
Milestone Suspect Tracking User's Manual

v.1.0

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Target audience for this document

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

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

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

- Milestone XProtect **2022 R3** (XProtect Management Client and XProtect Smart Client)

and for system operators to check at least:

- Milestone XProtect **2022 R3** (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.

General description

Introduction

The Milestone Suspect Tracking solution is an addition to the Properties section in the Recording Server's hardware. The operator can draw custom fields and assign cameras to them 1 camera per 1 field. This will allow the operator to track a person/object in a series of chained cameras monitored in the same view in the XProtect Smart Client

The solution consists of one installer *MilestoneSuspectTracking_x64_1.x.x.x.msi* that adds the Milestone Suspect Tracking tab to the devices Properties page in the XProtect Recording Server.

Installation

Prerequisites

The Milestone Suspect Tracking is compatible with **Milestone XProtect VMS 2022 R3** and newer. For the solution to be available to the operator, at least one camera must be added to the XProtect Recording Server.

Plug-in and service installer

The Milestone Suspect Tracking solution consists of one installation file supporting Windows 64-bit only:

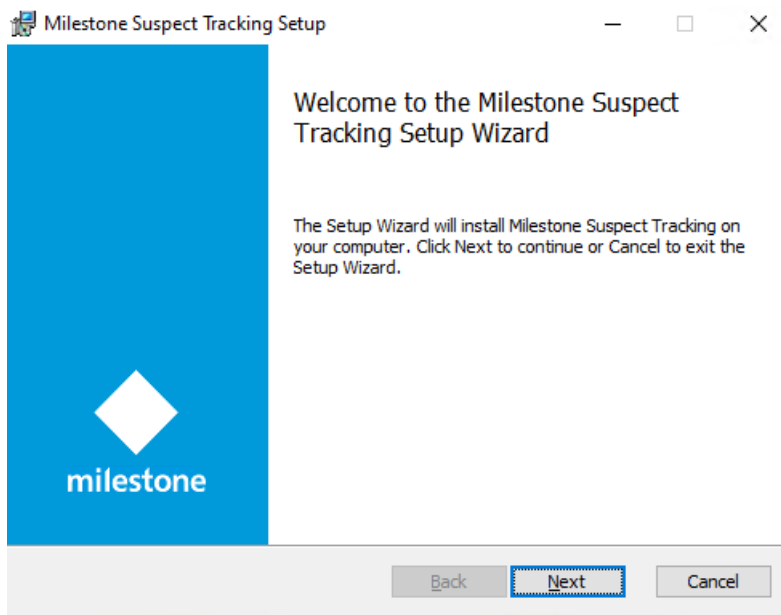
- *MilestoneSuspectTracking_x64_1.x.x.x.msi*

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

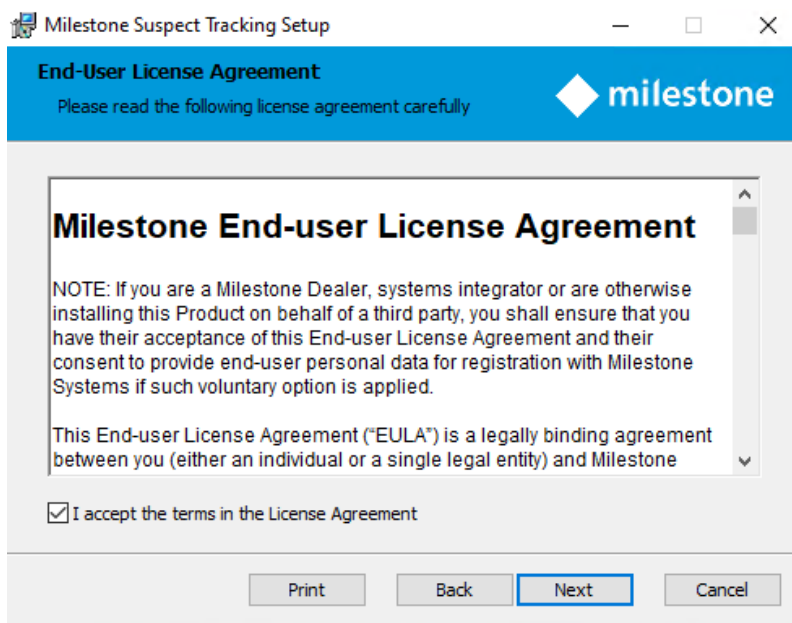
- On the computer where the XProtect Management Client is installed
- On the computer where the XProtect Smart Client is installed

