONS Used videosoft license channels: 1/50 Used Recording Server license channels: 1/5 Evport license request
1. License Info a. Client Name b. Days Valid (-1 == c. License Id d. Unique Id e. License Number f. Product Version	jubu Videosoft Test -1 722346e4-5128-4668-856' 06FDD2EB-E09F-421F-99 1686214134850 1.0.3.0	LICENSE IS VALID WITH NO TIME RESTRICTIONS Used videosoft license channels: 1/50 Used Recording Server license channels: 1/5 Export license request
1. License Info a. Client Name b. Days Valid (-1 == c. License Id d. Unique Id e. License Number f. Product Version g. Version Release I	jubu Videosoft Test -1 722346e4-5128-4668-856 06FDD2EB-E09F-421F-9 1686214134850 1.0.3.0 16/12/2022	LICENSE IS VALID WITH NO TIME RESTRICTIONS Used videosoft license channels: 1/50 Used Recording Server license channels: 1/5 Export license request
1. License Info a. Client Name b. Days Valid (-1 == c. License Id d. Unique Id e. License Number f. Product Version g. Version Release I h. ORB Up End Date	jubu Videosoft Test -1 722346e4-5128-4668-856 06FDD2EB-E09F-421F-98 1686214134850 1.0.3.0 16/12/2022 07/06/2024	LICENSE IS VALID WITH NO TIME RESTRICTIONS Used videosoft license channels: 1/50 Used Recording Server license channels: 1/5 Export license request Import valid license
1. License Info a. Client Name b. Days Valid (-1 == c. License Id d. Unique Id e. License Number f. Product Version g. Version Release I h. ORB Up End Date I. Hash Code	jubu Videosoft Test -1 722346e4-5128-4668-856' 06FDD2EB-E09F-421F-99 1686214134850 1.0.3.0 16/12/2022 07/06/2024 C476F674FEEA042987B:	LICENSE IS VALID WITH NO TIME RESTRICTIONS Used videosoft license channels: 1/50 Used Recording Server license channels: 1/5 Export license request Import valid license
1. License Info a. Client Name b. Days Valid (-1 == c. License Id d. Unique Id e. License Number f. Product Version g. Version Release I h. ORB Up End Date I. Hash Code 2. Plugin Features	jubu Videosoft Test -1 722346e4-5128-4668-856 06FDD2EB-E09F-421F-99 1686214134850 1.0.3.0 16/12/2022 07/06/2024 C476F674FEEA042987B:	LICENSE IS VALID WITH NO TIME RESTRICTIONS Used videosoft license channels: 1/50 Used Recording Server license channels: 1/5 Export license request Import valid license
1. License Info a. Client Name b. Days Valid (-1 == c. License Id d. Unique Id e. License Number f. Product Version g. Version Release I h. ORB Up End Date i. Hash Code 2. Plugin Features a. GPS Metadata	jubu Videosoft Test -1 722346e4-5128-4668-856 06FDD2EB-E09F-421F-99 1686214134850 1.0.3.0 16/12/2022 07/06/2024 C476F674FEEA042987B: True	LICENSE IS VALID WITH NO TIME RESTRICTIONS Used videosoft license channels: 1/50 Used Recording Server license channels: 1/5 Export license request Import valid license General Log Level
1. License Info a. Client Name b. Days Valid (-1 == c. License Id d. Unique Id e. License Number f. Product Version g. Version Release I h. ORB Up End Date i. Hash Code 2. Plugin Features a. GPS Metadata b. Max Active videos	jubu Videosoft Test -1 722346e4-5128-4668-856 06FDD2EB-E09F-421F-99 1686214134850 1.0.3.0 16/12/2022 07/06/2024 C476F674FEEA042987B: True 50	 LICENSE IS VALID WITH NO TIME RESTRICTIONS Used videosoft license channels: 1/50 Used Recording Server license channels: 1/5 Export license request Import valid license General Log Level Normal

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.

