

# **Milestone Systems**

Milestone CCure 9000 Video Push

Manual



## Contents

Copyright, trademarks, and disclaimer	4
Introduction	5
Introduction	5
Revision history	5
Version compatibility	6
XProtect & CCure license requirements	7
Feature list	8
Integration components (explained)	9
Integration limitations (redundancy & encryption)	10
Integration architecture options	10
Installation	13
Installing prerequisites	13
CCure licenses	13
Installation process (explained)	15
Install the Milestone MIP SDK	15
Install the CCure server components	16
Install CCure client components	18
Uninstalling integration	18
Basic Configuration	20
Configure the CCure 9000 server	20
Configure a Recording Server in CCure 9000	22
Configure the Recording Server connection	24
Configure Recording Server properties	27
View cameras live	30
Live video controls in CCure 9000	32
Viewing recorded video	34
Advanced Configuration	37
CCure events (explained)	37
Configure events with video in CCure 9000	39
Configure Milestone user-defined event triggers within CCure 9000	45

XProtect analytics events as actions triggered by CCure 9000 events (explained)	
Configuring analytics events in XProtect	50
Configuring analytics events in CCure 9000	52
Viewing CCure 9000 events in Smart Client	55
Milestone camera and Recording Server alarms (explained)	55
Configure CCure 9000 alarms triggered with Milestone custom events	56
Configure CCure 9000 recorder and device alarm actions	58
Configuring CCure 9000 Enterprise MAS/SAS scenario	61
Troubleshooting	63
Ports required for video from XProtect	
Database errors	63
Invalid object name	63
A database object error occurred	
H.265 video support	65
MIP SDK upgrade error 2803	65
General troubleshooting of the XProtect integration with CCure 9000	66
Upgrading with certificates to version 3.2.3	67
Ignoring repeated XProtect event notifications	69
Troubleshooting Milestone XProtect VMS video driver	
Troubleshooting log file locations	71
Troubleshooting event acknowledgement in CCure	71

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## Introduction

### Introduction

This document provides instructions of how to integrate Milestone XProtect VMS with Software House CCure 9000 Access Control System.

The purpose of the integration is to enable you to view live and recorded video from Milestone XProtect video management system (VMS) from inside the CCure user interface. The integration blends CCure data and Milestone video into a single, integrated application, instead of requiring two separate applications. This integration brings the basic features of the Milestone VMS into the CCure system.

To access the comprehensive features of the Milestone VMS system, use the XProtect Smart Client.

### **Revision history**

Rev Date	Author	Summary of changes
2012 Jan 12	SR	Initial Version 1.21
2012 Oct 22 2013 Nov 1 2013 Nov 7	SR SR SR	Support CCure v2.10 Support v2.10 R2, and trigger Milestone Events. Support v2.20
2015 Apr 8	JFM	Support v2.30
2015 Oct 23	JFM	Support v2.40, added support for all Milestone camera and recorder events and custom events.
2016 Dec 15	JFM	Support v2.50
2017 May 31	JFM	Added support for Analytic events.
2017 Sep 11	SRB	Added support to acknowledge Milestone alarms automatically.
2017 Oct 19	SRB	Support v2.60
2017 Dec 12	SRB	Added new troubleshooting

		subsection.
2017 Dec 19	SRB	Updated Compatibility, Limitations, and Feature Matrix sections, and updated installation snapshots.
2018 Feb 15	SRB	Updated all screenshots.
2018 Apr 25	SRB	Enterprise support and version compatibility.
2018 May 17	BHA	Support v2.70 SP2.
2019 May 14	SRB	Support for XProtect 2019 R1, with encryption.
2020 May 28	SRB	Support v2.80 SP2.
2021 April 30	MJT	Support v2.90, support XProtect 2020 R3.
2022 August 11	MJT	Support CCure version 3.0 and XProtect version 2022 R2. Added record on demand functionality. Upgraded pre-requisites to include 2022 R1 MIP SDK.
2024 June 6	MJT	Support XProtect version 2023 R3. Updated MIP SDK support for alternate installation directories.
2024 Sept 12	MJT	Support for XProtect 2024 R1 and CCure 3.00.3
2025 Mar XX	MJT	Updated license naming to identify the difference between VideoPush and XProtect Access.

## Version compatibility

Milestone XProtect VMS has many different product levels. The integration with CCure 9000 is compatible with the following XProtect VMS products:

- XProtect Corporate
- XProtect Expert
- XProtect Professional+

To find a list of supported versions of the following software components, please refer to the compatibility document hosted at the download site where you obtain the plug-in.

- CCure 9000 access control software
- XProtect video management software
- CCure 9000 Video Push plug-in

### XProtect & CCure license requirements

One license file is associated to each unique Milestone XProtect Software License Code (SLC) used with the integrated XProtect VMS. Contact Milestone sales for more information.

XProtect Integration License Details:

Milestone License Name	Milestone Part Number	MSRP	Notes
Milestone CCure 9000 Plugin license	XPCOO9	\$1500.00	One license per XProtect SLC

CCure Integration License Details:

CCure License Name	CCure Part Number	MSRP	Notes
Milestone - XProtect Corporate SDK - Integration	CC9-MSTVID+	Varies	



The CC9-MSTVID+ license SKU will vary based on the size of the access control system (number of doors). This will impact the final SKU and the price - however. Tyco only needs this SKU in order to get the order processed.

### **Feature list**

Video feature	Mark an "X" where comply	Special notes	CCure min. version supported
Live video	x		2.70
Text overlay	Not supported		-
Pre-recorded video playback	x		2.70
Status	x		2.70
Export to AVI	Not supported		-
Time synchronization	x		2.70
Record start (on demand)	Not supported	CCure journal entry "bookmark" is created. Recording not triggered in XProtect.	-
Frame rate definition	Not supported.	Configurable in XProtect system.	-
Record stop (on demand) Not supported.			-
PTZ (domes only)	x		2.70
Video alarms	x	Video loss, motion, recording events in this version.	2.70
Video tour	x		2.70
Video view up to 16 cameras	x		2.70
Presets & patterns	X (only presets)	(patterns not supported)	2.70
View live & recorded video from more than one camera via popup in single window	Supported with live video. Not support with recorded video.	With recorded video more than one single window can run at the same time.	2.70
PTZ presets & presets based on event, alarm input	Supported (only presets)	(patterns not supported)	2.70

Replay up to 4 cameras for same time interval	Not supported.	Playback from 1 camera only with single command.	-
Toggle video window size from 1X to 4X	x		2.70
Display up to 4 live video windows based on event	x	Use views for this.	2.70
Original recorded video is secured	x		2.70
Playback and recorded video in one window	Not supported.		-
Bi-directional actions	x		2.70
Support for all camera and recorder events in CCure	x		2.70
Support for XProtect custom events in CCure	x		2.70
Support for XProtect analytic events	x		2.70
Support for XProtect alarm acknowledgment	x		2.70
CCure Enterprise: Master Application Server (MAS)/Satellite Application Server (SAS)	Х	Please see Configuring CCure 9000 Enterprise MAS/SAS scenario on page 61	2.70
Support for Milestone XProtect Recording Server data encryption	x	Please see Integration limitations (redundancy & encryption) on page 10	2.70

### Integration components (explained)

The administration and configuration of the integration takes place in the CCure Administration Station and Server Configuration Applications.

The solution requires that:

- Integration server components are installed on the CCure server.
- Integration client components are installed on all required CCure client machines.
- The Milestone MIPSDK x86 redistributable is installed on all client machines.

If you remove earlier versions of the Milestone integration, you will not remove Milestone objects from Cross Fire database.

This integration uses the same Milestone objects from earlier versions of the integration. When you upgrade, all Milestone video servers and cameras set up with earlier versions of the integration will continue to exist.

### Integration limitations (redundancy & encryption)

See the user manuals and documentation for CCure 9000 and Milestone XProtect for a comprehensive description of the limitations of the respective systems.

- Milestone XProtect Corporate Video Management System
- Software House CCure 9000 Access Control System



This integration does not support the CCure 9000 Clustering/Redundancy solution. Traditional clustered and redundant Milestone systems are supported by this integration.

The CCure 9000 Video Push integration is compatible with Milestone XProtect Recording Server data encryption. The Recording Server data encryption feature introduced with XProtect 2019 R1 works with CCure 2.70 and up.

For CCure 2.70 and up, you must install the appropriate certificate and make sure it is trusted on the client machines (where video is displayed) for this integration to work when the Recording Server data encryption feature is enabled. See to the Milestone XProtect user manuals below for more details.

- XProtect Certificates Guide
- Milestone Systems Cybersecurity Hardening Guide

When data encryption is enabled, live and playback video cannot work with earlier versions of CCure (2.60, 2.50, 2.40 and 2.30). The integration will work as expected if you turn off the encrypted data feature and existing recording server data is not encrypted.

#### Integration architecture options

Single system installations, where Milestone XProtect consists of a single Management Server and a single Recording Server, and the CCure 9000 system consists of a single CCure 9000 Server should have an architecture similar to the diagram below.