Installation steps

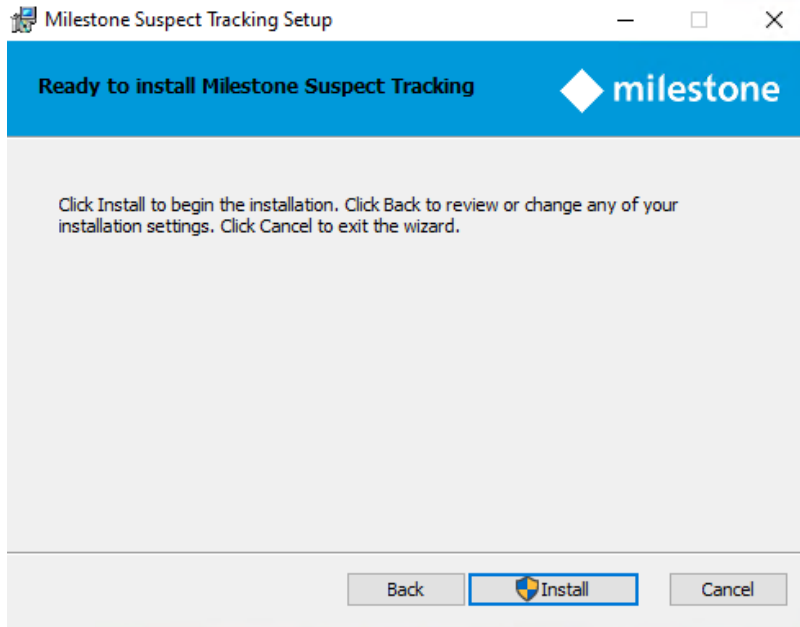
1. Start the installation by executing *MilestoneSuspectTracking_x64_1.x.x.x.msi*
2. Click **Next**.



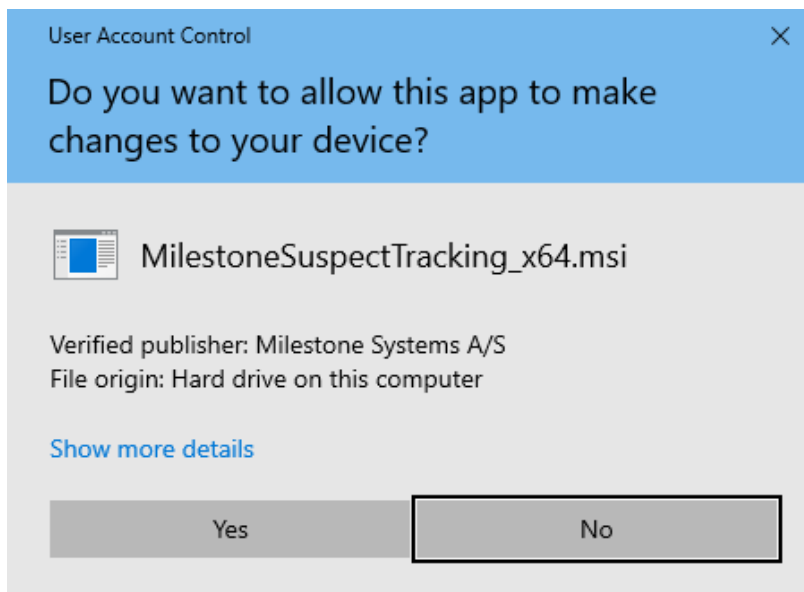
3. Read the license agreement carefully and select the **I accept the terms in the License Agreement** box. Click **Next**.



