MAKE THE
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Manual

Milestone Axon Incident Manager v2.0

milestone

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Target audience for this document

The installation and configuration part of this document is aimed at system administrators of the Evidence.com and Milestone XProtect.

The operation part of this document is aimed at system administrators and also system operators with basic knowledge of Evidence.com and Milestone XProtect.

As this manual contains specific details about the integration, it is recommended for system administrators to check the following sources of information:

- Evidence.com Help Center
- Milestone XProtect (XProtect Management Client and XProtect Smart Client)

and for system operators to check at least:

- Evidence.com Help Center
- Milestone XProtect (XProtect Smart Client)

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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.

Release notes

Build 2.0.22.0

This is the initial release.

Build 2.0.25.0

N	Issue	Response	Status
01	The communication between the integration components cannot be established when the encryption for XProtect Event Server is turned on.	The integration works correctly when the encryption of the XProtect Event Server is turned on.	Resolved

Build 2.0.31.0

N	Issue	Response	Status
01	Improve user experience in the XProtect Smart Client / XProtect Management Client.	User experience in the XProtect Smart Client / XProtect Management Client is now improved (various buttons / columns / fields / options are renamed; error messages are reworked).	Resolved
02	XProtect Smart Client – regional settings of the computer are not applied to the **Export Time Interval**.	This is now fixed. Current regional settings of the computer are applied in to the XProtect Smart Client > **Playback** tab > **MIP plug-ins** side panel > **Milestone Axon Incident Manager** > **Export Time Interval**.	Resolved
03	Changing the options in the Service Configuration requires service restart.	Changing the options in the XProtect Management Client > **Site Navigation** > **MIP Plug-ins** > **Milestone Axon Incident Manager** > **Configuration** > Service Configuration does not require service restart.	Resolved
04	Changing the options in the General Configuration requires XProtect Smart Client restart.	Changing the options in the XProtect Management Client > **Site Navigation** > **MIP Plug-ins** > **Milestone Axon Incident Manager** > **Configuration** > General	Resolved

		Configuration does not require XProtect Smart Client restart (except for the **Names Presentation** option)	
05	Implement option for generating Axon Export Audit Logs.	**Generate Axon Export Audit Logs** option is added in the XProtect Management Client > **Site Navigation** > **MIP Plug-ins** > **Milestone Axon Incident Manager** > **Configuration** > General Configuration. By default this option is enabled.	Resolved
06	The integration uploads only the first file in case the exported files are split into several parts.	This is now fixed. It should upload all files in case the exported files are split into several parts.	Resolved
07	The integration uploads one file in case of AVI export for several cameras.	This is now fixed. It should upload all files in case of AVI export for several cameras.	Resolved

Build 2.0.41.0

N	Issue	Response	Status
01	Implement **Job Start Time** column of the export in the **Export Queue** / **Completed Exports**.	**Job Start Time** column is added to the **Exports Queue** / **Completed Exports**.	Resolved
02	Implement confirmation message/review of the current selected options after clicking **Queue Export** in the XProtect Smart Client is now added.	A confirmation message/review of the current selected options after clicking **Queue Export** in the XProtect Smart Client is now added.	Resolved
03	The **Category** / **Owner Name** / **Case ID** lists in the XProtect Smart Client are not sorted.	Alphabetical order for **Category** / **Owner Name** / **Case ID** in the XProtect Smart Client is implemented.	Resolved
04	Implement **Status Details** column in the **Exports Queue** / **Completed Exports**.	**Status Details** column added to the **Exports Queue** / **Completed Exports**. It contains information about the errors.	Resolved
05	The features below are not working as expected: - Job automatic retry - Job prioritization - Delete job from the **Exports Queue** / **Completed Exports**	These features are currently removed and deferred for future releases: - Job automatic retry - Job prioritization- - Delete job from the **Exports Queue** / **Completed Exports**	Resolved

Build 2.0.45.0

N	Issue	Response	Status
01	Implement option to include timestamps in AVI exports.	**Include timestamps in AVI exports** option is now added in the XProtect Management Client > **Site Navigation** > **MIP Plug-ins** > **Milestone Axon Incident Manager** > **Configuration** > General Configuration.	Resolved
02	Add **Badge ID** to the **Owner Name** in the XProtect Smart Client.	The **Badge ID** value from Evidence.com is added after the name in the **Owner Name** property (when creating a job in the XProtect Smart Client).	Resolved
04	Implement job progress column in the **Exports Queue**.	**Progress** column is added in the **Exports Queue**.	Resolved

Build 2.0.46.0

N	Issue	Response	Status
01	The framerate of the AVI format export is limited to **8** frames.	The default frame rate for AVI format export is changed to the maximum possible.	Resolved

Build 2.0.55.0

N	Issue	Response	Status
01	The **Description** and **Case ID** fields in the XProtect Smart Client > Create export should not be mandatory.	The **Description** and **Case ID** fields in the XProtect Smart Client > Create export are now not mandatory.	Resolved
02	The **Owner Name** and **Case ID** fields in the XProtect Smart Client > Create export should not be prepopulated.	The **Owner Name** and **Case ID** fields in the XProtect Smart Client > Create export are not prepopulated now.	Resolved
03	The **Format** options in the XProtect Smart Client > Create export are not saved after restarting XProtect Smart Client.	The **Format** options in the XProtect Smart Client > Create export are now saved and loaded after restarting XProtect Smart Client.	Resolved

04	The automatic retry in case of job failure during the **Uploading** step causes a loop.	The automatic retry upon upload failure (for a job) is now removed.	Resolved
05	A job with no cameras selected causes the **Exports Queue** to be stuck on that job.	This issue is handled in the following components: • XProtect Smart Client plugin – it should not allow creating an export job with no cameras selected. • Service – the status for a job with no cameras selected will be always **Failed**. • Service – A restart of the service is not needed in case of adding new cameras.	Resolved
06	Temporary files are not deleted from the **Main folder** (working directory) in case the export job is **Canceled** during the **Exporting**.	This issue is now fixed. Temporary files are deleted from the **Main folder** (working directory) in case the export job is **Canceled** during the **Exporting**.	Resolved

Build 2.0.58.0

N	Issue	Response	Status
01	Implement **MKV** file format export.	**MKV** export option is added in the XProtect Smart Client operation > Create export.	Resolved

Build 2.0.69.0

N	Issue	Response	Status
01	Exports are failing in case the **Title** (of the exports) contains special symbols.	This issue is now fixed. Any special symbol in the **Title** is replaced with '_' during the export.	Resolved
02	Exports are failing in case a camera name (selected for export) contains special symbols.	This issue is now fixed. Any special symbol in the camera name is replaced with '_' during the export.	Resolved

03	XProtect Smart Client > **Playback** tab > **Completed Exports** tab - the **User**, which is currently logged in the XProtect Smart Client, is not considered for any new finished export jobs i.e. new finished jobs from all users are displayed although they do not belong to the currently logged user.	This issue is now fixed. Only the jobs created by the currently logged user in the XProtect Smart Client are displayed in the XProtect Smart Client > **Playback** tab > **Completed Exports** tab.	Resolved
04	XProtect Smart Client > **Playback** tab > **Completed Exports** tab - the default filter for the **Export Interval Start Time**, **Export Interval End Time** is not applied for any new finished export jobs i.e. new finished jobs are displayed although their current **Export Interval Start Time** and **Export Interval End Time** is not within the default **Export Interval Start Time**, **Export Interval End Time.**	This issue is now fixed. The default filter for the **Export Interval Start Time**, **Export Interval End Time** is applied correctly.	Resolved
05	Logging feature to be improved.	Logging feature of the solution is improved. The details can be found in the Logs chapter.	Resolved

Build 2.0.71.0

N	Issue	Response	Status
01	**Remove** button in the XProtect Smart Client > Create export > **Custom camera selection** dialog window is not working	This issue is now fixed. The **Remove** button is working as expected.	Resolved
02	Cameras are not listed properly in the XProtect Smart Client > Create export > **Custom camera selection** dialog window in case of MFA (Milestone Federated Architecture) environment.	This issue is now fixed. Cameras are listed in a way like the **Cameras** section in the XProtect Smart Client.	Resolved
03	Cameras are not listed properly in the XProtect Smart Client > Create export > **Custom camera selection** dialog window in case of user which is not part of the XProtect Administrators role.	This issue is now fixed.	Resolved

Build 2.0.80.0

N	Issue	Response	Status
01	Added windows FIPPs	If the configured connection to the VMS was done before the FIPPS are enabled, the config.ini file located in C:\ProgramData\Milestone\MilestoneAxonIncidentManager must be deleted. The user then must go to the axon tray controller > Server Connection and input the login credentials again. Verify>ok>Start Service	Resolved
02	.milestone export format	Xprotect format that is playable directly from evidence.com	Resolved

General description

Introduction

The Axon Incident Manager is an integration, which supports number of features including:

- Exports video in AVI, MKV and XProtect format,.milestone format for a specified time interval
- Exports audio if needed
- Generate audit log for the activities being done
- Uploads the exported files to Evidence.com

Solution overview

The integration includes Axon Incident Manager service, XProtect Management Client and XProtect Smart Client plug-ins.

Axon Incident Manager service

The service responds to requests generated by the XProtect Smart Client plug-in and returns status to each client generating its requests. Check the XProtect Smart Client > Exports subchapter below for more details.

Before starting the service, it must be configured by a user with administrator permissions. The steps are described in the Axon Incident Manager service configuration chapter.

The service is running by default using the Local System account. If this account does not have read/write access to the export folder, change the service user account to an account with sufficient permissions. The steps are described in Axon Incident Manager service configuration > Windows service subchapter.

XProtect Management Client plug-in

The plug-in includes the following features:

- Add/delete connection for Evidence.com which is needed for the upload of the exported files

- General Configuration
- Service Configuration
- Manage the current export jobs
- Gives information for the completed exports
- Gives basic status for the Axon Incident Manager service

XProtect Smart Client plug-in

The plug-in provides a side panel in the **Playback** tab of the XProtect Smart Client which includes the following features:

- Creating export by:
  I. Selecting the camera(s) in the current view or several cameras from the available XProtect Recording Server(s), format of the export and a time interval for which to export data
  II. Selecting a remote connection
  III. Adding details for the export
- Checking the current exports status

The plug-in can be installed on any computer where the XProtect Smart Client is installed. Each XProtect Smart Client can start an export job which is then added to the queue.

Export job process

1. The operator selects camera(s) from the current view or several cameras from the available XProtect Recording Server(s), then specifies the format and the time interval in the side panel of the XProtect Smart Client plug-in.
2. The operator selects remote connection for the export.
3. The operator adds details for the export.
4. The operator clicks the **Queue Export** button. If the Axon Incident Manager service is running, it confirms the export with a message saying **Job added to exports** meaning that the export job is added to the queue.
5. The Axon Incident Manager service gathers information for the cameras which has been selected.
6. The Axon Incident Manager service calculates the size the export files based on the configured file split size and starts the export. The service archives the export files in case of XProtect format export. Also, by default a pdf file is generated for each export. It contains logs for the activities being done.
7. The Axon Incident Manager service then utilizes the Evidence.com API to upload the exported files on Evidence.com.
8. The service updates the XProtect Smart Client plug-in with progress and status information received.

Prerequisites

Requirements for use of Milestone Axon Incident Manager integration in Milestone XProtect.

Milestone XProtect

- The Milestone Axon Incident Manager integration is compatible with XProtect Corporate 2021 R1 or newer.
- An active Milestone XProtect license is required.
- Access to the XProtect Management Client is required for the configuration of the integration, including account added to the XProtect Administrators role.

Evidence.com API

To fully utilize the Milestone Axon Incident Manager within Milestone XProtect, you must have an Evidence.com subscription that allows access to the partner APIs and active metadata channel. Without this level of access, the integration is not fully functional. For questions regarding your Evidence.com subscription, please reach out to your Axon representative.

Codec

The integration operates with any codecs that are installed on the computer where the service is installed. Xvid MPEG-4 Codec is recommended for use with the integration to compress and transfer data from Milestone XProtect into Evidence.com in a timely manner. Intel IYUV codec and Microsoft Video 1 codecs are not recommended as its use results in and larger export file size and significant data transfer time.

Download: https://www.xvid.com/download/

FAQ: https://www.xvid.com/faq/

Installation

Download the installation package for the integration from the link below:
https://download.milestonesys.com/CustDev/MilestoneAxonIncidentManager/v2/latest/

Plugin and Service installer

The Milestone Axon Incident Manager integration consists of one installation file supporting Windows 64-bit only:

- *Milestone Axon Incident Manager_x64_2.x.xx.x*

There are two components in the installer for the Milestone Axon Incident Manager integration – plug-in and service.

The plug-in must be installed on the following computers:

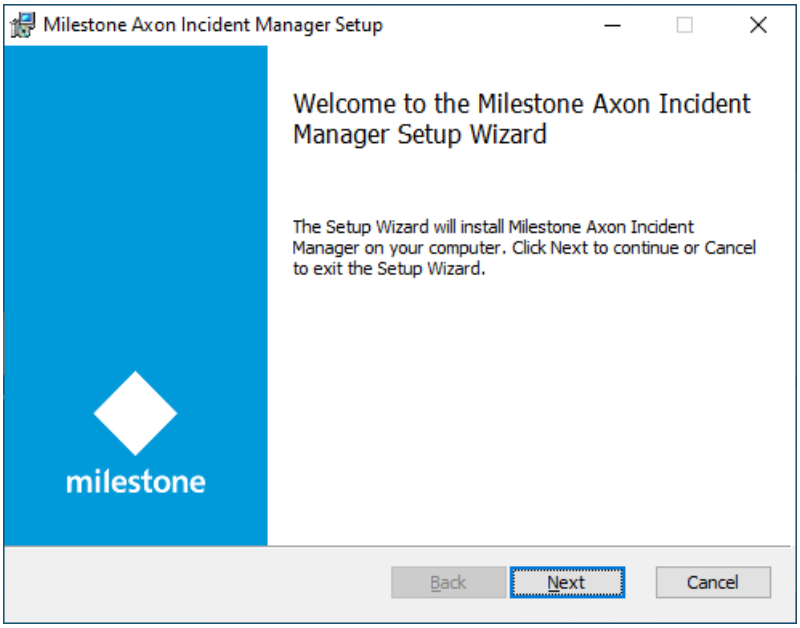
- On the computer where the XProtect Management Client is installed
- On the computer where the XProtect Smart Client is installed

The service component must be installed on a computer, which has access to the XProtect Management Server. The installer also includes a system tray application.

