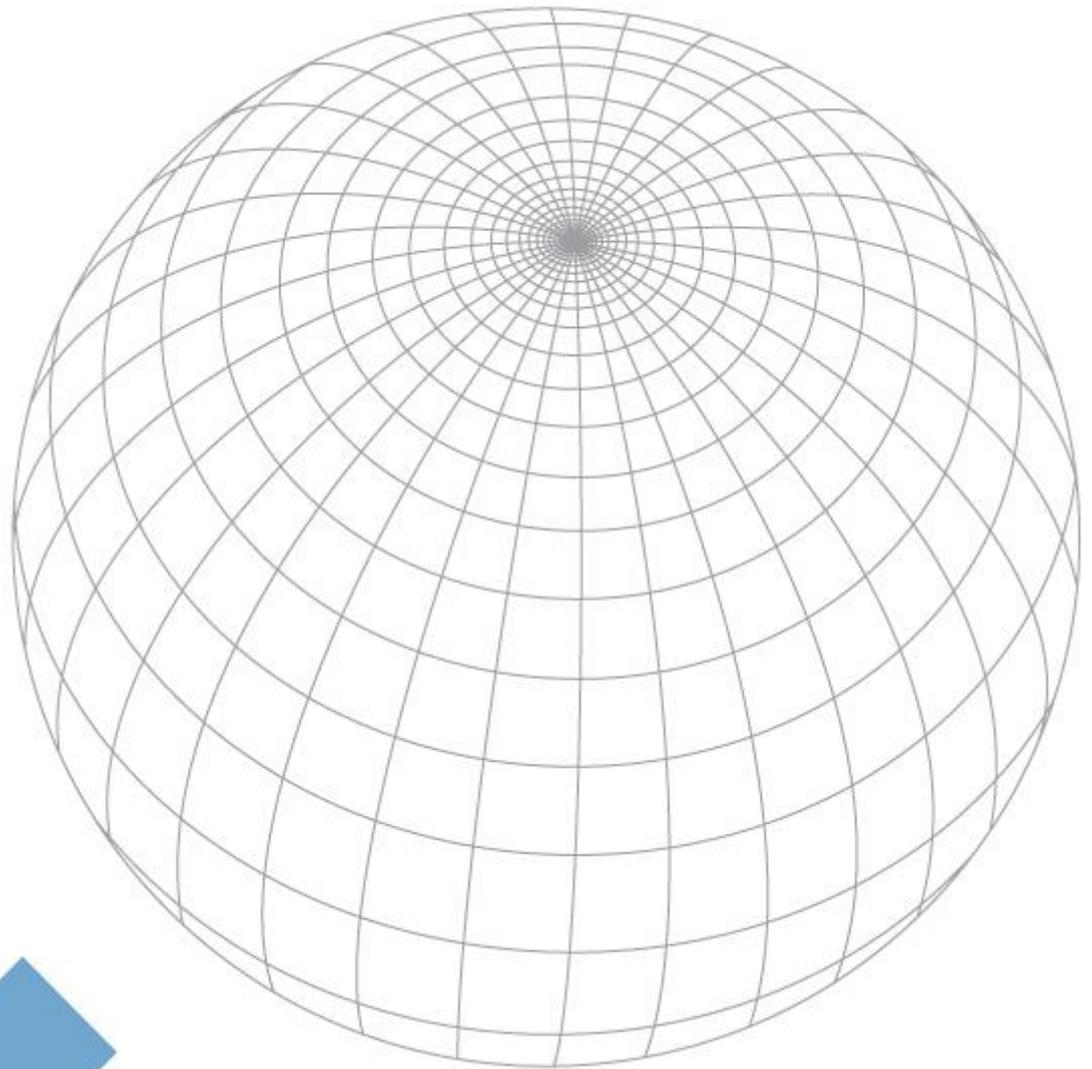


milestone  
**XProtect®**

**VideoViewer for  
Gallagher 2.1;  
Administrator's  
Manual**





# Introduction

---

This user manual explains how to configure the Gallagher Command Centre software to connect to a Milestone surveillance system. The manual touches all the Milestone components for Gallagher and some configuration of external systems in the Gallagher Command Centre, but does not cover the Gallagher system itself; neither does this manual cover other Milestone software.

In order to benefit from this document, you should have a basic knowledge of:

- The Gallagher Command Centre software
- Milestone XProtect® surveillance software:
  - Milestone XProtect® Enterprise
  - or -
  - Milestone XProtect® Corporate

Please refer to the manuals for these products for further information about how to configure and use these products.

The Milestone VideoViewer for Gallagher plugin makes it possible to view video from the Milestone surveillance system in the Gallagher Command Centre user interface. The plugin adds two Viewing Windows entries, which can be seen as "Milestone Stored" and "Milestone Live" in the Gallagher Command Centre.