Refresh	Apply License	Revoke Licens	e		
ld	Camera Name	MAC Address	URL	Enabled	Is Licensed
18943	8C:04:BA:A4:44:A8 1	000012BB49FF	rtsp://192.168.4.102:8901/video?machineid=8C:04:BA:A4:44:A	True	True

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

mera Licensing Recording Server Licensing			
Detected Recording Servers - Use apply	/ revoke to choose w	hich recording servers	s are licensed.
d Apply License	Name	Is Licensed	
844E206D-2D5F-4CBD-BC84-AE55B970C15B	REC1	True	
344E206D-2D5F-4CBD-BC84-AE55B970C15C	REC2	False	

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

and an
File View Action Tools Help

6.2 Videosoft for XProtect Driver

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

Failover Servers			video	<u> SOI</u>					
Open Network Bridge Ser evices lient	Driver Manager	License 1	Manager						
ecurity stem Dashboard	Voltavia contraction VnL http://co.alsot.8600/vsapi/ Username Password Recording Servers								
erver Logs letadata Use coess Control									
22 incidents IB, Transact wideosoft L w indeosoft Sottings & Alarms									
		Name		ld		Default			
	REC1 REC2		844e206d-2d5f-4cbd-bc84 844e206d-2d5f-4cbd-bc84	-ae55b970c15b					
	Set Default								
	Detected Video Sources								
	Refres	sh	Create Driver(s)	IIPI	Has Driver	Eashlad	Is Lisensed	Stream Titel	
	10 0	atenay	Active Source	UNL	has briver	Enabled	is Licensed	Stream ner	

6.2.1 Videosoft Connection URL

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

http://192.168.4.102:8900/vsapi/	
Jsername	
milestone	
Password	

When successful the <u>Detected Video Sources</u> 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.

	X
Error getting Gateways from http milestone. Please check your cre	p://192.168.4.102:8900/vsapi/ for dentials and firewalls.
	OK 1

6.2.2 Recording Servers

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

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

Name	ld	Default	
REC1	844e206d-2d5f-4cbd-bc84-ae55b970c15b	Default	
REC2	844e206d-2d5f-4cbd-bc84-ae55b970c15c		

A prompt will be shown to confirm the selection, use the <u>XProtect Management Client</u> toolbar Save button to apply.

×	
Please save the Milestone Configuration to apply the new settings.	Milestone XProtect Management Client 2023 R1
ОК	File View Action Tools Help

6.3 Add Videosoft Device to XProtect

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

Press Create Driver(s) to start the one click process to automatically add to the default <u>XProtect</u> <u>Recording Server</u>.

Refres	h Creat	e Driver(s)		
d	Gateway	Active Source	URL	Has Driver
C:04:BA:	. Gateway v1.2.98	8 - ONLINE CAM1		NO

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 <u>Videosoft Bridge</u> address will be shown in the URL field and Has Driver will update to YES.

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. concom	oronic Differ(b)			
ld	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 <u>XProtect Management Client</u> under <u>Site Navigation</u> go to <u>Servers</u> > <u>Recording Servers</u> then open the <u>XProtect Recording Server</u> used for <u>Videosoft devices</u>.

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: XProtect Video channel name: XProtect Metadata channel name: <Gateway-Name> (<Gateway-ID>_<Stream-Number>) <Gateway-Name>_<Stream-Number> videosoft Driver (<service-generated-IP>) - Metadata 1

Milestone XProtect Management Client 2023 R1	-	
View Action Maintenance Tools Help		
19 😧 🗢 🛍		
Navigation v P X Recording Server	V Properties	
WIN-KP1EIQ88ESM - (23.1a)	V	
Basics	- Hardware information	
License Information	Name:	
Gateway v1.2.98 1 (8C:04:BA:A4:44:A8	Gateway v1.2.98 1 (8C:04:BA:A4:44:A8_1)	
Gateway v1.2.98 1		
- Axis One-click Camera Connection videosoft Driver (169.154.29.59) - N	ata 1 Description:	
Gateway V1.2.36 2 (80:04:BACA4444:A8)	videosoft driver Machineld=8C:04:8A:A4:44:A8, StreamId=1	
D Recording Servers		
Failover Servers		
Nobile Servers		
- Devices		
Calleias Microphones	Model:	
- Ø Speakers	videosoft Driver	
- Wetadata	Sarial number:	
do Input	SN00.00.12.9P.9P.D9	
- 😯 Output	3400.00.12.00.30.00	
🕀 💷 Client	Driver:	
- III Smart Wall	videosoft Driver	
- 🞦 View Groups	Address:	
- 🛃 Smart Client Profiles	http://169.154.29.59:39896/	
Management Client Profiles		
- 💭 Matrix	MAC address:	
Use and Events	00:00:12:86:96:08	
Time Burflag	Product version:	
Valification Profiles	1.0	
Ideardafinad Fuenta	Password last changed:	
- Analytice Events		
- Generic Events		
- Webhooks	Hardware data last updated:	
🗉 🚳 Security	13/06/2023 15:59 Update h	hardware
- Roles		
- 🔒 Basic Users	🔿 t. (. 🖓 Cattions 🚯 Events 📲 Remote Rational	
System Dashboard	1 Into 19 Securitys Coveris Remote Redreval	
Current Tasks Preview		→ ‡
System Monitor	Live: 1280x720 7KB	
System Monitor Thresholds		
Configuration Departs		
Configuration Reports		
October Logo		
- W Metadata Cascob	and the second sec	
- Control		
	Gateway v1.2.98 1	