As systems scale in size, the two most important components in this integration are CCure 9000 workstations, and Milestone XProtect Recording Servers. For each CCure 9000 workstation added to the system, it will need all three of the components listed above, the certificate, the integration client components and the MIPSDK X86 Redistibutable. You must configure each Milestone XProtect Recording Server individually.



Scaling the number of cameras and Recording Servers can also include adding more Management Servers and Event Servers. This is also explained in the Configure the Recording Server connection on page 24 section. The primary complication in this particular scenario is the requirement for a specific certificate on each CCure 9000 workstation that matches each individual XProtect VMS system.



Many other architectural options are available. Please consult Milestone Systems if your desired option is not listed.

### Installation

#### Installing prerequisites

Before you install the integration:

- Make sure that CCure 9000 server and CCure clients are configured and working.
- Make sure that the Milestone XProtect VMS and cameras are installed, configured, and working.
- Make sure the .NET Framework 4.7.2 is installed if you are using version 2.70 or 2.80 of CCure 9000

When you integrate with the CCure 9000 2.70 or 2.80 versions, you must install Microsoft Windows .NET Framework 4.7.2. before you install the server and client integration components.

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File Home St	nare Vie	ew			~ ?
$\leftarrow$ $\rightarrow$ $\checkmark$ $\uparrow$ $\square$ $\Rightarrow$		> Prerequisites	ъ ~		م
	^	Name		Date modified	Туре
🖈 Quick access		🗐 MIDSDK Redict In	staller v86 2022R1	8/1/2022 11-38 AM	Window
E. Desktop	*			5/16/2022 11:30 AM	Applicat
🖊 Downloads	*	10P472-KB40343	50-x60-x04-AllOS	0/10/2022 12:04 PIVI	Applicat
Documents	*				
Pictures	*				
2 items	*	<			> ==

This prerequisite package is for all CCure 9000 client and server locations. You must install the .NET Framework 4.7.2 components and reboot each server or workstation prior to installation of the integration components. The runtime installation application is available in the Prerequisites folder of the installation package, available at:

#### CCure 9000 Video Push download site

2.90 and higher versions of CCure 9000 include the .NET components, so they don't need the same prerequisites as earlier versions.

For more information, see the user manuals and documentation for CCure 9000 and Milestone XProtect for a comprehensive description of the installation, configuration, and features of the respective systems.

#### **CCure licenses**

You can get the integration license from Software House and apply this license with CCure License Manager tool.

• To apply the license, you must enable the "Milestone - XProtect Corporate SDK - Integration" license option which you can find in the Licensed Features section of the CCure 9000 tab.



Currently the license has been renamed. The text above is accurate. Milestone Custom Development Americas is working to fix our implementation of the integration to reflect that name change in the license manager as pictured below. Until that is completed, the below image will be inaccurate.

😫 License Manager	_		$\times$
Unified Status victor VideoEdge C+CURE 9000 victor Web			
This tab details the available C•CURE 9000 license information			
General Information			_
C•CURE 9000 version number : 3.00			
System expiration date : Wednesday, July 26, 2023			
Status : Valid License, Days Left : 358			
System Wide Capacities			51
Online inputs : 800			
Online outputs : 800			
Online readers : 20000			
Number of cardholders : 20000			
Simultaneous badging stations : 3			
Simultaneous clients : 10			
Wireless/IP Locks : 0			
Offline Locks : 0			
C-CURE Go Readers : 0			
Mobile Alerts : 5			
Mobile Keys : 5			
2 Factor Mobile Auth. Doors : 1			
High Assurance Readers : 0			
Licensed Features			
Feature Name			
petter, barne del respeter.			^
Applicate Applicat II. Implies			
of hirsing. No. 104400			
logs it in theme impates			
Milestone - XProtect Corporate - Integration			~
<		>	

This license does not have anything to do with the version of XProtect (XProtect Professional+, XProtect Expert, XProtect Corporate ...etc.) used with the integration. This name merely covers the name of the license that CCure has chosen to use. Also, the license name will look slightly different between CCure version 3.0 and CCure versions 2.9 and lower. However, the name of the license is still "Milestone - XProtect Corporate SDK - Integration."

### Installation process (explained)

The following sections describe the steps needed to install the different parts of the integration:

- Server components on the CCure 9000 server machine.
- · Client components on all CCure 9000 client machines.
- Milestone MIPSDK x86 redistributable on all CCure 9000 client and server machines.





#### CCure 9000 ACS

#### Install the Milestone MIP SDK

You must install the Milestone MIPSDK x86 redistributable on all CCure 9000 client and server machines that need access to Milestone video. This component is included in the Prerequisites folder of the installation package which is available at the CCure 9000 Video Push download site.

Note: Starting with CCure 2.70, version 2022 R1 of MIPSDK x86 Redistributable is required.

CCure 9000	MIPSDK x86	Filename
2.70 and up	2022 R1	MIPSDK_Redist_Installer_x86_2022R1.msi

- 1. Click MIPSDK\_Redist\_Installer\_x86\_2022R1.msi to start the installation.
- 2. Click **Next** as needed to complete the installation. There are no other options or settings in the installation wizard. Complete the wizard to finish the installation.



#### Install the CCure server components

You must install integration software components on the CCure 9000 server.

- 1. Double-click the XProtectVideoPush-v3\_XX-CCure9k-vX-XX.msi file to start the installation.
- Click Next to enter the component selection step. When you install on a CCure 9000 server that will not require the client components, open the Client Components list and select the Entire feature will be unavailable option.
- 3. Open the Server Components list and select the Will be installed on local hard drive option.

🖟 XProtect C-Cure 9000 Integ	gration Setup				—		$\times$
Select Components to D Select which features are to	<b>Install</b> b be installed.				m	ilesto	one
Click the icons in the tree b	elow to change the	way	features w	vill be in:	stalled.		
Common Fi		Install server-side components on your system.					
			This feat your hare	ure requ d drive.	uires 652	21KB on	
Reset	Disk Usage		Back	Ne	ext	Cano	el

- 4. Click Next to continue. The default installation location is: C:\Program Files (x86)\Tyco\
- 5. Click **Install** to complete the installation process.

The installation location for the CCure 9000 Video Push components is controlled by the MIP SDK redistributable software components. These two software packages need to be installed on the same drive. Without technical support assistance, the MIP SDK components can only be installed on the **C**:\ drive. The location of the CCure 9000 Video Push server components and client components is not changeable. If the MIP SDK is installed in a different location, the wizard must be directed to this location before it can continue with the installation.

#### Install CCure client components

- 1. Install the Client Components on all CCure client machines where you need the Milestone video integration.
- 2. Click XProtectVideoPush-v3\_XX-CCure9k-vX-XX.msi to start installation.
- Click Next to enter the component selection step. If you are installing the components on a client machine only, open the Client Components list and select the Will be installed on local hard drive option. The Server Components list should display a red X icon.

₩ XProtect C-Cure 9	000 Integration Setup			_		×
Select Compone Select which featu	nts to Install res are to be installed.			- 🔶 n	nilest	one
Click the icons in t	ne tree below to change the	way	features wi	ill be installed	ł.	
	ommon Files ■   Client Components  Server Components		Install die your syste	nt-side comp em.	oonents on	
			This featu hard drive	re requires ( 2.	)KB on your	
Reset	Disk Usage		Back	Next	Can	cel

#### 4. Click Next to continue. Click Install to start the installation process.

The installation location for the CCure 9000 Video Push components is controlled by the MIP SDK redistributable software components. These two software packages need to be installed on the same drive. Without technical support assistance, the MIP SDK components can only be installed on the **C**:\ drive. The location of the CCure 9000 Video Push server components and client components is not changeable. If the MIP SDK is installed in a different location, the wizard must be directed to this location before it can continue with the installation.

### **Uninstalling integration**

You can uninstall the server and client software components by running the XProtectVideoPush-v3\_XX-CCure9k-vX-XX.msi installer and selecting Remove.

🖟 XProtect C-Cure 9000 Integration Setup	—		$\times$
Change, repair, or remove installation Select the operation you wish to perform.	🔶 m	ilest	one
<u>Change</u> Lets you change the way features are installed.         Repair         Repairs errors in the most recent installation by fixing mistifles, shortcuts, and registry entries.         Remove         Removes XProtect C-Cure 9000 Integration from your content of the statement of the statemen	ssing and c	orrupt	
<u>B</u> ack <u>N</u> e	ext	Canc	el

## **Basic Configuration**

### Configure the CCure 9000 server

- 1. In Windows, go to the Start menu and select Server Configuration from the Tyco folder in the programs list.
- 2. In the Services tab, check the status of the two services CrossFire Framework Service and CrossFire Server Component Framework Service. What you must do in the next step, depends on their status.
- 3. Depending on the status of the services, you have two options:
  - If green status of **Running**: restart the services one by one by first stopping the service. Click the **Stop** service button, and then start the service again by clicking **Start** service button.
  - If red status of **Stopped**: start the services by clicking on the corresponding **Start** service button. Make sure that the status changes to **Running**.