# Contents

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Copyright.....	4
Trademarks.....	4
Disclaimer.....	4
<b>INSTALLATION .....</b>	<b>5</b>
<b>Prerequisites .....</b>	<b>5</b>
<b>Installation Procedure .....</b>	<b>5</b>
<b>Licensing .....</b>	<b>6</b>
<b>ADDING MILESTONE AS A DVR SYSTEM .....</b>	<b>7</b>
<b>Configuration.....</b>	<b>7</b>
<b>System detection .....</b>	<b>10</b>
<b>ADDING A CAMERA OR A VIEW .....</b>	<b>11</b>
<b>FINDING THE ID NUMBERS .....</b>	<b>14</b>
<b>XProtect Enterprise ID Numbers.....</b>	<b>14</b>
Recording Server GUID.....	14
Camera GUID – method 1.....	15
Camera GUID – method 2.....	16
<b>XProtect Corporate ID Numbers .....</b>	<b>17</b>
Recording Server GUID.....	17
Camera GUID.....	18
<b>REMOTE CLIENT SUPPORT.....</b>	<b>19</b>
<b>Installation of Milestone Remote Client .....</b>	<b>19</b>
<b>Configuration on the Gallagher Command Centre .....</b>	<b>20</b>



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All names of people and organizations used in this document's examples are fictitious. Any resemblance to any actual organization or person, living or dead, is purely coincidental and unintended.

This product may make use of third party software for which specific terms and conditions may apply. When that is the case, you can find more information in the file *3rd\_party\_software\_terms\_and\_conditions.txt* located in your Milestone surveillance system installation folder.



# Installation

---

## Prerequisites

Before you start, make sure that the following programs are available:

- Gallagher Command Centre software
- Milestone XProtect surveillance software (such as Milestone XProtect Enterprise)—this is usually installed on another machine. Make sure that it is possible to access the Milestone XProtect computer from the computer that is running the Gallagher Command Centre software.

If the Milestone XProtect surveillance system include Remote Client 3.7a or newer it is possible to use this client via the VideoViewer for Gallagher 2.1. This will provide a richer environment where cameras can be controlled in many ways. This document includes a description on how to add a newer version of the Remote Client.

- Windows Internet Explorer.

## Installation Procedure

The Milestone Gallagher plug-in must be installed on every machine running the Gallagher Workstation where video viewing is desired. The following section describes how to install the plug-in.

**Note:** For historical reasons the Milestone VideoViewer for Gallagher will when installed be identified as "Milestone VideoViewer for Cardax".

1. Install the Milestone Gallagher plugin by running the following installer application:

VideoViewerForCardaxInstaller.msi

**Note:** If Windows does not identify .msi files as application installers, run the included setup.exe application before you try to install the Milestone VideoViewer for Gallagher 2.1 plugin.

2. Depending on your security settings, you may receive one or more security warnings. When this is the case, click the *Run* button.
3. When the installation wizard starts, click *Next* to continue.
4. Select installation folder and for which user(s) the Milestone VideoViewer for Gallagher 2.1 plugin should be available, then click *Next* to continue.
5. Click *Next* to confirm the installation.
6. When the installation has completed, click *Close*.

If support for Remote Client views is needed, then the additional installation procedures have been described in the Remote Client support section.



## ***Licensing***

This product has a build in license check that is locked to the ID (GUID) numbers of the recording servers in the surveillance system. The license file called VideoViewerForCardax.lic must be located in the installation folder of VideoViewerForCardax. This file is not included in the installation and must be copied manually and must be available on every installation. The file should typically be located in this folder:

C:\Program Files (x86)\Milestone\Milestone VideoViewer For Cardax\

The License file is provided by the distributor. In order to generate the file, the distributor must know about all the ID numbers of the recording servers. Collect the ID numbers and send them via email to the distributor.

For description on how to get the ID number of a recording server, please see section: Finding the ID Numbers on page 14.

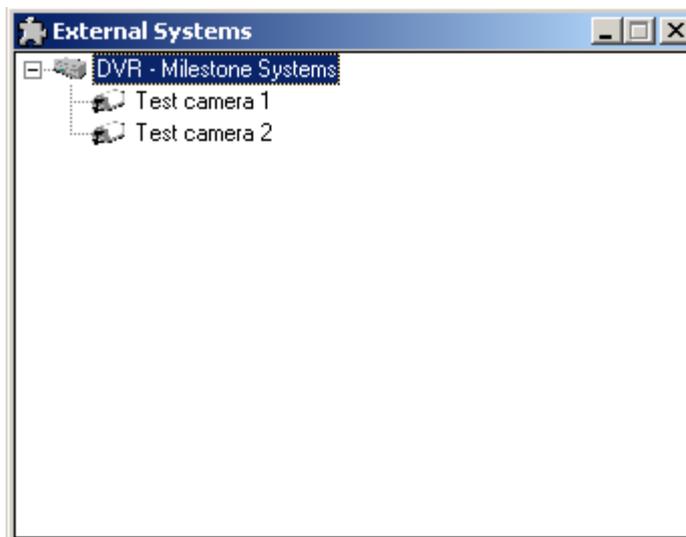
**Note:** When replacing a recording server, the ID number will change and the license file will no longer be valid for the system. On surveillance systems which have multiple recording servers the license will remain valid as long as one of the recording servers is included in the license file.