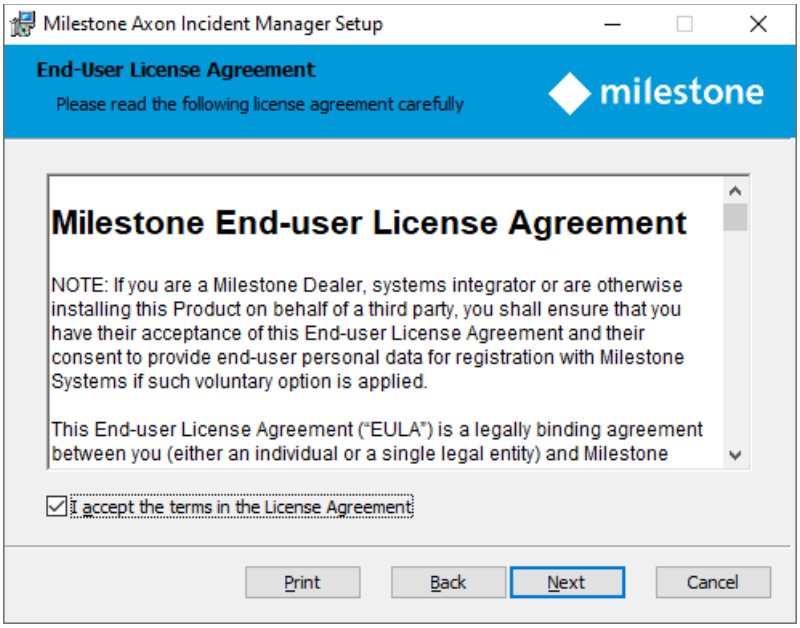
Only the plug-in component installs by default. You must indicate to the installer if you would like to install the service component on the same machine or elsewhere. These specifics are described in the next chapter.

Installation steps

1. Double click the installation package *Milestone Axon Incident Manager_x64_2.x.xx.x*.
2. You will see the Milestone Axon Incident Manager Setup Wizard. Click Next.

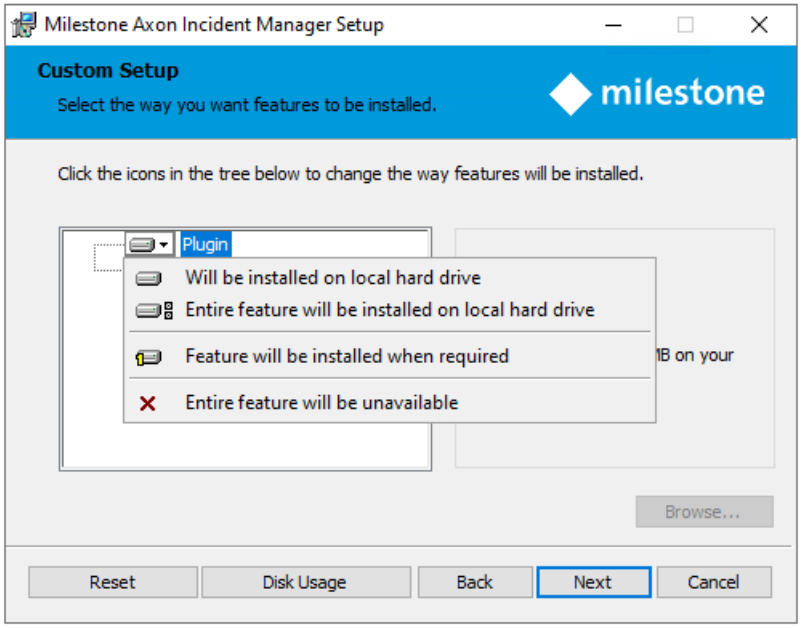


3. Read the license agreement carefully and select the I accept the terms in the License Agreement box. Click Next.



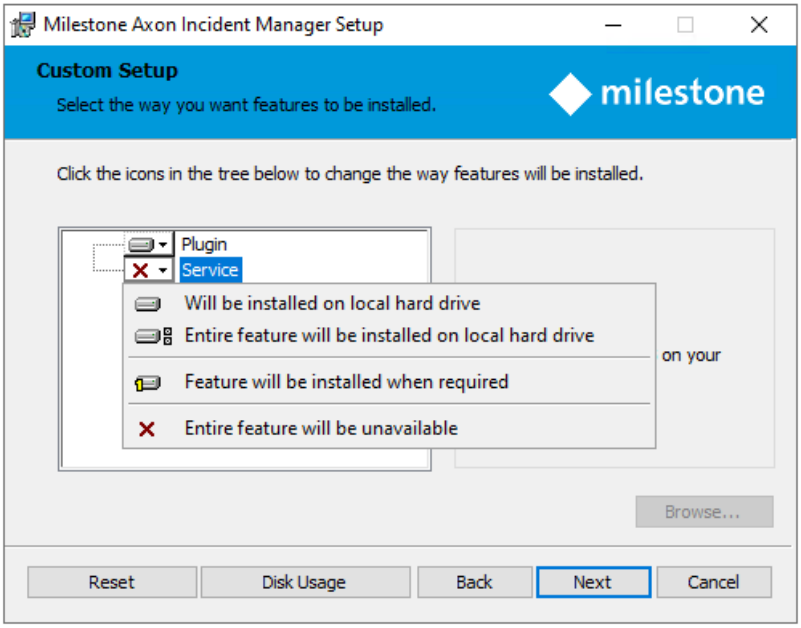
4. The default setting for the **Plugin** is, **Will be installed on a local hard drive.** Use the default selection in case you are installing the plug-in for XProtect Management Client and XProtect Smart Client.

> **Note:** Select option **Entire feature will be unavailable** in case the plug-in installation should be skipped.

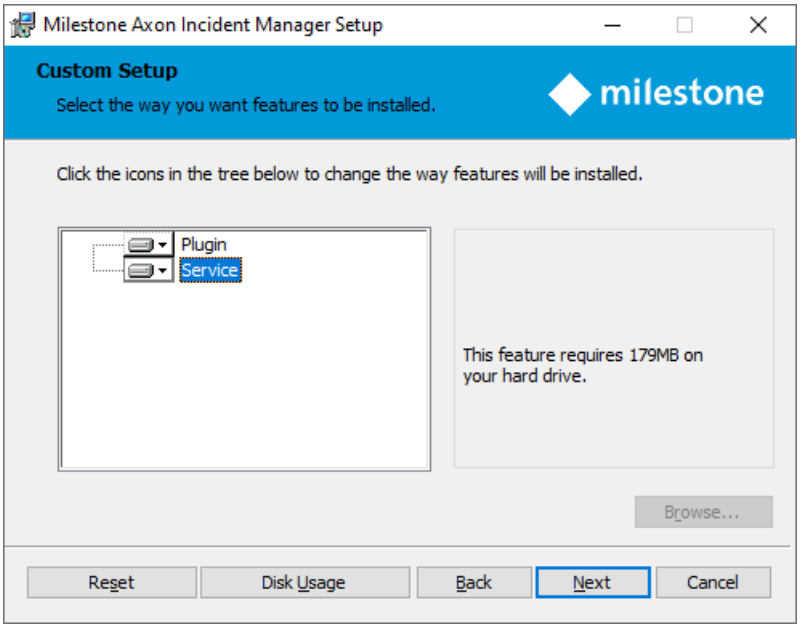


The default setting for the **Service** is **Entire feature will be unavailable.** Select option **Will be installed on local hard drive** in case you wish to install the service on the same machine as the plug-in.

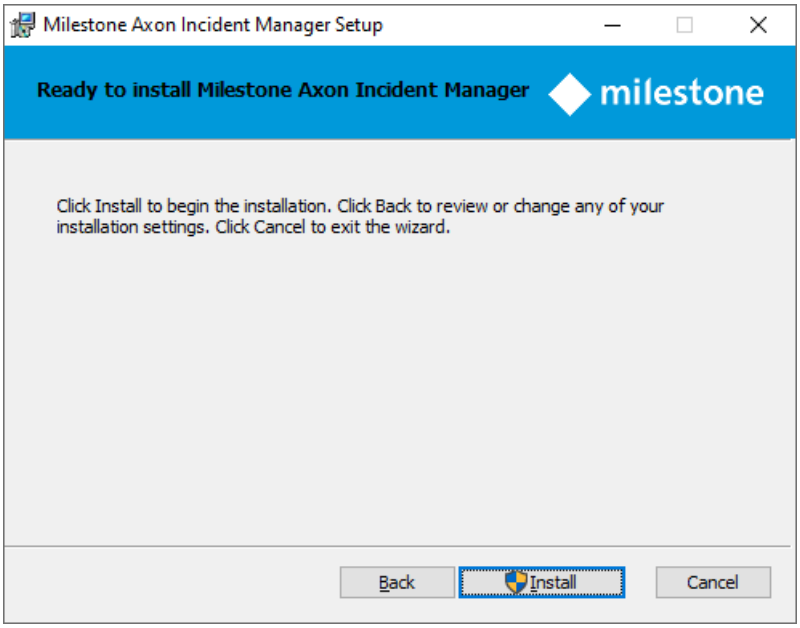
Note: Select option **Entire feature will be unavailable** in case the service installation should be skipped.



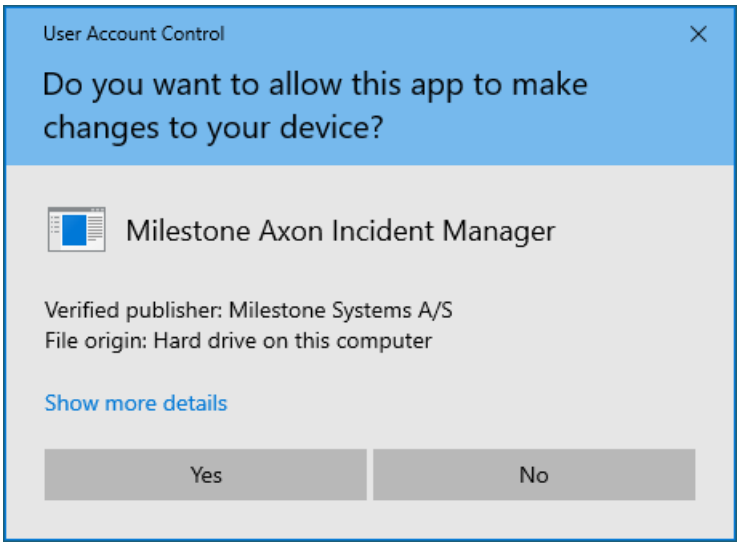
5. Click **Next**.



6. Click **Install**.

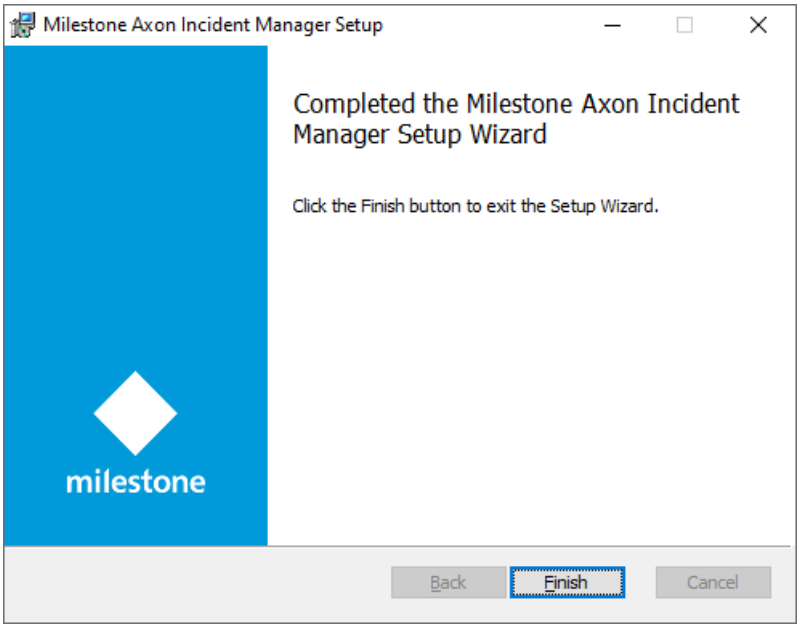


7. Click **Yes**, in case the following message appears on the screen.



8. The next actions are executed automatically.

9. Click **Finish**.



10. Restart **XProtect Management Client** and **XProtect Smart Client**.

License

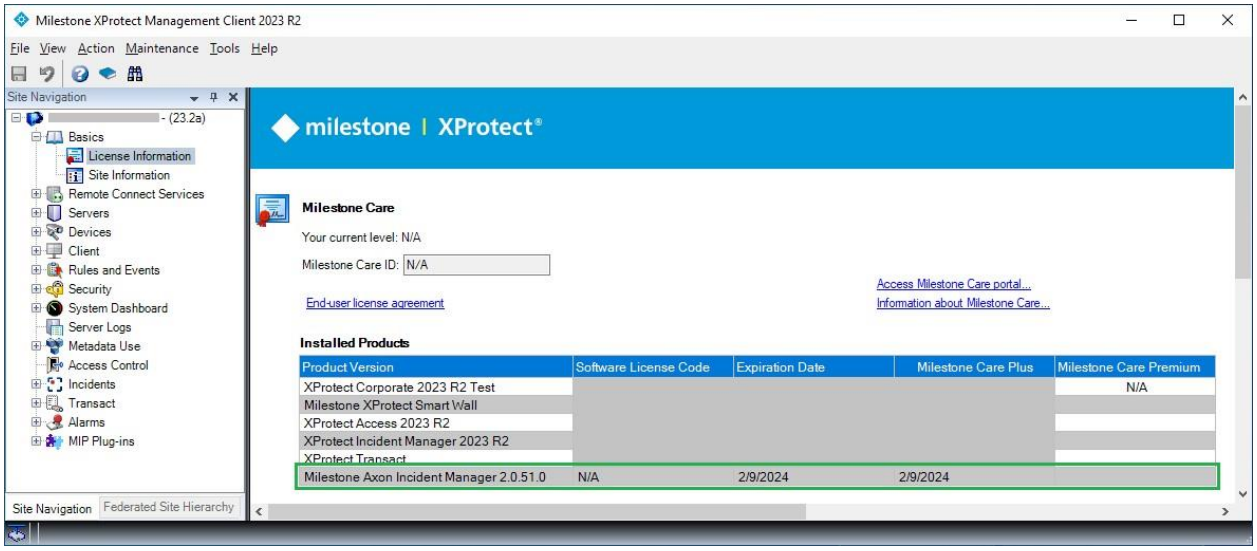
This solution does have a build-in MIP license check that is locked to the software license code (SLC) of the XProtect installation of which it is a part.

It automatically comes with a 30-day grace period which starts from the date when the plug-in is installed. After the grace period expires, a permanent MIP license is needed.

The permanent MIP licenses are provided by the distributor. To generate a permanent MIP license, the distributor must know the SLC of the Milestone XProtect where the integration has been installed. Collect the SLC and send it to the distributor, preferably via email.