4. The Database tab displays the status of all connection strings. By default, the list is in alphabetical order by Namespace. If the Status column indicates INVALID for the Milestone.SwhIntegration.Common.MiSwhVideoObjects item, edit the Connection String to point to the correct path of the CCure Database, then restart the CrossFire services.

Check the Server Configuration Application and verify the connection string of another Namespace object that uses the Initial Catalog variable similar to: Initial Catalog=ACVSCore

5. Next, make sure that the connection string for the Milestone integration component is identical. Make sure that **Status** indicates **VALID**.

Jerre		-ppiic			_								
vices	Server Compon	ients	Database	Setting	s   B	ackup/Restore	Journal Main	tenance	Encryption				
Conne	nnection Strings									Conr	nection Strings	Encrypted	d [*
Nam	espace				Prov	vider	Connectio	n String				Status:	
CCUF	REIDBadgeData				Svste	em.Data.SolClie	nt Data Sourc	e=MJT-O	CURE3\SOLE	XPRESS:Init	ial Catalog=AC	VALID	-,
Conn	ectedPro.Comm	on.HD	VR.Obiect	s	Svste	em.Data.SolClie	nt Data Sourc	e=MJT-C	CURE3\SOLE	XPRESS:Init	ial Catalog=AC	VALID	
Conn	ectedPro.Comm	on.Vic	leoEdae4.(	Obiects	Svste	em.Data.SolClie	nt Data Sourc	e=MJT-C	CURE3\SOLE	XPRESS:Init	ial Catalog=AC	VALID	-
JCI.U	nified.Common.[	DataSe	erviceLaver	· ·	Syste	em.Data.SolClie	nt Data Sourc	e=MJT-C	CURE3\SOLE	XPRESS:Init	ial Catalog=AC	VALID	-
JCI.U	nified.Common.S	Securit	tv ,		Svste	em.Data.SolClier	nt Data Sourc	e=MJT-C	CURE3\SOLE	XPRESS:Init	ial Catalog=AC	VALID	-
JCI.U	nified.Common.l	Jnified	Obiects		Svste	em.Data.SolClier	nt Data Sourc	e=MJT-C	CURE3\SOLE	XPRESS:Init	ial Catalog=AC	VALID	-
JCI.Vi	ictor.Common.Ty	coAl.(	Objects		Syste	em.Data.SglClier	nt Data Sourc	e=MJT-O	CURE3\SQLE	XPRESS:Init	ial Catalog=AC	VALID	-
JCI.vi	ctor.Common.Vi	ctorOl	ojects		Syste	em.Data.SqlClie	nt Data Sourc	e=MJT-O	CURE3\SQLE	XPRESS;Init	ial Catalog=AC	VALID	
JCI.vi	ctor.Server.Data	Service	eLayer		Syste	em.Data.SqlClier	nt Data Sourc	e=MJT-O	CURE3\SQLE	XPRESS;Init	ial Catalog=AC	VALID	
Miles	stone.SwhIntegra	ition.C	ommon.M	liSwhVid	Syste	em.Data.SqlClie	nt Data Sourc	e=MJT-O	CURE3\SQLE	XPRESS;Init	ial Catalog=AC	VALID	-
Softw	vareHouse.Cross	Fire.Co	ommon.Au	ditDbOk	Syste	em.Data.SqlClie	nt Data Sourc	e=MJT-O	CURE3\SQLE	XPRESS;Init	ial Catalog=Sw	VALID	
Softw	vareHouse.Cross	Fire.Co	ommon.Cli	entInterf	Syste	em.Data.SqlClie	nt Data Sourc	e=MJT-O	CURE3\SQLE	XPRESS;Init	ial Catalog=AC	VALID	
Softw	vareHouse.Cross	Fire.Co	ommon.Co	re	Syste	em.Data.SqlClie	nt Data Sourc	e=MJT-O	CURE3\SQLE	XPRESS;Init	ial Catalog=AC	VALID	
Softw	vareHouse.Cross	Fire.Co	ommon.Da	taServic	Syste	em.Data.SqlClie	nt Data Sourc	e=MJT-O	CURE3\SQLE	XPRESS;Init	ial Catalog=AC	VALID	
Softw	vareHouse.Cross	Fire.Co	ommon.Da	taServic	Syste	em.Data.SqlClie	nt Data Sourc	e=MJT-O	CURE3\SQLE	XPRESS;Init	ial Catalog=AC	VALID	
Softw	vareHouse.Cross	Fire.Co	ommon.Ob	ojects	Syste	em.Data.SqlClie	nt Data Sourc	e=MJT-O	CURE3\SQLE	XPRESS;Init	ial Catalog=AC	VALID	
Softw	vareHouse.Cross	Fire.Co	ommon.Ob	ojects.Au	Syste	em.Data.SqlClie	nt Data Sourc	e=MJT-O	CURE3\SQLE	XPRESS;Init	ial Catalog=Sw	VALID	
Softw	SoftwareHouse.CrossFire.Common.Objects.Od		jects.Od	Syste	em.Data.SqlClie	nt Data Sourc	e=MJT-O	CURE3\SQLE	XPRESS;Init	ial Catalog=AC	VALID		
SoftwareHouse.CrossFire.Common.RuleManac		Syste	em.Data.SqlClie	nt Data Sourc	e=MJT-C	CURE3\SQLE	XPRESS;Init	ial Catalog=AC	VALID				
Softw	vareHouse.Cross	Fire.Co	ommon.Sh	ared	Syste	em.Data.SqlClie	nt Data Sourc	e=MJT-C	CURE3\SQLE	XPRESS;Init	ial Catalog=AC	VALID	
Softw	vareHouse.Cross	Fire.Co	ommon.Via	deoObje	Syste	em.Data.SqlClie	nt Data Sourc	e=MJT-O	CURE3\SQLE	XPRESS;Init	ial Catalog=AC	VALID	
Softw	vareHouse.Cross	Fire.Co	ommon.Wo	orkflow	Syste	em.Data.SqlClie	nt Data Sourc	e=MJT-O	CURE3\SQLE	XPRESS;Init	ial Catalog=AC	VALID	
Softw	vareHouse.Cross	Fire.Da	ataServicel	.ayer.SaS	Syste	m.Data.SqlClie	nt Data Sourc	e=MJT-O	CURE3\SQLE	XPRESS;Init	ial Catalog=AC	VALID	
Softw	vareHouse.Cross	Fire.Se	erver.Client	Interface	Syste	m.Data.SqlClie	nt Data Sourc	e=MJT-O	CURE3\SQLE	XPRESS;Init	ial Catalog=AC	VALID	

 On the Server Components tab, on the line indicating the Category: Video, observe the status for the MiSwhHost server component. If the status indicates Stopped, select the Enabled checkbox and click the Start button. This server component should indicate a status of Running.

Services       Server Components       Database       Settings       Backup/Restore         Stop       Name: MiSwhHost Enabled: √             Stop       Status: Running Version: 4.00.586.586 Category: Video             Stop       Name: BiDirectional Hardware Interface Enabled: √              Stop       Status: Running Version: 4.00.586.586 Category: Generic               Start       Status: Stopped Version: 4.00.586.586 Category: SIP	Services       Server Components       Database       Settings       Backup/Restore         Stop       Name: MiSwhHost Enabled: ♥       Status: Running       Version: 4.00.586.586       Version: 4.00.586.586         Category: Video       Name: BiDirectional Hardware Interface       Version: 4.00.586.586       Version: 4.00.586.586         Stop       Status: Running       Version: 4.00.586.586       Version: 4.00.586.586         Stop       Status: Stopsec       Name: SIPServerComponent       Version: 4.00.586.586         Status: Stopped       Version: 4.00.586.586       Version: 4.00.586.586         Category: SIP       Status: Stopped       Version: 4.00.586.586	lournal Ma	intenance	Error	milian			
Services     Service Components     Database     Settings     Backdp/Kestore       Stop     Name: MiSwhHost Enabled: ☑     Image: Status: Running     Image: Status: Running     Image: Status: Running       Stop     Status: Running     Image: Status: Running     Image: Status: Running     Image: Status: Running       Stop     Status: Running     Image: Status: Running     Image: Status: Running     Image: Status: Running       Version: 4.00.586.586     Image: Generic     Image: Status: Status: Status: Stopped     Image: Status: Stopped       Start     Status: Stopped     Version: 4.00.586.586     Image: Status: Stopped       Version: 4.00.586.586     Image: Status: Stopped     Image: Status: Stopped       Version: 4.00.586.586     Image: Status: Stopped     Image: Status: Stopped	Services     Services     Database     Setungs     Backup/Restore       Stop     Name: MiSwhHost Enabled: ☑     Status: Running     Version: 4.00.586.586       Category: Video     Name: BiDirectional Hardware Interface       Enabled: ☑     Status: Running       Version: 4.00.586.586     Category: Generic       Name: SIPServerComponent     Enabled: ☑       Status: Stopped     Version: 4.00.586.586       Category: SIP     Status: Stopped	Services	Senices Server Components		Databasa	Cattinge	Daale	 
Category: Video         Name: BiDirectional Hardware Interface         Enabled: ✓         Stop         Status: Running         Version: 4.00.586.586         Category: Generic         Name: SIPServerComponent         Enabled: ✓         Start         Status: Stopped         Version: 4.00.586.586         Category: SIP	Category: Video         Name: BiDirectional Hardware Interface         Enabled: √         Stop         Status: Running         Version: 4.00.586.586         Category: Generic         Name: SIPServerComponent         Enabled: √         Start         Status: Stopped         Version: 4.00.586.586         Category: SIP	Stop	Name: M Enabled: Status: R Version:	iSwhHost viation of the second secon			1	 _
Start       Name: SIPServerComponent         Start       Enabled: ✓         Status: Stopped         Version: 4.00.586.586         Category: SIP	Name: SIPServerComponent         Enabled: ✓         Start       Status: Stopped         Version: 4.00.586.586         Category: SIP	Stop	Category Name: Bi Enabled: Status: R Version: Category	r: Video Directional Ha ✓ unning 4.00.586.586 r: Generic	rdware Interface			
		Start	Name: SI Enabled: Status: Si Version: Category	PServerCompo topped 4.00.586.586 : SIP	onent			

