

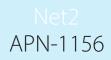
Paxton Net2 Integration for Milestone Access 2018 -Installation and Configuration Guide

Target audience

This Document is intended for System Installers as well as System Administrators.

Prerequisites

- .NET Framework 4.6.2
- Supported Microsoft Operating Systems:
 - o Windows 7 Professional;
 - o Windows 8 Professional;
 - o Windows 10 Professional;
 - o Windows Server 2008 R2;
 - o Windows Server 2012;
- Operational Paxton Net2 Server. V5.3.4008 onwards
- Operational Milestone system, with valid access 2018 or ACM License.
- Supported Milestone Systems:
 - o Milestone 2014, 2016, 2017 and 2018:
 - XProtect Essential+
 - XProtect Express & Express+
 - XProtect Professional & Professional+
 - XProtect Enterprise
 - XProtect Expert
 - XProtect Corporate
 - Husky M50



Installing the integration

The installation process is started when the installation file (SPPaxtonACM_vxxx.msi) is executed.

Follow the on-screen prompts and accept the license agreement.

1	🕼 SmartProtect Paxton_Milestone Access Integration Setup - 🗆 🗙	
	Welcome to the SmartProtect Paxton_Milestone Access Integration Setup Wizard The Setup Wizard will install SmartProtect Paxton_Milestone Access Integration on your computer. Click Next to continue or Cancel to exit the Setup Wizard.	
	Back Next Cancel	
	SmartProtect Paxton_Milestone Access Integration Setup Access Integration Setup Access Integration License Agreement Please read the SmartProtect Paxton_Milestone Access Integration License Agreement	
	Net2 Access Control	
	End User Licence Agreement (EULA)	
60	IT IS IMPORTANT THAT YOU READ THIS AGREEMENT CAREFULLY	
	I accept the terms in the License Agreement	
	Print Back Next Cancel	

Select the Integration feature you wish to use (both are required for the full integration)

Selecting 'Milestone Plugin for Paxton' will provide you access to doors, events and users in the Net2 system, displayed within the XProtect Smart Client.



Selecting 'Paxton Integration with Milestone Access' will allow you to administer users within the XProtect Smart Client.

	GmartProtect Paxton_Milestone Access Integration − □ ×	
	Advanced Options Features and Custom Installation Paths	
	Paxton Integration with Milestone Access	
Æ	Milestone Plugin for Paxton	
f		
	Back Next Cancel	

Selecting either option will allow you to change the installation path, if you wish this to be different from the default:

🕼 SmartProtect Paxton_Milestone Access Integration — 🗌 🗙	
Advanced Options	
Features and Custom Installation Paths	
✓ Paxton Integration with Milestone Access	
Custom Installation Path	
C:\Program Files\Milestone\MIPPlugins\	
Milestone Plugin for Paxton	
Custom Installation Path	
C:\Program Files\Milestone\MIPPlugins\	
Back Next Cancel	
Back Next Cancel	

* The operation of the Paxton integration relies on being installed to the correct destination folder, relative to the Milestone System.

Click "Next" to finish the installation. (Please look out for and accept any UAC Prompts that may be required)

	Installing SmartProtect Paxton_Milestone Access Integration Installing SmartProtect Paxton_Milestone Access Integration	
	Please wait while the Setup Wizard installs SmartProtect Paxton_Milestone Access Integration.	
	Status: WixSharp_BeforeInstall_Action	
	Back Next Cancel	
Click "Finish" to close	the installer.	
	SmartProtect Paxton_Milestone Access Integration Setup Completed the SmartProtect Paxton_Milestone Access Integration Setup Wizard Click the Finish button to exit the Setup Wizard.	
	Image: Second	



Configuring the integration

THIS INTEGRATION CONSISTS OF TWO SEPARATE PLUGINS, CONFIGURED SEPARATELY.

The plugin configurations are completed in the Milestone Management Client (Corporate and Expert Products) or the Milestone Management Appliance (Express, Professional and Enterprise) products.

Milestone access plugin

This plugin manages all the normal access control interactions between Paxton and Milestone.

Connection

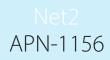
With the Milestone Management Client (appliance) open, navigate to the Access Control node. Right click on this node and select "Create new . . ."

If plugin is not found see Troubleshooting: Milestone Access Plugin.