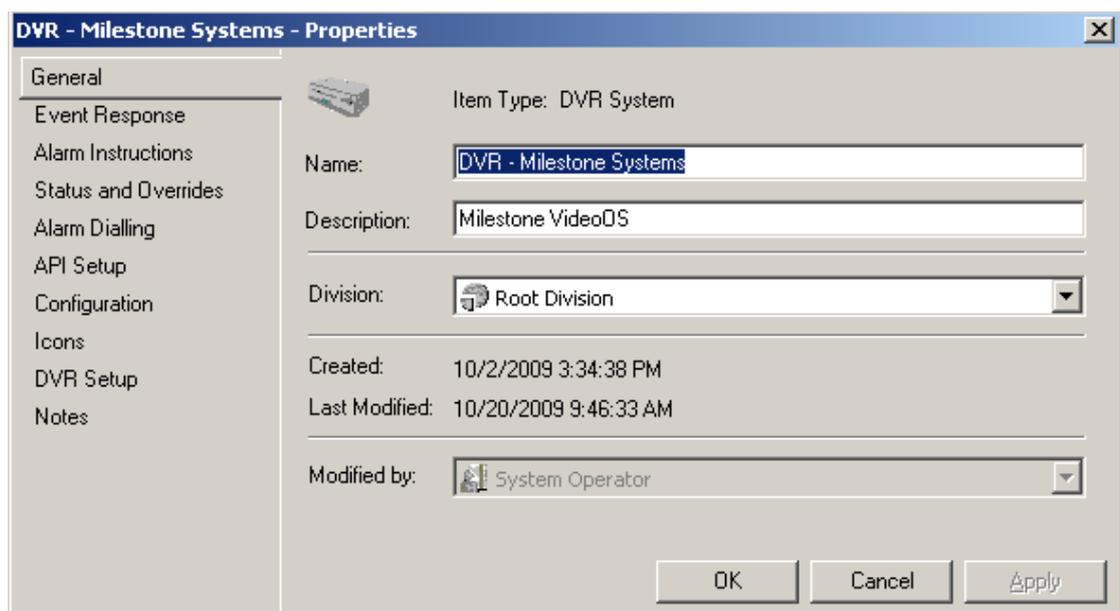
## Adding Milestone as a DVR system

### Configuration

1. In the *Gallagher Command Centre* select the *Configure* menu item and then select *External systems*.
2. In the *External systems* window (the window might be empty) right-click inside the window to open the pop-up menu. Select *New... > DVR System*, this opens a property window for the DVR system.



3. On the *General* tab enter a name for the DVR. Also, add a *Description* of the DVR system.





4. Select the *API Setup* tab and provide a *Unique* identity for the DVR.

The screenshot shows the 'DVR - Milestone Systems - Properties' dialog box with the 'API Setup' tab selected. The left sidebar contains the following tabs: General, Event Response, Alarm Instructions, Status and Overrides, Alarm Dialling, API Setup (highlighted), Configuration, Icons, DVR Setup, and Notes. The main area is divided into two sections: 'Connections' and 'Identity'. In the 'Connections' section, the 'Controller' dropdown is set to '-- None Selected --' and the 'Middleware PC Name/IP Address' field is empty. In the 'Identity' section, the 'Unique' radio button is selected, and the text field next to it contains 'Milestone'. The 'Same as' radio button is unselected, and its dropdown is also set to '-- None Selected --'. At the bottom right, there are three buttons: 'OK', 'Cancel', and 'Apply'.

5. Select the *DVR Setup* tab and specify the configuration required in order to establish the connection to the Milestone surveillance system.

The screenshot shows the 'DVR - Milestone Systems - Properties' dialog box with the 'DVR Setup' tab selected. The left sidebar contains the following tabs: General, Event Response, Alarm Instructions, Status and Overrides, Alarm Dialling, API Setup, Configuration, Icons, DVR Setup (highlighted), and Notes. The main area is divided into two sections: 'DVR Setup PC' and 'Viewing Windows'. In the 'DVR Setup PC' section, the 'Name/IP Address' field contains '10.100.0.31:8080', the 'Username' field contains 'root', and both the 'Password' and 'Confirm Password' fields contain '\*\*\*\*\*'. In the 'Viewing Windows' section, the 'Stored' dropdown is set to 'Milestone Stored' and the 'Live' dropdown is set to 'Milestone Live'. A checkbox labeled 'Open a new window for each view' is checked. At the bottom right, there are three buttons: 'OK', 'Cancel', and 'Apply'.