When the permanent MIP license is acquired, the XProtect system must be reactivated, either online or offline.
If MIP license check fails, the XProtect Smart Client / XProtect Management Client plug-in will issue error messages and will have a reduced functionality.

The license information can also be checked in the XProtect Management Client > Site Navigation > Basics > License Information > Installed Products > Milestone Axon Incident Manager 2.x.xx.x.



Evidence.com and XProtect export elements mapping

The table below contains the mapping between the elements in Evidence.com and the Milestone XProtect exports:

Evidence.com	Milestone XProtect
Title	**Title** entered during export creation.
ID	**ID** entered during export creation.
Categories	**Categories** selected during export creation.
Description	**Description** entered during export creation.
Assigned to	**Owner Name** selected during export creation.
Created on	Date when the export is created on Evidence.com.
Notes	NA
Recorded on	Start time of the export.
Uploaded on	The time when the export is uploaded on Evidence.com
Uploaded by	The description of the specific API Access Client used for the upload.
Deletion scheduled for	NA
File format	The value is based on the file format. It can be: • **video/x-msvideo** in case the export is in AVI format • **video/x-matroska** in case the export is in MKV format • **application/x-zip-compressed** in case the export is in XProtect format. .Milestone format (selected from Management Client/Configuration) which is an Xprotect format playable directly from evidence.com • **application/pdf** in case of the generated Axon Export Audit Logs file
File size	Size of the file.
Evidence group	NA
Custom metadata	NA
Original file name	• Name of the export file in case AVI, MKV or XProtect format export • **audit.pdf** in case of the Axon Export Audit Logs file
Exported by	The Windows username of the operator who initiated the export.
Cases	**CaseID** entered or selected during export creation.
Tags	NA

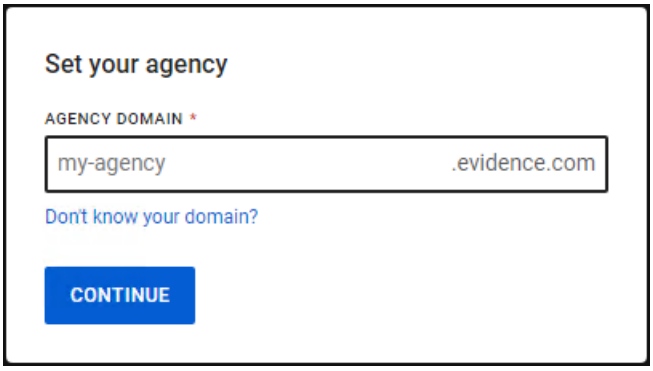
Note: The Milestone XProtect export files will be listed with the same **Title** in case of multiple export files (due to file split size), or multiple formats selected. They will have also the following same properties: **ID**, **Categories**, **Description**, **Assigned to**, **Created on**, **Recorded on**, **Uploaded on**, **Uploaded by**, **Exported by**, **Cases**.

Evidence.com

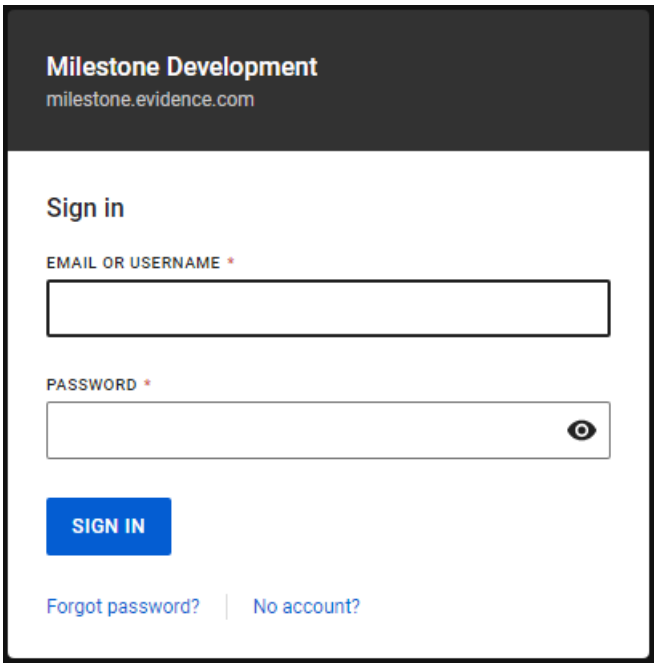
API Access Client configuration

This section identifies how to create API Access Client in Evidence.com and indicates the most restrictive required permissions to successfully use the Milestone Axon Incident Manager integration.

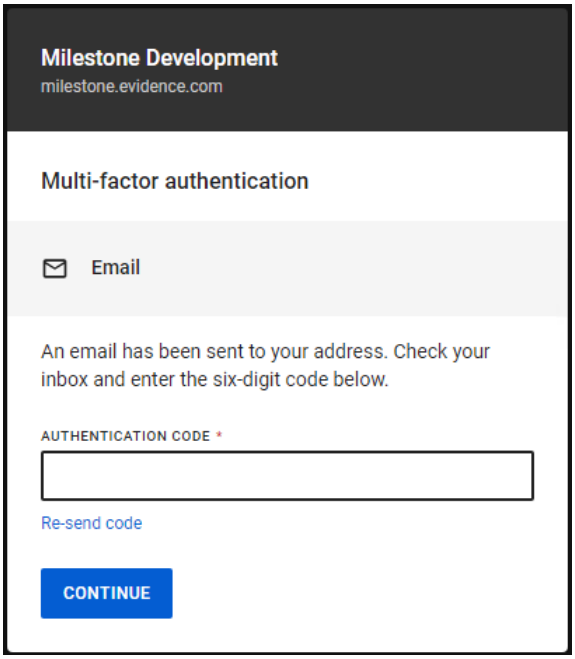
1. Open an internet browser and navigate to https://evidence.com/
2. Enter your agency domain. Click **Continue**.



3. Enter email or username and password. Click **Sign in**.



4. Enter the authentication code sent to your address. Click **Continue**.



5. Navigate to **Admin** > **System Administration** > **Security Settings** > **API Settings**.
6. Click **Create client**.
7. Insert **Client name** and select the following permissions:

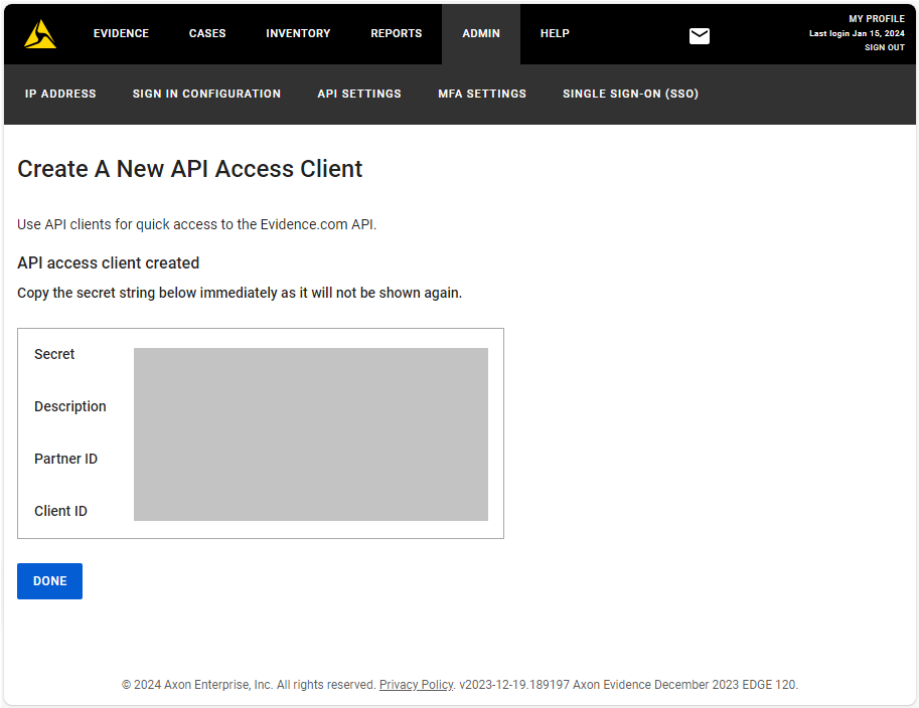
Permission Heading	Reason Required / Task Completed	Allowed/Prohibited
Cases		
any.list	Retrieve the case list	Allowed
any.create	Create CaseId	Allowed
Evidence		
any.create	Create evidence Attach file to evidence Complete evidence Complete file attachment Upload file by chunks	Allowed
Partner		
managedmetadata.modify	Create Update Custom Metadata Fields	Allowed
managedmetadata.read	Read Custom Metadata Fields	Allowed
category.view	Retrieve all categories	Allowed
Transcription		
Device		
Groups		
Respond		
Confidential Audit		

Systemstatus		
Interview_room		
CAD/RMS Incidents		
Users		
read	Retrieve all users	Allowed
Alpr		
Profile		
Reports		
Fleet		
Commandhierarchy		
Return		
Axon		

Note: All headings are included, but only the permissions that are required for each heading are listed. Listed permissions must be configured as **Allowed**. Any other listings must be listed as prohibited.

8. Click **Save** to save the API Access Client.

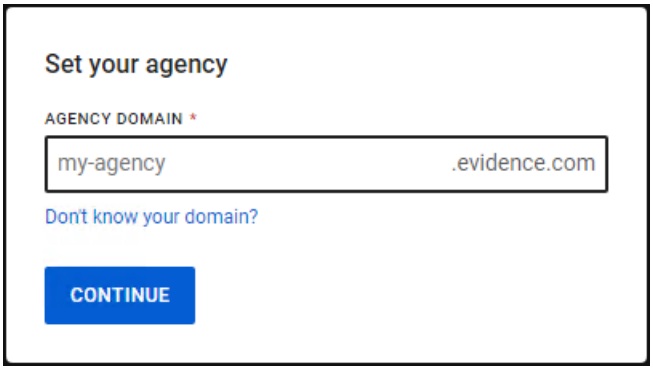
   Copy all the generated data (**Secret**, **Description**, **Partner ID**, **Client ID**) as it will be used in the XProtect Management Client configuration > Add Remote connection chapter.



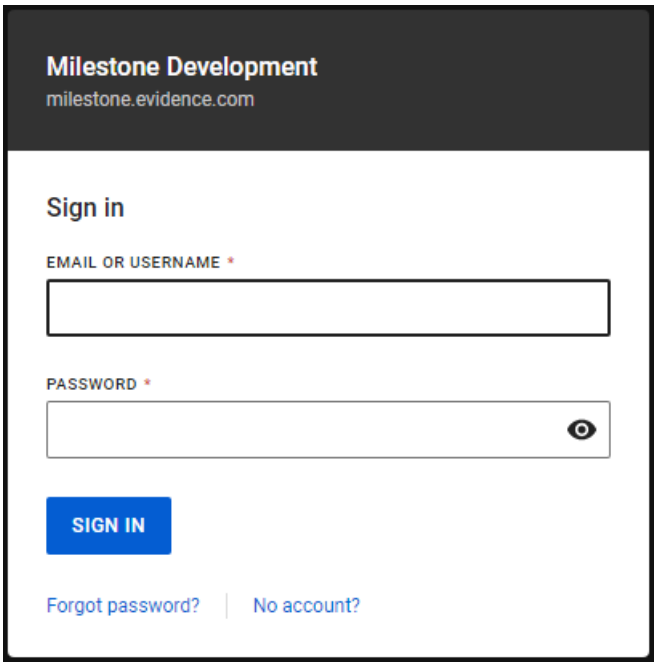
9. Click **Done**.

Manage Custom Metadata

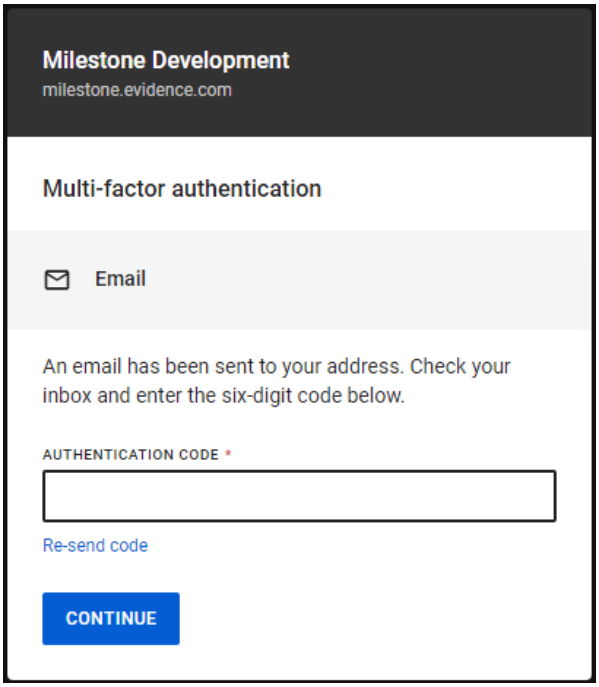
1. Open an internet browser and navigate to https://evidence.com/
2. Enter your agency domain. Click **Continue**.



3. Enter email or username and password. Click **Sign in**.

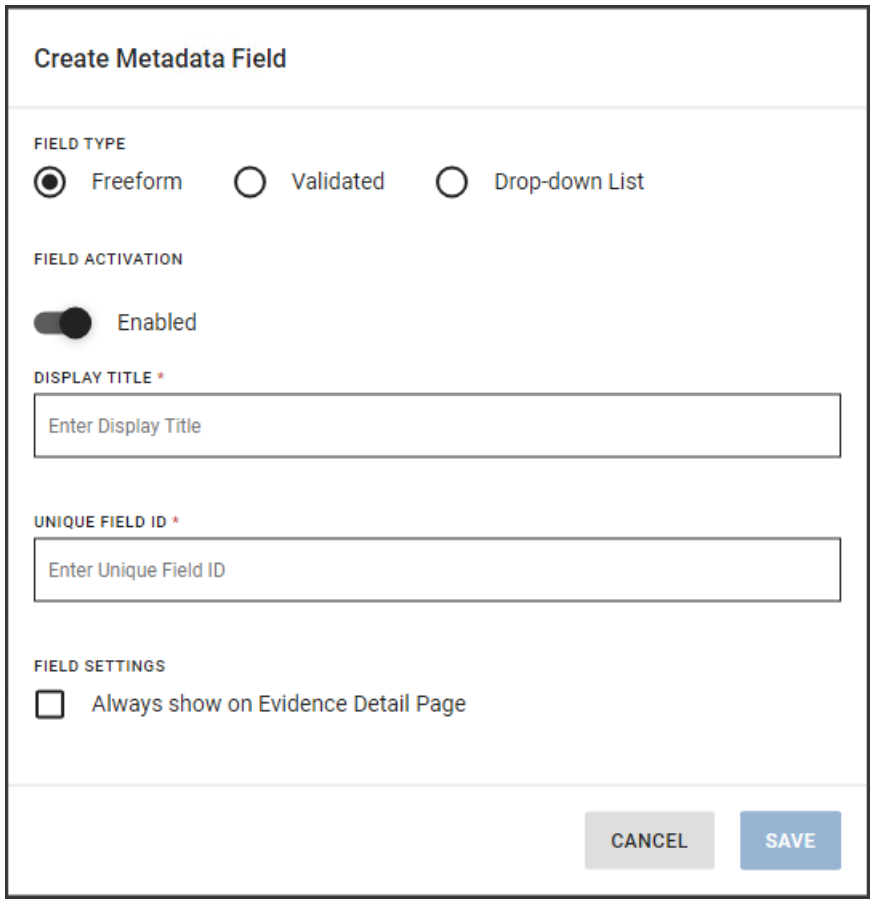


4. Enter the authentication code sent to your address. Click **Continue**.



5. Navigate to **Admin** > **System Administration** > **Agency Settings** > **Custom Metadata**.
6. Click **Create metadata field**.
7. Select/enter the following details:

Parameter	Description
Field Type	Select **Freeform**.
Field Activation	Move the slide to **Enabled**.
Display Title	Enter the display title.
Unique Field ID	Enter the unique field id.
Field Settings	
Always show on the Evidence Detail Page	Check this option.

