IRISITY

innoVi – Milestone XProtect

Integration Guide

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1. Integration Overview

Integration of Milestone's XProtect with Irisity's innoVi offering provides a video analytics solution in which events of interest are detected through real-time analysis of multiple video sources and sent as alarms to Milestone XProtect Smart Client.

1. 1. About this Guide

This guide outlines how to deploy and configure the integration of Irisity's innoVi solution and Milestone XProtect system.

1.2. Supported Milestone XProtect Editions & Versions

innoVi integration aligns with your Milestone XProtect deployment to support your needs. It supports the use of Milestone XProtect XPE, Milestone XProtect XPCO and also Milestone Open Network Bridge deployment.

Check this page (https://irisity.com/support/) for supported Milestone XProtect versions.

1.3. Support for Milestone Interconnect

Milestone Interconnect is a central surveillance hub allowing integration of smaller, remote Milestone XProtect installations. Thus, it serves as a central site for video stream access. Integrated with the innoVi analytics solution, you can receive a centralized view of the innoVi alarms from dispersed Milestone sites (individually integrated to innoVi) in your Milestone Interconnect smart client tool. For more details, refer to Milestone Documentation: https://doc.milestonesys.com/latest/en-US/feature_flags/ff_interconnectedproducts/mc_configuringmilinterconnect.htm?TocPath=XProtect%20VMS%20products|XProtect%20VMS%20administrator%20manual|Configuration|_____29

1.4. Time Synchronization

innoVi provides time synchronization options that are also supported as part of the Milestone XProtect integration. Detected events in innoVi can be synced to one of the following:

- Detected events synced to the innoVi Edge device time − syncs Milestone XProtect cameras with the innoVi Edge device timing. Relevant for Milestone XProtect when Open Network Bridge is not deployed.

- **Recommended:** Detected events synced to the video stream time (when available) − supported for Milestone Open Network Bridge deployed cameras. This method provides the best sync between innoVi and Milestone XProtect.

NOTE: For more information on Milestone Open Network Bridge solution, refer to this documentation: https://doc.milestonesys.com/latest/en-US/portal/htm/chapter-page- onvif.htm?tocpath=Third-party%20integrations%7CMilestone%20Open%20Network%20Bridge%7C_____0

# 2. Map Cameras

→ Before you start

The innoVi-Milestone XProtect integration targets cameras (or rather the camera's video streams) defined in Milestone XProtect and maps them to innoVi. This mapping procedure means that the camera must be defined in innoVi and that the Camera's ID often named GUID (Globally Unique Identifier) in Milestone is required to identify and link the camera in innoVi. In this way, the MIP Plugin can identify the source cameras and their detected events.

This procedure also supports Milestone Interconnect. When retrieving the camera's GUID, make sure to do so for the relevant Milestone Interconnect version and tools.

→ ➢ To retrieve the camera ID, perform the following:

XProtect Professional+

1. Open configuration.xml file located in ProgramData/Milestone/Milestone Surveillance/configuration.xml on Milestone server

2. Search for the camera name in the configuration.xml file

3. The camera GUID is shown beneath the camera name:
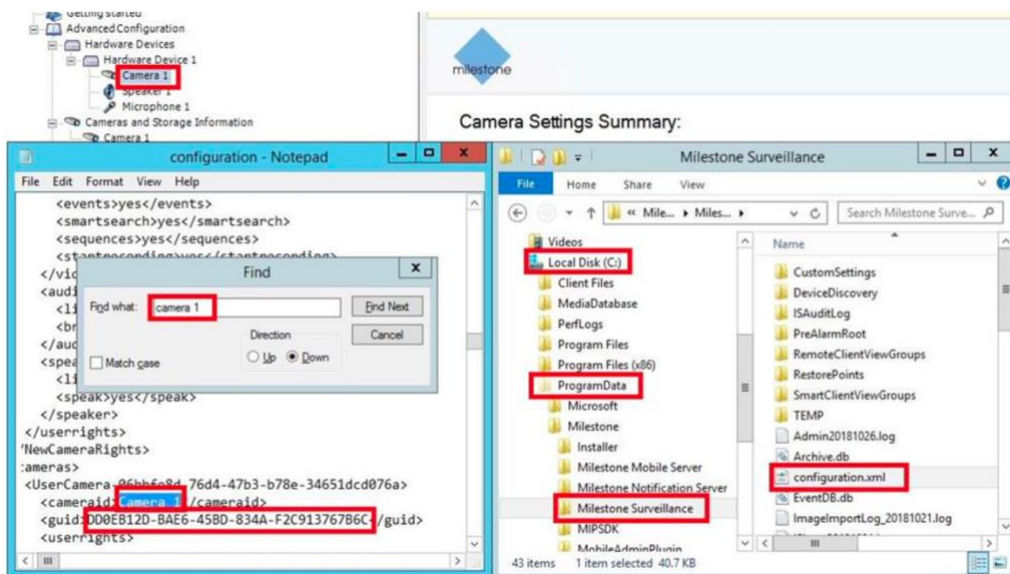
4. Copy the details and keep for use later in innoVi Portal

5. Perform the step for all the relevant cameras

XProtect Corporate

1. In the Milestone Management Client site navigation, select **Devices** > **Cameras**

2. Select the relevant camera, and select its **Settings** tab

3. Press the CTRL key and while pressing down move to **Info** tab. The camera ID details appear

4. Copy the details and keep for use later in innoVi Portal

5. Perform the step for all the relevant cameras
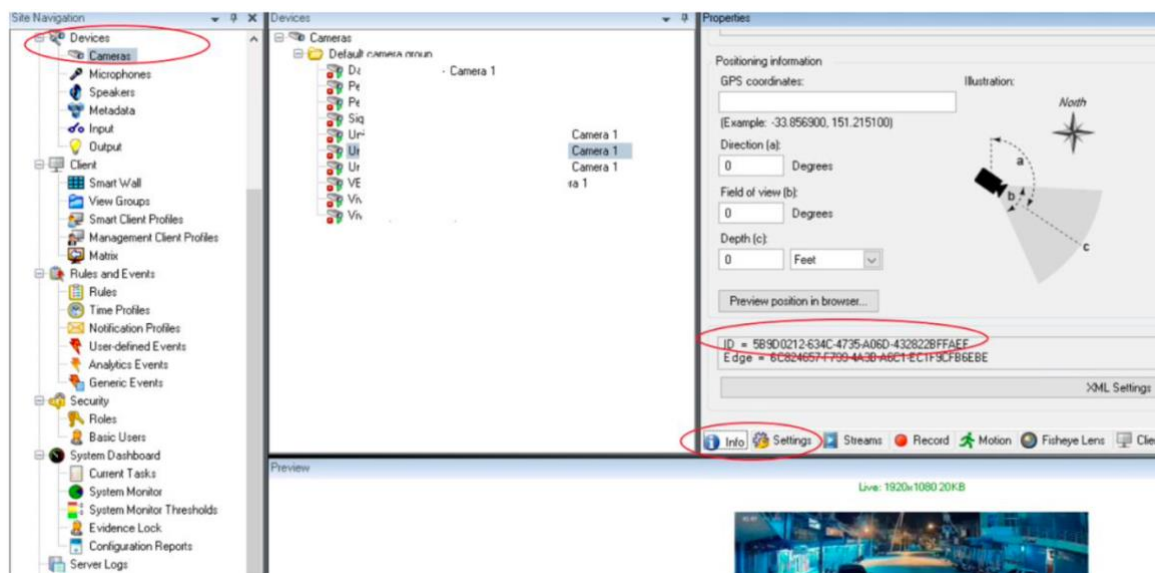
6. Open the innoVi Portal and find the relevant camera

7. In the camera's **Settings** tab, click the **Edit** button

8. In the External ID field, enter the camera ID you retrieved for this camera in the Milestone Management Client. This field is case-sensitive so ensure the camera ID is entered exactly as it was acquired from Milestone

9. **For Milestone Interconnect deployment**, enter the Interconnect specific camera ID in the External ID Field. If this is being added as additional support on top of the Milestone XProtect VMS, then separate the two entries with a comma

10. **For Open Network Bridge deployment only**, use the following URI format in the Video Stream Source field:
rtsp://[user name]:[password]@[Open Network Bridge server IP
or
[hostname]:[Open Network Bridge RTSP port]/live/[camera ID]

To learn more, watch this Milestone tutorial: https://www.youtube.com/watch?v=-LIRbga2LOk

Note: Use the user and password defined in the Management Client for the Open Network Bridge deployment. For camera ID, use the same Camera ID as the one entered in External ID field. Ensure the camera ID is entered exactly as it was acquired from Milestone.

11. **For Open Network Bridge deployment only**, ensure that the **Sync time to stream** toggle switch is enabled. See image:
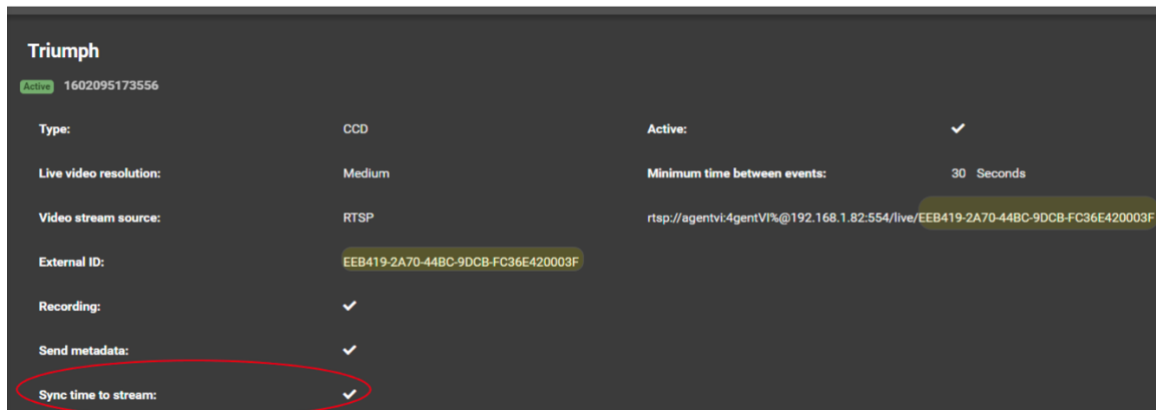
3. Enable Milestone XProtect Integration in innoVi Portal

→ Before you start

This section describes how to create an innoVi service account and token in innoVi Portal to later link to the Milestone management client.