### Configure a Recording Server in CCure 9000

- To begin, start the CCure 9000 Administration Station application by selecting Administration Workstation from the Tyco folder in the programs list of the Start menu. You can also search for Administration Station using the Windows Search function, then open the application.
- 2. Select the Video tab from the bottom left menu of the application to display the video tree.



3. Right-click the Video Tree folder, expand the Video Folder option, and select New from the menu.



4. Enter a Name and Description, then click Save and Close to create the new folder under Video.

🚞 Video Folder - Milestone		×
🔚 Save and Close 📔 Save an	nd New	
Name:	Milestone	
Description:	XProtect Recording Servers	^
		~

### Configure the Recording Server connection

To connect to a Milestone XProtect Management Server follow these steps:

1. Right-click the newly created folder, expand the **Milestone VMS Recording Server** object, and select **New** from the shortcut menu.

Video			**		
🚞 New 👻 Video F	older	~	Ŧ		
Video Tree	Search				
⊿ Video	▲ Video				
▷ 🤤 Protocols	▷ 📪 Protocols				
Company					
D Milestone	5.0				
5	Edit			_	
X	Delete				
D-	Export s	election			Recent Tabs
	Find in	Audit Log			
	Find in	Journal			4
Sterie 6	exacqV	ision/HDVR Video Server	•		
X Options	Intellex	Video Server	•		<b></b>
👉 General I 🛜	VideoEc	lge 4.0 Server	+		Personnel
Configur	Milesto	ne VMS Recording Serve	r 🕨		New
Conligui	Axis IP	Camera	•		New Template
🍼 Areas an 🤮	CCTV S	witch	•		
😯 C•CURE F	Video T	our	•		
	Video V	ïew	+		Recent Objects

Name	Name the connection to identify the Recording Server if there are more than one.
Description	Add any description, useful details, or identifying information in this field.
Enabled	Select this option to make the connected Recording Server available.

#### 2. Enter a Name, Description, and select the Enabled option. See details for each option below these steps.

#### 3. Next, fill out the required Server Info.

Domain	The Domain of the Milestone XProtect Management Server.
User Name	User credentials for an authorized XProtect VMS user.
Password / Re- enter Password	Password information for the user credentials entered above.
IP Address	IP address, DNS address (FQDN), or Hostname for the Milestone XProtect Management Server. When certificates are in use, the FQDN is normally the best option.
Management Server Port	443 if we are using HTTPS, otherwise it is 80.
Communication Port	Should not be modified. Value adjusts automatically to 7563 for Milestone XProtect.
Authentication	Choose between Windows Authentication and Basic Authentication          Server Info         Management Server Port:       443         Communication Port:       5000         Communication Port:       5000         Authentication:       Windows Authentication         Basic Authentication       Password:         Windows Authentication       Re-enter Password:         IP Address:       IP Address:
Use Https	Enable or disable the use of HTTPS.



Choosing which option to enter for the **IP Address** field depends on the network and encryption settings. If SSL certificates are in use, the FQDN is often the best option for connection.

- 4. Click the **Connect** Button. The system will connect to the Management Server and retrieve the list of Recording Servers. This list is available below the **Connect** Button after successful connection.
- 5. Open the Recording Server list to select a Recording Server from the connected VMS.
- The first Recording Server found on the Management Server connects by default, choose the required server from the list.
- If the chosen Recording Server is online the Import Cameras button is active.
- If the **Online** check box does not show up as selected, edit the settings and click Connect again to re-attempt connection to the Management Server.
- 6. Save and Close the window to complete the creation of the Recording Server.

Milestone VMS Recording Server - sgiu-xp2024.custome Save and Close Save and New	development.milestone.u	us — 🗆 X
6 Name: sgiu-xp2024.customdevelopment.n	nilestone.us	
Description:	2	< ~
Enabled		
General Alarms User Defined Fields Milestone Custom Even	ts State images	
Server ID Video Protocol: Milestone System		✓ Online Connect 4
Time Zone:	· · · · ·	CLROS5HWGV4B20G ~ 5
		Import Cameras
Server Info		
Management Server Port: 443 🜩	2 Domain:	customdevelopment.milestone.us
Communication Port: 7563 🚖	User Name:	sgiu
Authentication: Windows Authentication $\checkmark$	Password:	••••••
Use Https: 🔽	Re-enter Password:	••••••
	IP Address:	sgiu-xp2024.customdevelopment.mil
Event Action Info Poll Period: 100 🖨 seconds	Comm Fa	ail Delay: 10 🖨 seconds
Per-second frame rate to use during recording:	1.0/0	.8 ips V
☐ Time Sync at: 0 ♣ : 0 ♣ : 0 ♣	hh:mm:ss	

## **Configure Recording Server properties**

1. Open the folder containing the connected Recording Server(s). Right-click the Recording Server object and select **Edit** from the shortcut menu.



 If the settings and credentials are correct, the system connects to the Milestone XProtect Recording Server. The Online check box fills and becomes unavailable, and the Import Cameras button enables. Edit any of the settings from this window.

ave and Close 🔚 Save a	nd New			
Name:	sgiu-xp2024.customdevelopment	.milestone.us		
Description:				$\hat{}$
	🗹 Enabled			
General Alarms User Defin	ned Fields Milestone Custom Eve	ents State images		
Server ID V	ídeo Protocol: Milestone Syster	n	Online Connect	
	Time Zone:		CLROS5HWGV4B20G	$\sim$
			Import Cameras	
Server Info Managemer	nt Server Port: 443 🚔	Domain:	customdevelopment.milestone.us	3
Comm	unication Port: 7563 🚖	User Name:	sgiu	
Authentication: Wind	dows Authentication V	Password:		
	Use Https: 🗹	Re-enter Password:		
		IP Address:	sgiu-xp2024.customdevelopmen	(.mil
Event Action Info Poll Per	iod: 100 🜩 seconds	Comm Fa	ail Delay: 10 🜲 seconds	
Per-second frame	rate to use during recording:	1.0/0	8 ips 🗸	
Time Sync at:		÷ hh:mm:ss		

3. Click on the Import Cameras button.

Connecting
The camera import is complete. Click OK to continue.
ОК

- 4. Click Save and Close on the Edit screen to save the imported cameras into the system.
- 5. To integrate multiple Milestone XProtect Recording Server to the same CCure 9000 system, follow the steps listed in the Configuring the Recording Server Connection section.

The XProtect user account used to establish the connection to CCure 9000 determines the availability of cameras during the Recording Server **Import Cameras** operation. If there is a requirement to limit the cameras which are imported into the CCure 9000 system, it is recommended to create a special **Role** in XProtect with customized device permissions, and assign the same user used to establish the connection to that **Role**. Read more about Roles and security in XProtect at this link.



### **View cameras live**

1. Expand the Recording Server object to view the list of cameras.

Video		*
🕼 New 👻 Milestone VMS R	Recording Server 🔍	F
Video Tree	Search	
⊿ Video		
▷ 📴 Protocols		
🖻 🛅 CompanyName		
a 🚞 Milestone		
⊿ 😥 MJT-22R1		
No East Hallwa	У	
Noor 💦 💦		
Nop 😡 🗤		
No lab		

- 2. To view video from Milestone cameras, right-click any camera on the list and select the **View** option from the menu to start a live video pane in the main window of the CCure 9000 Administration Station application.
- 3. Select Popup View from the menu to view the video in a separate floating window.



4. Cameras display live video by default.

### Live video controls in CCure 9000

The following list of buttons and procedures include all options to control live video inside the CCure 9000 workstation client. There are function buttons above each camera view window that displays live video.