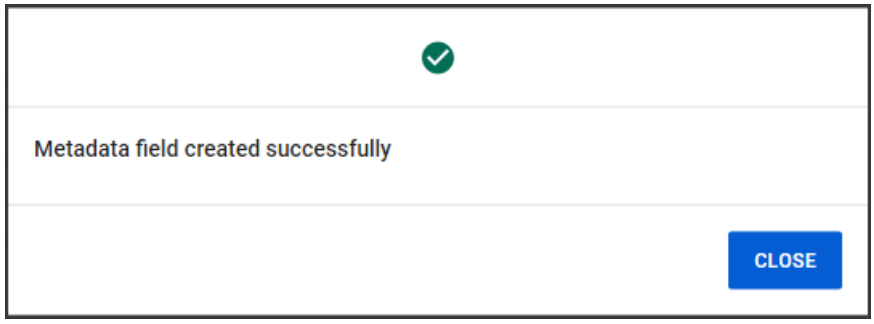


Create two custom metadata fields with the following details:

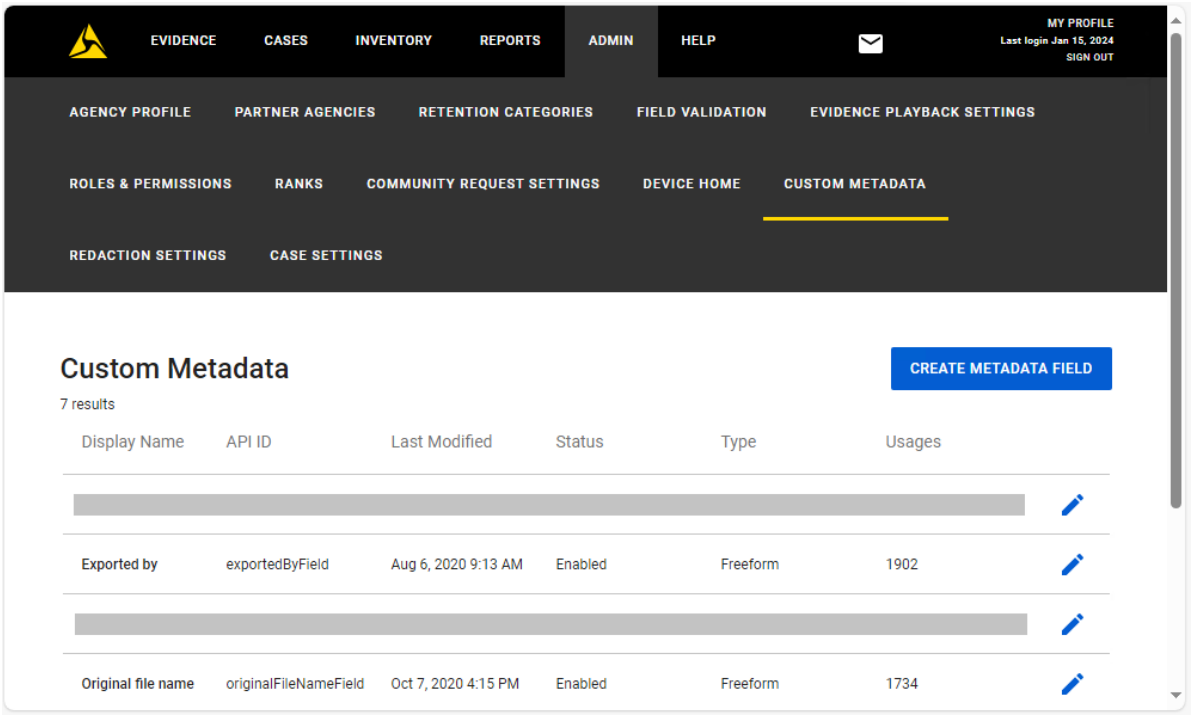
Display Title	Unique Field ID
Exported by	exportedByField
Original file name	originalFileNameField

8. Click **Save** to save the custom metadata field.

   The following message appears if the custom metadata field is created successfully:



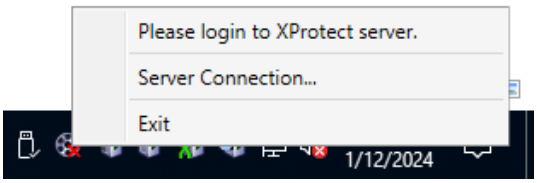
Example:


EVIDENCE
CASES
INVENTORY
REPORTS
ADMIN
HELP
MY PROFILE
Last login Jan 15, 2024
SIGN OUT
AGENCY PROFILE
PARTNER AGENCIES
RETENTION CATEGORIES
FIELD VALIDATION
EVIDENCE PLAYBACK SETTINGS
ROLES & PERMISSIONS
RANKS
COMMUNITY REQUEST SETTINGS
DEVICE HOME
CUSTOM METADATA
REDACTION SETTINGS
CASE SETTINGS
Custom Metadata
CREATE METADATA FIELD
7 results
Display Name
API ID
Last Modified
Status
Type
Usages
Exported by
exportedByField
Aug 6, 2020 9:13 AM
Enabled
Freeform
1902
Original file name
originalFileNameField
Oct 7, 2020 4:15 PM
Enabled
Freeform
1734

Axon Incident Manager service configuration

1. Start the **Milestone Axon Incident Manager** app from the shortcut in the Windows Start menu. You will find it under the Milestone heading.
2. Right click on the **Milestone Axon Incident Manager** tray icon.

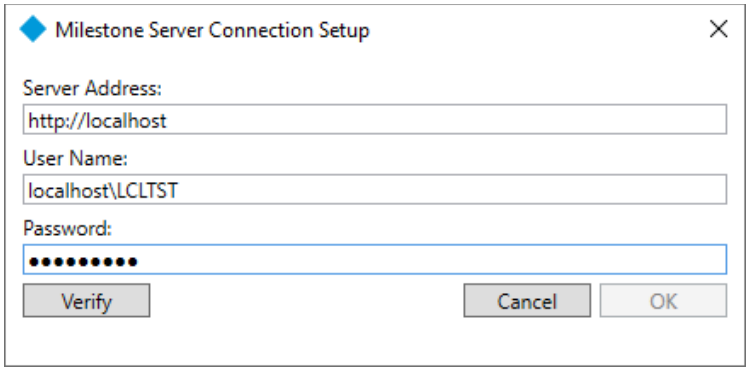
3. Select **Server Connection**... to configure the connection to the Milestone XProtect.



4. Insert valid data in the following fields:

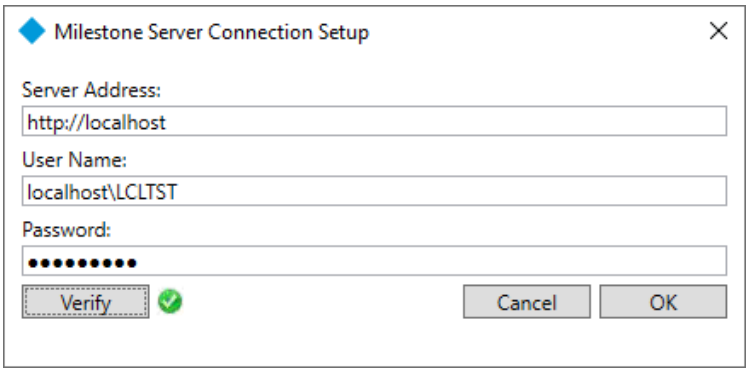
Parameter	Description
Server Address	Use the following format based on the current configuration of the XProtect Management Server encryption: • Encryption is turned off: The format is: http://<hostname>:<port> where the **hostname** is the IP address or the computer name of the computer where XProtect Management Server is running. The **port** is **80** by default. **Note**: **localhost** string can be used in case the Axon Incident Manager service is running on the same computer where the XProtect Management Server is running. • Encryption is turned on: The format can be **http** (described above) or **https**: https://<hostname>:<port> where the **hostname** is the fully qualified domain name (i.e. the complete address) of the computer where the XProtect Management Server is running. The **port** must be **443**. **Note**: SSL/TLS Client Authentication is currently not supported.
User Name	The following usernames are supported: • Domain username which is added to the XProtect **Administrators** role. The format is **Domain\Username** where the **Domain** is the domain name, and the **Username** is the name of the user in the domain. • Local Windows account which is added to the XProtect **Administrators** role. The format is **Hostname\Username** where the **Hostname** is the IP address / computer name / fully qualified domain name, and the **Username** is the user name of the local account in Windows. **Note**: XProtect Basic users are not supported.
Password	The password for the account.

Example:



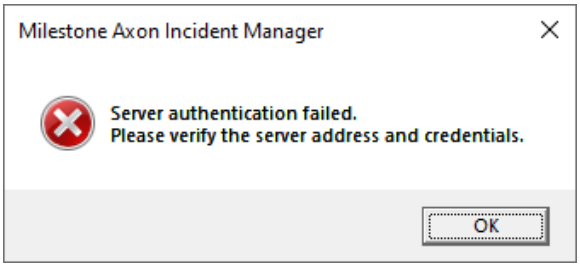
5. Click **Verify**.

Example:

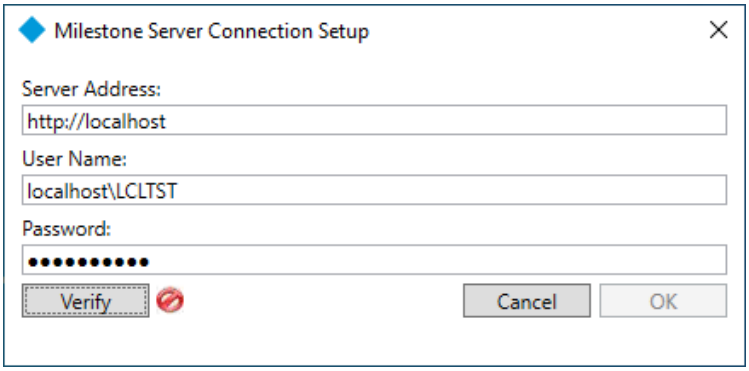


The **OK** button will become active if verification passes successfully. Click **OK** to close the window.

The following error message is displayed if the credentials are not correct:

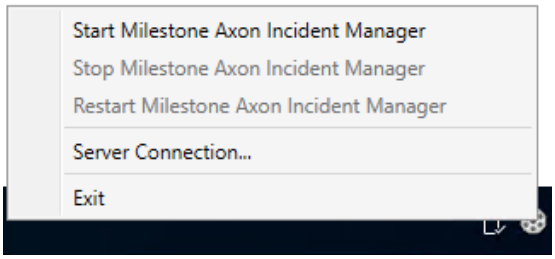


A red circle is displayed next to the **Verify** button in this case.



Insert new credentials, click **Verify** and then **OK** again.

6. Start the service by selecting **Start Milestone Axon Incident Manager**.



7. Click **Yes** in case the following message appears on the screen.

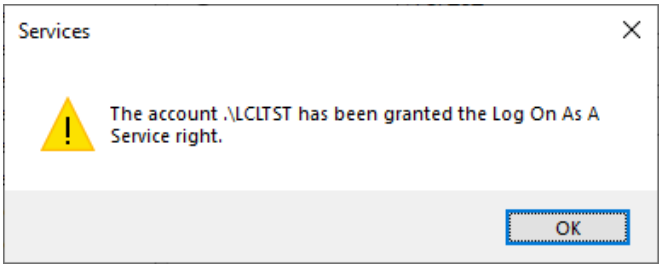
Windows service

Follow these steps to change the account of the Windows service if it is needed:

1. Open Control Panel > **All Control Panel Items** > **Administrative Tools** > **Services**.
2. Right click on the **Milestone Axon Incident Manager** service and select **Properties**.
3. Open **Log On** tab and insert a valid credentials. Click **Apply**.

Note: The specified account must be part of the XProtect **Administrators** role.

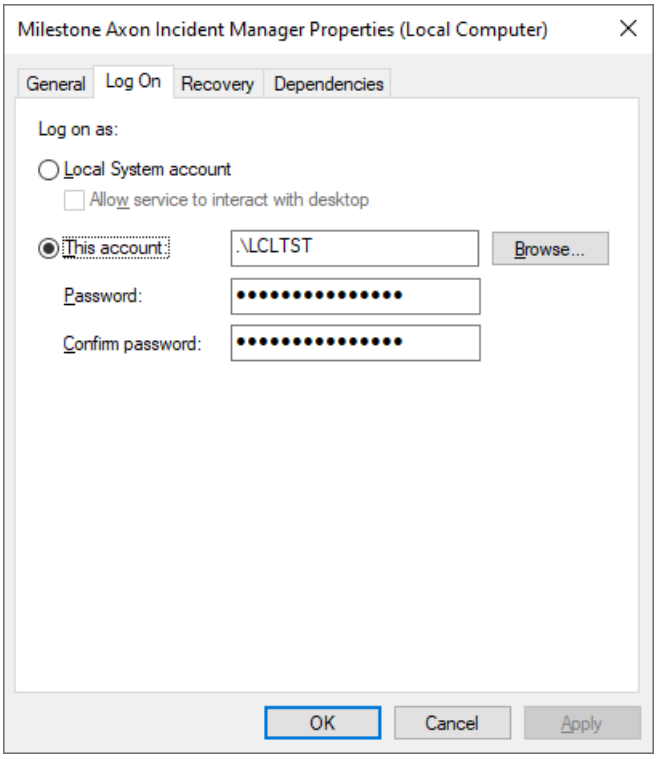
Click **OK** on the following message:



Click **OK** on the following message:

Click **OK**.