4. Click **Install**.

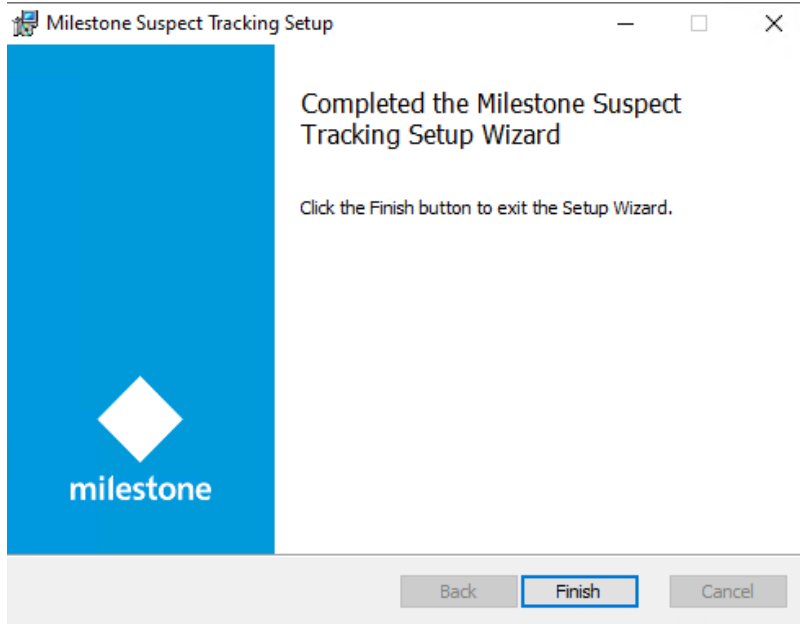


5. Click **Yes**, in case the following message appears on the screen:



6. The next steps are executed automatically.

- 7. Click **Finish**.



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 XProtect system where the solution 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.

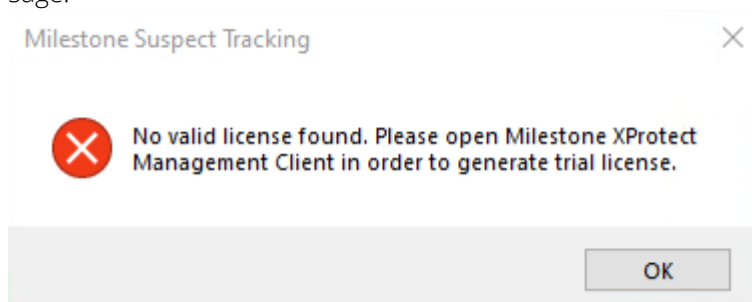
If **MIP** license check fails, the XProtect Smart Client / Management Client plug-in will issue error messages and the plug-in will not function.

The license information can also be checked in the XProtect Management Client > **Site Navigation** > **Basics** > **License Information** > **Installed Products** > **Milestone Suspect Tracking**

Installed Products

Product Version	Software License Code	Expiration Date	Milestone Care Plus	Milestone Care Premium
XProtect Corporate 2022 R3 Test		10/14/2023	N/A	N/A
Milestone XProtect Smart Wall		Unrestricted	Unrestricted	
Milestone XProtect Access		10/14/2023	10/14/2023	
Milestone XProtect Incident Manager v22.3.0.		10/14/2023	10/14/2023	
Milestone XProtect Transact		10/14/2023	10/14/2023	
Milestone Suspect Tracking v1.0.4.0		12/12/2023	12/12/2023	