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



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

Detected Vide	eo Source	es			
Refresh		Create Driver(s)			
ld	Gateway	1	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 <u>Active Source</u> shows a duplicated camera source. This can be updated from the <u>XProtect Smart</u> <u>Client</u> > MIP plug-ins > Videosoft > <u>Gateway Source List</u> > Change Camera Source

Refresh		Create Driver(s)			
ld	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.

Camera	Source		
Gateway v1.2.98 1	CAM1		
Gateway v1.2.98 2	Change Camera Source	•	CAM1
	Change Camera Profile Open in OpenStreet maps	•	CAM2
	Refresh all gateways		

6.4.1 Hardware Device Settings

<u>General</u>

- 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>

recording Server	Properties	v ₽
Fiter	videosoft Driver	V
	✓ General Log Level Normal Module ID Stream ID General	

6.4.2 Video Device Settings

The driver has settings for 'Stream 1' only

- Ignore timestamps from source [False (Default) / True]
 - 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 <u>Videosoft Gateway</u> model or version. Below is an example;

1. 256x144 1fps 6kbps	
2. 256x144 4fps 20kbps	
3. 512x288 1fps 20kbps	
4. 512x288 6fps 80kbps	
5. 512x288 12fps 125kbps	
6. 512x288 25fps 250kbps	
7. 1024x576 1fps 120kbps	
8. 1024x576 6fps 300kbps	
9. 1024x576 12fps 500kbps	
10. 1024x576 25fps 750kbps	
11. 1280x720 1fps 150kbps	
12. 1280x720 6fps 450kbps	
13. 1280x720 12fps 650kbps	
14. 1280x720 25fps 1400kbps	
15. 1920x1080 1fps 400kbps	
16. 1920x1080 6fps 1000kbps	
17. 1920x1080 12fps 1800kbps	
18. 1920x1080 25fps 3000kbps	
19. native	
8	



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

• Depending on the project requirements and video transmission recommendations

URI (rtsp://, rtsps://) – This is automatically generated via the vidoesoft Driver.

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

Supported URL

- rtsp://[username:password]@[ip_address]:[rtsp_port]/ video?machineid=[gateway-ID]&streamid=[stream-ID]&gop=[keyframe-gap-sec]
- rtsps://[username:password]@[ip_address]:[rtsp_port]/ video?machineid=[gateway-ID]&streamid=[stream-ID]&gop=[keyframe-gap-sec]
 - username / password Auto-generated and filled with <u>Videosoft CCS</u> connection details used by <u>Videosoft Bridge</u> 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 <u>Videosoft Bridge</u> 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 <u>Videosoft CCS</u> gateway ID of device
- stream-ID Stream channel of gateway device

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

Fiter	Videosoft Driver	
	A&_1) Stream 1 Ignore timestamps from source Stream Profile TCP or UDP URI (rtsp://, rtsps://)	False 1.256x144 1/ps 6kbps TCP rtsp://admin:admin@192.168.4.102:8901/video?mac

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 <u>XProtect Metadata channel</u>. This enables <u>XProtect Smart Client</u> location searches and other location analytics, and the possibility to display the location on GIS maps using 3rd party software (example: <u>ORBNET Live Maps</u>).



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

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)

Recording Server 🗸 🦊	Properties	~ ₽
Fiter V	videosoft Driver	
Image: Control of the second secon	V videosoft GPS Metadata Metadata - Hours before triggering "videosoft - No GPS Metadata - Source Valid time (seconds) Valid time (seconds) videosoft GPS Metadata	24 MetadataSourcevideosoftGPS 5
Preview		- ª X
	videosoft Driver (169.71.210.106)	

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 <u>XProtect Management Client</u> 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

lame:	/ideosoft		
escription:			
ctive:]		
	Step 1: Type of rule		
Select the rule type you	want to create		
Perform an action of Perform an action in	n <event></event>		
Perform an action in Perform an action of	a time interval		
	Select an Event	×	
	videosoft - No Metadata Received For X Hours	^	
	videosoft - Video Stanted		
	Window tampering started		
Edit the rule description	Vindow tampering stopped		_
Perform an action on ex	Predefined Events		_
from devices/reco			
	System Monitor		
	🕀 🕂 Other	~	
	OK Cancel		
	Canoor		

- 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

<u>XProtect Alarm Definitions</u> can be created with <u>videosoft Driver</u> events.