Example:



4. Restart the Milestone Axon Incident Manager service.

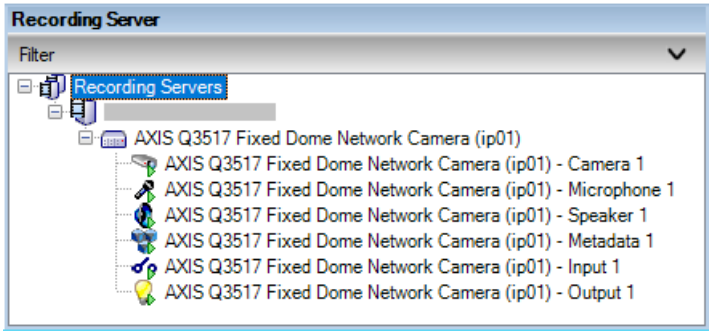
XProtect Management Client configuration

Add camera to a recording server

1. Open XProtect Management Client > Site Navigation > Servers > Recording Servers.
2. Right click on the current recording server and select Add Hardware...
3. Follow the wizard to add all available cameras.

Note: For detailed description on how to add cameras to a recording server, see the Milestone XProtect (XProtect Management Client) help.

Example:



Add microphone

Add separate microphone if it is needed:

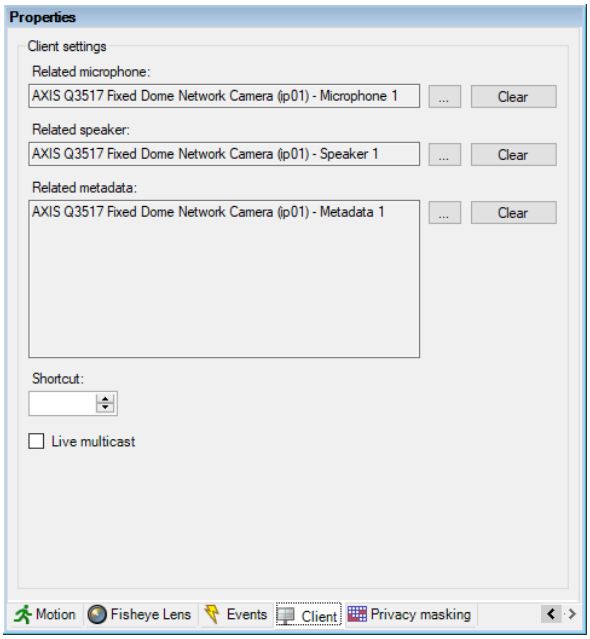
1. Open XProtect Management Client > Site Navigation > Servers > Recording Servers.
2. Right click on the current recording server and select Add Hardware...
3. Follow the wizard to add all available microphones.

Note: For detailed description on how to add microphones to a recording server, see the Milestone XProtect (XProtect Management Client) help.

Configure microphone

1. Open XProtect Management Client > Site Navigation > Servers > Recording Servers.
2. Select specific camera > Properties > Client tab.
   Related microphone is listed under the Client Settings.

Example:
AXIS Q3517 Fixed Dome Network Camera (ip01) – Microphone 1 is part from AXIS Q3517 Fixed Dome Network Camera (ip01) hardware device and it is related by default.



3. (*Optional*) Click **Clear** to remove the current related microphone.
4. Click browse button (...) and select microphone from **Device groups** or **Recording servers** tab in the dialog window **Select device.** Click **OK**.
5. Click **Save** in the toolbar to save the changes.

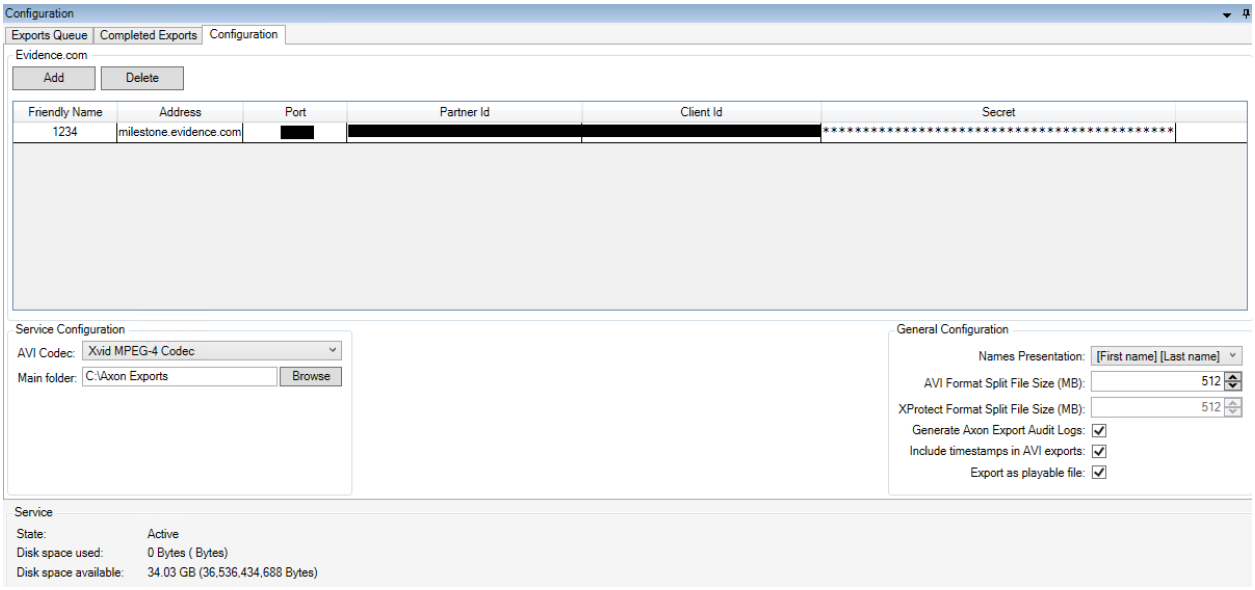
Add Evidence.com connection

1. Open XProtect Management Client > **Site Navigation** > **MIP Plug-ins** > **Milestone Axon Incident Manager** > **Configuration** > **Configuration** tab.
2. The following connection details need to be specified in the **Evidence.com** section:

Parameter	Description
Friendly Name	Name for the connection.
Address	Remote address of the connection. The format is *<your agency>.evidence.com*
Port	The port number of the connection. It is usually **443** for https connection.
Partner Id	**Partner ID** string from the Evidence.com API Access Client configuration chapter.
Client Id	**Client ID** string from the Evidence.com API Access Client configuration chapter.
Secret	**Secret** string from the Evidence.com API Access Client configuration chapter.

3. Click **Save** in the toolbar to save the configuration.

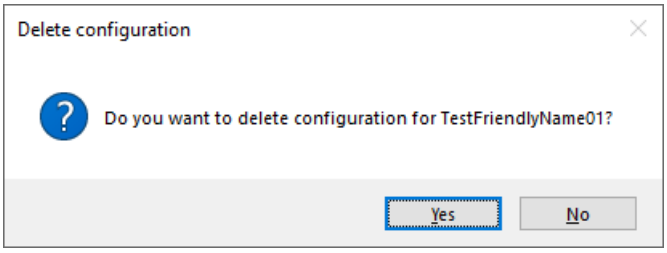
Example:



Delete Evidence.com connection

1. Open XProtect Management Client > **Site Navigation** > **MIP Plug-ins** > **Milestone Axon Incident Manager** > **Configuration** > **Configuration** tab.
2. Click on a row from the grid and click **Delete**.

   The following message is displayed:



   Click **Yes** to delete the selected **Evidence.com** connection.

   Note: Evidence.com connection is the full row of information in the **Configuration** tab.

3. Click **Save** in the toolbar to save the changes.

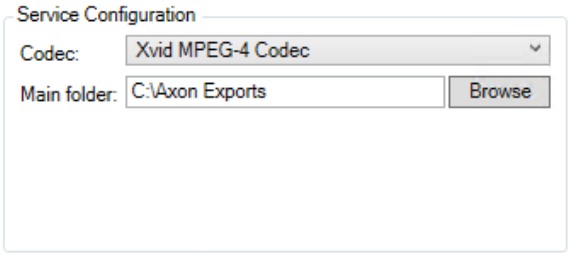
Service Configuration

1. Open XProtect Management Client > Site Navigation > MIP Plug-ins > Axon Incident Manager > Configuration > Configuration tab.
2. Change the following parameters in the Service Configuration section based on your requirements:

Parameter	Description
Codec	Select codec from the dropdown menu to configure the codec for the exported files in AVI format. All installed codecs on the computer are listed here as option and could be selected. It is recommended to use the Xvid MPEG-4 Codec.
Main folder	Select a folder or create a new one. This is the working directory where the service will temporarily hold files during the export and upload to Evidence.com.

3. Click Save in the toolbar to save the configuration.

Example:



General Configuration

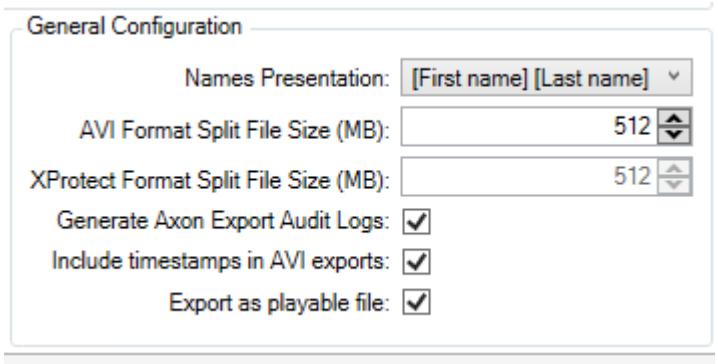
1. Open XProtect Management Client > Site Navigation > MIP Plug-ins > Axon Incident Manager > Configuration > Configuration tab.
2. Change the following parameters in the General Configuration section based on your requirements:

Parameter	Description
Names presentation	Changes the way names are displayed in the XProtect Smart Client > Playback > MIP Plug-ins > Milestone Axon Incident Manager > Owner Name*. The available options are [First name] [Last name] or [Last name] [First name].
AVI Format Split File Size (MB)	The file split size in MB for AVI format exports. The default value is 512 MB. The min value is 128 MB and max value is 2048 MB (2 GB). The AVI format export is split into several files with the specified split file size if the overall size of the export exceeds the specified file split size.

	The naming convention is: 1 file – <***Title*** *of the export>.avi* 2 file – <***Title*** *of the export>_0001.avi* .. N file – <***Title*** *of the export>_n.avi*
XProtect Format Split File Size (MB)	The file split size in MB for XProtect format exports. The default value is **512 MB**. The min value is **128 MB** and max value is **262 144 MB (256 GB)**. The XProtect format export is split to several files with the specified split file size if the overall size of the export exceeds the specified file split size. The naming convention is: 1 file – <***Title*** *of the export>.zip* 2 file – <***Title*** *of the export>.z01* .. N file – <***Title*** *of the export>.zN*
Generate Axon Export Audit Logs	Axon Export Audit Logs are generated and uploaded to Evidence.com. By default this option is enabled. Uncheck it to disable this feature.
Include timestamps in AVI exports	The AVI export may contain a timestamp in the exported video in case the camera itself does not auto-display timestamp of the video. By default this option is not enabled.
Export as playable file	Makes it so that when checked, the xprotect format exports will be playable directly from evidence.com.

3. Click **Save** in the toolbar to save the configuration.

Example:



XProtect Management Client operation

Exports Queue

Open XProtect Management Client > Site Navigation > MIP Plug-ins > Milestone Axon Incident Manager > Configuration > Exports Queue tab.

The Exports Queue tab shows the status of the export(s) requested by all operators. The start order of exports is from the top of the list to the bottom. The top export is either the currently running export, or the next one to be started.

The table contains the following parameters (columns):

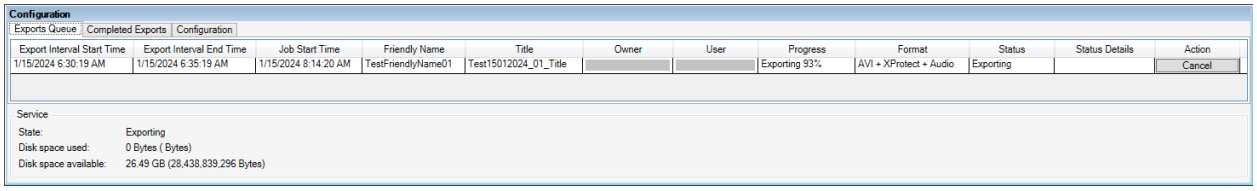
Parameter	Description
Export Interval Start Time	The start time for the export.
Export Interval End Time	The end time for the export.
Job Start Time	Time when the export job was initiated.
Friendly Name	The name of the remote connection used for the upload.
Title	The name of the export.
Owner	The user to whom the export belongs.
User	The Windows username of the operator who initiated the export.
Progress	Displays the exporting progress in percentages Exporting xx%
Format	The format of the exported video/audio files. It could be AVI, MKV, XProtect, or combination between these formats and Audio depending on the operator choice.
Status	The status of the export can be: • Queued: The export is added to the queue. • Exporting: The files are being exported. • Uploading: The export files are being uploaded to Evidence.com. • Failed: The export has failed.
Status Details	This column contains some status messages. If for example an export has no video, string will appear stating that there is no video in the selected time interval.
Action	The action you could do depending on your purpose: • Cancel: The export is in status Queued, Exporting or Uploading and can be cancelled.

Note: Exports Queue list is updated automatically.

If you cancel job in **Status - Uploading**, and some files are already uploaded – these files remain on Evidence.com.

You need to stop the Axon Incident Manager service and manually delete the following file:
C:\ProgramData\Milestone\MilestoneAxonIncidentManager\JobQueue.xml
if you want to clear the current **Exports Queue** list.

Example:



Completed Exports

1. Open XProtect Management Client > **Site Navigation** > **MIP Plug-ins** > **Milestone Axon Incident Manager** > **Configuration** > **Completed Exports** tab.

   The **Completed Exports** list shows all completed exports requested by all operators in a specified time interval. By default, today's date is selected.