- a. *Name/IP Address*: Specify the server name or an IP address and additionally a port number. If a port number is not specified, then by default port 80 is used.



- b. *Username* and *password*: Enter the username and password that should be used. You can use the following types of authentication:
- “Windows authentication (current user)”, leave username and password empty.
  - “Windows authentication”, is selected as default.
  - “Basic authentication”, is selected by inserting the “basic:” keyword before the username, example: “basic:root”.

**Note:** Basic authentication is not supported with either XProtect Corporate or XProtect Expert.

- c. In the *Viewing Windows* section, the sources for viewing stored or live video must be selected:
- From the *Stored* dropdown menu select “Milestone Stored”.
  - From the *Live* dropdown menu select “Milestone Live”.

The *Open a new window for each view* option can be set depending on which functionality that is required when selecting a camera or a camera view on the DVR:

- Enable if a new window should be opened for each camera or camera view.
- Disable if only one window should be used, hereby recycling a View.



## System detection

**Important:** Only consider the content of this section in case of connection problems.

When the Milestone VideoViewer for Gallagher plug-in requests video feed, it first retrieves a system configuration to validate against. This configuration is located differently depending on the type of Milestone VMS that is in use. By default the plug-in auto detects the type by attempting various request against the Milestone VMS. However, for cases where establishing a connection seems troublesome, the selected type of the Milestone VMS can be controlled by updating a registry setting.

The following registry setting controls which Milestone VMS type to validate against:

```
HKEY_CURRENT_USER\SOFTWARE\Cardax\Command Centre FT\DVRLive\VMS
CodeBaseType
```

This can be changed either by using the Windows Registry Editor or by editing the RegisterVideoViewer.reg file and afterwards running it. The file is located in the "Milestone VideoViewer For Cardax" folder, e.g.:

```
"C:\Program Files (x86)\Milestone\Milestone VideoViewer For Cardax\"
```

Open the RegisterVideoViewer.reg file in an editor (e.g. Notepad) and change the value in the following line:

```
[HKEY_CURRENT_USER\SOFTWARE\Cardax\Command Centre FT\DVRLive]
"VMS CodeBaseType"="0"
```

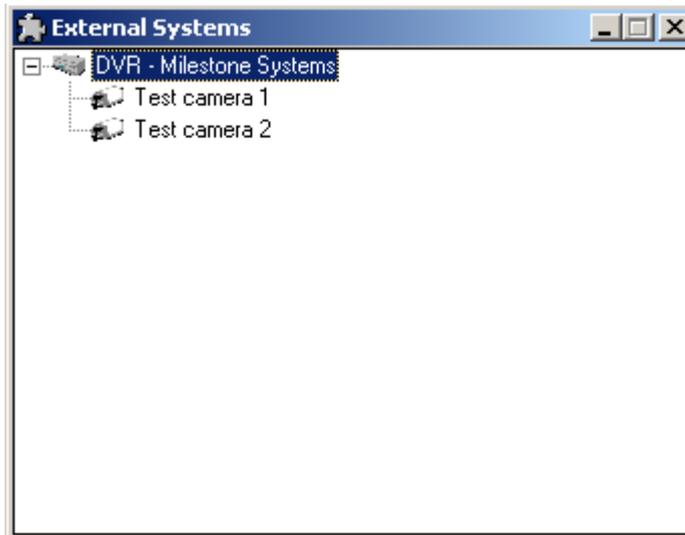
The following values can be used:

Value	Description
0	Auto (default), the plug-in automatically detects which type to use.
1	C-code base, the plug-in expects one of the following Milestone XProtect products: <ul style="list-style-type: none"> <li>▪ Corporate</li> <li>▪ Expert</li> </ul>
2	E-code base, the plug-in expects one of the following Milestone XProtect products: <ul style="list-style-type: none"> <li>▪ Enterprise</li> <li>▪ Professional</li> <li>▪ Express</li> <li>▪ Essential</li> </ul>



## Adding a Camera or a View

1. In the Gallagher Command Centre select the *Configure* menu item and then select *External systems*. In the *External systems* window right-click inside the window to open the pop-up menu. Select *New... > DVR Camera*, this opens a property window for the DVR camera.