The below alarm shows an easy method to create an alarm that would be triggered by a <u>No Metadata</u> 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.

Alarm Definitions	Alarm definition		
Stateway CAM1 Videosoft GPS - Gateway CAM1 Videosoft Started - Gateway CAM	Enable:		
- & Videosoft Stopped - Gateway CA	Name:	Videosoft GPS - Gateway CAM1	
	Instructions:		^
	Trigger		×.
I	Triggering event:	Device Events	~
I		videosoft-No Metadata Received For XHours	~ ~
	Sources:	Gateway v1.2.98 1	Select
I	Activation period		
I	Time profile:	Always	~
	O Event based:	Stat	Salact
		Stop:	Select
	Мар		
	Alam manager view:	O Smart map	
		Map	
	Related map:		v
I	Operator action required		
I	Time limit:	1 minute	~
I	Events triggered:		Select
I	Other		
I	Related cameras:		Select
I	Initial alarm owner:		~
I	Initial alarm priority:	1: High	~
I	Alarm category:		~
I	Events triggered by alarm:		Select
I	Auto-close alarm:		
	Alarm assignable to Administrators:		

7 User Guide - XProtect Smart Client

7.1 Videosoft User interface

From a <u>XProtect Smart Client</u> machine with the Videosoft for XProtect plugins installed. You will be able to access a new dedicated Videosoft user interface under the <u>MIP plug-ins</u> 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 <u>hh, mm or ss</u> and type or use <u>up/down</u> 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 <u>XProtect Smart Client</u> otherwise XProtect recordings will be of Playback

<u>Recommended</u> 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.

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

As Default the past hour is selected.

🤟 Total Recal Clip Time Selector	- 🗆 X	
Camera/Source Selector		Camera/Source Selector –
Gatreway ID Sou	urce	Update the Gateway video source if required
Gateway v1.2.98 CAI	M1	opdate the dateway video source in required
Gateway v1.2.98 CAI	M2	
<	End Time	
		Start Time , End Time –
Mon Tue Wed Tu Fri Sat Sun 29 30 31 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 1 2 3 4 5 6 7 8 9	June 2023 June 2023 Mon Tue Wed Thu Fri Sat Sun 29 30 31 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 1 2 3 4 5 6 7 8 9	Update the required date for the required clip file
13:29:30	14:29:30	hh:mm:ss time selection
Close	Download	[Close] Press to close window, [Download] Start clip download process

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

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→ ~ ↑ 🗖	> a	dministrator > Desktop	~	Q	Search Desi	ctop	Q
rganize 🔻 Ne	w fol	der					•
	^	Name		Date m	odified	Туре	
🖈 Quick access		CAM1 13-05-2023 11-58-24 1	3-06-2023 1	13/06/2	023 14-58	MKV Video	
Desktop	*	CAM1 13-06-2023 13-33-10 1	3-06-2023 1	13/06/2	023 16:33	MKV Video	
🕹 Downloads	*	CAM1_13-06-2023 15-40-21_1	13-06-2023 1	13/06/2	023 18:04	MKV Video	
Documents	*	CAM1_13-06-2023 15-45-27_1	13-06-2023 1	13/06/2	023 17:59	MKV Video	
E Pictures	*						
This DC	~	<					
File <u>n</u> ame:	CAN	M2_14-06-2023 11-30-50_14-06-2023 12	2-30-50				_
Save as <u>t</u> ype:	MK	/ Files					

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

Close	Download

Once completed a <u>Download complete!</u> 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 <u>Videosoft Gateway</u> 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 <u>Videosoft Gateway</u> device settings.

Camera	Source
Gateway v1.2.98 1 Gateway v1.2.98 2	Change Camera Source Change Camera Profile Open in OpenStreet maps Refresh all gateways

• Change Camera Source – This allows for the connected <u>Videosoft Gateway</u> source to be updated to another available camera source.