Create access control syst	em integration	
Name the access control system integr	ration, select the integration plug-in and enter the connection details.	
Name:	Paxton Net2 Access Control 2018	
Integration plug-in:	SmartProtect Paxton ACM ~	
Address of my access control system:	localhost	
Port:	8025	
Username:	System Engineer	
Password:	••••	
		1
		2
		-
		1000

If a plugin is found, the "Create Access Control System Integration" window is displayed. The following items must be supplied:

- 1. Name: This is the name of the Plugin
- 2. Integration Plugin: Select the Paxton Access integration from the list.
- 3. Address of my Access Control System: Server name or IP address of the Paxton Net2 server.
- 4. Port: Port number of the Paxton Net2 server.
- 5. Username: Paxton Net2 Username.
- 6. Password: Paxton Net2 Password.



Synchronise the configuration

After completing the required information, Click "Next".

The Plugin will attempt to connect to the Net2 Server. If the connection succeeds, the system configuration will be synchronised and the result is displayed:

Connecting to the ad	ccess control system	
Collecting configuration data		
Configuration successfully rece	eived from access control system.	
Added:		
Doors (6)		▼
Units (6)		-
Servers (1)		▼
Events (1003)		-
Commands (3)		-
States (19)		-

If Connection fails see Troubleshooting: Milestone Access Plugin

Associate cameras

Clicking "Next" will display the "Associate Cameras" window

	Associate came	ras			100
					. The associated cameras are used in the XProtect Smart or's access points are triggered.
	Doors:				Cameras:
	All doors *				A D PICPMIESI A Camera Group 1
	Name	Enabled	License	3	Dahua IPC-HDW4300C (10.10.40.168) - C
	Group 1 - Live Door 1	~	Missing	~	Qvis HDIPC (10.10.40.33) - Camera 1
	Group 2 - Live Door 2	~	Missing	~	🛸 Qvis HDIPC (10.10.40.189) - Camera 1
	Group 3 - Live Door 3	~	Missing	~	
	Live Door 4	~	Missing	~	
	Live Door 5	~	Missing	\checkmark	
	Live Door 6	~	Missing	\checkmark	
	Access point: Live Do Qvis HDIPC (10.10.4 Qvis HDIPC (10.10.4 Drop camera here t	40.33) - Ca 40.189) - C	amera 1 Camera 1	<u>Remov</u> <u>Remov</u> e access poin	
J 11 1	<			>	
					Previous Next Cancel

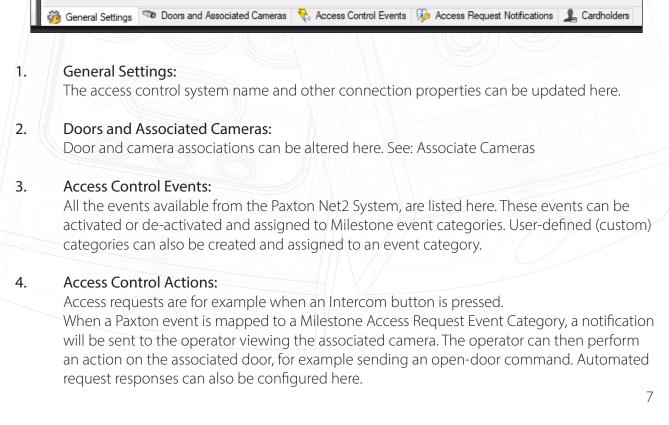
Find the required camera for each door in the right hand pane, and drag and drop on the associated door.

When all the doors have been associated with cameras, click "Next" to Continue. After successful integration, the success confirmation window is displayed.

After successful integration, the access control plugin properties can be accessed at any time by right clicking on the configured access control node, in the Milestone Management Client.

	Create Access Control System Integration	×
	You have successfully completed the access control system integration	
	Your XProtect Smart Client users can now monitor access control events. See the help system for how to optimize the XProtect Smart Client for access control system integration.	
	You can edit the integration settings in the access control system properties, if you, for example, update the access control system.	
	Close	
ess contro	l properties	
Access contro	ol properties are divided into 5 categories:	

Acc





5. Cardholders:

Cardholder information can be viewed, and cardholders can be searched for. A custom picture can be selected for each cardholder profile.