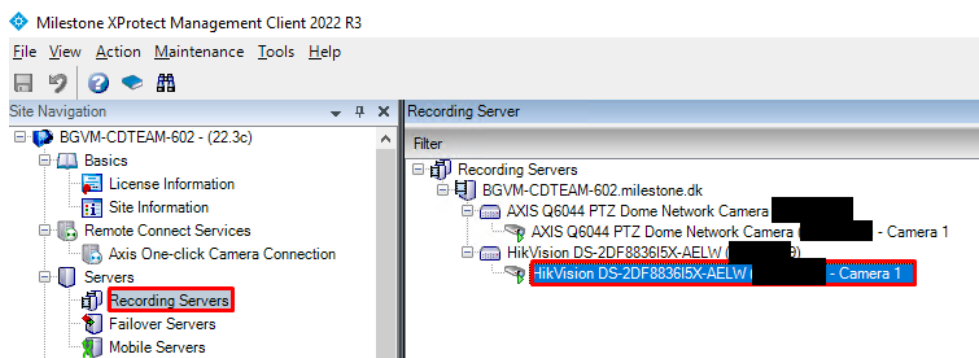
If Management client was not launched after the plug-in installation the user will get the following message:



XProtect Management Client configuration

The first step after installation is to configure the custom view fields in the XProtect Management Client

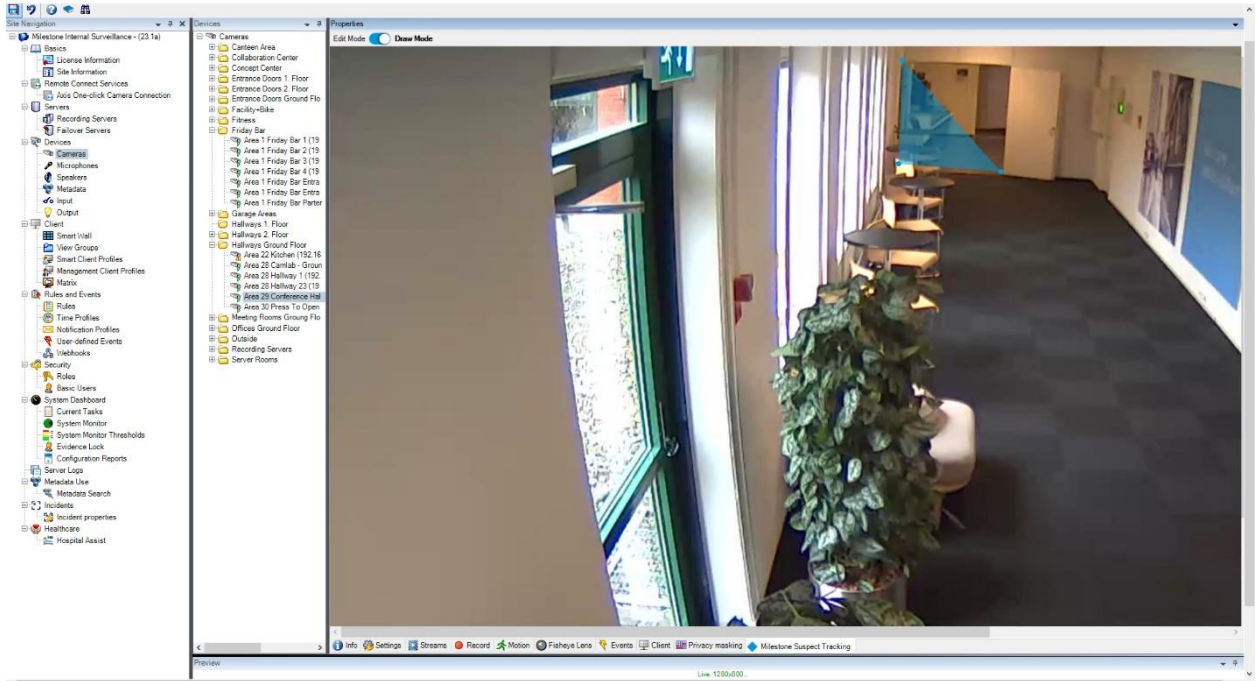
1. Launch XProtect Management Client
2. Login using valid credentials
3. Go to Servers > Recording Servers > Select an expand a hardware > Select Camera