PTZ Movement	PTZ movement buttons for connected PTZ cameras. Up, down, left, right, zoom-in and zoom-out.
PTZ Presets	If the selected camera has programmed Preset positions, the Preset list is available. To move the
Presets 🝷	camera to the required Preset, choose the Preset from the list.
Show Overlay	Not supported.
Take Snapshot	Captures a screenshot of the live video when selected. The snapshot saves in JPEG format at the following location:

*	C:\camera_name\time_date_stampLiveSnapshot.jpg.
Record Video	The Record Video button generates a 30 second time stamp, or bookmark, in the CCure 9000 system, and creates a corresponding alarm in the monitoring station. From the monitoring station, the user retrieves the recorded video by selecting the respective state image. Pressing the Record Video button does not trigger recording in the XProtect VMS system. By default, recording in XProtect is configured to trigger based on video motion detection, it can easily be configured to record continuously and on a schedule.
Reconnect Camera 🔁	Click this button to reconnect to the selected camera.
Email Snapshot	Click this button to take a snapshot and email it using the SMTP parameters configured in the CCure 9000 system. Click the Email icon to send the message.
Retrieve Recorded Video	Enter video playback mode.

All PTZ preset positions created in the XProtect VMS system should follow this naming convention: "nn-XXXXXXXXX." The 'n' represents number characters and 'X' represents letter characters.

For example "01-Best View" and "02-Full Zoom" follow this convention. While "North Door" does not follow the recommended naming convention. If the Milestone system does not use this convention, Preset lists in CCure 9000 are re-sorted and assigned new indexes when adding Presets to existing cameras. This can cause CCure 9000 events to trigger the wrong Preset. The CCure system automatically sorts all Presets by alphabetical order, adding a numbered prefix keeps the preset positions in the chosen order.



### Viewing recorded video

The camera playback menu includes buttons and video browsing controls to perform various operations. The Snapshot, Email Snapshot, and Reconnect Camera buttons are available on recorded video views and have the same functions as on live video views.



The Go to live video button will return the selected camera to live video.



The options for controlling video playback are all included at the bottom of the video playback window.

Time Range	Specify start time and end time for the video segment. This opens a new window:
(Button)	

	🖬 Retrieve Recorded Video — 🗆 🗙
	Start Date:         7/30/2022         Start Time:         8:16:29 AM         Get Video           End Date:         7/30/2022         End Time:         8:16:49 AM
	After making a time range selection, click the <b>Get Video</b> button, and the video time line immediately begins at the start time and plays the recorded video.
Video Playback Controls	These buttons control video playback: Skip to beginning of oldest recorded sequence, Skip to next oldest sequence, Play backwards (changes to Pause when activated), Skip one image backwards   Skip one image forwards, Play forwards (changes to Pause when activated), Skip to next sequence, Skip to beginning of most recent recorded sequence.
Speed	Adjust the playback speed using this slider. Available options are $0.1x$ , $1/4x$ , $1/2x$ , $1x$ , $2x$ , $4x$ , $8x$ , $16x$ , and $32x$ .
Timeline Span	Adjust the time duration displayed in the time line on the video playback window.
Browse Mode	Select how the playback handles gaps in recordings. Select these options from the list: No Skip, Skip Gaps, or Stop at sequence end.
# **Advanced Configuration**

## CCure events (explained)

Anything that CCure 9000 can manage can generate an event, and the event can trigger any action.

There are three broad categories of events:

- 1. Time-based events activated on a schedule
- 2. Industrial control events activated by hardware inputs
- 3. Events that respond to error situations Door Held, Door Forced...etc.

It's impossible to document a full list of all CCure events. The hardware connected to the system, the design and configuration of the system itself, and the events added to the system through integrations make most systems unique in their type and number of potential events. However, an example list of events that a CCure system has by default can help illustrate the available events.

The below list of events is from XProtect Access when it connects to a CCure 9000 system.

- \*\*\* Badge Message \*\*\*
- Application Server Activity
- Area Activity
- Audit Trigger Activity
- Card Admitted
- Card Rejected
- CCure Door Forced
- CCure Door Held
- CCure Server Offline
- CCure Server Online
- Device Activity
- Double Swipe

- Email Sent Failure
- Email Sent Failure with Issuer
- Event Assess Message
- Firmware Flash Activity
- General Messages Logged
- General Purpose Interface Activity
- Guard Tour Activity
- · Incident Activity
- Intrusion Zone Activity
- Intrusion Zone Error
- Journal Trigger Activity
- Keypad Command Activity
- Log Message
- Log Migration Activity
- Manual Action



# Configure events with video in CCure 9000

1. In the Administration Station application, click the **Configuration** tab. Open the **New** list at the top of the **Configuration** menu and select **Event**.

Search		*
O, Sea	ırch (Ctrl+E)	
Configur	ation	*
🗾 New 🛛 🛨	Event ~	⇒ -
Quick	Audit Trigger Data Export Data Import	
	Document	
Enabled:	Group Holiday	
Name:	Journal Trigger Manual Action	
Template:	Operator Partition Predefined Log Message Privilege Recurring Schedule	
	Schedule Schedule by Time Zones Sound Time Zone User-defined Fields	
Advanced	Workstation	
	0000000	
X Option	ns & Tools	
👉 Gener	al Purpose Interface	
📑 Config	juration	

2. Click the **New** button next to the list to open the **Event** configuration window. Enter a **Name** and **Description** for the event. Select the **Enabled** checkbox. Check the **Armed** checkbox in the **General** tab.

🗾 Event	- OpenVideoViewe	rAndStream	mVideo				_		×
Save and	l Close 📑 Save ar	nd New 📱	Create Co	ру					
	Name:	OpenVideo	ViewerAndS	treamVid	eo				]
	Description:							~	]
								~	
		C Enabled	ł						
		Mainter	ance Mode						
General	Acknowledgement	Overdue	Messages	Action	Assess Configuration	Predefined Log Messages	Groups	User Def	• •
- Defa	ult state Armed								

This process details the steps needed to create an event to open a camera window and stream video. There are many other types of event triggered actions available. Open the Action list in the Action tab to view all available actions. Multiple actions can be triggered by a single event.

3. Next, Select the Action tab. Click the Add button, and under the Action list, select Display Viewer.

🎽 Event - OpenVideoView	erAndStreamVideo				-		×
📘 Save and Close 🔚 Save a	nd New 👔 Create C	ору					
Name:	Open Video Viewer And	StreamVid	eo				]
Description:						~	]
						~	
	Enabled						
	Maintenance Mode	•					
General Acknowledgement	Overdue Messages	Action	Assess Configuration	Predefined Log Messages	Groups	User Def	• •
🏞 🗄 Add 🛛 🗧 🕁 Remove							
Action			Details	Reset	ttable		
Display Viewer	~				]		

4. With the **Display Viewer** action selected, at the bottom the event window, open the **Type** list and select **Milestone VMS Camera**.

General	Acknowled	lgement	Overdue	Messages	Action	Assess Configuration	Predefined Log Messages	Groups	User Def 💶 🕨
⇒ <mark>=</mark> Ado	d 📑 🔒 Remo	ve							
	Display View	Select t	уре					×e	
		Drag c	olumns to						
			Class	Δ		Descript	tion	~	
		Click he	re to filter d	ata [					
		Intellex	Video Carr	era	This clas	ss is used to specify a			
		Intellex	Video Serv	er	This clas	ss is used to specify a			
	Legacy Maps Maps Milestone VMS Camera				This clas	ss is used to specify a			
					This clas	ss is used to specify a			
					This clas	ss is used to specify a			
	Milestone VMS Camera Query			Query used to filter list					
		Report			Reports	are created for a partic	ular object type registere		
	Report Form			Report F	orms are to be used to	gether with reports to allo			
		Report	Result		Report R	esults are generated b	y reports and contain a f		
	Video Tour				This clas	ss is used to specify a	Video Tour in the system.	~	
		Т	ype: Miles	tone VMS (	Camera				

5. Open the **Object** list and select a camera.

General	Acknowledgement	Overdue	Messages	Action	Assess Configuration	Predefined Log Messages	Groups User Def 💶 🕨
<b>*</b> ≣ Add	📇 Remove						
	Action				Details	Rese	ttable
▶ D	isplay Viewer		$\sim$			[	] [
	Ν	Name Select	tion				×
		Object Sele	ction				
				Select T	Type: Milestone VMS	Camera	***
			Na	me starts	with:		Search
		Drag colu	umns to Gro	oup by he	ere		
			Name		Δ	Description	
		East Hally	vay				
		Front Doo	r				
		Gift Shop					
		lab					~
	0	bject:					~

6. Click Save and Close to complete Event setup.

#### You can test this event configuration:

Open the **Monitoring Station** application. Open the **Configuration** menu of the **Administration Station** application. Select **Event** from the list and search for the name of the event. Select the event from the **Event** tab, right click, expand the **Action** menu, and select **Pulse** from the shortcut menu.