These steps assume that your innoVi account has been set up and that folders, devices and cameras have been configured. If that is not the case, first access innoVi tutorials from the innoVi Support hub to configure your account.

In innoVi, a service account is required in order to later link the Milestone XProtect MIP Plugin to innoVi. The innoVi service account provides a token, which is the identifier used to link the innoVi account to the MIP Plugin.

If connecting multiple innoVi accounts to a single Milestone VMS deployment, this procedure must be performed for each innoVi account.

→ **To generate innoVi Service Account token, perform the following:**

1. Browse to your innoVi account, **Settings** tab

2. Click the **Users** tab

3. Click the **Add** button, select **Service Account**.

4. Enter a meaningful Service Account name such as "Customer 1". Enter a description (optional).

5. Click **Create Service Account**.

6. From the users list, select the created Service Account user, click the arrow next to the **Edit** button and select **Get Token**
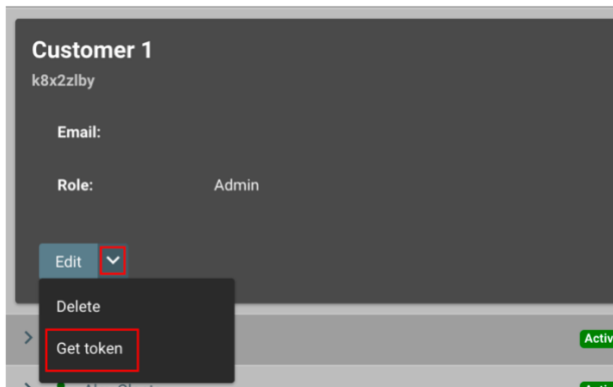
7. Define token expiration if required (by default token never expires)

8. Click **Get token** and note the generated token (to be used in the Event Monitoring MIP plugin configuration):

9. Close the window

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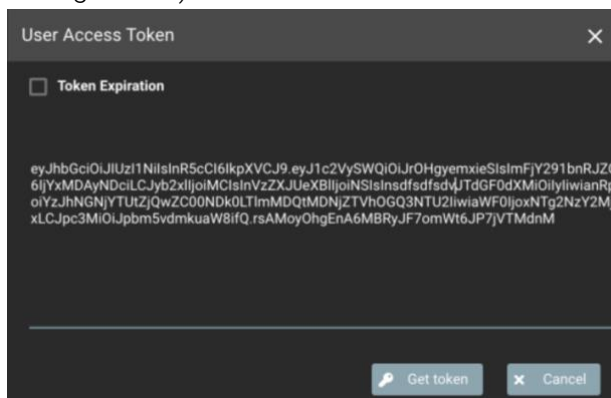
4. Install and Configure innoVi Event Monitoring MIP Plugin

The integration of innoVi and XProtect, based on the Milestone Integration Platform (MIP), offers these benefits:

- Simple to configure. It takes just a few steps to be able to receive events for any number of cameras and any number of analytics rules per camera

- You can view past events, navigate to a video recording of a specific event, and view analytics tracking for that event

Note: To receive innoVi events in Milestone, make sure that all Milestone Event Server machines and/or Milestone Management Client machines have outbound TCP access to *.innovi.io:443

4.1. Download and Install innoVi Event Monitoring MIP Plugin

→ Before you start

Install the innoVi Event Monitoring MIP Plugin on *all* PCs hosting:

- Milestone XProtect Event Server

- Milestone Client (Management or Smart Client)

- Milestone Interconnect server and management applications

Note: If an earlier version of the Event Monitoring MIP Plugin is already installed, install the new version on top of it (i.e., upgrade).

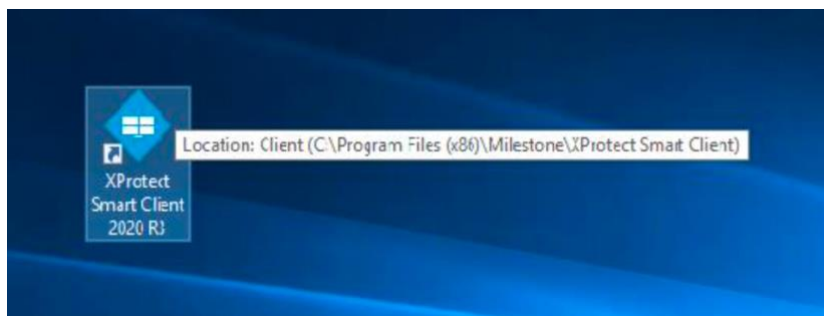→ To install the innoVi Event Monitoring MIP Plugin (or upgrade from a previous version), do the following:

1. Close Milestone's Management Client application.

   Download the latest plugin version from this page: https://www.irisity.com/support/
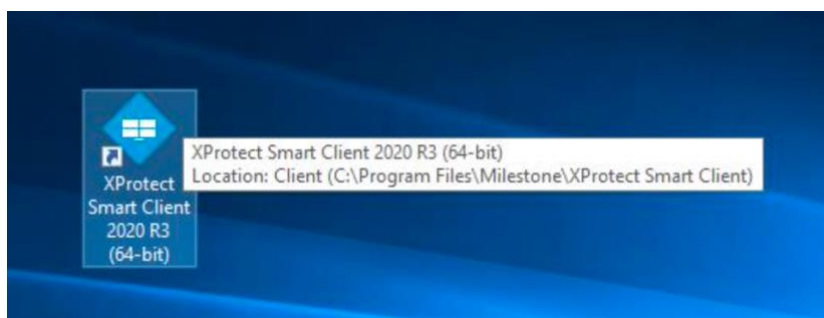
Identify your Milestone Smart Client version:

32-bit:

64-bit:

The zip file contains the two plugin versions:

- 32-bit (x86)

- 64-bit (x64)

2. Select the version relevant for your client. Run the innoVi Event Monitoring MIP Plugin install wizard. Follow the instructions until the installation is completed
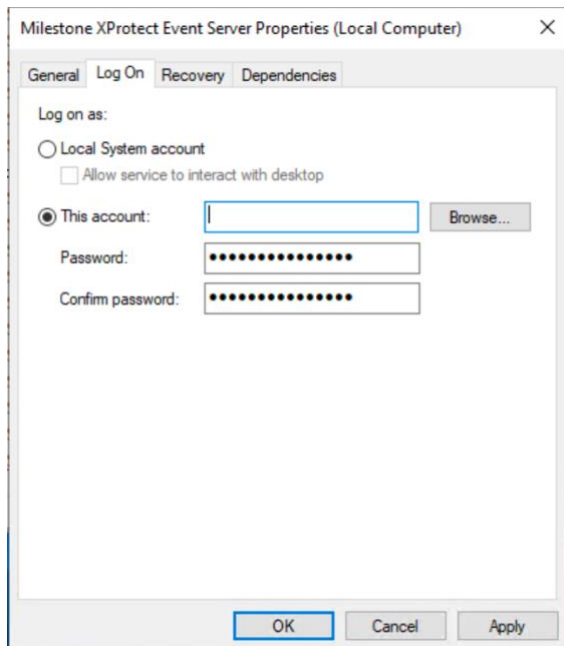
For initial installation:

3. The Event Server service should be run with an Administrator user.
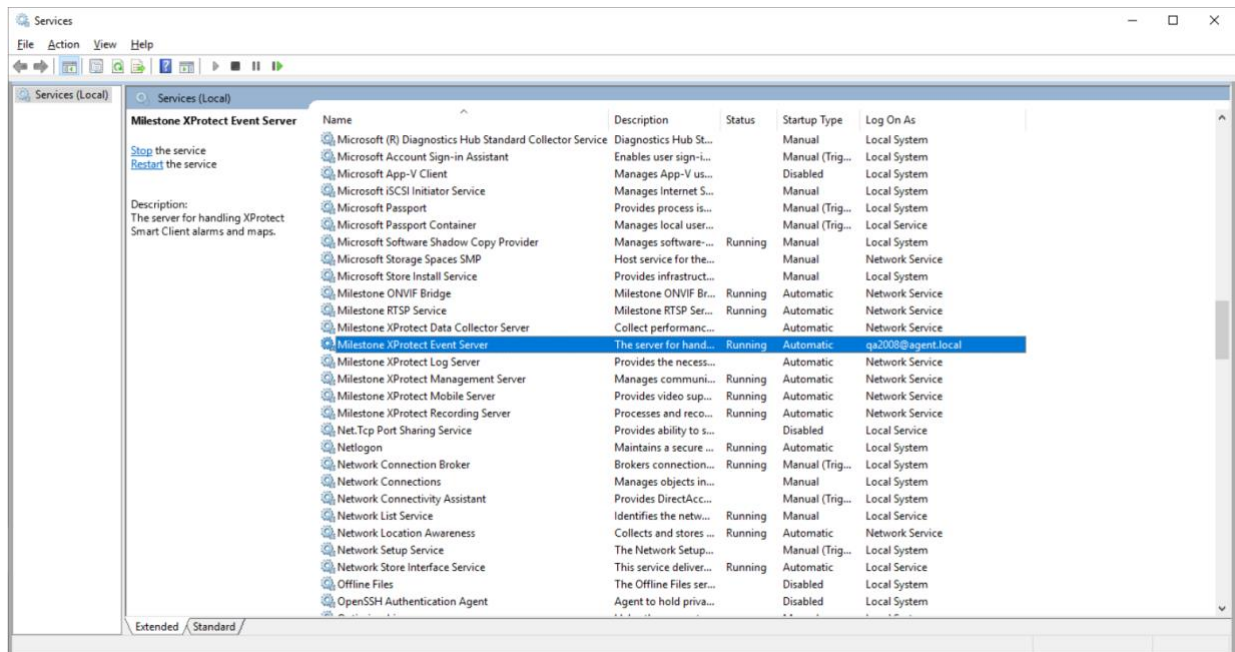
   In the Properties tab of the Event Server service, select the Log On tab and check the **This account** radio button.

   Click Browse and navigate to a user privileged to log as Administrator. Populate the Password fields as required.

   Click **OK.**

Open the windows **Services** panel and restart the **Milestone XProtect Event Server** Service.