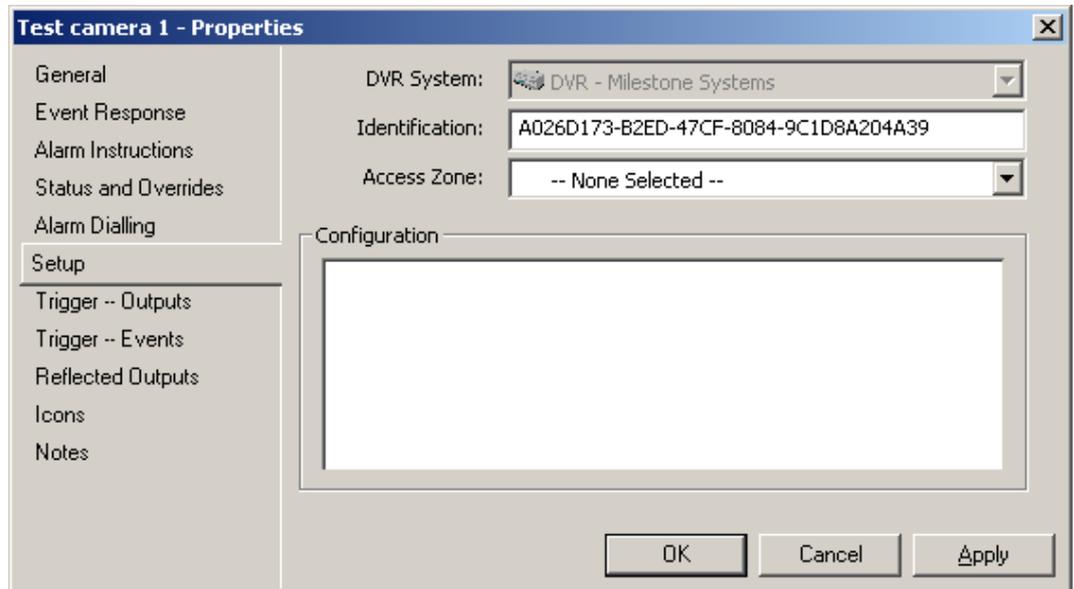


2. On the *General* tab, specify a name for the DVR camera or View, additionally add a *Description*.





- a. On the *Setup* tab, specify the camera identification. Showing just one camera without any controls. Use the camera ID number that is generated by the Milestone surveillance system. The ID number has a GUID format, which means it is a unique identifier. See Finding the ID Number section for information about how to find the GUID number.



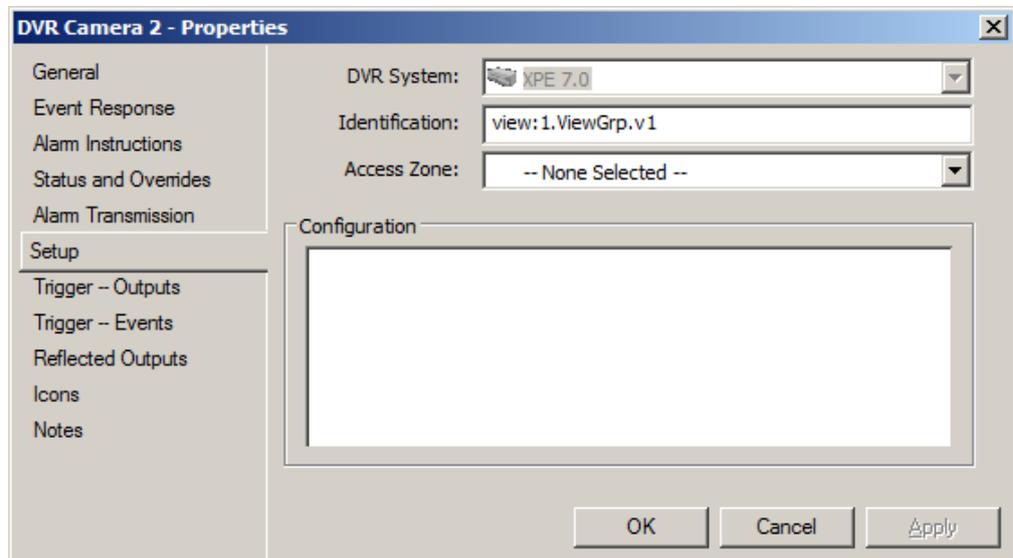
- b. Showing a camera view using the Remote Client (see Remote Client support section before doing this configuration). Enter a text that identifies the view. The format of this text is specified by the keyword "view:" followed by a "path" to the view with the following layout: A view group index (0 or 1), a camera group name (if that has been defined) and a camera view name all are separated with ".".

The view group index is a number even though it is shown as a text in the side panel of the Remote Client. The rationale is that text such as Private or Shared are subject to regionalization. The value of the view group index depends on which surveillance system that is in use.

- Milestone XProtect Corporate: 0 is Private, 1 is Shared.
- Milestone XProtect Enterprise: 1 is Private, 0 is Shared.



An example of a View Identification text for a Milestone XProtect Enterprise system that has a view called v1, which is located in a private camera view group called ViewGrp:



The associated tree view in the Remote Client looks like this:



If the view named v1 was created directly under the private view group, then the Identification string would look like this: "view:1.v1".

For documentation on how to use the Remote Client please read the XProtect Remote Client User's Manual, which are available in the downloads section of the [www.Milestonesys.com](http://www.Milestonesys.com) site.