	bi information				
ontrol one + Cardho	Iders				
Net2 Access Cont		nisture of the conduction. The conduction nist		in the VProtect Course	t Client, when an access control event has been re
Search for c	ardnoiders to view, add or delete a	picture of the cardholder. The cardholder pictu	Ire is used	In the AProtect Smar	t Client, when an access control event has been h
Search ca	rdholder Q				
Name	*	Туре		Adam Gray	
Adam Gild	ay	User	^	All hours, all doors	
Adam Gran	nt	User			Select picture
Adam Gray		User			Delete picture
Adam Wal	ker	User			
Adam Wal	ker	User		2	
Adam Whit	te	User		2	
Adelle Gab		User		AccessLevel:	All hours, all doors
Adelle Gib		User		AccessLevelId:	1
Adelle Rod	-	User		ActivationDate:	11/01/2018 00:00:00
Adelle Slat		User		Active:	True
Adelle Tho		User		Department:	Accounts
Adelle Wal		User		DepartmentId:	5
Adelle You	-	User	_	DisplayName:	Adam Gray
Adrian Ben		User	_	FirstName:	Adam
Adrian Ben		User	_	Surname:	Gray
Adrian Ben		User	_	UserId:	634
Adrian Ben	nnett nnett (Error)	User User	_	LastAreald:	0
	nnett (Error)	User		LastAccessTime:	01/01/0001 00:00:00
Alain Four		User	_	AntiPassbackUser:	True
Alain Four		User		AlarmUser:	False
Alex Cox	iici	User		ExpiryDate:	01/01/0001 00:00:00
Alex Harris		User	_	Field14_50:	634
Alex Harris		User	_	UserGuid:	b873fd24-547e-4c0b-808f-6e11cf41fb20
Alex Maso		User		LastUpdated:	11/01/2018 13:16:26
Alex Maso		User		Global:	False
Alex Mills		User			
Alex Mills		User			
Alex Simps	son	User			
Alex Spend		User			
Alex Wrigh	t	User			
Alex Wrigh	t	User			
Alexander	Clarke	User			
Alexander	Grant	User			
Alexander	Macdonald	User			
Alexander	Macdonald	User			
Alexander	Mclean	User			
Alexander	Phillips	User			

Milestone MIPS plugin

THIS PLUGIN MANAGES PAXTON NET2 USERS, INCLUDING ACCESS LEVELS

To access this plugin, in the Milestone Management Client, navigate to the "MIP Plug-ins" node, and open the "Paxton Management Interface" node.

Connection

Here the connection properties for the Paxton Net2 Server is configured separately from the access plugin.

After the first login, all the settings, except the password is stored. This reduces the risk of unauthorised changes.

On successful connection, the connect button will change to "Connected" with a green border. Other plugin functions may now be accessed.



PAXTON ACM PLUGIN V1.1.2.0 onwards

From this version, you will see an added tab in the Milestone Smart Client called Paxton. This tab provides an element of user control where users can be administered from within the Smart Client Application .

Live	Playback	Sequence Explorer	Alarm Manager	Paxton	Access Control	System Monitor
------	----------	-------------------	---------------	--------	----------------	----------------

When clicking this tab, you will be presented with a connection logon; enter a valid Net2 operator account and password and click save. The credentials will be saved for the duration of the session the smart client is open and will only request the details again if the smart client is closed and reopened.

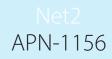
In host, enter localhost if running Milestone on the same PC as the Net2 server software. Alternatively, enter the name of the PC or the IP address the Net2 server resides on. This should be on the same LAN as the Milestone server.

Connection 1	To Paxton Net2 Server
Host	localhost
Port	8025
User Name	Chris Wrench
Password	••••
	Cancel S

Upon connection to the Net2 server, the status in the bottom left corner of the screen will indicate you are connected to Net2.

Status: Connected

Connection



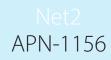
The operator is presented with a list of users within the Access Control System. If they have photos attached to their user record in Net2, they will display with the Milestone:

ve	Playback Sequence Explorer	Alarm Manager Paxton Access Co	ontrol System Monitor			-+0÷
		-				
10 0	Thank you for using this trial license to demonstrate	or evaluate the XProtect video management software. The trial licens	e is not for commercial use. To fully license the product, please contac	t your reseller or find one on www.milestonesys.com.		
ld New Us						Search User
	Name	Department	AccessLevel	Pic	Edit	Delete
	Caroline Miller	Marketing	All hours, all doors	<u> </u>	Edit	Delete
	Caroline Torres	Temporary Staff	All hours, all doors		Edit	Delete
	Catherine Young	Marketing	House Keeping		Edit	Delete
	Chris Wrench	(none)	All hours, all doors	×	Edit	Delete
	Clair Ferguson	Temporary Staff	All hours, all doors	<u></u>	Edit	Delete
	Debbie Ferguson	Factory	House Keeping	P	Edit	Delete
	Debbie Hill	Managers	Standard	9	Edit	Delete
	Deborah Mason	Accounta	No access	A	Edit	Delete
	Den Thwaites	Managers	No access	8	Edit	Delete
	Edward Philips	Research And Development	Visitors		Edit	Delete
	Elanor Wallace	Research And Development	Cleaners	9	Edit	Delete

User information can be edited within the Smart Client by clicking Edit. The Net2 Desktop Reader with Keyboard Output USB (Paxton Sale Code: 214-326) will allow you to add Paxton tokens to the system via the Smart Client. If you do not possess a desktop reader with the keyboard output, you will need to identify the token number and enter this manually. To delete and remove the user, click delete.

You can edit Access Level and individual permissions, as well as complete custom fields and the memo section.

User Access Custom			
User Access Custom			
First Name:	Caroline	Activation date	
Middle Name:		31 December 2000	
Surname:	Miller	Expire	
Deptarment:	Marketing	 29 November 2016 	
Telephone:	Ext.:		
Fax No:		Active	
Picture File Name:		Anti-Passback	
PIN:		Alarm User	Save
PIN length:	4		Save
Card Administration			
Card No.:		Add Car	rd Close
User's cards:		- Delete	



Access Levels:

User Access Custom	Memo				
				Access Leve	al l
Access Level:	All hours, all doors		-	Individual	
					Sav
Card Administration					_
Card No.:				Add Card	Clo
User's cards:				- Delete	
User updated OK.					
r Fields:					
r Fields:					
r Fields:					
r Fields:				_	
	Memo				
User Management	Memo	Field 8:			
User Access Custom Field 1: Field 2:	Memo	Field 9:			
User Access Custom Field 1: Field 2: Field 3:	Memo	Field 9: Field 10:			
User Management User Access Custom Field 1: Field 2: Field 3: Field 4:	Memo	Field 9: Field 10: Field 11:			
User Management User Access Custom Field 1: Field 2: Field 3: Field 4: Field 5:	Memo	Field 9: Field 10:			
User Management User Access Custom Field 1: Field 2: Field 3: Field 4: Field 5: Field 5: Field 6:	Memo	Field 9: Field 10: Field 11: Field 12:			
User Management User Access Custom Field 1: Field 2: Field 3: Field 4: Field 5:	Memo	Field 9: Field 10: Field 11:			
User Management User Access Custom Field 1: Field 2: Field 3: Field 4: Field 5: Field 5: Field 6:		Field 9: Field 10: Field 11: Field 12:			
User Management User Access Custom Field 1: Field 2: Field 3: Field 4: Field 5: Field 6:	Memo	Field 9: Field 10: Field 11: Field 12:			
User Management User Access Custom Field 1: Field 2: Field 3: Field 4: Field 5: Field 5: Field 6: Field 7:	Memo	Field 9: Field 10: Field 11: Field 12:			
User Management User Access Custom Field 1: Field 2: Field 3: Field 4: Field 5: Field 6: Field 7: Card Administration		Field 9: Field 10: Field 11: Field 12:			
User Management User Access Custom Field 1: Field 2: Field 3: Field 4: Field 5: Field 5: Field 6: Field 7:	Memo	Field 9: Field 10: Field 11: Field 12:		Add Card	

Memo Tab:

User Access Custom Memo	
Field 13:	
Card Administration	
Card No.:	Add Card
User's cards:	- Delete

Troubleshooting - Unsuccessful Installation

PLEASE CHECK THE FOLLOWING BEFORE CONTACTING SUPPORT

- 1. Is the correct .NET Framework version installed? (Currently .NET 4.5.2 or newer is supported.)
- 2. Make sure that all the pre-requisites are met.

INSTALLATION LOGS

Installation logs can be vital in establishing the source of a problem. Logs can be located in the following locations:

- 1. Click "View Logs" on the last page of the installation wizard.
- 2. Navigate to: "C:\ProgramData\SmartProtect\Paxton\InstallFiles" (C:\ being your system OS Drive").