4. Open Milestone's client applications as required

4.2 Initialize innoVi in Milestone Management Client

The integration supports the following methods:

- **innoVi Core**
  Send analytics events and events' overlay from innoVi Core to Milestone

- **innoVi Edge**
  Send analytics events from innoVi Edge to Milestone.
  Live overlay is available in Milestone Smart Client.

  o When Core is available

    - Events' overlay is available in Milestone Smart Client

  o When Core is NOT available

    - Events' overlay is available in Milestone Smart Client for 4 seconds before the event time

Notes:

1. The purpose of this option (core not available) is to enable continued support of events' transfer to Milestone, if the core is not available for **short-time periods**

2. If the Edge Device is restarted for any reason while the core is not available, the connection to the cameras is lost. The core must be available to renew connection

3. Schedules for rules are updated in the Edge Device every 24 hours. If the core is not available for more than 24 hours, the Edge Device stops generating events

Requirements for innoVi Edge integration:

- Run Milestone Smart Client as administrator

- In the Properties / Logon tab of the Milestone Event Server service, select an administrator user

- External ID changes

  Changes in camera External ID can be made in Milestone and/or in innoVi. Do the following:

  o Change in Milestone: restart Milestone Event Server service to review the change immediately or wait up to 15 minutes and the change will take effect

  o Change in innoVi: restart Milestone Event Server service to review the change

Close and re-open the Milestone Smart Client

o Following a change of integration type (innoVi Core / innoVi Edge), restart Milestone Event Server service and Close and re-open the Milestone Smart Client

→ To initialize the integration, do the following:

1. Open the Milestone Management Client

2. In the navigation tree, expand **MIP Plug-ins → innoVi Event Monitoring**

3. Right-click **innoVi Event Monitoring server** and select **Add New**…

Note: If connecting multiple innoVi accounts to a single Milestone VMS deployment, perform this step and following steps per innoVi account.
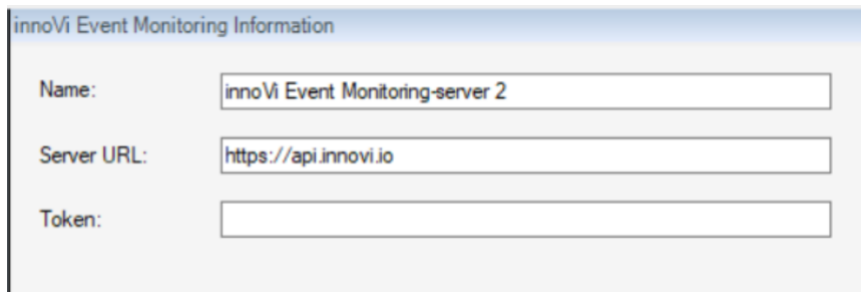
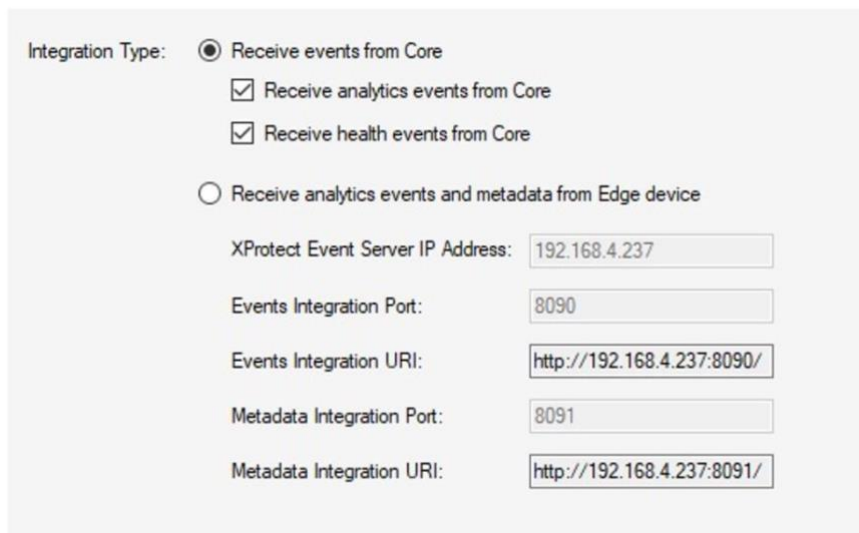The following **innoVi Event Monitoring Information** window appears:
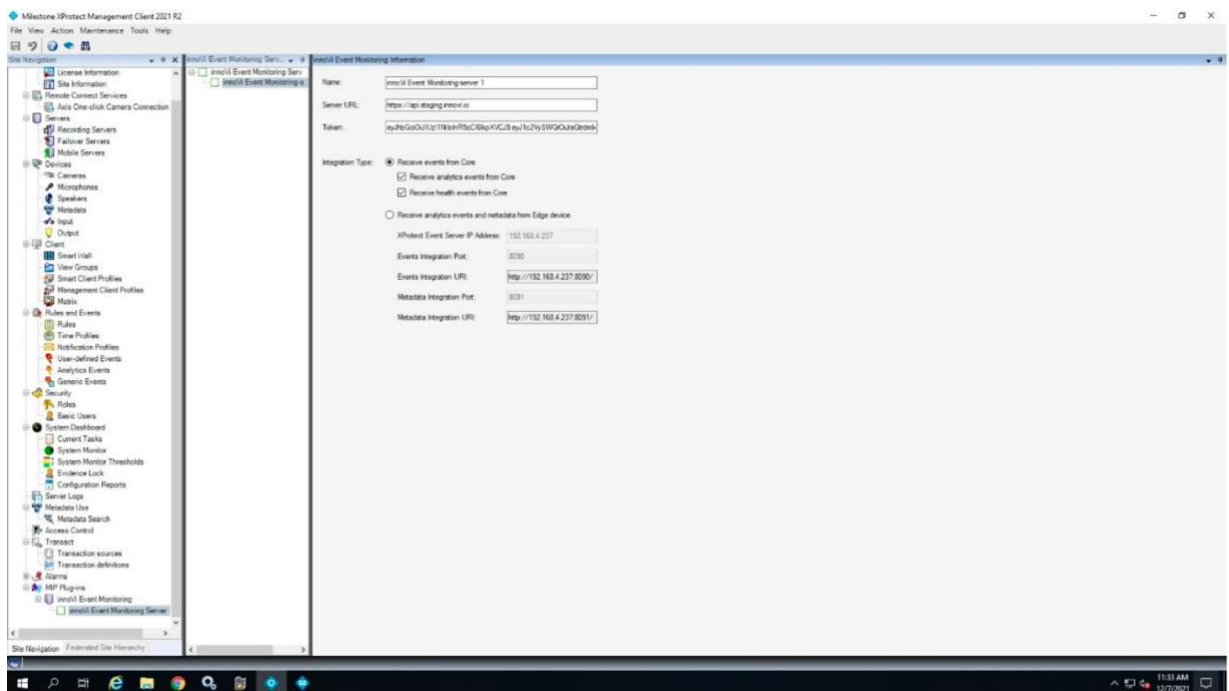
4. Select the required integration method:

For Core integration
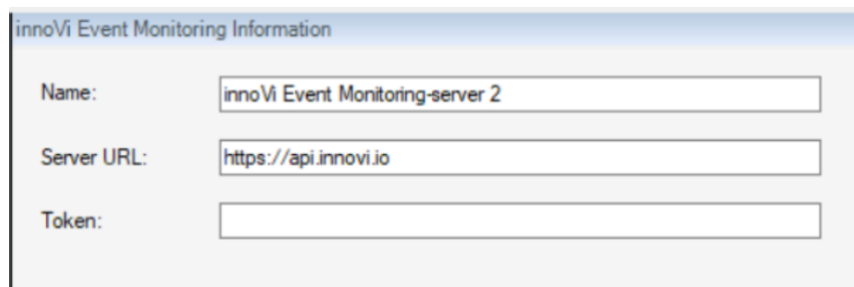
- Populate the following fields in the window:

- **Name:** Change as per your preference
- **ServerURL:**
  - Irisity hosted deployment: https://api.innovi.io
  - Customer hosted (on premise) deployment: https://api.innovi.app
- **Token:** paste the innoVi token you saved as part of your service account

- Mark the events you want to receive from innoVi: Analytics events, health events or both.

- **XProtect event Server IP Address:** enter the relevant IP address
  The remaining fields are not applicable.

For Edge integration:
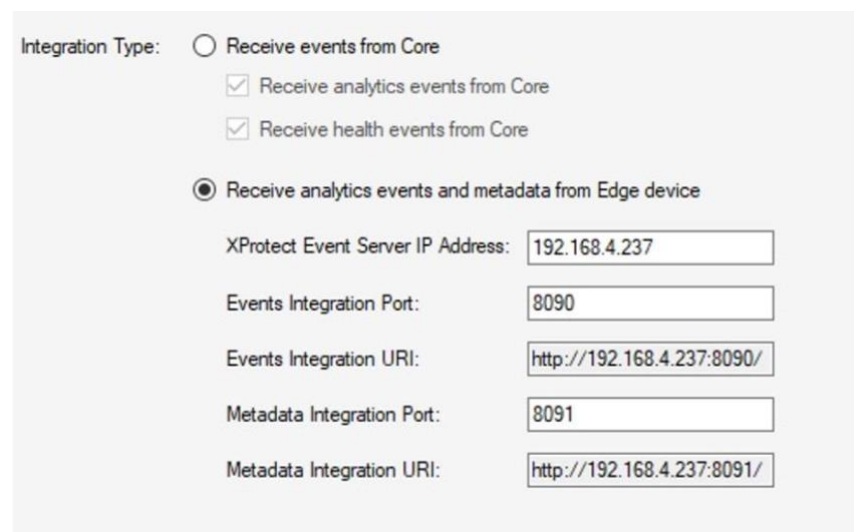Populate only the **Name** field in the **innoVi Event Monitoring Information** window:

- **XProtect event Server IP Address:** enter the relevant IP address

- **Events Integration Port:** enter the relevant Port. Once entered the value of the **Events Integration URI** field is automatically updated. If you perform this configuration on the Milestone Event Server, keep the **Events Integration URI** value to be used in the Edge integration definition in innoVi (see next chapter)

- **Metadata Integration Port:** enter the relevant Port. Once entered the value of the **Metadata Integration URI** field is automatically updated. If you perform this configuration on the Milestone Event Server, keep the **Metadata Integration URI** value to be used in the Edge integration definition in innoVi (see next chapter)

5. Exit the screen and select **Save** when prompted

6. Ensure that Analytics Events are enabled by doing the following:

    - From the Tools tab at the top, select **Options**. The Options panel opens.