## Finding the ID Numbers

The Milestone surveillance systems are using ID numbers to identify various components of the system. The ID number has a GUID format, which means it is a unique identifier. There are several approaches getting these ID numbers and it also depends on which surveillance system that is in use. The following describes how to get the ID numbers for the Recording Servers and Cameras from XProtect Enterprise and XProtect Corporate.

### XProtect Enterprise ID Numbers

#### Recording Server GUID

To find a GUID number for a recording server in XProtect Enterprise, do the following:

1. Open an Internet Browser and enter the IP address of the surveillance system followed by "/systeminfo.xml", e.g. "http://10.100.0.101/systeminfo.xml". When requesting this information file from the surveillance system the user will be prompted for login credentials.
2. Locate the section called *engines*. This section has information about the recording servers of the surveillance system.
3. Locate the section called *engine*. This section contains a GUID value, which is encapsulated by <guid> </guid> tags. This is the ID of the recording server.

**Note:** Surveillance systems with multiple recording servers have several *engine name* sections, which have a GUID value.

```

<?xml version="1.0" encoding="utf-8" ?>
- <methodresponse>
  <userok>yes</userok>
  <maxmonitors>0</maxmonitors>
  <timeout>0</timeout>
  <userid>WinNT://MILESTONE/BJ</userid>
- <engines>
  - <engine name="Server" version="2.0.0.0" productname="Milestone XProtect Enterprise"
    <guid>BAA8D361-1982-46B4-854C-618838905FB9</guid>
    <hostname>10.100.0.101</hostname>
    <port>80</port>
    <macaddress>001731542112</macaddress>
    <maximumrecordingtimeseconds>1800</maximumrecordingtimeseconds>
    <defaultrecordingtimeseconds>300</defaultrecordingtimeseconds>
    <audiodevices />
    <speakerdevices />
    <devicemappings />
  - <cameras>

```



## Camera GUID – method 1

To find a GUID number for a camera in XProtect Enterprise, do the following:

1. Open an Internet Browser and enter the IP address of the surveillance system followed by "/systeminfo.xml", e.g. "http://10.100.0.101/systeminfo.xml". When requesting this information file from the surveillance system the user will be prompted for login credentials.
2. Locate the section called *engines*. This section has information about the recording servers of the surveillance system. Each engine is a recording server, which has a section with *cameras*.
3. Find the required camera listed by searching for the name of camera.
4. Locate the section called *camera*. This section contains a GUID value, which is encapsulated by <guid> </guid> tags. This is the ID of the camera.

```

<?xml version="1.0" encoding="utf-8" ?>
- <methodresponse>
  <userok>yes</userok>
  <maxmonitors>0</maxmonitors>
  <timeout>0</timeout>
  <userid>WinNT://MILESTONE/BJ</userid>
- <engines>
  - <engine name="Server" version="2.0.0.0" productname="Milestone XProtect Enterprise">
    <guid>BAA8D361-1982-46B4-854C-618838905FB9</guid>
    <hostname>10.100.0.101</hostname>
    <port>80</port>
    <macaddress>001731542112</macaddress>
    <maximumrecordingtimeseconds>1800</maximumrecordingtimeseconds>
    <defaultrecordingtimeseconds>300</defaultrecordingtimeseconds>
    <audiodevices />
    <speakerdevices />
    <devicemappings />
  - <cameras>
    - <camera cameraid="[Main Entrance] Camera 1">
      <guid>60EA9829-6677-4E7B-9EA8-1BF6BF0D0CB7</guid>
      <mparam>3D8ADEC704B891F835790760D796A2F832419CB45FC597ECDE600EI
    - <ipix>
      <enabled>no</enabled>
    </ipix>
  </camera>
    </cameras>
  </engine>
</engines>