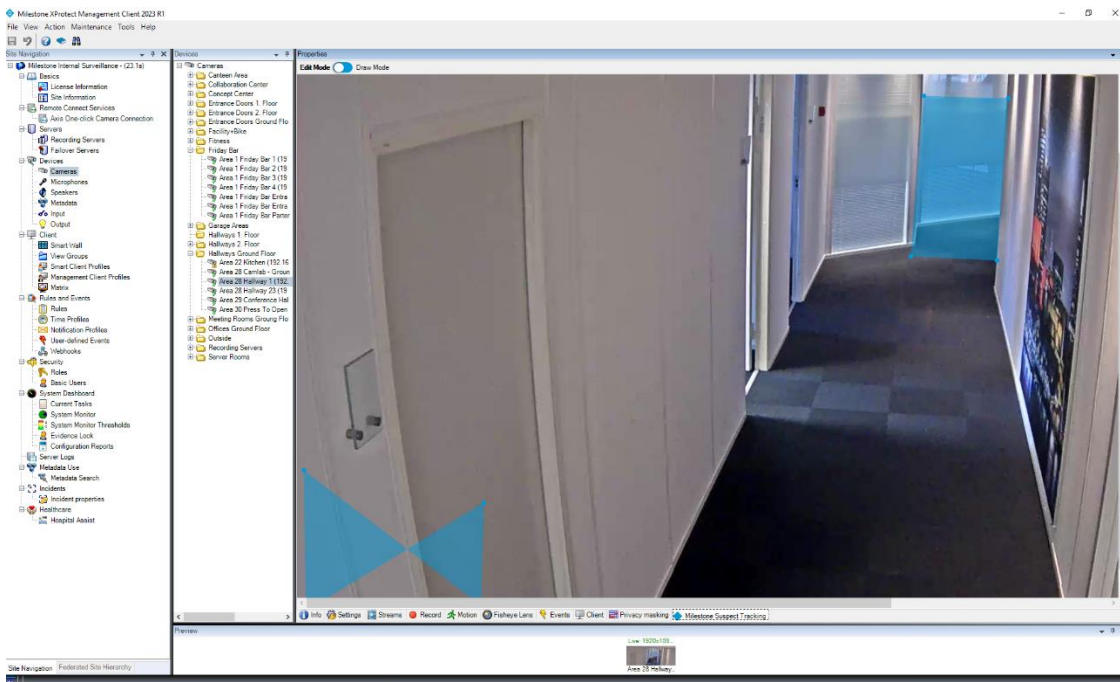
4. On the far right of the Properties page click on **Suspect Tracking**



5. In the **Suspect Tracking** tab the operator can now draw custom fields and relate specific cameras to them. By default, the **Edit Mode** will be selected.
6. To draw a custom field **Draw Mode** is required. Click the radio button and the mode will be switched from **Edit Mode** to **Draw Mode**.
*Note** The selected mode will have its string boldened. Custom drawn fields are applied to the camera and will be displayed in the XProtect Smart Client when adding a camera to a view item and turning on the **Turn On Suspect Tracking** located to the right of the **Setup** button.
7. **Draw Mode**, left-click on the window showing the camera view. Notice that a blue dot appears.