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- Select the **Analytics Events** tab and ensure that the **Enabled** field is checked.

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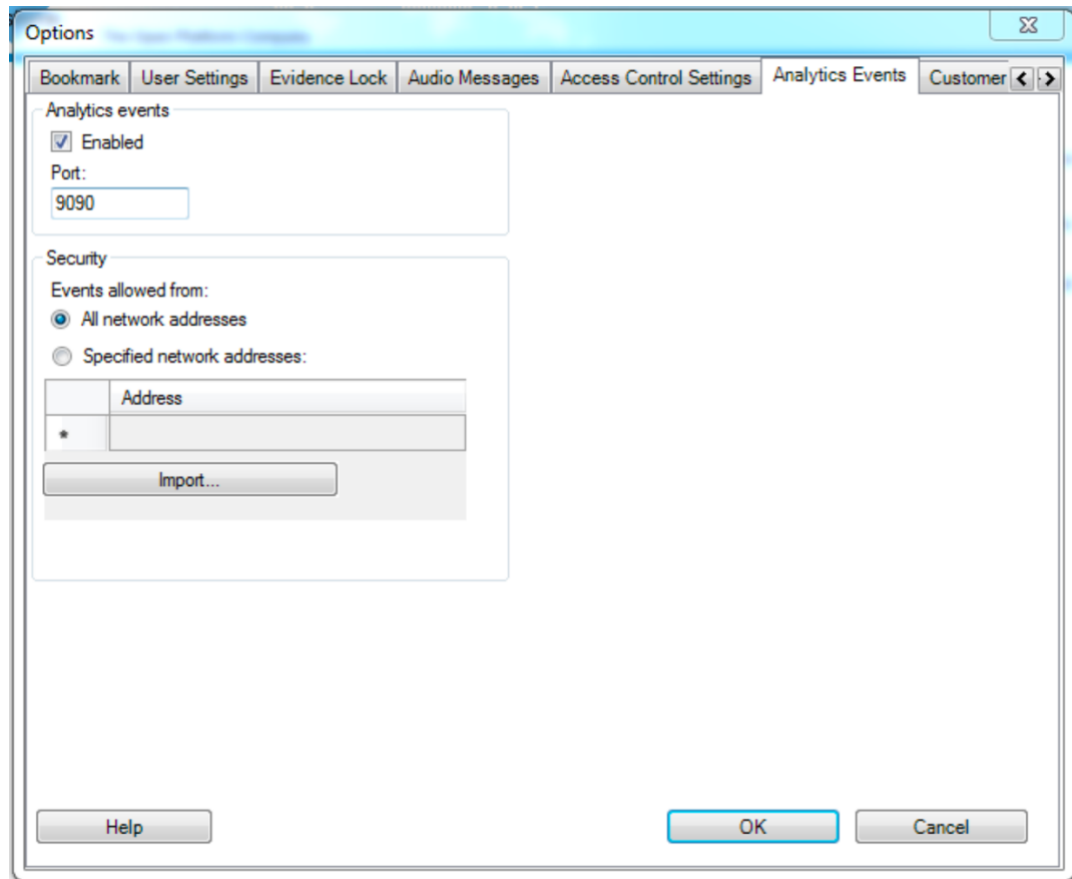
5. Enable Edge integration in innoVi

Perform the following actions when integrating innoVi to Milestone using the Edge integration option

5.1. Define Integration Targets in innoVi
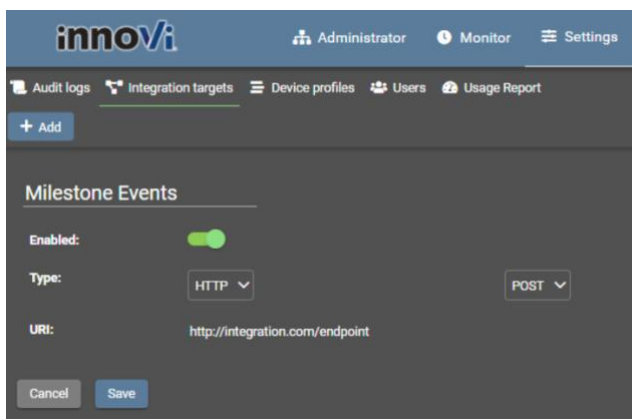
The Integration Targets in innoVi are the system wide definitions required for innoVi to integrate with Milestone. You will define the endpoints that can receive the events and metadata sent by innoVi.

To define the Integration Targets in innoVi, do the following:

1. Log in to your innoVi account.

2. From the top module bar, select **Settings**.

3. Select **Integration Targets**.

4. Click the **Add** button. The Integration Target screen appears.

5. Define the following:

   Events integration

   a) Target name: Define a meaningful name such as **Milestone Events**

   b) Ensure toggle switch is Enabled

   c) Type: Keep default values HTTP and POST

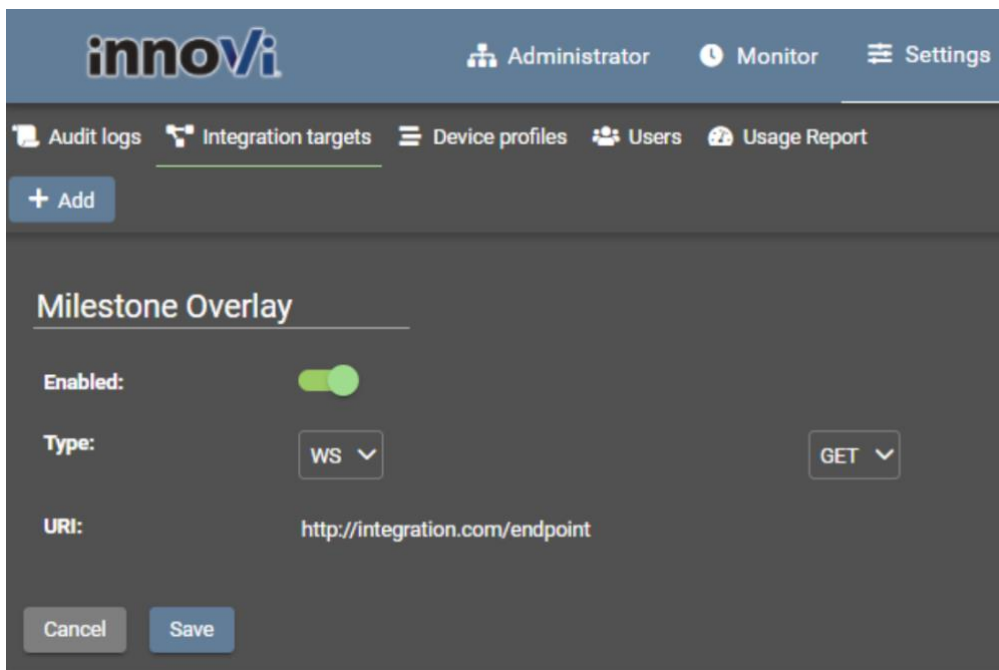   d) URI: Enter the same URI you have defined in the MIP Plugin installed on the Milestone Event Server

   Click **Save**. The integration Target is defined and is listed in the Integration Targets list

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Metadata Integration (for overlay display)

Define the following:

a) Target name: Define a meaningful name such as Milestone Overlay

b) Ensure toggle switch is Enabled

c) Type: Change to WS and GET

d) URI: Enter the same URI you have defined in the MIP Plugin installed on the Milestone Event Server
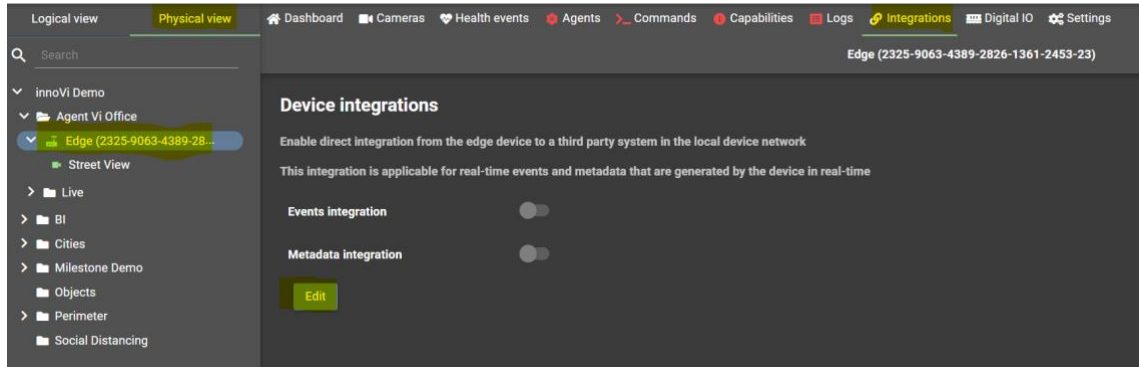

Click **Save**. The integration Target is defined and is listed in the Integration Targets list

## 5.2. Define Edge Integrations in innoVi

The Edge Integrations in innoVi are the innoVi Edge specific definitions required for innoVi to integrate with Milestone. Perform the following for each innoVi Edge you want to integrate with Milestone.