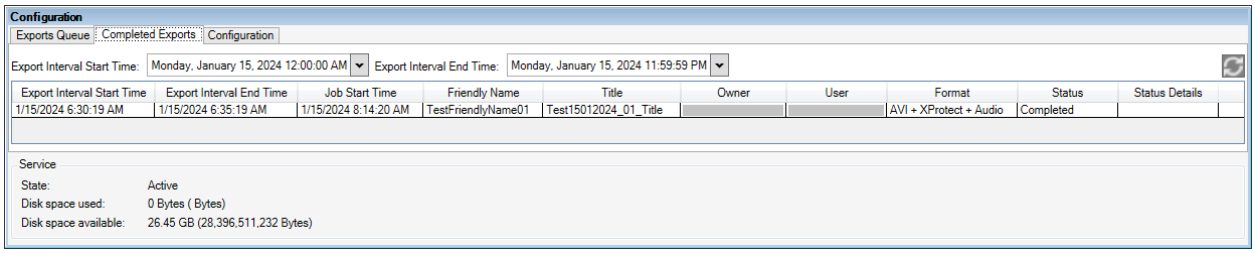
   The table contains the following parameters (columns):

Parameter	Description
Export Interval Start Time	The start time for the export.
Export Interval End Time	The end time for the export.
Friendly Name	The name of the remote connection used for the upload.
Job Start Time	Time when the job was initiated.
Friendly Name	The name of the remote connection used for the upload.
Title	The name of the export.
Owner	The user to whom the export belongs. User ID next to name.
User	The Windows username of the operator who initiated the export.
Format	The format of the exported video/audio files. It could be **AVI**, **MKV**, **XProtect**, or combination between these formats and **Audio** depending on the operator choice.
Status	The final status of the export. It can be: • **Completed**: Export and upload are completed successfully. • **Canceled**: The job is canceled. • **Failed**: The job failed.
Status Details	This column contains some status messages. If for example an export has no video, string will appear stating that there is no video in the selected time interval.

2. Enter manually or select from the dropdown **Export Interval Start Date** and **Export Interval End Date.** The **Completed Exports** list is automatically updated with the results.
   The **Export Interval Start Date** and the **Export Interval End Date** specify a whole day.

> **Note:** You need to stop the Axon Incident Manager service and manually delete the following file: **C:\ProgramData\Milestone\MilestoneAxonIncidentManager\WorkDone.xml** if you want to clear the current **Completed Exports** list.

Example:



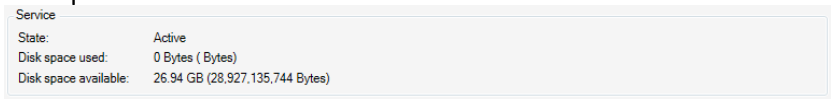
Axon Incident Manager service

Open **XProtect Management Client** > **Site Navigation** > **MIP Plug-ins** > **Milestone Axon Incident Manager** > **Configuration.** The **Service** section is visible in all three tabs – **Exports Queue**, **Completed Exports**, **Configuration**.

Parameter	Description
State	Shows the state of the service. The state is indicated as **Active** if the service is running, otherwise the state displays **Stopped**.
Disk space used	Indicates the amount of diskspace used by files in the **Main folder** export of the **Milestone Axon Incident Manager**. **N/A** could be displayed when the **Milestone Axon Incident Manager** service is not running or while disk space used is being calculated on disk with many files.
Disk space available	Indicates the amount of disk space left on the drive currently being used for exports. **N/A** could be displayed when the **Milestone Axon Incident Manager** service is not running or if the selected **Main folder** export is located on a shared drive.

> **Note:** The **Milestone Axon Incident Manager** service must be running to process exports.

Example:



XProtect Smart Client operation

Create export

1. Open XProtect Smart Client > **Playback** tab. The plug-in is available in the **MIP plug-ins** side panel with the headline **Milestone Axon Incident Manager**.
2. Specify the following details:

Parameter	Description
Cameras	• **Selected**: Exports data from the selected camera only. • **Current View**: Exports data from all the cameras in the view. • **Custom**: Exports data from the cameras selected using the **Select...** button.
Format	• **AVI**: Exported data is created in AVI format. In case of multiple AVI files export (from several cameras) in one export job - separate evidence (record) is created on the site, but under the same ID. AVI export can contain timestamps done in configuration in XProtect Management Client. • **MKV**: Exported data is created in MKV format. In case of multiple MKV files export (from several cameras) in one export job - separate evidence (record) is created on the site, but under the same ID. • **XProtect format**: Exported data is created in XProtect format. The file(s) are archived, and player is included in the zip. In case of multiple XProtect format files export (from several cameras) in one export job - files are grouped in one zip file and appear as such on the site. - **Export as playable file** – exports with xprotect format are playable directly in evidence.com • **Include Audio**: Exported data includes audio.
Export Time Interval	The start and stop time for the export. Values can be: • Entered manually • Selected from the dropdown • Dynamically adjusted when using **Time Selection Mode** of the XProtect Smart Client
Evidence.com	• **Friendly Name**: Select the remote connection you want to use for the upload to Evidence.com. These connections are configured in the XProtect Management Client. It is mandatory field. • **Category**: Select one or multiple categories that have been defined on Evidence.com.

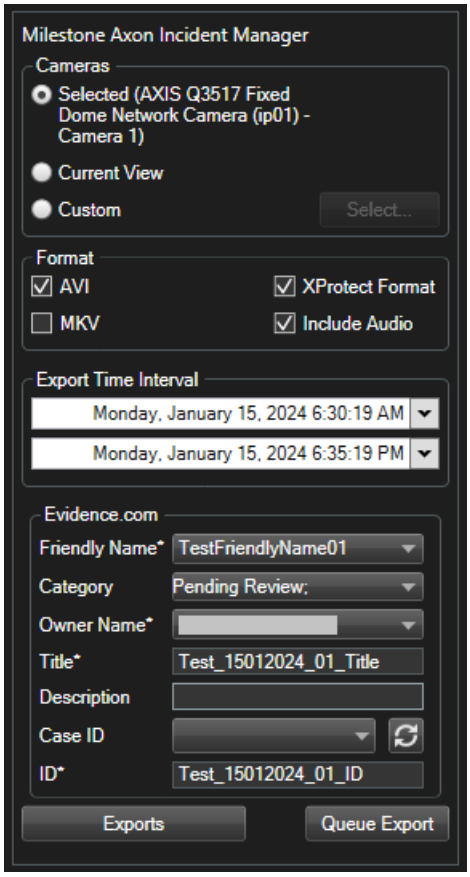
	• **Owner Name**: Select the owner of the export. It is mandatory field. The format depends on the configuration made in the XProtect Management Client > MIP Plug-ins > Milestone Axon Incident Manager > Configuration > General Configuration section > Names Presentation parameter. The **Badge ID** value from Evidence.com is added after the name. • **Title**: Enter valid title for the export. It is mandatory field. • **Description**: Insert valid description for the export. It is mandatory field. • **Case ID**: Insert valid case id for the export. • **ID**: Insert valid id for the export. It is mandatory field.

Notes: Asterisk (*) is used for all fields that are mandatory.
The same **Category**, **Owner Name**, **Title**, **Description**, **Case ID**, **ID** are used on the Evidence.com in case you export **AVI + MKV + XProtect** format files at the same time.

If no video is available in between the selected interval, a single static image is exported for the entire duration.

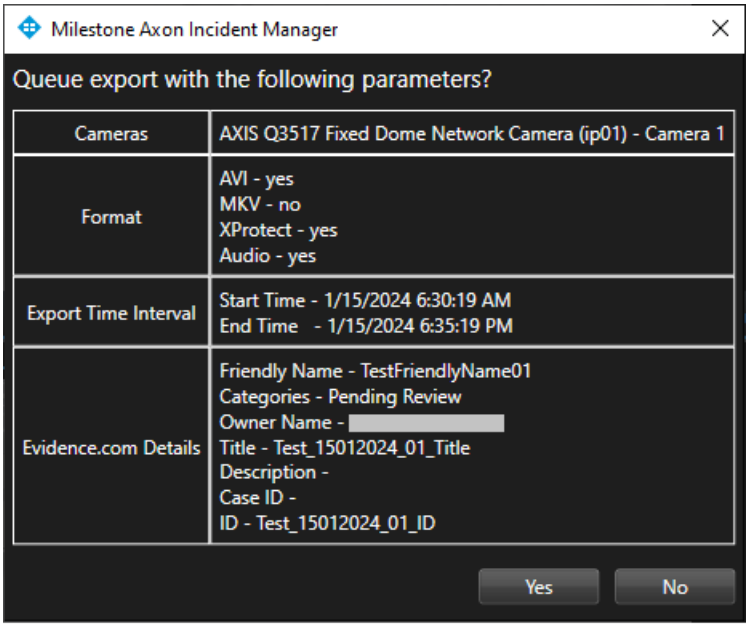
If no video is available in the beginning or in the end of the selected interval, the exported video contains only the part with the video. Information will be present in the **Completed Exports** tab under **Status Detail** and the service log file.

Example:



3. Click Queue Export.
4. The user will be prompted to confirm or cancel the export request via the following message:

Example:
The example export below includes AVI, XProtect format and audio.



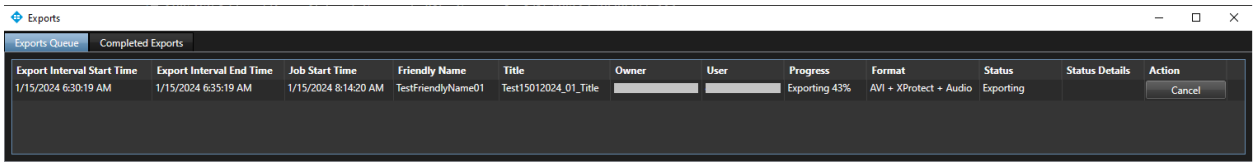
Exports

Open XProtect Smart Client > **Playback** tab. The plug-in is available in the **MIP plug-ins** side panel with the headline **Milestone Axon Incident Manager**. Click **Exports**.

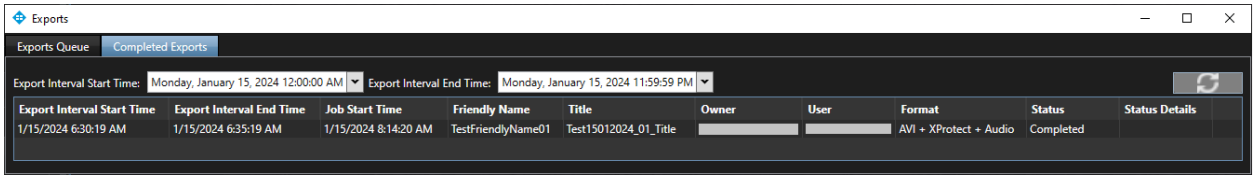
The **Exports** window contains **Exports Queue** and **Completed Exports** tabs. These have the same features as the same in the XProtect Management Client.
For the **Exports Queue** - refer to the subchapter XProtect Management Client operation > Exports Queue.
For the **Completed Exports -** refer to the subchapter XProtect Management Client operation > Completed Exports.

Example:

The example below shows the **Exports Queue**:

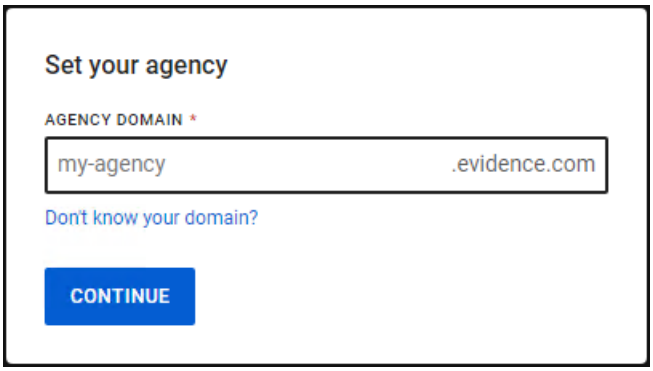


The example below shows the **Completed Exports**:

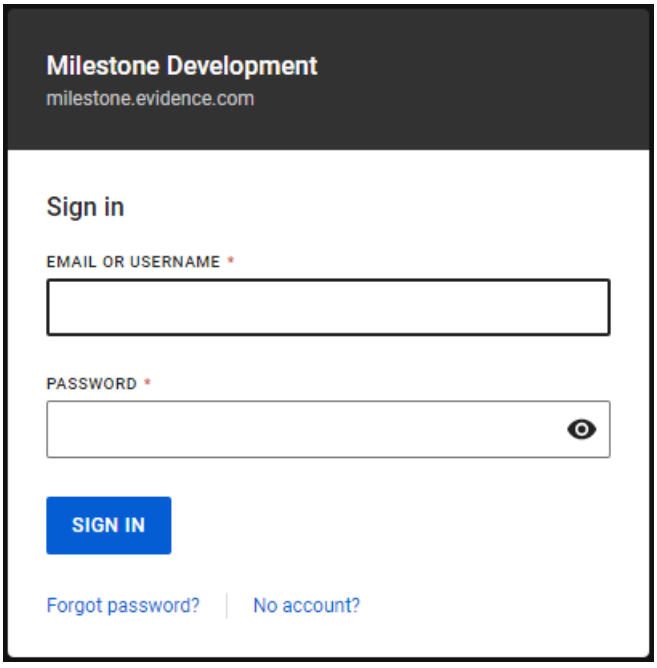


View exported and uploaded files

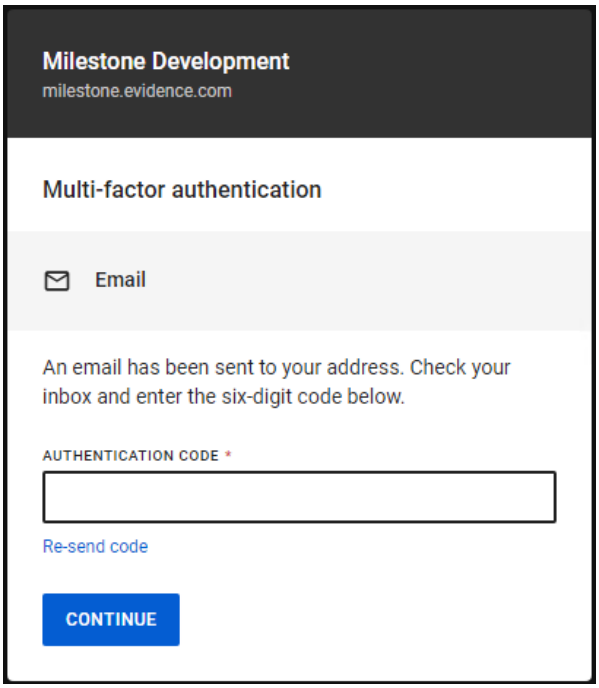
1. Open an internet browser and navigate to https://evidence.com/
2. Enter your agency domain. Click **Continue**.