	OpenVi deoVie		Inactive Armed	i 
►	werAnd Stream	₽	Edit	
	Video PopunV	X	Delete	Activate
	ideo		Find in Audit Log	Deactivate
			Find in Journal	Arm
			Configuration	Disarm
<			Actions +	Latch
			View •	Toggle
				Pulse
				Turn Maintenance Mode On

7. When the event is triggered, a **Video Viewer** window opens in the **Monitoring Station** and streams video from the chosen camera.



## Configure Milestone user-defined event triggers within CCure 9000

You can assign user-defined events in Milestone to actions for CCure 9000 events. When CCure 9000 events occur, the Milestone user-defined events are triggered. Any alarms or rules configured in the Milestone system can be triggered by a user-defined event.

The user-defined event must already exist in the Milestone XProtect VMS for this configuration to work. Follow these steps to configure:

- 1. In the CCure 9000 Administration Station application, select the **Configuration** tab, open the list and select **Event**.
- 2. Click the New button to open the Event configuration window.
- 3. Enter a Name and Description for the event, select the Enabled checkbox.
- 4. On the General tab, select the Armed checkbox in the General tab.
- 5. On the Action tab, click Add, then select Milestone Event Action from the list.
- 6. At the bottom of the **Event** configuration window, open the **Available Milestone Events** list and select the already existing user-defined event.
- 7. Next, click the arrow button to move the selected event to the **Associated Event**. The **Event Server IP** address will be filled out if the user-defined event is available.

								_	
M Event -							-		X
Save and	Close 🔚 Save an	nd New	Create Co	ру					
	Name:	UDE Test							
	Description:							1	
									/
		Enabled	ł .						
		Mainten	ance Mode						
General	Acknowledgement	Overdue	Messages	Action	Assess Configuration	Predefined Log	Messages Group	os User Def	• •
* 🗄 Add	📑 🕁 Remove								
L M	Action	00			Details		Resettable		
•	Restone Event Activ	511	~						
Select	t required event from	n "Available l	Milestone Ev	ents" and	d click arrow button to	fill "Associated Ev	ent".		
Availa	able Milestone Even	its:			Associated	Event:			
CCure	e Test UDE		~	>	CCure Tes	t UDE			
					Event Serv	er IP:			
					192.168.1	11.15			

- 8. Click on Save and Close.
- 9. To test the alarm setup: open the **Configuration** menu of the **Administration Station** application. Select **Event** from the list and search for the name of the event.
- 10. Select the event from the Event tab, right click, expand the Action menu, and select Pulse from the menu.

11. The selected user-defined event can trigger rules and alarms in Milestone XProtect. Check the Event log to verify that the event was triggered.

	e —	×
Name:	CCure Test UDE Log Event	
Descripti		
Active:		
	Step 3: Actions	
Select	ons to perform	
Sta	cording on <devices></devices>	^
Sta	ed on <devices></devices>	
Set	nart Wall> to <preset> nart Wall&gt; <monitor> to show <cameras></cameras></monitor></preset>	
Set	nart Wall> <monitor> to show text '<message>'</message></monitor>	
Rer	e <cameras> from <smart wall=""> monitor <monitor></monitor></smart></cameras>	
Set	frame rate on <devices></devices>	
Set	ording frame rate on <devices></devices>	 •
Edit the	e description (click an underlined item)	
Perform	action on <u>CCure Test UDE</u>	
Create	entry: <u>\$EventName</u> \$\$RuleName\$\$TriggerTime <u>\$</u>	



# XProtect analytics events as actions triggered by CCure 9000 events (explained)

You can assign Milestone analytics events as actions triggered by CCure 9000 events. Then, when CCure events occur, the assigned Milestone analytics event triggers, displaying any associated cameras. Any alarms or rules you have configured to respond to the Milestone analytics event, are also triggered in the XProtect VMS. This means that any event in CCure 9000, such as a door forced, can trigger an analytics event in XProtect, which can start recording, display cameras on client workstations or send alarms and emails.

Associated cameras are only available from the XProtect VMS system with the analytic event.

- Recording servers from different XProtect VMS systems (different management servers and events servers) cannot share one analytic event.
- Recording servers from the same XProtect VMS system (identical management servers and event servers) can share the same analytic event.

#### Example:

There are two XProtect VMS systems in the diagram below. Both integrated to the same CCure 9000 server. All nine cameras in this diagram would appear in the Available Cameras lists. To configure an event trigger that includes all cameras marked with yellow circles, it would take just one analytic event. However, to configure an event trigger that includes the two cameras marked with red circles, it would require two analytic events, one for each individual XProtect VMS system.



## Configuring analytics events in XProtect

The CCure 9000 Video Push integration uses a feature of XProtect known as analytics events to send real-time event data into the XProtect VMS. This feature is available through the MIP SDK, and allows CCure 9000 to easily send events into XProtect. This feature of the CCure 9000 Video Push integration does not provide intelligent video analysis, analytics metadata, or any other video related information. Read more about this feature of the integration.

- 1. In the XProtect Management Client, go to the **Tools** menu and select **Options**.
- 2. In the **Analytics Events** tab of the **Options** window, select the **Enabled** option and verify the selection of port **9090** and **All network addresses**.

L

Options					×
Access Control Settings	Analytics Events	Customer Dashboard	Alarms and Events	Generic Events	< ⇒
Analytics events					
Enabled					
Port:					
9090					
Security					
Events allowed from:					
<ul> <li>All network address</li> </ul>	es				
	addresses.				
Address					
•					
Import					
Help			0	к	Cancel

- Create an analytics event. In the Rules and Events section in the Site Navigation pane, click on the Analytics Events menu, then right-click the Analytics Events on the Analytics Events tab, then select Add New. Add a name for the analytics event, then save.
- 4. Create an alarm that the analytics event triggers. In the Alarms section in the Site Navigation pane, click on the Alarm Definitions menu. Right-click Alarm Definitions in the Alarm Definitions window, then select Add New.
- 5. Name the alarm definition and select **Analytics Events** from the **Triggering event** list. Select the specific analytics event as a trigger for the alarm. Select the sources of the triggering event.
- 6. In the Select Sources window on the Servers tab of the left-hand side, go to the All Cameras folder, then add the All Cameras folder as the selected source.

The CCure Event Trigger includes each included camera's FQID as the source. Because the included camera can change, using the **All Cameras** group ensures the event triggers.

Ì

Select Sources		×
Type filter: All	~	
Groups Servers		Selected:
Access Control	^	🛅 All Cameras
Access Control Servers		
All Access Control		
All Access Control Units	Add	
All Cameras		
- All Events	Remove	
All GIS map locations		
All inputs		
	×	
		OK Cancel

7. Save the alarm definition.

44

## Configuring analytics events in CCure 9000

The CCure 9000 Video Push integration uses a feature of XProtect known as analytics events to send real-time event data into the XProtect VMS. This feature is available through the MIP SDK, and allows CCure 9000 to easily send events into XProtect. This feature of the CCure 9000 Video Push integration does not provide intelligent video analysis, analytics metadata, or any other video related information. Read more about this feature of the integration.

- 1. Select an event to trigger a Milestone camera action. Search for an event in the **Configuration** menu of the Administration Station application, then double-click the event in the event list to open the **Event** configuration window.
- 2. On the Action tab, click the Add button to add a new action.

🎽 Event - Milestone Analyt	tics Event				_		×
🔚 Save and Close 🔚 Save an	nd New 🗎 Crea	ite Copy					
Name:	Milestone Analytic	:s Event					
Description:						~	
						~	
	Enabled						
	Maintenance M	Mode					
General Acknowledgement	Overdue Mess	ages Action	Assess Configuration	Predefined Log Messages	Groups	User Def	ŀ
🌳 🗄 Add 🗧 🕁 Remove							
Action			Details	Reset	ttable		
Milestone Camera Ev	vent Action	CCure Test	t Analytics event	[	]		

- 3. Next, select the **Milestone Camera Event Action** from the **Action** list. The Milestone camera action menu is available at the bottom of the **Event** configuration window.
- 4. Open the **Select Analytic Event to Fire:** list and select the analytics event that you have configured in the XProtect VMS. The selected analytics event name and event server IP information appears. If the list does not contain the correct analytics event, you must edit the selected analytic event name and the event server IP.

To support alarm acknowledgment in all scenarios, Milestone recommends that you enable automatic alarm acknowledgment by selecting the **Auto-acknowledge alarms** option. This allows alarms manually acknowledged by operators in the CCure Monitoring Station to have their status automatically synchronized as acknowledged in the XProtect VMS.

Analytics alarms generated with this integration and acknowledged in XProtect Smart Client are not automatically acknowledged in the CCure system.