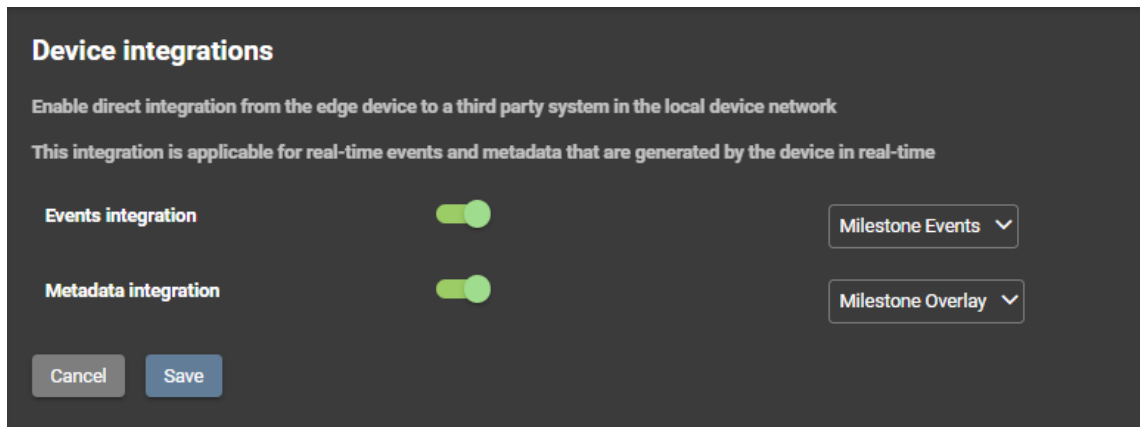To define the Edge Integration in innoVi, do the following:

1. Log in to your innoVi account

2. Select **Physical View**

3. Select the **innoVi Edge** for which you want to define the integration

4. Select **Integrations**

5. Click **Edit**
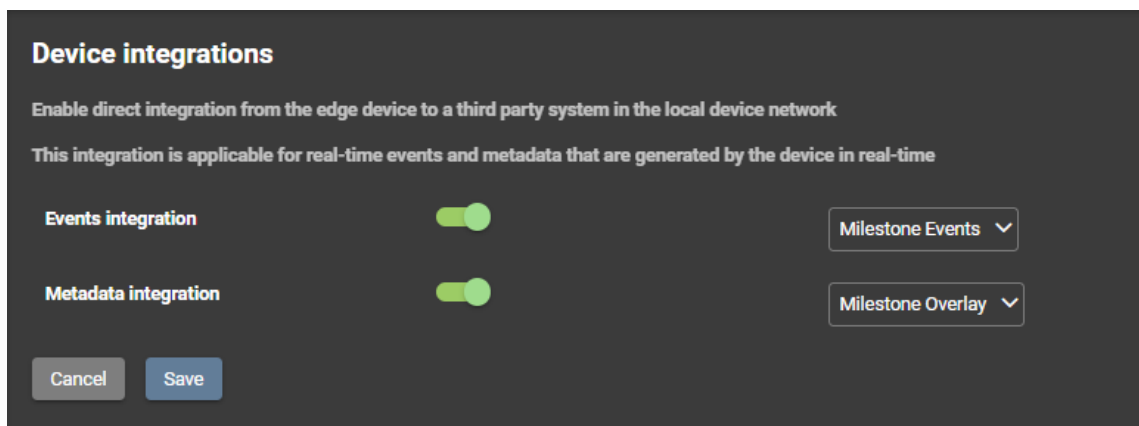
6. Enable **Events Integration** and select the relevant Integration Target you have previously defined (in this example – **Milestone Events**)

7. Enable **Metadata Integration** and select the relevant Integration Target you have previously defined (in this example – **Milestone Overlay**)

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8. Click **Save**

6. Synchronize Milestone Server Time to innoVi Edge Time

→ Before you start

As mentioned in the Time Synchronization section, innoVi supports time sync to the innoVi Edge device time. The innoVi device and the Milestone server time definitions must therefore be synchronized. Verify that the NTP (Network Time protocols) are synchronized.

Note: If your deployment is synced to the video stream time using the Milestone Open Network Bridge solution, disregard this section.
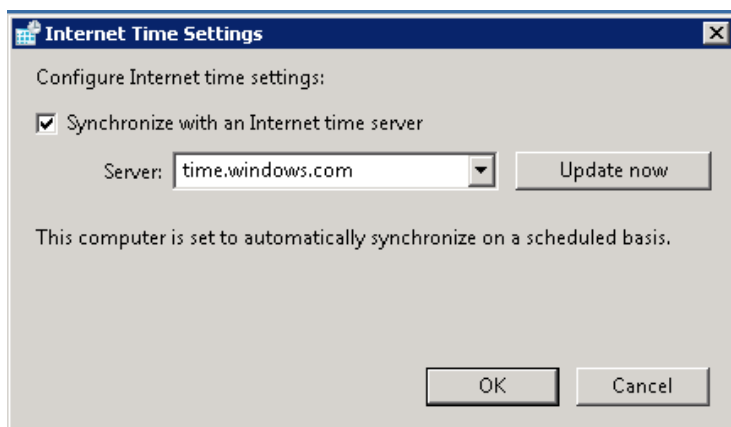
→ To Verify that the Milestone Server time is synchronized to innoVi Edge device time, do the following:

1. Open windows Date and Time panel and select **Internet Time**.

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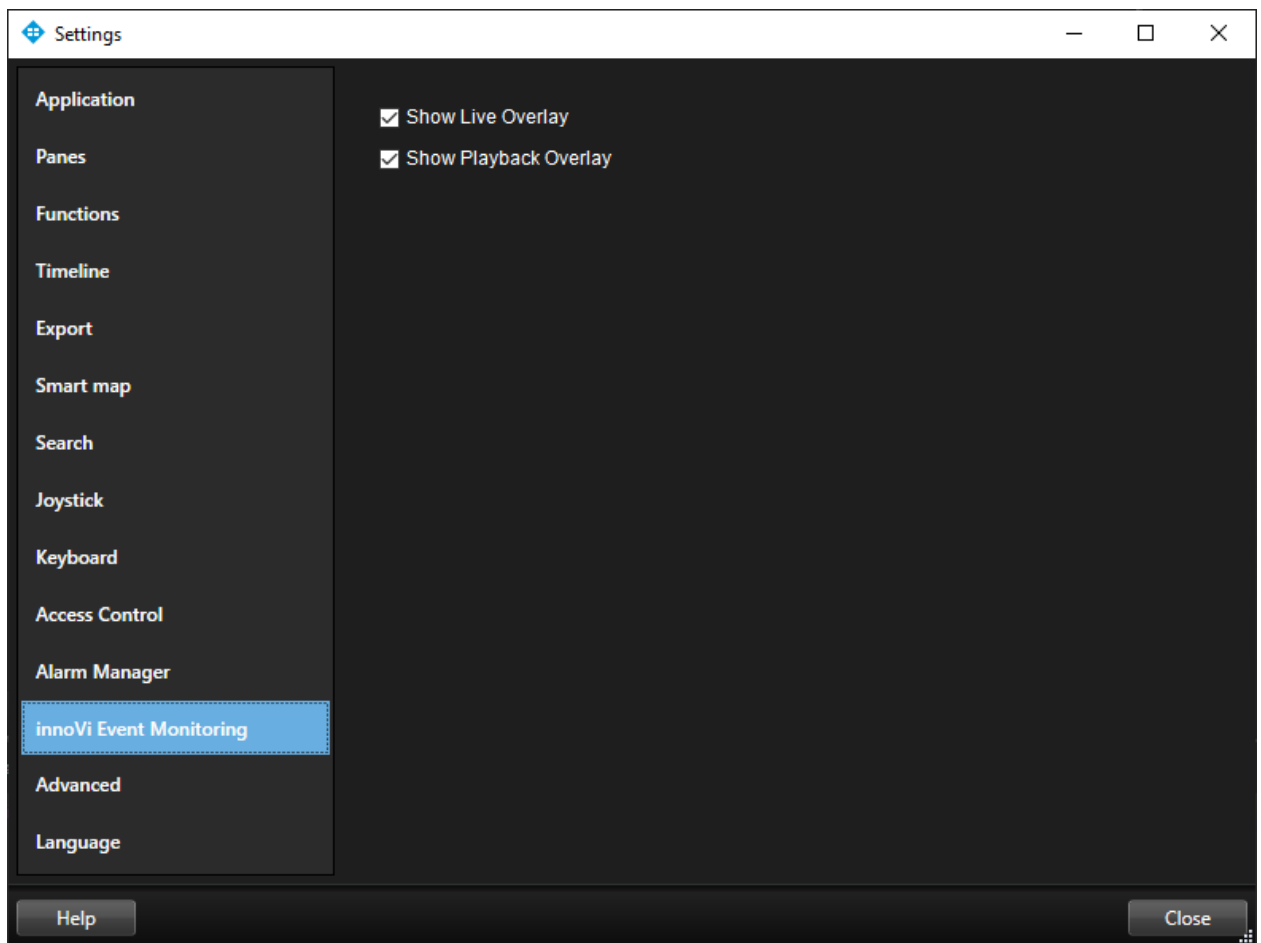support@irisity.com
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2. Click the **Change Settings** button
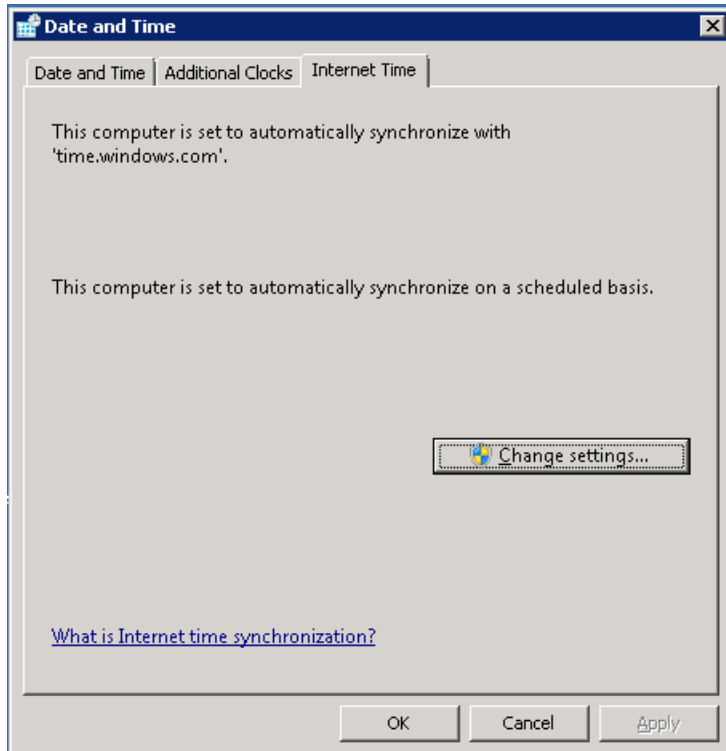
3. Ensure synchronization checkbox is enabled.