```



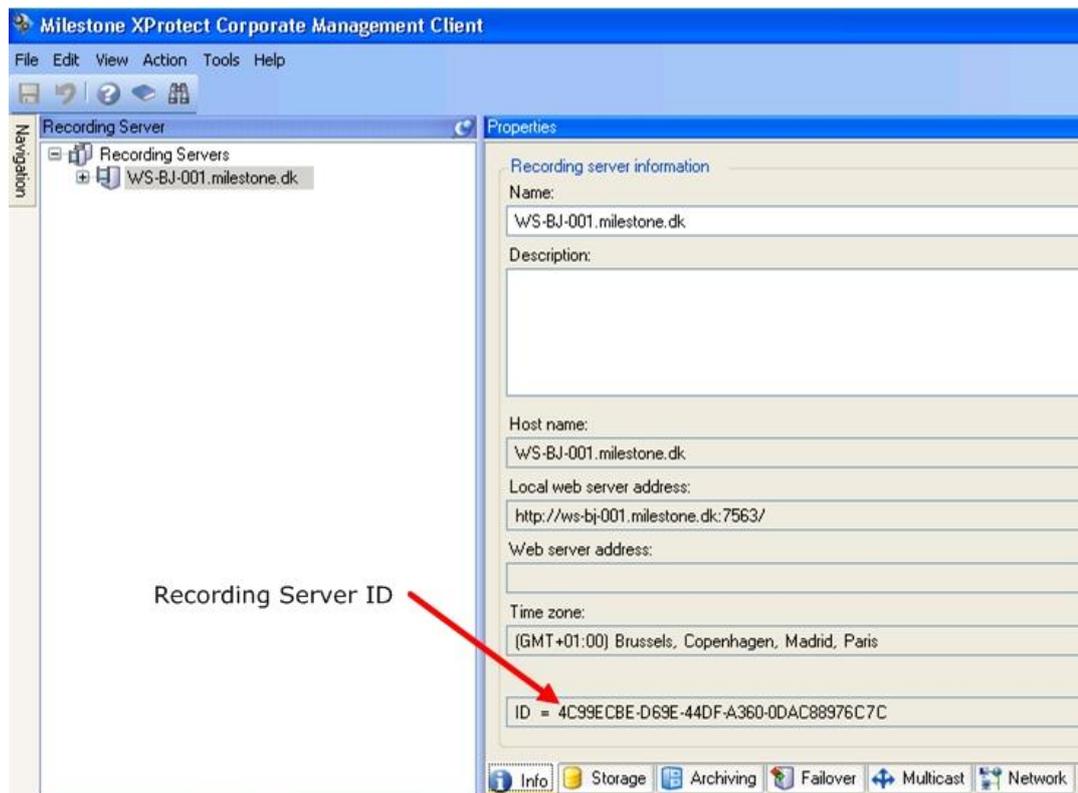


## XProtect Corporate ID Numbers

### Recording Server GUID

To find a GUID number for a recording server in XProtect Corporate, do the following:

1. Open the *XProtect Corporate Management Client*, and select *Recording Servers* in the *Navigation* pane.
2. In the *Overview* pane, select the required recording server.
3. In the *Properties* pane, select any tab that is not the *Info* tab.
4. Press and hold down the *Ctrl* key on your keyboard, then select the *Info* tab.  
**Note:** By default, the GUID number is not displayed: the GUID number is only displayed when you select another tab than the *Info* tab and then re-select the *Info* tab while holding down the *Ctrl* key.



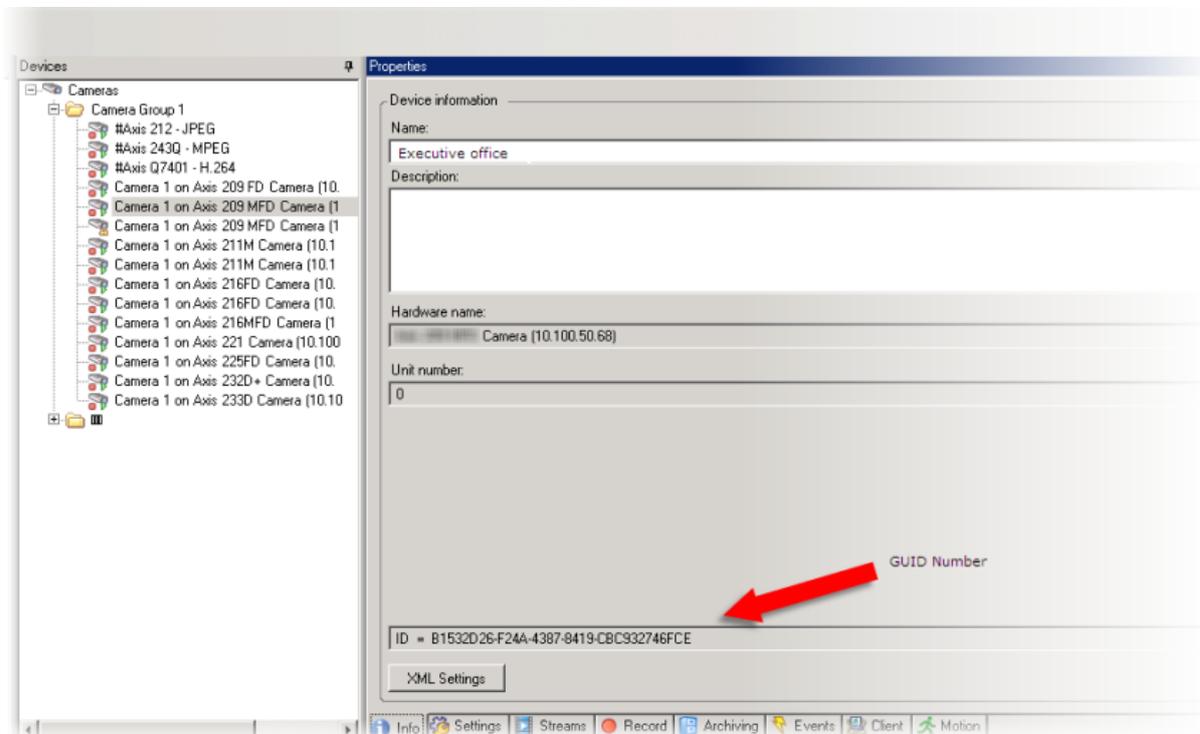


## Camera GUID

To find a GUID number for a camera in XProtect Corporate, do the following:

1. Open the *XProtect Corporate Management Client*, and select *Cameras* in the *Navigation* pane.
2. In the *Overview* pane, select the required camera.
3. In the *Properties* pane, select any tab that is not the *Info* tab.
4. Press and hold down the *Ctrl* key on your keyboard, then select the *Info* tab

**Note:** By default, the GUID number is not displayed: the GUID number is only displayed when you select another tab than the *Info* tab and then re-select the *Info* tab while holding down the *Ctrl* key.





## Remote Client support

---

The functionality of the Milestone VideoViewer for Gallagher 2.1 can be extended by using the Milestone Remote Client. The following section describes the necessary steps, which makes it possible to load the Remote Client into the Milestone VideoViewer for Gallagher 2.1 component. In order to ensure compatibility, Remote Client version 3.7a or newer must be available on the surveillance system.

Necessary steps:

- Installation of Milestone Remote Client.
- Configuration on the Gallagher Command Centre.
- Configuration of Remote Client views.

### ***Installation of Milestone Remote Client***

Before installing a new version of the Milestone Remote Client on the surveillance system, the current available versions of clients, drivers and tools should be checked. This can be done by accessing the download page of the surveillance system.

1. Open Window Internet explorer.
2. Enter the IP address of the surveillance system, e.g. "http://10.100.0.95"; alternatively use "http://localhost" if the Windows Internet explorer is opened on the surveillance system.
3. If the surveillance system already has Remote Client 3.7a or newer, there is no need to install a new version.

#### **Installation procedure:**

1. Copy the file called SS\_MilestoneXProtectRemoteClient\_en-US.exe into to a temporary folder on the machine that runs the surveillance system. Depending on which surveillance system that is used the file must be placed differently.
  - Milestone XProtect Corporate, the file must be placed on the machine where the Milestone XProtect Corporate Management server is installed.
  - Milestone XProtect Enterprise, the file must be placed on the machine where the Milestone XProtect Download Manager is installed.
2. Execute the SS\_MilestoneXProtectRemoteClient\_en-US.exe file. The installation of the Remote Client will start.
3. Optionally, when the installation has completed, reload the download page as described in the beginning of this section in order to validate that the Remote Client has been added to the system.



## **Configuration on the Gallagher Command Centre**

**Prerequisites:** The Milestone VideoViewer for Gallagher has been installed. The Remote Client has been installed on the surveillance system. Using the Remote Client is restricted to either XProtect Enterprise or XProtect Corporate.

Before using the Remote Client via Gallagher Workstation, it should first be loaded by the Windows Internet Explorer. This is done in order to configure the settings for the components that are downloaded when using the Remote Client.

1. Open Windows Internet Explorer.
2. Enter the IP address of the surveillance system, e.g. "http://10.100.0.95". A download page with clients, drivers and tools for the surveillance will be shown.
3. In the Remote Client section click on the "English" link for the Remote Client 3.7a. Windows Internet Explorer will start downloading the Remote Client. A number of Active-X components will be installed and the user must accept the installation of these components. In cases where Windows Internet Explorer is set to block "pop-up windows" by default, "pop-up windows" from the address of the surveillance system must be allowed.
4. Optionally, logon to the surveillance system and configure the views that should be available.

### **Only required for Milestone XProtect Enterprise:**

5. The download path for the Remote Client must be changed. The VideoViewer for Gallagher is using a connection string in order to load the Remote Client. This can be changed by editing the RegisterVideoViewer.reg file and afterwards running it. The file is located in the "Milestone VideoViewer For Cardax" folder, e.g.:

"c:\Program Files (x86)\Milestone\Milestone VideoViewer For Cardax\"

6. First open the file in an editor (e.g. Notepad) and remove "Installation/" from the following lines:

```
[HKEY_CURRENT_USER\SOFTWARE\Cardax\Command Centre FT\DVRLive]
"Remote Client"="Installation/Remote Client/3.7a/English/en-US"
```

```
[HKEY_CURRENT_USER\SOFTWARE\Cardax\Command Centre FT\DVRStored]
"Remote Client"="Installation/Remote Client/3.7a/English/en-US"
```

Save the changes and run the RegisterVideoViewer.reg file by double-clicking it. Windows will prompt for acceptance of applying new values, choose "Yes".