3. Enter email or username and password. Click **Sign in**.

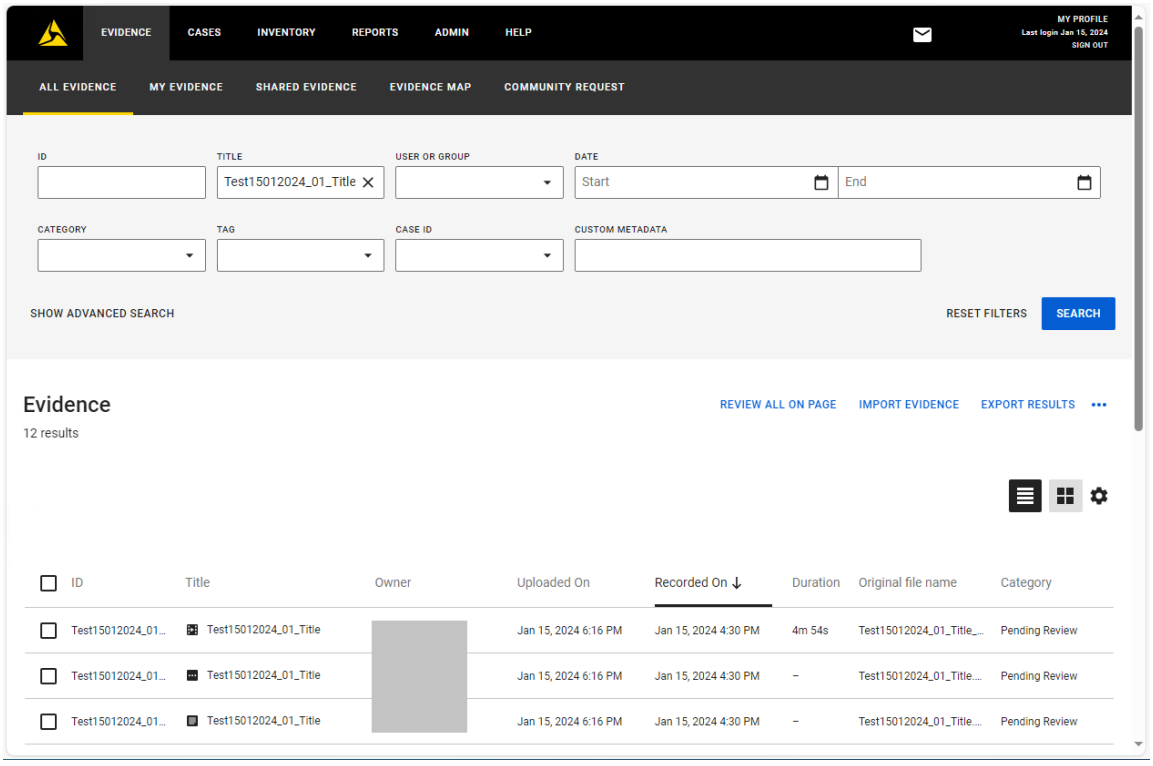


4. Enter the authentication code sent to your address. Click **Continue**.



5. Navigate to Evidence > All evidence.
6. Refine the results using the search filters. You can use for example the Title filter and enter the Title of the export.

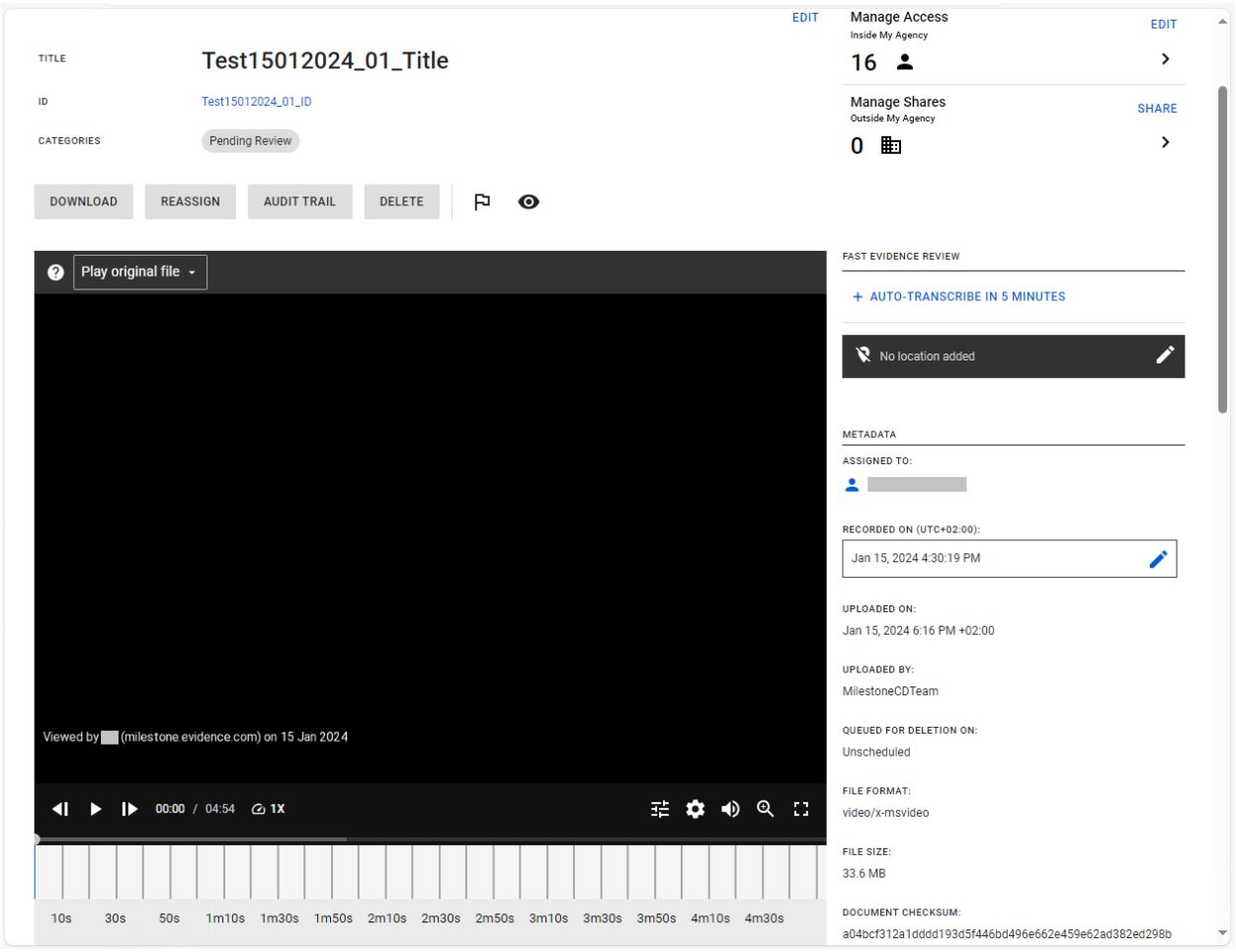
Example:



AVI format export

The AVI format exports are marked by this icon: . Click on the AVI format file (evidence) to open its detailed properties and play the video/audio directly from the internet browser.

Example:



MKV format export

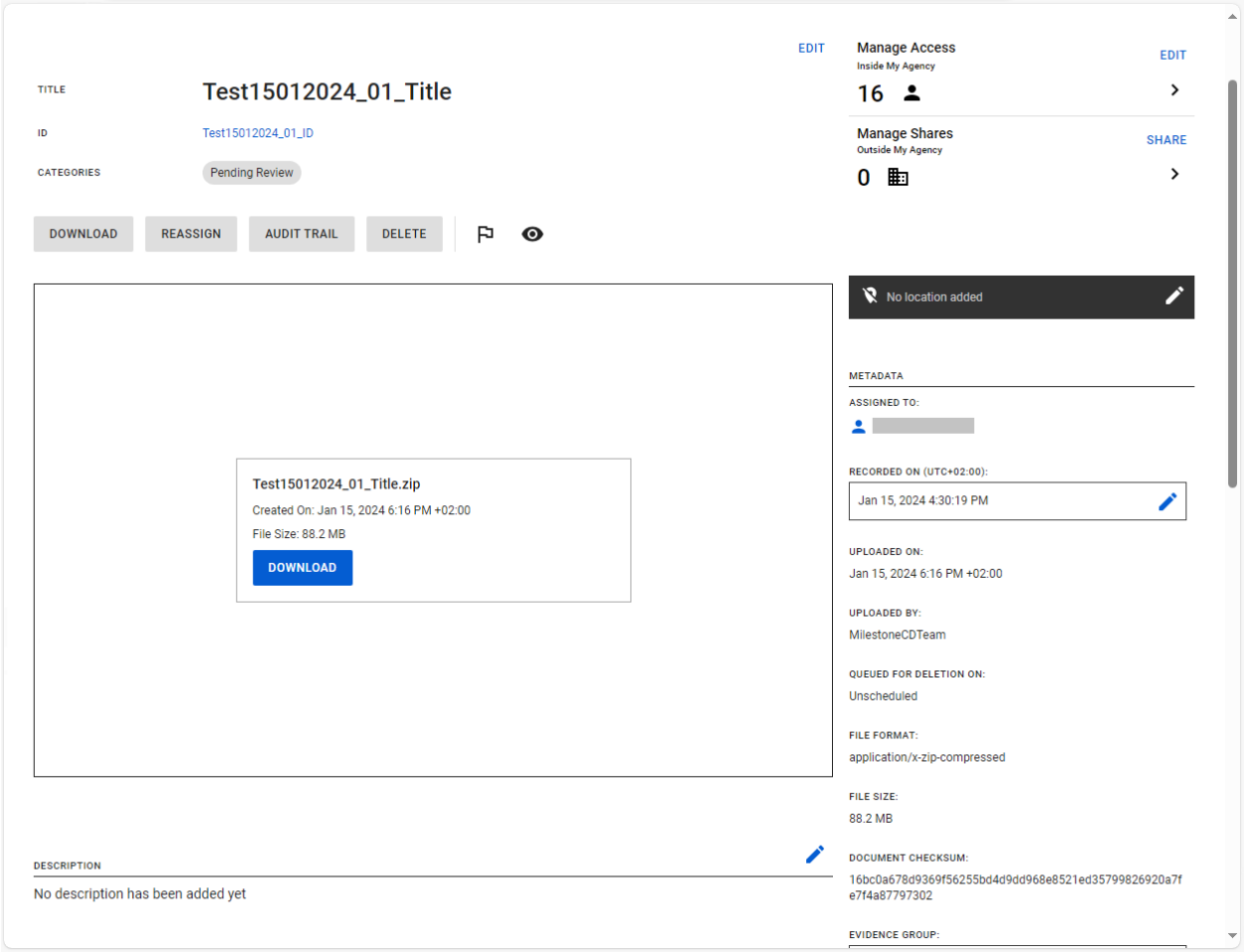
The MKV format exports are marked by this icon: . Click on the MKV format file (evidence) to open its detailed properties and play the video/audio directly from the internet browser.

XProtect format export

The XProtect format exports are marked by this icon: .

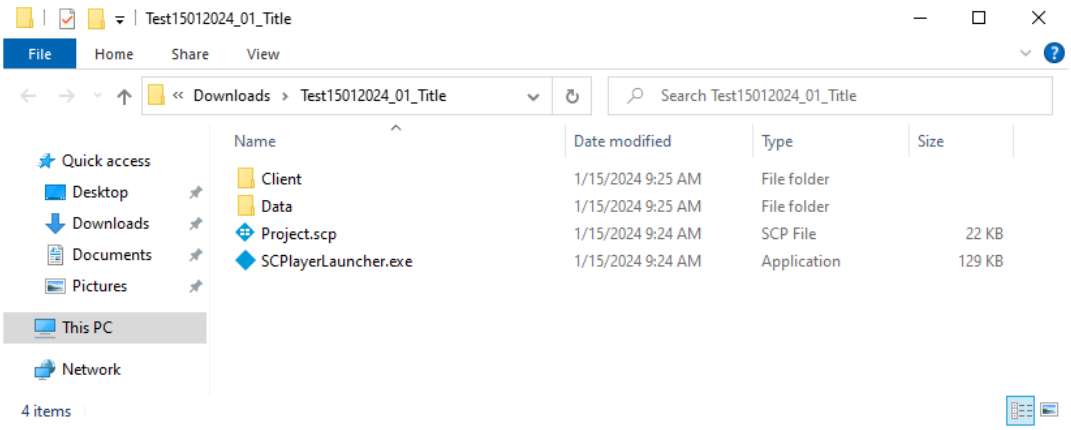
1. Click on the XProtect format file (evidence) to open its detailed properties.

Example:



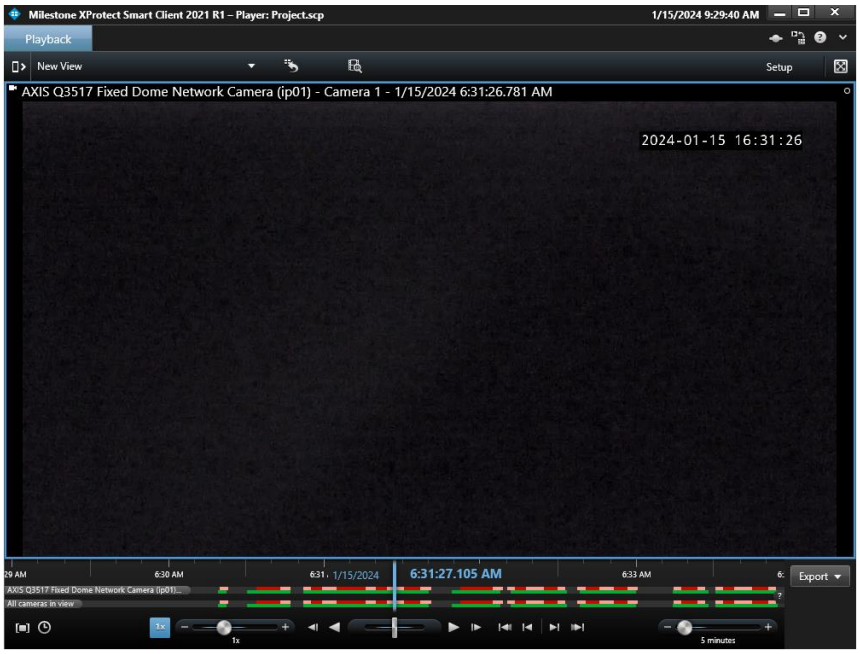
2. Click **Download** to download the archive.
3. Unzip the archive.