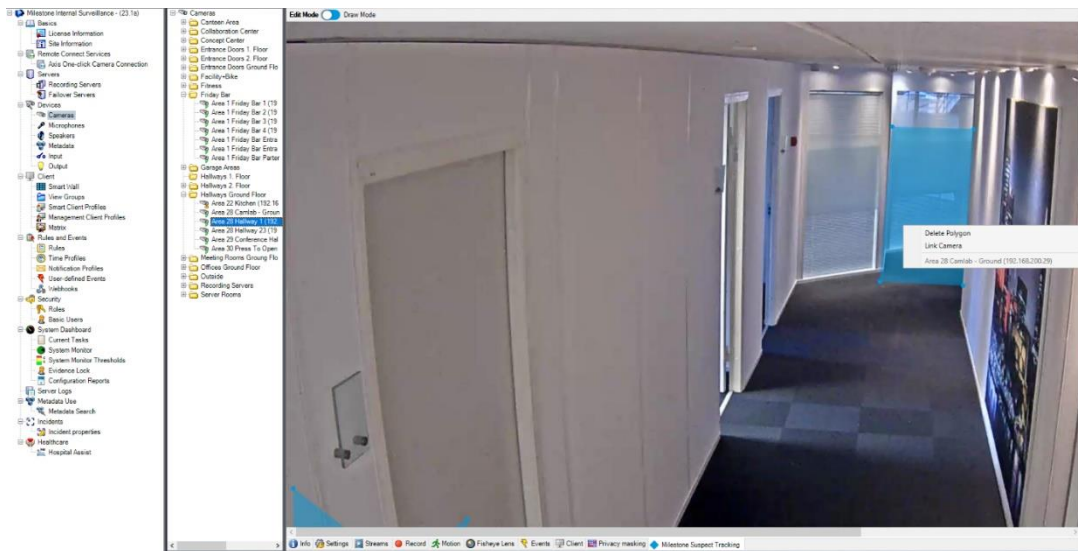


8. Placing of these dots determines what the custom drawn field will be.



9. Multiple custom drawn fields can be present on the same camera. Once finished with the first fields simply **right-click** in the window to finalize the current custom drawn field (polygon). **Left-click** again in a different spot and that begins the drawing process again. The first field is not affected by this.

10. After creating the polygons, the operator may choose to edit the polygons. Do this by clicking on the radio button and switch to **Edit Mode**. In this mode the user cannot place new dots, instead only editing of the current drawn polygons is allowed.
11. Assign a camera to a polygon. While in **Edit Mode**, right-click on a polygon and select **Link camera**



12. A list of cameras will be displayed. Select the desired camera and add it. Click **OK**.



Note* do this for each polygon. Only one camera may be linked to one polygon. The same camera can be linked to different polygons. Technically there is no restriction on the number of polygons, how the view populated with polygons looks, is up to the specific integration, layout for viewing etc.

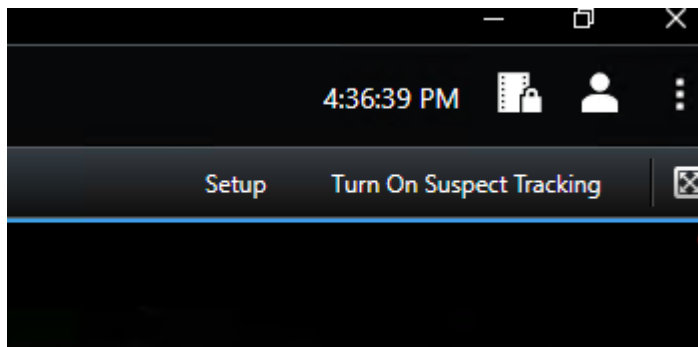
13. Once done. Click **Save** in the XProtect Management Client.

This concludes the XProtect Management Client setup part of this document.

XProtect Smart Client configuration

After the XProtect Management Client configuration is complete, move to the XProtect Smart Client. In the below example a simple 2 camera 1+1 view is used.

1. Launch **XProtect Smart Client**
2. Login using valid credentials
3. Open **Setup** mode
4. Create a view
5. Add the cameras which have the polygons drawn
6. Exit **Setup** mode
7. Take notice of the button to the right of **Setup** button while in default XProtect Smart Client state. This button turns on and off the Suspect Tracking functionality (default state is displayed in the screen shot. Turned off. When you press the button, it will change to off and indicate that the functionality is turned on. Also, the operator will see the polygons when they are enabled.



Basic configuration done.