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7. Enable overlays

→ To enable overlays in Milestone Smart Client, do the following:

1. Open **Milestone Smart Client**

2. Select **Settings**

3. Select **innoVi Event Monitoring**

Enable the following fields as required:

- o Show Live Overlay

- o Show Playback Overly

8. Configure Default innoVi Event & Alarm in Milestone

The default configuration described in this section allows for every event sent from innoVi to be reported as an alarm in Milestone's Smart Client.
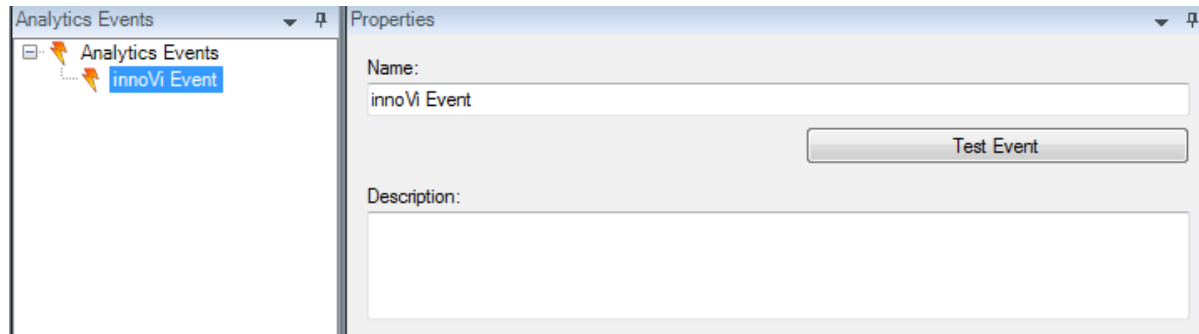
The triggering flow is:

| innoVi Detection Rule | → | innoVi Event | → | XProtect Analytics Event | → | XProtect Alarm |
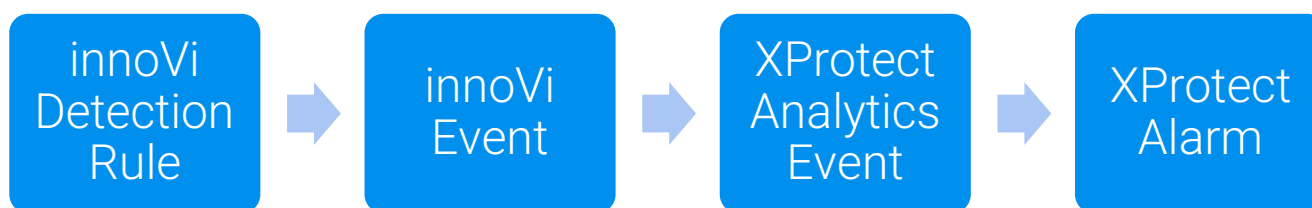
8.1. Define innoVi's XProtect Analytics Event

→ To define an innoVi XProtect analytics event, do the following:

1. From the Management Client site navigation tree, navigate to **Rules and Events** (XPCO) or **Events and Output** (XPE) and select **Analytics Events**.

2. Right-click **Analytics Events** and select **Add New**

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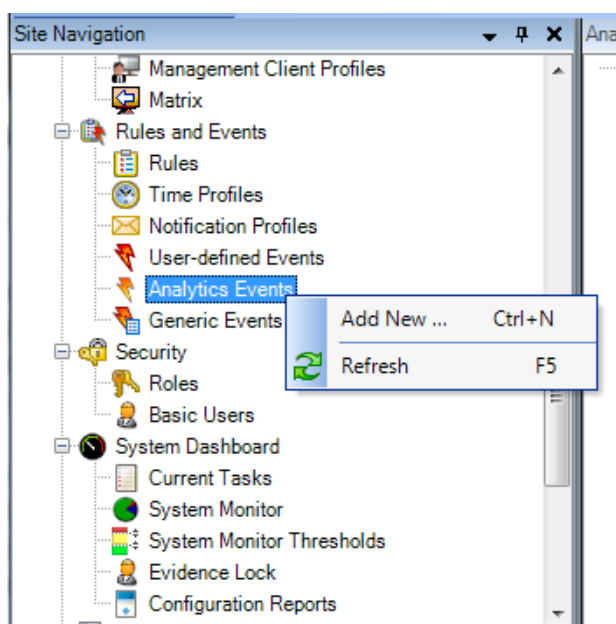
3. In the Properties section, for the **Name** field, enter **innoVi Event**


*Note: You must name the new entry exactly as specified: innoVi Event*

8.2. Define innoVi's Alarm in Milestone XProtect

→ To define innoVi's alarm in Milestone XProtect, do the following:

1. From the Site Navigation tree, expand **Alarms** and select **Alarm Data Settings**.

2. Select the Alarm list Configuration tab.

3. Ensure the following are included in the selected columns:

    - **Time**

    - **Source**

    - **Tag**

    - **Message**
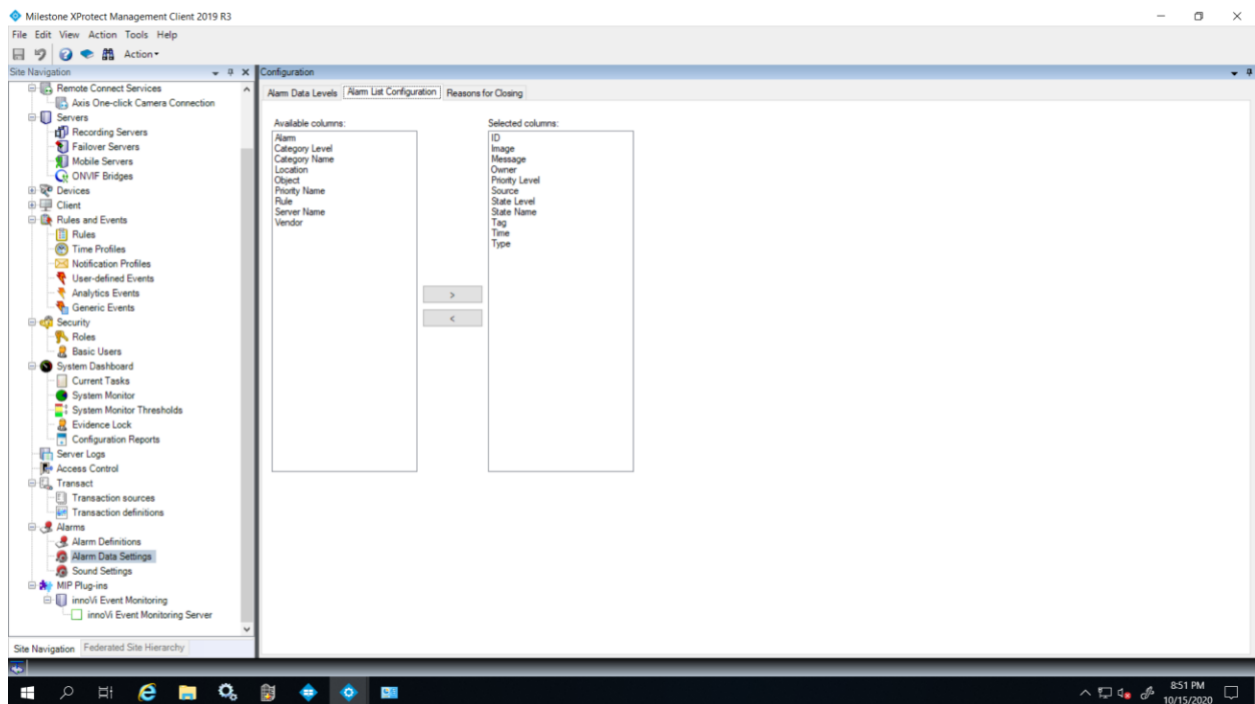
4. From the Site Navigation tree, expand **Alarms** and select **Alarm Definitions**

5. Right-click **Alarm Definitions** and click **Add New…**
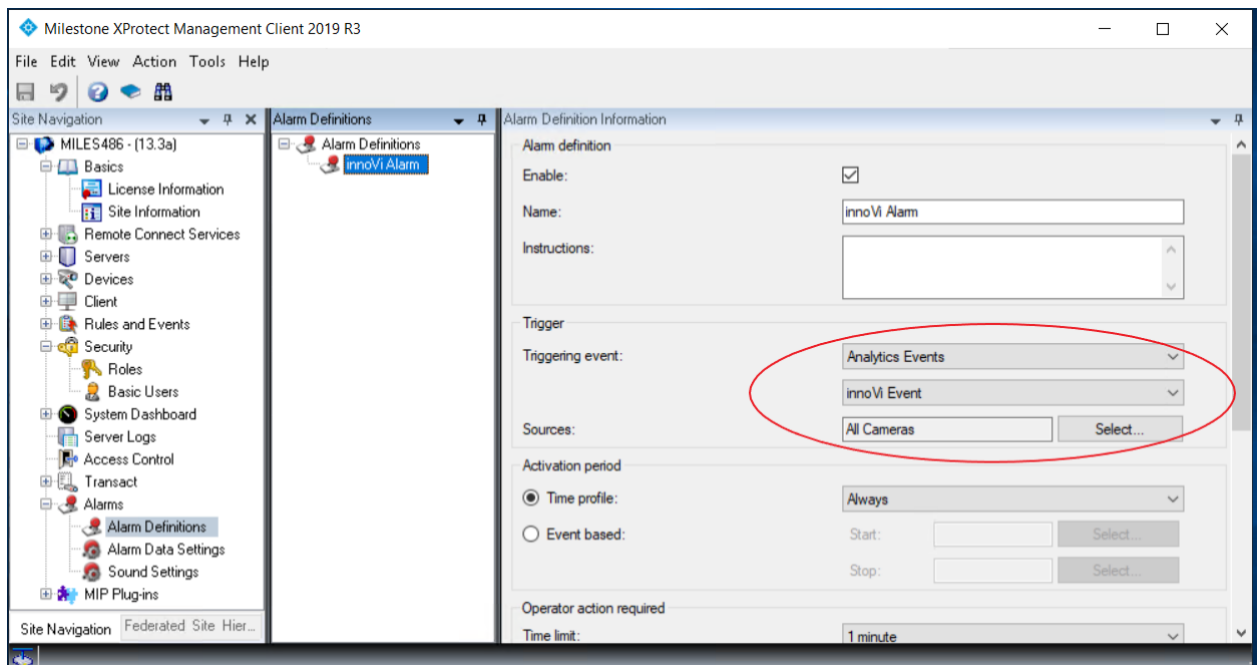
6. In the Alarm Definition Information, enter the following:

- **Name:** innoVi Alarm

- **Triggering event:** choose **Analytics Events** in the upper list and **innoVi Event** in the lower list as shown

- **Sources:** click **Select**; in the Select Sources screen that opens, open the **Servers** tab, choose **All cameras** and **Add** it to the Selected list

7. Exit the screen and select Save when prompted.

8.3. Restart Milestone XProtect Event Server service

→ Before you start

In order for the configuration to take effect you must restart the Milestone XProtect Event Server service on the relevant PCs.