🏅 Event - Milestone Analyt	ics Event						_		×
Save and Close 📔 Save an	nd New 📳	Create Co	ру						
Name:	Milestone 4	Institice Eve	ant						
Humo.	Milestone A	VidiyüCs Eve	21 IL						_
Description:								1	
								~	/
	C Enabled	ł							
	Mainten	ance Mode							
General Acknowledgement	Overdue	Messages	Action	Assess Configurat	ion P	redefined Log Messages	Groups	User Def	• •
Participation → Remove									
Action				Details		Rese	ttable		
Milestone Camera Ev	ent Action	~ CC	Cure Test	Analytics event		[			
Select Analytic Event to Fire	e:				Selecte	ed Analytic Event Name:			
192.168.111.15 - CCure Tes	t Analytics e	event		~	CCure	Test Analytics event			
Event Server IP:					Event	Server Port:			
192.168.111.15					9090	Aut	o-acknow	ledge aları	ms
Available Cameras:			01.040.0						
OSBUSWQPTD12MDU-Ca	non VB-M40	) (192.168.1	01.64) - C	amera 1	• •		<u></u>		~
Add Selected From Dro	pDown		Asso	ciated Camera(s) L	List:	Remove	Selected I	-rom List	_
ODBODWQF ID IZMDU - Ea	st Hallway								

5. The list of available cameras contains all cameras from all connected Milestone recording servers. You must configure the **Event Server IP** with the IP address of an event server that can connect to the Management Server of the selected available cameras.

 To add or remove selected cameras from the Available Cameras list, select the cameras from the Associated Camera(s) list and click the Add/Remove button. When you have selected cameras, save the event by pressing Save and Close or Save and New.

## Viewing CCure 9000 events in Smart Client



To verify that the CCure 9000 to XProtect analytics event configuration is working as expected:

- 1. Go to the Configuration tab of the Administration Station application on the CCure 9000 server.
- 2. Search for your event. Right-click the event in the event list, then select **Pulse** from the **Actions** menu of the shortcut menu. This triggers the alarm in the XProtect VMS associated to the selected cameras.

💠 Milestone XProtect Smart Clie	nt							4/19/2021 4:41:41 PM	. 🗆 🗡
Live Playback	Search	n Alarm Mana	ger 👩	System	Monitor			+	0 ° ~
								Set	up 🛛
A < >						AXIS M1005-L Network	Care	anon VB-5900F (10.1.10.31) - Camera	2021/204/15 051225143
							4 4/19/2021 4	40:27.632 PM    🕨	м
Quick Filters	Alam	ns Custom (filter applied	9 <b>~</b>	Clear filter				Reports	1-9
<b>T</b> New (9)		Time -	Priority I	State Leve	State Name	Message	Source		Owner ID
T In progress (0)		4:40:04 PM 4/19/2021	1	1	New	CCure Analytics Event	AXIS M1065-L Network Camera (	10.1.0.78)	18
T On hold (0)		4:37:22 PM 4/19/2021		1	New	CCure Analytics Event	AXIS M1065-L Network Carnera (	10.1.0.78)	17
		10:20:38 PM 4/16/2021			New	CCure Analytics Event	AXIS M1065-L Network Camera (	10.1.0.78)	16
T Closed (0)		10:20:02 PM 4/16/2021			New	CCure Analytics Event	AXIS M1065-L Network Camera (	10.1.0.78)	15
Servers		10:18:57 PM 4/16/2021			New	CCure Analytics Event	AXIS M1065-L Network Camera (	10,1.0.78)	14
							Pedo Hiros E Helmont Califera (		14
A WINVAGR-UAN329E		9:18:00 PM 4/16/2021			New	CCure Analytics Event	AXIS M1065-L Network Camera (	10.1.0.78)	12
a winvagr-uan329E	E	9:18:00 PM 4/16/2021 9:18:00 PM 4/16/2021			New New	CCure Analytics Event CCure Analytics Event	AXIS M1065-L Network Camera ( AXIS M1065-L Network Camera (	10.1.0.78) 10.1.0.78)	12 13
A WINVAGR-UAN329E		9:18:00 PM 4/16/2021 9:18:00 PM 4/16/2021 8:25:32 PM 4/16/2021			New New New	CCure Analytics Event CCure Analytics Event CCure Analytics Event	AXIS M1065-L Network Camera ( AXIS M1065-L Network Camera ( AXIS M1065-L Network Camera ( AXIS M1065-L Network Camera (	10.1.0.78) 10.1.0.78) 10.1.0.78)	12 13 11

## Milestone camera and Recording Server alarms (explained)

You can use all camera and recorder alarms in the CCure 9000 system with the XProtect Video Push integration. Alarms are available in the individual camera or recorder configuration windows in the Administration Station application. To do this:

- 1. From the Video menu. double click on any Recording Server or camera
- 2. Go to the Alarms tab in the configuration window, then open the Property list to view the full list of alarms.
- 3. There are 48 different recorder alarms and 115 different camera alarms.

Operator Help							
Canada							C•CURE 9000
Search «	Newtab 🗙	+					-
Q Search (Ctrl+E)							
Video «							
New   Milestone VMS Recording Server  Video Tree  Search  Video	🗭 Milesto	ne VMS Recording Close [ Save ar	Server -	MJT-22R1			– 🗆 X
Protocols		Name:	MJT-22R1				
Milestone MIT-22R1 Canon VB-M40 (192.168.101.64) - Camera		Description:					^ ~
East Hallway		2	Enabled	ł			
Front Door	General	Alarms User Defin	ed Fields	Milestone Custom Ev	ents State images		
lab	* 🗄 Add	📇 Remove					
		Property		Value	Action	Details	Schedule
	► Pu	IlseRecorderCustom	Ev .		Video Camera Ac	Record Camera	Aiways
		Milestone VMS I	Recording	5 Server		x	
·······		Drag columns t	o Group b	y here			
Conoral Durnoso Interface		Property	Δ		Description	^	
		Click here to filter	data obiyoNot	Dulas Decendes As	ability Max Circle and		
Configuration		PulseRecorderC	ustomEve	Pulse Recorder An	istom Event 1		
🚰 Areas and Zones		PulseRecorderCo	ustomEve	Pulse Recorder Cu	istom Event 10		
C•CURE Portal	Camera	PulseRecorderCo	ustomEve	Pulse Recorder Cu	istom Event 2		
2 Personnel		PulseRecorderCo	ustomEve	Pulse Recorder Cu	ustom Event 3		
Video		PulseRecorderCo	ustomEve	Pulse Recorder Cu	ustom Event 4		*
		PulseRecorderCi	ustomEve	Pulse Recorder Cu	istom Event 5		· V
📁 Data Views		PulseRecorderCi		Pulse Recorder Cu Pulse Recorder Cu	istom Event 6		
🐓 Hardware		PulseRecorderCi	ustomEve	Pulse Recorder Cu	istom Event 8		
🕜 Card Formats and Keys						¥	
						Monday, Au	ugust 1, 2022 2:08:26 PM 道 -

## Configure CCure 9000 alarms triggered with Milestone custom events

Using the Milestone Custom Events functionality, XProtect's user-defined events can trigger recorder and camera alarms within CCure 9000.

- 1. Select the Milestone Custom Events tab from the configuration window of any recorder or camera.
- 2. There are 10 custom event slots per recorder or camera. Each custom event number corresponds to the same Pulse Recorder/Device Custom Event number, which is available as an alarm on that recorder or camera.
- 3. Open the CustomEvent list and select a user-defined event to trigger the custom event.

Milestone VMS Recording Server - MJT-22R1	_		×
🔚 Save and Close 🔚 Save and New			
Name: MJT-22R1			
Description:		0	
Enabled			
General Alams User Defined Fields Milestone Custom Events State images			
CustomEvent1: CCure Test UDE  V CustomEvent6: None	$\sim$		
CustomEvent2: None CCure Test UDE CustomEvent7: None	$\sim$		
CustomEvent3: None ~ CustomEvent8: None	$\sim$		
CustomEvent4: None ~ CustomEvent9: None	$\sim$		
CustomEvent5: None CustomEvent10: None	$\sim$		

- 4. Select the **Alarms** tab on the recorder or camera.
- 5. Click the Add button.
- 6. Open the **Property** list and select the Pulse Recorder/Device Custom Event with the matching number from the custom event above.
- 7. Select the Value option to trigger the alarm in real-time.

E	🗟 Milesto	one VMS	Recording Server -	MJT-22R1				_		×
H	Save and	Close	📑 Save and New							
			Name: MJT-22R1							
		De	scription:							
			C Enabled	9						
	General	Alarms	User Defined Fields	Milestone Custom Eve	ents State images					
	* 🗄 Add	📑 🗛 Ren	nove							
		F	roperty	Value	Action		Details	Sch	edule	
	► <b>-</b>	ulseReco	orderCustomEvent1		Activate Event	$\sim$	PopupVideo	Always		
			Event	: PopupVideo					•	

# Configure CCure 9000 recorder and device alarm actions

You can configure actions to take place triggered by an alarm. Such actions include video camera actions, such as video recording. Actions can also include activating events, both new events and predefined events. To do this:

- 1. Select an event you want to change, go to the **Action** tab, add a new action to the list, and select **Activate Event**.
- 2. Click the down arrow button and select New.