These files may be required by support in order to identify the problem.

Troubleshooting - Milestone Access Plugin

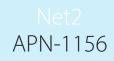
"No Access Control Plugins Are Available . . ." Message, when attempting to add the plugin in the Milestone Management Client.

ate Ac	cess Control System Integration
8	No access control plug-ins are available. Verify that plug-ins are installed on the event server and that the Event Server service is running.
	()

- If the warning listed above is produced, then the Milestone Event Server Service may need to be re-started for the plugin to be recognised.
- Restarting the service can be achieved by typing "Services" in the Windows search bar and selecting "Services" from the application search results. Find the "Milestone XProtect Event Server" service, right click on it and select "Restart".
- From Milestone Corporate Version 2016 R2, an event server tray icon is available that can also be used to restart the service.
- Re-open the Milestone Management Client and try adding the plugin again.
- Make sure that the Paxton NET2 Client is also installed on the Milestone Management Server. This client installer is usually in the form of a file called "RedistOEM.msi".
- Check that the version of the Paxton NET2 Client installed on the Milestone Management Server is the same as the version of the installed Paxton NET2 Server.
- Connection to the Paxton NET2 server fails while attempting to configure the plugin:
 - If the connection fails, click "Previous", and please review the information supplied. Also ensure that the Paxton Net2 server is running and that network connectivity can be established.

Regarding Network Connectivity: Please ensure that the Paxton Net2 Server can be reached on the network (perhaps with a "Ping" test) and that the OS Firewall Allows Communication via the Paxton Net2 Port (Default TCP Port 8025).

- Make sure that the Paxton NET2 client is also installed on the Milestone Management Server. This client installer is usually in the form of a file called "RedistOEM.msi".
- Check that the version of the Paxton NET2 client installed on the Milestone Management Server is the same as the version of the installed Paxton NET2 server.
- Access Plugin is correctly configured, but Paxton NET2 events and statuses do not display in the XProtect Smart Client.



- Make sure that the Milestone Access or ACM License is active. Individual door licenses can be checked in the "Doors and Associated Cameras" window in the Milestone Management Client access control node. See: Access Control Properties
- Make sure that the doors for which events are expected, is associated the cameras.
- See: Associate Cameras
- Make sure that the Paxton Events are Properly Mapped to Milestone Event Categories. See: Access Control Properties.

Troubleshooting - Milestone MIPS Plugin

- Connection to the NET2 Server Fails:
- Make sure that the Paxton NET2 Client is also installed on the PC where this plugin is installed. This Client Installer is usually in the form of a file called "RedistOEM.msi".
- Check that the Version of the Paxton NET2 Client Installed on the PC where this plugin is installed is the same as the Version of the Installed Paxton NET2 Server.
- Please Ensure that the Paxton Net2 Server can be reached on the network (perhaps with a "Ping" test) and that the OS Firewall Allows Communication via the Paxton Net2 Port (Default TCP Port 8025).
- Plugin does not appear in the Milestone Management Client, under the "MIP Plug-ins" Node: Make sure that the Milestone System was not installed on a Custom Drive or in a Custom Location.

Depending on the Type of Product Installed, different options exist for Plugin Folders.

If a Custom Milestone Installation was performed, the Following Steps can be taken to attempt resolution:

Un-install the Plugin;

0

- Find the Path to the following Milestone Folders:
 - o Milestone Corporate or Expert:
 - Management Path: Custom Installation Folder "\Milestone\XProtect Management Client\MIPPlugins"
 - ACM Path: Custom Installation Folder "\Milestone\XProtect Event Server\ MIPPlugins
 - Milestone XProtect Enterprise, Professional and Express:
 - Management Path: Custom Installation Folder \Milestone \Milestone Surveillance \ MIPPlugins"
 - ACM Path: Custom Installation Folder "\Milestone\XProtect Event Server\ MIPPlugins



- Re run this Installer and in the "Advanced" Window, Substitute the Following Installation Paths to the Paths Found in the Above Step.
 - o Paxton Integration with Milestone Access: ACM Path
 - o Milestone Plugin for Paxton: Management Path

Disclaimers

This Document is intended for General Information Purposes only, and due care has been taken in its Preparation.

Any risk arising from the use of this information rests with the recipient, and nothing herein should be construed as constituting any kind of warranty.

SmartProtect reserves the right to adjust without prior notification.

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.