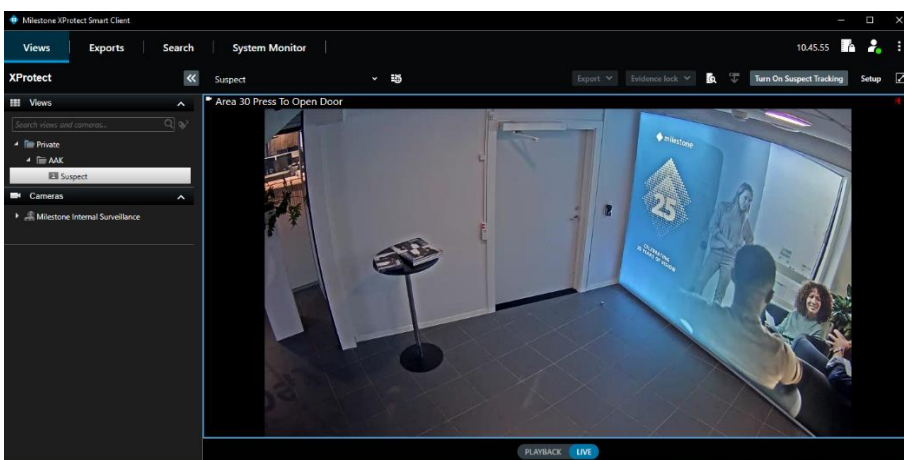
XProtect Smart Client operation

Once you have the view setup you simply need to have an object to track.

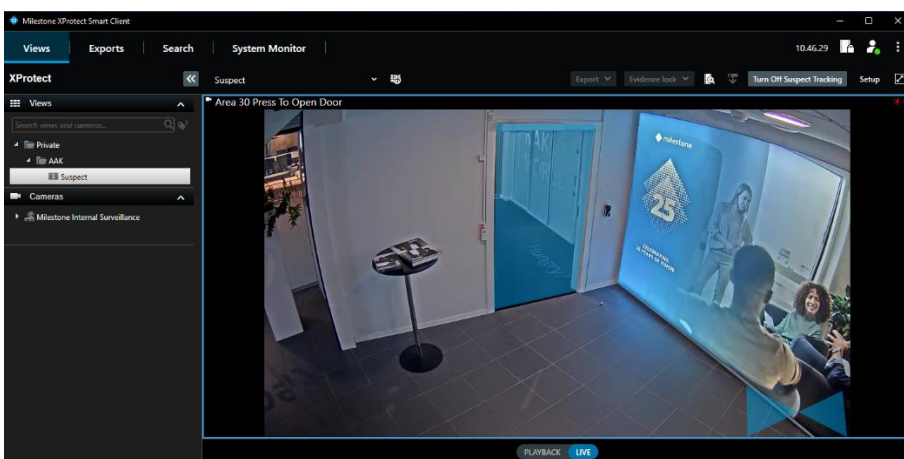
Take in mind that the plug-in will function in both LIVE and PLAYBACK tabs in XProtect Smart Client.

The simple test is going to the XProtect Smart Client and click on the different polygons in the order that makes sense for your integration. Each polygon has the designated camera, clicking on the different polygons switches the view to that camera polygon. Pressing ESC key returns to the main view containing custom drawn polygons.

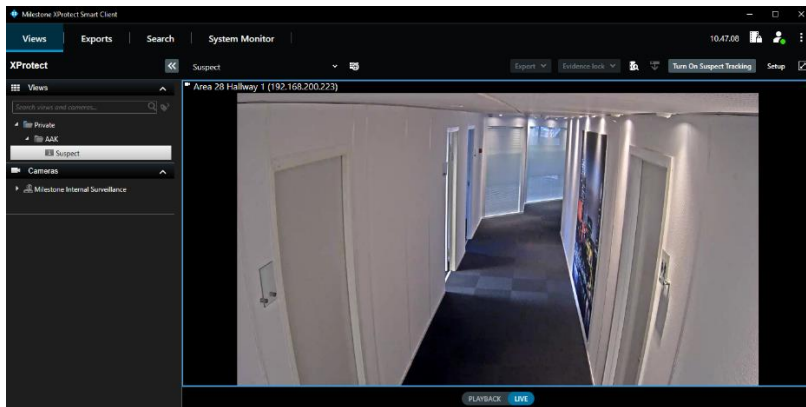
View - Suspect tracking disabled.