Camera sources must be configured at the <u>Videosoft Gateway</u> first. This is currently the only way to change the <u>Camera Source</u> configured for the <u>XProtect Recording Server</u> hardware device.

Camera	Source		
Gateway v1.2.98 1	CAM1		
Gateway v1.2.98 2	Change Camera Source	•	CAM1
	Change Camera Profile Open in OpenStreet maps Refresh all gateways		CAM2

• Change Camera Profile – The camera profile relates to the resolution, frame rate and bitrate sent from the <u>Videosoft Gateway</u> for the listed camera source.



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



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

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

Application	Option	Setting		Follow server
Panes	Multicast	Enabled	•	\checkmark
Functions	Hardware acceleration	Auto	•	\checkmark
	Maximum decoding threads	Auto	•	\checkmark
Timeline	Adaptive streaming	Disabled		\checkmark
Export	Deinterlacing	No filter		\checkmark
Smart map	Video diagnostics overlay	Level 1	-	
	Time zone	Local	-	\checkmark
Search	Custom time zone	(UTC+01:00) Brussels, Copenhagen, M	la 🔻	\checkmark
Joystick	PDF report format	A4		
Keyboard	PDF report font	Microsoft Sans Serif	•	
Reyboard	Logging (for technical support)	Disabled	•	
Access control				
Alarm Manager				
Advanced				
Language				
Help				Close

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

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<u>Video diagnostic overlay</u> shown in the camera display.



• Open in Open Street maps – Only shown when the <u>Videosoft Gateway</u> 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 <u>OpenStreetMaps</u> website.

Camera	Source		
Gateway v1.2.98 1	CAM1		
Gateway v1.2.98 2	Change Camera Source		
	Change Camera Profile		
	Open in OpenStreet maps		
	Refresh all gateways		

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



• Refresh all gateways – When pressed this will refresh the list of <u>Videosoft Gateways</u>.



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.

 <u>Videosoft Gateway</u> camera source unavailable. An IP camera connected to the <u>Videosoft</u> <u>Gateway</u> may be offline.



• <u>Videosoft Gateway</u> reloading. Generally, only shown for a short period of time.



No <u>Videosoft Gateway</u> recordings available. Recording might need to be enabled on the <u>Videosoft Gateway</u> or the timeframe required changed.



• Unknown <u>Videosoft Gateway</u> error. Recommend to restart the Videosoft Bridge Service.



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8 Troubleshooting

8.1 XProtect Event Server Installation

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

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

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



8.2 Videosoft User Interface shows compressed display

If the <u>XProtect Smart Client</u> shows the <u>Videosoft user interface</u> compressed and incomplete. This relates to <u>Windows Display Scale</u>. 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 <u>Display Scale</u> to 100%. Close and reopen the <u>XProtect Smart Client</u>.

Anna Davida Mar Davidas Serianas	System > Display				
d a setting Q	Scale & layout				
System	Scale Change the size of text, apps, and other items	150% ~ >			
Bluetooth & devices	Display resolution Adjust the resolution to fit your connected display	3840 × 2160 (Recommended) V			
Personalisation	☐> Display orientation	Landscape ~			
Accounts	Related settings				
Time & language Gaming	Advanced display Display information, refresh rate	>			
Accessibility	Graphics	>			
Privacy & security Windows Update					

Or Right click the <u>XProtect Smart Client</u> 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 <u>XProtect Smart Client</u>.

Security	Details	Previo	us Versions	
General	Shortcut	C	ompatibility	
this program isn't y running the com	working correctly on the shorter the state of the shorter the shor	his version o	f Windows,	
Run compatibilit	ty troubleshooter		XProtect Smart Client 2023 R1 (64-bit) Pro	perties ×
low do I choose c	compatibility settings m	anually?	Choose the high DPI settings for this program.	
Compatibility mod	le	_	Program DPI	
Run this prog	ram in compatibility mo	de for:	Use this setting to fix scaling problems for	r this program
Windows 8 $$		\sim	Open Advanced scaling settings	
Settings Reduced cold B-bit (256) colou Run in 640 x Disable full-sc	ur mode r		changes after you sign in to Windows. Wind this scaling problem for this program by using for your main display when you open this pro Use the DPI that's set for my main display wi I signed in to Windows Learn more	ows can try to fix y the DPI that set ogram. hen
Hun this program as an administrator Register this program for restart Change high DPI settings		NT	High DPI scaling override Override high DPI scaling behaviour. Scaling performed by:	
			System	~
Change sett	tings for all users		ОК	Cancel