→ To restart the Milestone XProtect service, do the following:

1. Open the windows **Services** panel and restart the **Milestone XProtect Event Server** Service.

# 9. Configure and View Alarms in Milestone Smart Client

→ Before you start

The following steps explain how to view the innoVi alarms in Milestone Smart client application

→ To configure and view innoVi Alarms in Milestone Smart Client, do the following:

1. Open the **Milestone Smart Client** application

2. Define a view, as follows:

    o Select the **Live** tab on the left-hand side of the application window
    Click the **Setup** button on the right-hand side of the application window:

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Define a new group using the New group icon
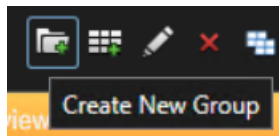
Right-click the newly created group name and define a new view, for example, (1 + 2*); make sure to select a view broad enough to contain the alarms list.

From **System Overview,** drag the **Alarm List** item to the broad part of your newly created view

Note that you can change the order of the **Alarm List** *columns. It is recommended to move the* **Tag** *column to the right so that its value becomes visible, since it contains an event description*

In **System Overview**, expand the cameras list and drag the relevant cameras to the remaining views.

3. When switching to the **Live View** tab:

   o All generated events appear in the list.

4. When switching to the **Playback** tab:

   o The camera view switches to the relevant event time when you click an event
      The event plays back when you click the Play button in the Time Navigation window on the left.

5. When switching to the **Alarm Manager** tab:

   o The camera view switches to the relevant event time when you click an event, and the event is played back.

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6. In the Alarms list, note the **Tag** column containing the analytics event description (e.g., 'Vehicle moving in an area'). If the **Tag** column is unavailable, right-click the table header bar to add it. If you are still unable to add it in conjunction to XPCO, refer to **Alarm Data Settings** in XProtect Management Client described above.

|	Time	State	State Name	Message	Source	Tag	ID
	10:59:56 AM 9/12/2017	1	New	innoVi Event	AXIS Q1615 Fixed Network Camera	Person moving in an area	42053
	10:59:15 AM 9/12/2017	1	New	innoVi Event	AXIS Q1615 Fixed Network Camera	Vehicle moving in an area	42052
	10:58:43 AM 9/12/2017	1	New	innoVi Event	AXIS Q1615 Fixed Network Camera	Vehicle moving in an area	42051
	10:58:12 AM 9/12/2017	1	New	innoVi Event	AXIS Q1615 Fixed Network Camera	Vehicle moving in an area	42050
	10:57:39 AM 9/12/2017	1	New	innoVi Event	AXIS Q1615 Fixed Network Camera	Vehicle moving in an area	42049
	10:57:04 AM 9/12/2017	1	New	innoVi Event	AXIS Q1615 Fixed Network Camera	Vehicle moving in an area	42048
	10:56:30 AM 9/12/2017	1	New	innoVi Event	AXIS Q1615 Fixed Network Camera	Person moving in an area	42047
	10:55:59 AM 9/12/2017	1	New	innoVi Event	AXIS Q1615 Fixed Network Camera	Vehicle moving in an area	42046
	10:55:25 AM 9/12/2017	1	New	innoVi Event	AXIS Q1615 Fixed Network Camera	Vehicle moving in an area	42045
	10:54:48 AM 9/12/2017	1	New	innoVi Event	AXIS Q1615 Fixed Network Camera	Vehicle moving in an area	42044

9.1. Event overlay setup

→ To properly sync the overlay and alarm times, do the following:

1. Open the **Milestone Smart Client**

2. Select **Settings**

3. Select **Alarm Manager**
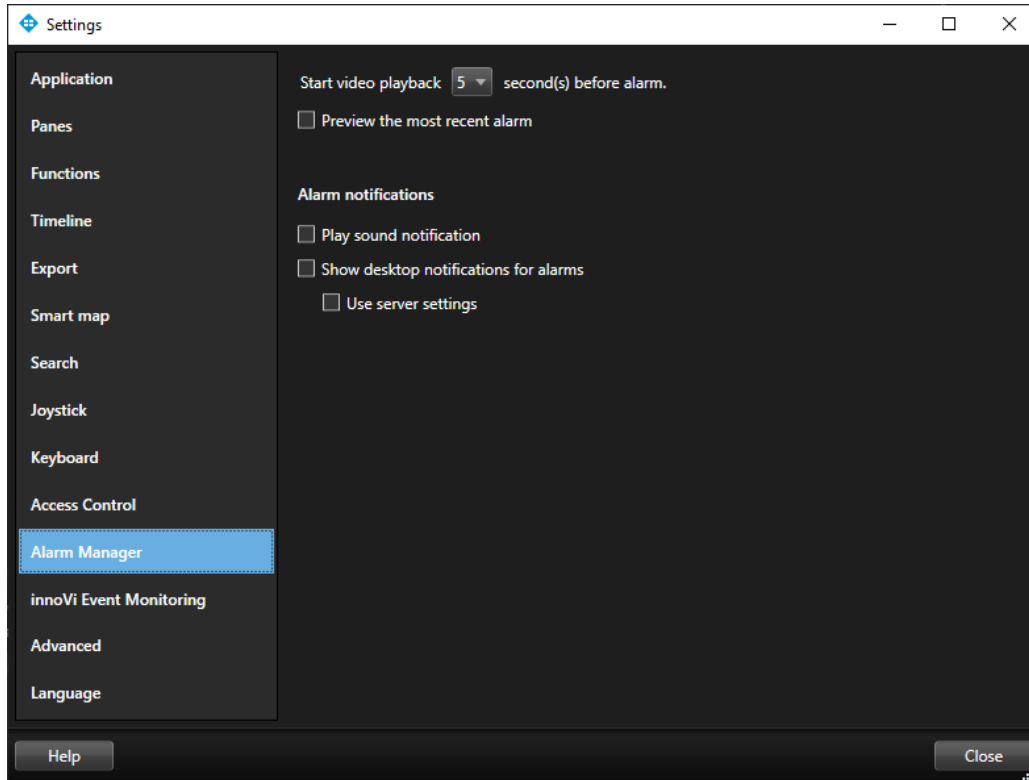
Set the value of the **Start video playback** to 5 seconds before alarm.

# 10. Triggering Specific Actions with XPCO

→ Before you start

This section explains how to handle more advanced scenarios for triggering an action when an event occurs. The capability is available in Milestone XProtect Corporate Edition and is achieved by linking the analytics event to XProtect user-defined event and user- defined rule.

The triggering flow is:

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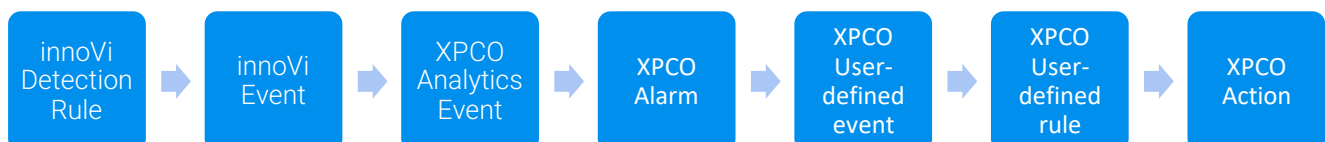
→ To configure innoVi and Milestone XPCO for triggering actions, do the following:

1. In the innoVi portal, select the relevant camera and then select the relevant detection rule.

2. Define an **External Id** for the rule; it will be used in the Milestone XProtect configuration.
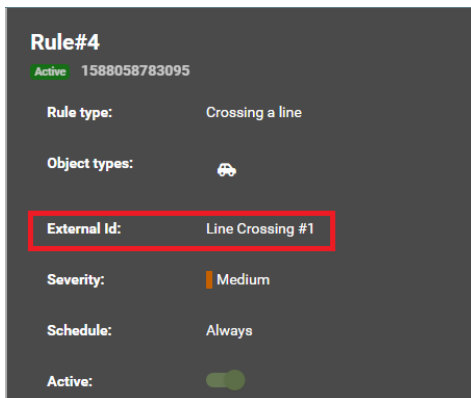
3. In Milestone XProtect Management Client navigation tree, Select **Analytics Events**, right click and select **Add New...**
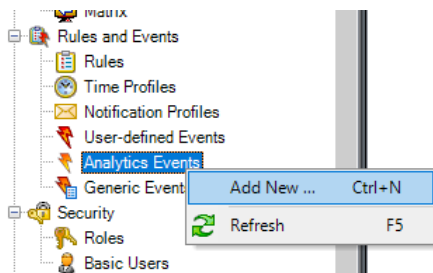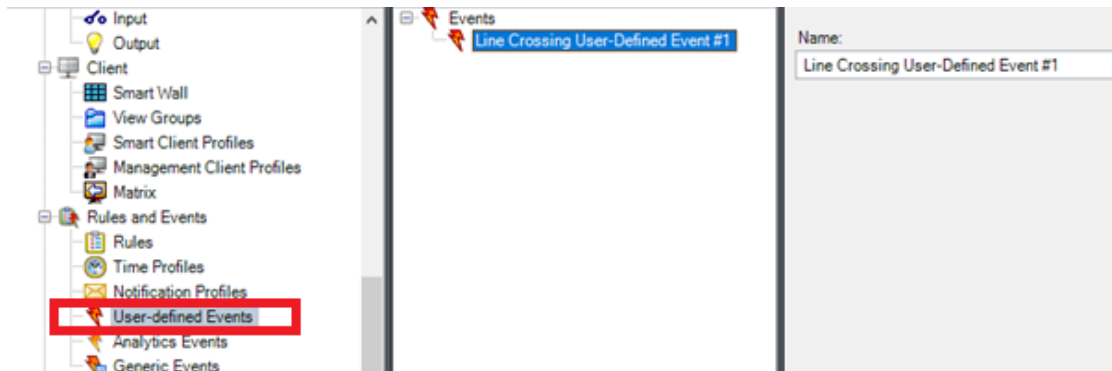