Example:

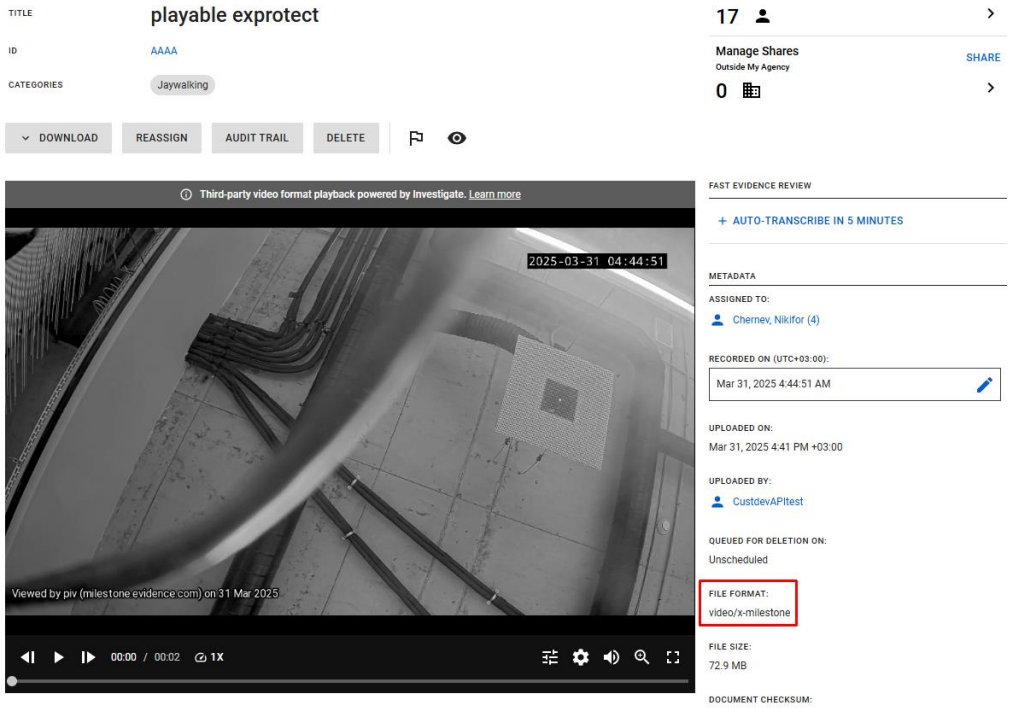


4. Open **SCPlayerLauncher.exe** from the main folder to play the video/audio.

   Example:



5. If **Export as playable file** is selected in Management client configuration the export can be played directly in evidence.com



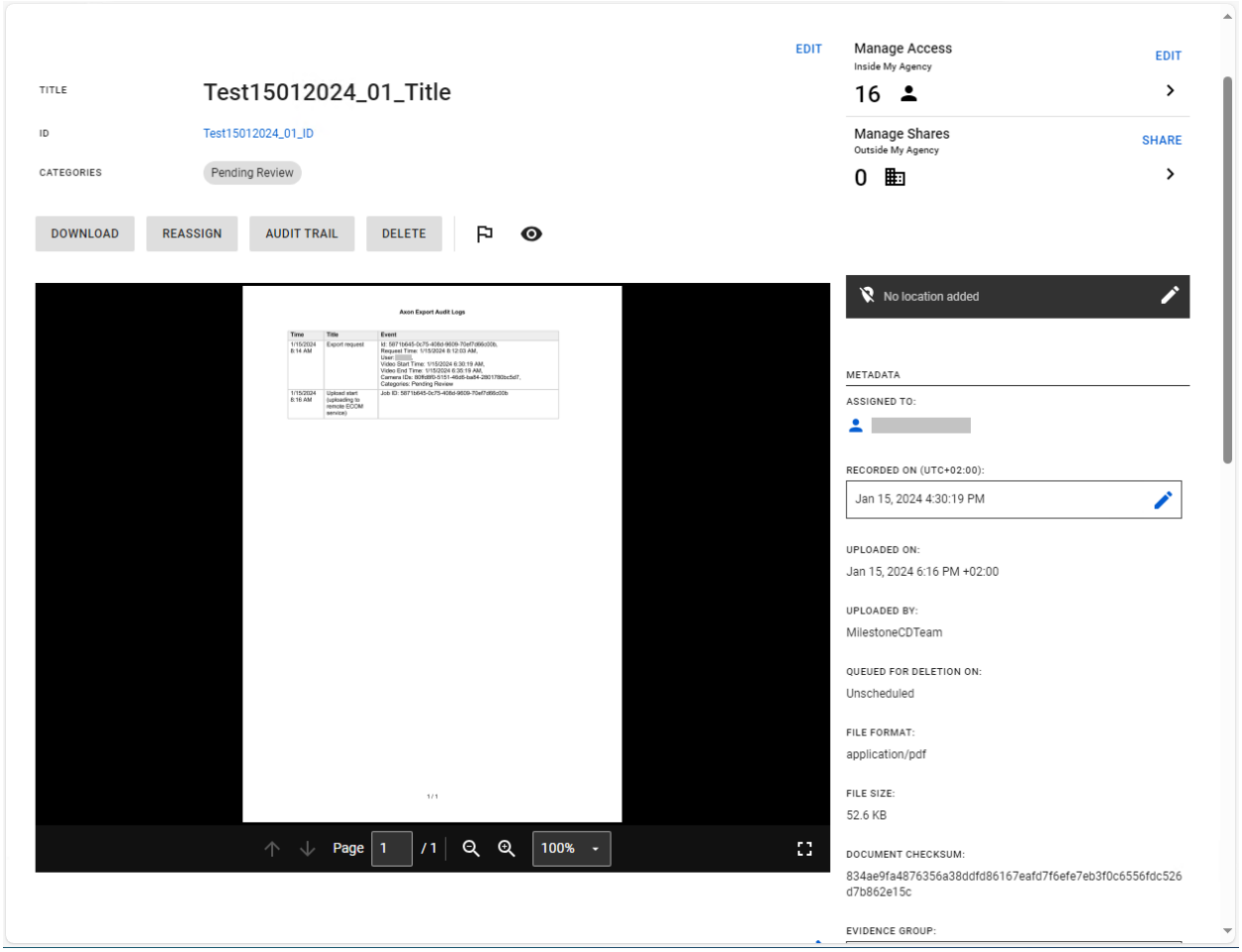
Axon Export Audit Logs

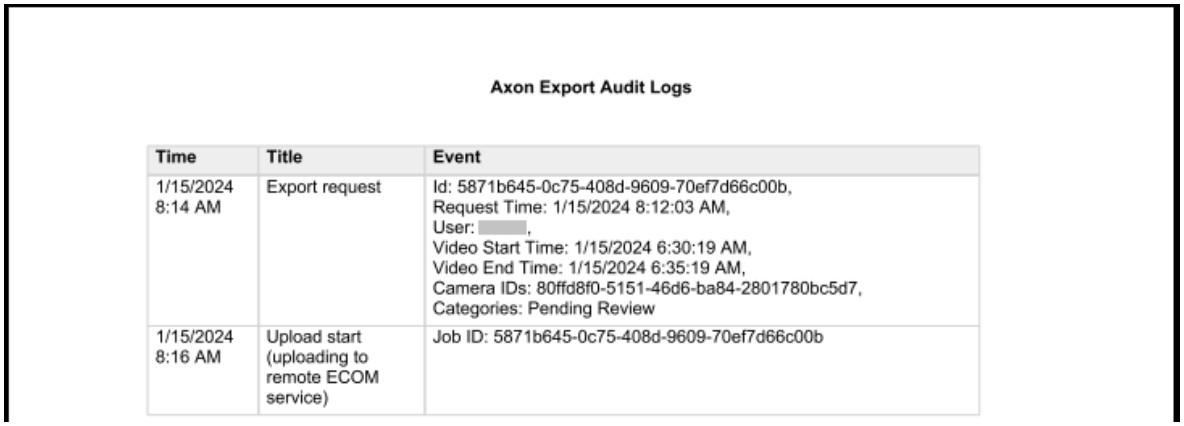
The generated audit file in pdf format is marked by this icon: . Click on the pdf file to open its detailed properties and view the contents.

There are several parameters (rows) included in the table:

Parameter	Description
Export request	Id: Unique id which is created for the export job. Request Time: The time when the export job is created. User: The Windows username of the operator who initiated the export. Video Start Time: Start time of the export. Video End Time: End time of the export. Camera IDs: The id(s) of the camera(s). Categories: The selected categories.
Upload start (uploading to remote ECOM service)	Job ID: Unique id which is created for the export job.

Example:





Axon Export Audit Logs

Time	Title	Event
1/15/2024 8:14 AM	Export request	Id: 5871b645-0c75-408d-9609-70ef7d66c00b, Request Time: 1/15/2024 8:12:03 AM, User: [redacted], Video Start Time: 1/15/2024 6:30:19 AM, Video End Time: 1/15/2024 6:35:19 AM, Camera IDs: 80ffd8f0-5151-46d6-ba84-2801780bc5d7, Categories: Pending Review
1/15/2024 8:16 AM	Upload start (uploading to remote ECOM service)	Job ID: 5871b645-0c75-408d-9609-70ef7d66c00b

Troubleshooting

This section provides information, which helps the administrator solve cases where the integration fails working. For detailed troubleshooting Logs should be inspected.

Case: Exports are failing.

Cause	Action
There are no video recordings in the selected time interval for the specified camera.	Check log files located in *C:\ProgramData\Milestone\MilestoneAxonIncidentManager*

Case: Milestone Axon Incident Manager integration is not working properly.

Cause	Action
MIP License has expired or is not activated.	First, consider re-activation of the license either online or offline. Check the license details in XProtect Management Client.

Case: Export jobs are not created.

Cause	Action
Milestone Axon Incident Manager is not configured or not running.	Check the configuration of the Milestone Axon Incident Manager. Start the service if it is not running.

Case: AVI format exports have large size.

Cause	Action
Intel IYUV codec and Microsoft Video 1 codecs generate large size export files.	It is recommended to use the Xvid MPEG-4 Codec.

Case: Following message is displayed in the Completed Exports list: Recording server is offline.

Cause	Action
The recorging server (where the selected camera belongs) is not available.	Check the current state of the specific recording server.
The selected camera is not available on the recording server.	Check if the selected camera is available on the recording server as it can be disabled or deleted.

Logs

Logger configuration

1. Open simple text editor (such as Microsoft Notepad) as Administrator.
2. Open

C:\ProgramData\Milestone\MilestoneAxonIncidentManager\MilestoneAxonIncidentManager_LoggerConfig.config

The file does have the following structure by default:

```
<LoggerConfiguration>
  <ManagementClientPlugin>
    <LogLevel>Normal</LogLevel>
    <MaxLogFileSizeInMb>100</MaxLogFileSizeInMb>
    <LogFilesRetentionTimeInDays>30</LogFilesRetentionTimeInDays>
  </ManagementClientPlugin>
  <SmartClientPlugin>
    <LogLevel>Normal</LogLevel>
    <MaxLogFileSizeInMb>100</MaxLogFileSizeInMb>
    <LogFilesRetentionTimeInDays>30</LogFilesRetentionTimeInDays>
  </SmartClientPlugin>
  <EventServerPlugin>
    <LogLevel>Normal</LogLevel>
    <MaxLogFileSizeInMb>100</MaxLogFileSizeInMb>
    <LogFilesRetentionTimeInDays>30</LogFilesRetentionTimeInDays>
  </EventServerPlugin>
  <WindowsService>
    <LogLevel>Normal</LogLevel>
    <MaxLogFileSizeInMb>100</MaxLogFileSizeInMb>
    <LogFilesRetentionTimeInDays>30</LogFilesRetentionTimeInDays>
  </WindowsService>
  <WindowsServiceTray>
    <LogLevel>Normal</LogLevel>
    <MaxLogFileSizeInMb>100</MaxLogFileSizeInMb>
    <LogFilesRetentionTimeInDays>30</LogFilesRetentionTimeInDays>
  </WindowsServiceTray>
</LoggerConfiguration>
```

Note: EventServerPlugin node is not used in the Axon Incident Manager solution.

The file contains the configuration parameters for each of the Axon Incident Manager components. Each parameter consists of a key which identifies the parameter and a value which corresponds to the value of the parameter.

Parameter	Description
LogLevel	The level of logging information. The possible values are: • Normal: This level enables logging of info and error messages related to the component functioning. This is the default value for this parameter. • Debug: This level enables full logging. It is not recommended when running in a production environment, but it is intended for deep troubleshooting.

MaxLogFileSizeInMb	The maximum size in MB of a single log file. It is **100 MB** by default.
LogFilesRetentionTimeInDays	The retention days for the log files. It is **30 days** by default.

Change the values of the parameters based on your requirements.

3. Save the changes and restart the component(s) for which you have changed the parameter value(s).

Log files

The log files are typically located in the following folder:
C:\ProgramData\Milestone\MilestoneAxonIncidentManager

New log files are created on a daily basis. The content of the files can be viewed using a simple text viewer such as Microsoft Notepad.

The following types of logs can be produced:

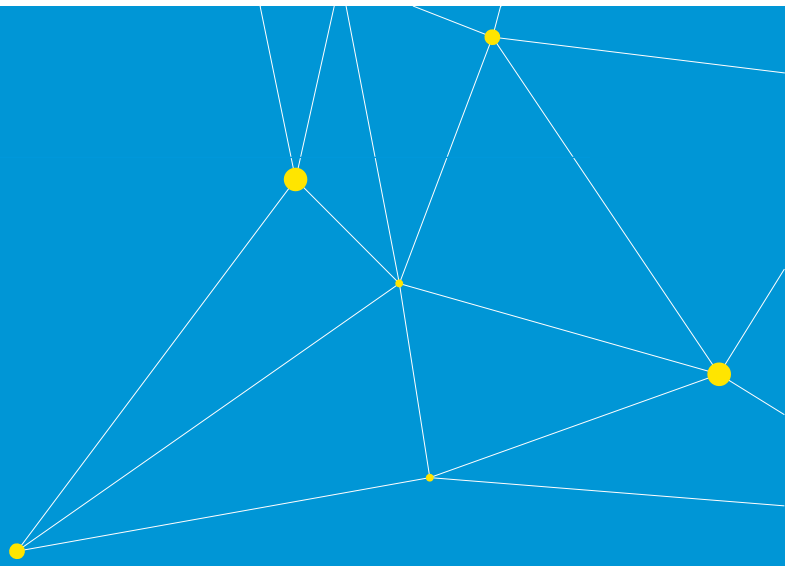
Logs folder	Description
ManagementClientPluginLogs	This folder contains log files related to the XProtect Managment Client plug-in component of the Axon Incident Manager integration.
SmartClientPluginLogs	This folder contains log files related to the XProtect Smart Client plug-in component of the Axon Incident Manager integration.
WindowsServiceLogs	This folder contains log files related to the Axon Incident Manager service component of the Axon Incident Manager integration.
WindowsServiceTrayLogs	This folder contains log files related to the Axon Incident Manager service tray application component of the Axon Incident Manager integration.

Limitations

It is not recommended to use Milestone Axon Incident Manager and Milestone Scheduled Export plug-ins on same Milestone XProtect installation as it may cause some odd behavior for both solutions.

Known issues

There are no known issues at the time of the release.



Milestone Systems is a leading provider of open platform video management software; technology that helps the world see how to ensure safety, protect assets and increase business efficiency. Milestone enables an open platform community that drives collaboration and innovation in the development and use of network video technology, with reliable and scalable solutions that are proven in more than 150,000 sites worldwide. Founded in 1998, Milestone is a stand-alone company in the Canon Group.