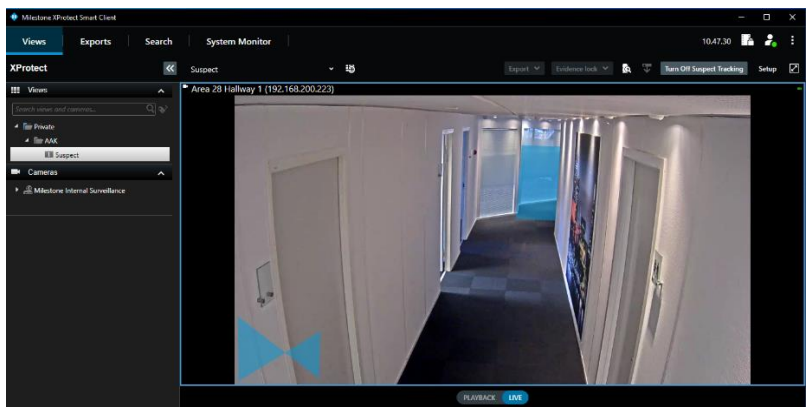
View – Suspect tracking enabled.



View – outside of the door with suspect tracking disabled



View – outside of the door with suspect tracking enabled.

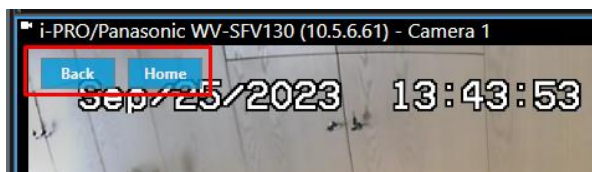


Hover on any polygon and a tool tip will be shown with the camera this polygon is associated with.



Overlay Buttons per view item

Two overlay buttons appear in the top left corner. Take in mind that the controls **Home / Back** are present for each view item that has a camera with configured polygons. After adding a camera with configured polygons to an empty view item in Smart Client the two button will appear after navigating to a different camera via clicking on the present polygon. Please note that clicking **Home** in any view, it will show the initially added camera to the view item. Pressing **Back** will display the previously selected view in the suspect tracking.



Troubleshooting

This section provides information, which helps the administrator solve cases where the solution fails working.

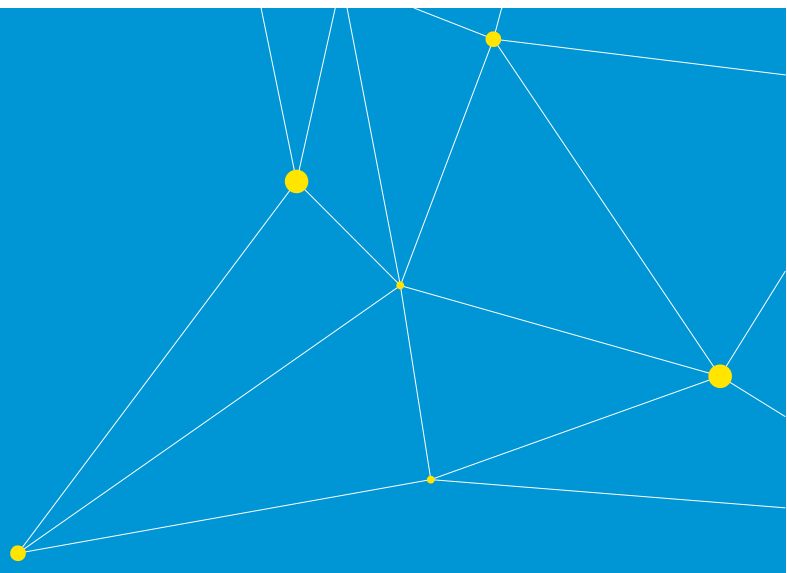
Cause	Action
MIP License has expired or is not activated.	First, consider re-activation of the license either online or offline. Check the license details in XProtect Management Client.

Limitations

- If two or more enable/disable actions are performed on a device, the image might disappear from the Milestone suspect tracking tab. Simply going to another device and coming back to the initial one will solve this problem.
- If the plug-in is being installed on a machine that is running XProtect 2023 R1, the following hotfix is required for the plug-in to function properly. Please download the [Hotfix from here](#).

Known issues

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



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