4. Enter the name identical to the **External Id** defined in innoVi. In this example: **Line Crossing #1**.
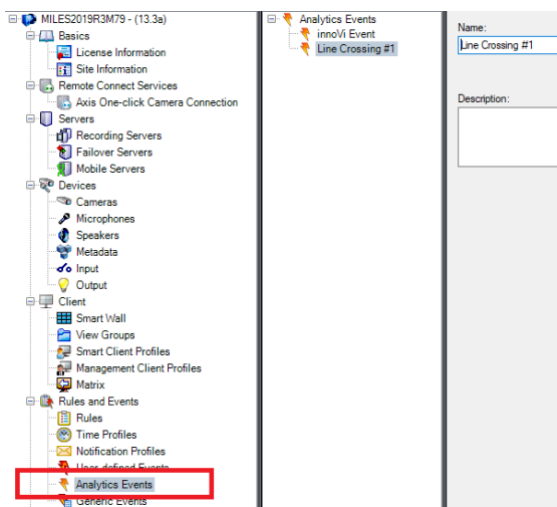
5. In Milestone XProtect Management Client Navigation tree, select **User-defined Events**, right click and select **Add User-defined Event...**
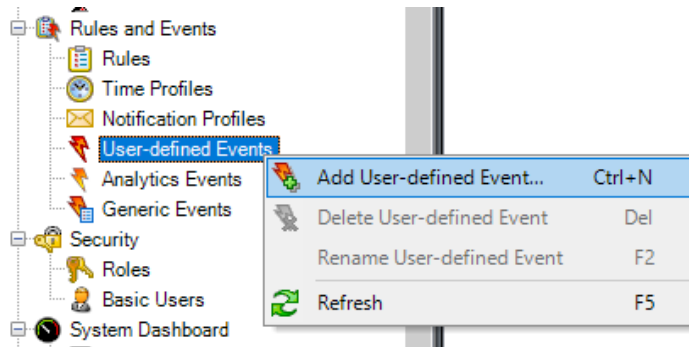
6. Enter a name for new User-Defined Event and save.

7. Add a new alarm that links between the Analytics Event and the User-defined Event. In Milestone XProtect Management Client navigation tree, select **Alarm Definitions**, right click and select **Add New...**
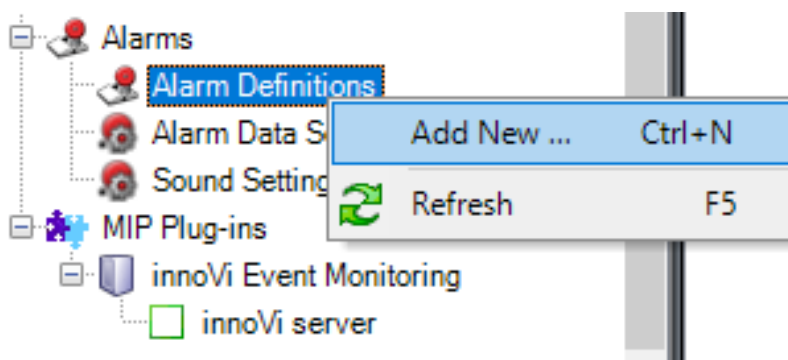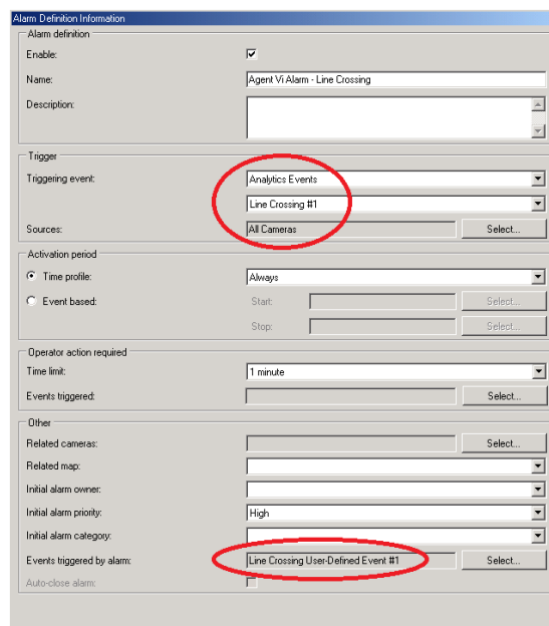

8. In the Alarm Definition Information, enter the following:

    o   **Name**: meaningful name such as innoVi Alarm- Live Crossing

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o **Triggering event**: select the **Analytics Events** defined in the previous steps (Line Crossing #1)

Sources: click Select; in the Select Sources screen that opens, open the Servers tab, choose All cameras and Add it to the Selected list

Events triggered by alarm: Select the user-defined event defined in the previous steps (Line Crossing User-Defined Event #1)

9. Finish the alarm definition and exit the screen and select **Save** when prompted.

10. After completing the steps above, restart the Milestone XProtect Event Server service for the configuration to take effect.

11. Display innoVi in Milestone Smart Client

Once the innoVi Event Monitoring MIP Plugin is installed, an innoVi tab is available in the smart client. Once selected, a login window is displayed. Log in to innoVi using your credentials.

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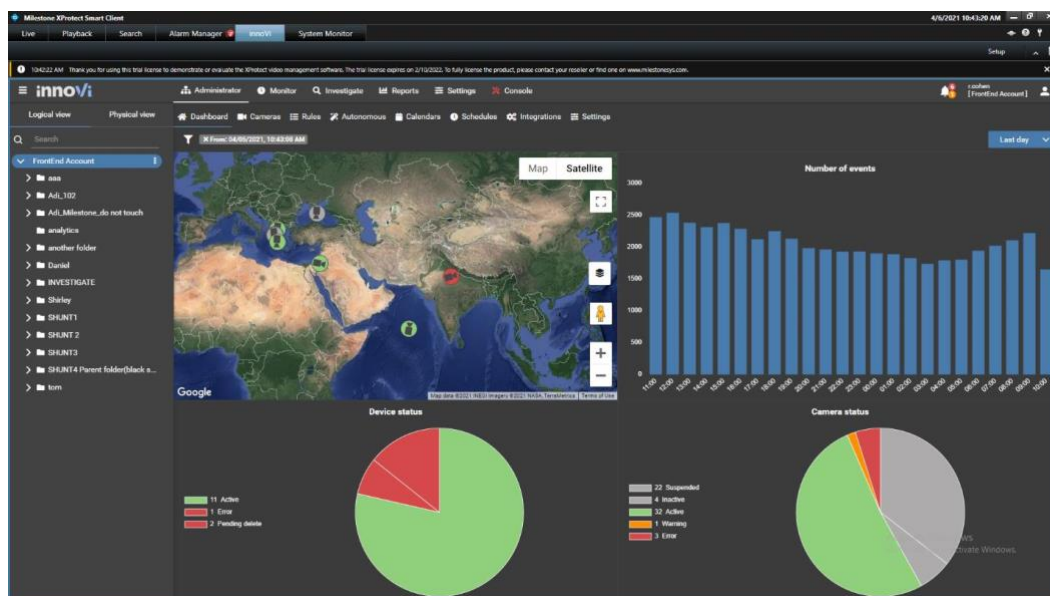
12. Troubleshoot innoVi Event Monitoring MIP Plugin Integration

Problem	Corrective Action
Milestone XProtect Management Client innoVi is not displayed under the MIP plugins node in Milestone XProtect Management Client	Verify that the **innoVi Event Monitoring MIP** plugin is installed
Milestone XProtect Management Client	Verify that the **Milestone Event Server** service is running
Smart Client: There are no analytics alarms in Smart Client	• Verify the innoVi parameters in XProtect Management Client are correctly defined • Verify that the camera's External ID in innoVi is correctly defined • Restart the **Milestone Event Server** if it was not restarted after defining Server properties • Verify the **innoVi Event** is defined and has an associated alarm. **Note it is case sensitive**. It must be correctly connected to the alarm definition
Smart Client: There is no metadata (or only partial metadata appears) when playing back recorded video in **Smart Client**	Click the **Play** button again in case it was not clicked the first time

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Problem	Corrective Action
Smart Client: There are no alarms in **Alarm List**, the header is red, and it displays a message regarding user privileges in **Smart Client**	• Verify the user connected to the **Smart Client** has sufficient user privileges, as follows: In **XProtect Management Client**, check the properties of the user under **Advanced Configuration > Users**
Smart Client: All the above actions did not help; you are still unable to view analytics events in Milestone. Follow the instructions under the **Corrective Action** column to the right, to obtain Milestone MIP log files.	• Enable viewing hidden files and folders on Milestone's machine • Open **Milestone XProtect Smart Client** installation directory. By default, it is installed at *C:\ProgramFiles\Milestone\XProtect Smart Client* or at *C:\ProgramFiles (x86)\Milestone\XProtect Smart Client* for 32-bit Smart Client versions • Open the client.exe.config file • Uncomment the commented elements in **<Logger name="MIPLogger">** (Delete "<!--" and "-->"atthe beginning and the end of the line) • Reproduce the issue Copy the *C:\ProgramFiles\Milestone\XProtect Smart Client* directory into a *zip* archive and send it to your support team
Smart Client: There is no possibility of adding a Tag column to the Alarm List	• Open the XProtect Management Client • Choose the **Alarm Data Settings** on the right • Choose the Alarm List Configuration tab • Add Tag to the Selected Columns list • Save the new setting
Smart Client: An error occurs when opening the Smart Client on Windows Server 2008	• May occur because the **Enhanced Security Configuration** for the current user is turned on • To turn it off, open the **Security Information** in the **Server Manager** and set the **Enhanced Security Configuration** to be **Off** for the relevant user type
The recorded video is not synchronized with object metadata overlays	• Set up same NTP endpoint on Edge Device, cameras and Milestone XProtect

13. Contact Irisity Support

• From the innoVi Portal Support hub menu , select **Submit a Support Request**

• Use the innoVi support form on Irisity's website: https://irisity.com/support/

• Email support@irisity.com

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Notice

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