3. In the new Event configuration window, name the event, choose the enabled option, and in the Acknowledgment tab, select the Send State Changes to Journal option, and the Send state changes to Monitoring Station option.

🗾 Event - test name					—		×
📕 Save and Close [ Save ar	nd New 🖹 Create	Сору					
Name:	test name						1
Description:						~	]
						~	
	Enabled						-
	Maintenance Mod	e					
General Acknowledgement	Overdue Message	s Action	Assess Configuration	Predefined Log Messages	Groups	User Def	• •
Options							
Send state changes t	o Journal						
Send state chang	es to Monitoring Stati	on					

4. Next, test the event. Go to the **User Defined Event** menu of the XProtect Management Client. Select the event and click the **Test Event** button.

File View Action Maintenance Tools Help	Milestone XProtect Management Client 2023 R	3		_		×
Site Navigation PX   Site Navigation   Site Navigation   Wetadata     Mataia     Imput     Output     Client     Smart Vall     View Groups   Smart Client Profiles   Management Client Profiles   Matrix   Rules and Events   Smart Client Profiles   Matrix   Rules and Events   Security   Roles   Basic Users   System Dashboard     Text Event	File View Action Maintenance Tools Help					
Site Navigation     Wetadata   Image: Control of the line	🗏 🦻 🕑 🗢 🛱					
Metadata   Input   Output   Output   Client   Smart Wall   Vew Groups   Smart Client Profiles   Management Client Profiles   Matrix   Rules and Events   Rules   Notification Profiles   Vew Groups   Static Events   Beneric Events   Webhooks   System Dashboard	Site Navigation 🗸 🗣 🗙	User-defined Events 🗸 🗸	User-define	ed Ever	nt Infor	<b>↓</b> ₽
Site Navigation Pederated Site Filerarchy	Imput         Imput	CCure Recorder Event	Name: CCure R	T	r Event	

### 5. Go to the CCure 9000 Monitoring Station and verify the event appeared as expected.

C-CURE 9000 - Monitoring Station (MJT-CCURE)	—		×			
Operator Help				C•C	URE <b>9</b>	000
රට View Preferences 🛛 🔀 Take Snapshot 🔵 Recor	d Scre	en				
🗏 Explorer Bar	-	📮 Activity Viewer				-
Non Hardware Status	-	🛣 ≚ 🏦 🔻 🗃	🚔 😭			
Non Hardware Status		Date - Time	Activity			
Doors		0 /1 /2022 2 /F.10 DM	NetVideo Activity: sen	ver record o	n server	
Reports		8/ 1/2022 2:45:18 PM	8/1/2022 2:45:13 PM	last for 10 s	start at seconds.	
👬 Dynamic Views		8/1/2022 2:45:23 PM	NetVideo Activity: sen	ver record e	nd on	
Operators			MISWh VideoCamera 3	aft Shop".		
Anual Actions						
🗾 Events						
Maps						
i Groups						
Elevators	-				Cou	nt: 2
107 A	-				100	
			Monday, Augu	ust 1, 2022	2:53:33 P	M 😐

## Configuring CCure 9000 Enterprise MAS/SAS scenario

In a CCure Enterprise setup, you must install the client and server components of the integration on every CCure server (including the MAS and on every SAS).

When you have installed the integration on a SAS, you must configure it as a regular CCure installation by following all the steps described in the previous sections.

When you have installed the integration on a MAS, you should go through the following steps:

- 1. Install both the client and server components of the integration on the MAS.
- Even if you are required to install the server components of the integration on the MAS, there is no requirement to have a license to run the server components on the MAS. The CCure Server Configuration Application will display that the MiSwhVideoServerComponent is not licensed. However, this should not be a cause of concern, because while you must install the component, it doesn't need to run on a MAS.

🍄 Serve	Server Configuration Application								
Services	Server Com	ponents	Database	Settings	Backup/Restore				
	Start	Nam Enab Statu Versi Cateo	e: Mileston Ied: Is: Not Lice ion: 2.6.181 gory: Video	e.Swhlnte <u>c</u> msed 15.00	gration.Server.MiSv	hVideoServerComponent			

3. For the integration to work correctly on the MAS, you must make some changes to its database. To prepare the MAS database for the integration, open a Windows command prompt at the following path, then run the following command:

Path:	C:\Program Files (x86)\Tyco\CrossFire\ServerComponents
Command:	MiSwhHostsetupDB

Administrator: C:\Windows\system32\cmd.exe	_		×
Microsoft Windows [Version 10.0.14393] (c) 2016 Microsoft Corporation. All rights reserved.			^
C:\Users\Administrator.NEWTON>cd C:\Program Files (x86)\Tyco\CrossFire\ServerCompo	onents		
C:\Program Files (x86)\Tyco\CrossFire\ServerComponents>MiSwhHostsetupDB			
Connection String : Server=VM-CCURE260MAS;Initial Catalog=ACVSCore;Integrated Secu Connection String : Server=VM-CCURE260MAS;Initial Catalog=ACVSAudit;Integrated Secu Option Milestone XProtect Corporate with GUID:a70a393d-6ba9-4244-b1af-53e12f1b4f02 e database Option Milestone XProtect Corporate with GUID:a70a393d-6ba9-4244-b1af-53e12f1b4f02 ted: Signature has not changed Closing SQL connection for Server=VM-CCURE260MAS;Initial Catalog=ACVSCore;Integraf rue;	urity=1 turity= 2 exist 2 was r ted See	True; =True; ts in t not upo curity=	th da =T
Milestone Host Server (c) 2013-2018			
C:\Program Files (x86)\Tyco\CrossFire\ServerComponents>			~
When you run this command, make sure that the currently logged Windows user access to the MAS database.	has		

4. Close and re-open the CCure Server Configuration Application.

The **Status** column under the **Database** tab should now show VALID, in green, next to the **Milestone.SwhIntegration.Common.MiSwhVideoObjects** item.

I	ConnectedPro.Common.VideoEdge4.Ubjects	System.Data.SqlClient	Data Source=VM-CCUKE2bUMAS;Initial Catalog=ACVSCore;Integrated Security=Irue	VALID	
	Milestone.SwhIntegration.Common.MiSwhVideoObjects	System.Data.SqlClient	Data Source=VM-CCURE260MAS;Initial Catalog=ACVSCore;Integrated Security=True	VALID	Γ
	Cafegrand Laura Conselling Community Audit DhObiests	Custom Data CalClinet	Data Source, VMA COURESCOMAS district Contribution, Such Sources Audit late and the Source in True	VALID	

# Troubleshooting

# Ports required for video from XProtect

Connecting to Milestone XProtect Recording Servers, connecting to cameras, viewing video, and receiving status updates from a Milestone XProtect system, requires ports opened. There is a list of all the ports required to authenticate with, view video from, and receive status or event updates from a XProtect VMS here.

This link shares a complete list of the ports required to communicate with XProtect. Here is a shorter list of ports known to impact communication for this integration:

Port	Protocol	Direction / Service(s)	Usage
80	HTTP	In & Out-bound / Management Server & Clients	Authentication
443	HTTPS	In & Out-bound / Management Server & Clients	Authentication
7563	ТСР	In-bound / Clients	Video, Audio & PTZ
22331	ТСР	In-bound / Clients	Alarms & Events
9090	ТСР	In-bound on XProtect Event Server (not open by default)	Alarms & Events

## Database errors

Database errors can occur in the CCure Administration Station client after installing or upgrading the integration, and they can prevent adding new servers or cameras to the system. The error messages indicate that the system cannot access the SQL database, or that there is an error interacting with objects in the database. The exact error messages we have documented in multiple support cases are listed below:

- A database object error occurred processing the current request. Please check the server's event log for more information.
- Invalid object name.

These errors require different solutions, which are listed individually below.

#### Invalid object name

The invalid object name **ACVSCore.Access.MiSwhVideoCamera** error happens when trying to connect to Milestone XProtect in the CCure Administration Station client, and it prevents adding a Recording Server to CCure. The error is caused when two tables are not created in the AVCSCore SQL database during the installation of the integration. The

missing tables are **MiSwhVideoCamera** and **MiSwhVideoServer**. If these tables are missing, the Milestone Video Driver service is designed to create them. However, without a connection, or the correct permissions, the service cannot access the SQL database.

- Verify the Milestone XProtect Corporate Video Driver Service is running under a Windows user account with sysadmin privileges to the AVCSCore database. The required tables are created by this service, so it needs permissions to do so.
- Verify in the CCure Server Configuration Application database tab that the Connection String for Milestone.SwhIntegration.Common.MiSwhVideoObjects is correct and shown as VALID.
- 3. Open the Windows Registry Editor and navigate to: HKEY\_LOCAL\_ MACHINE\SOFTWARE\Wow6432Node\Sensormatic Electronics Corporation\SWHSystem\Setup
- 4. Modify the WixDBIsLocal value to 0
- On the Server Components tab of the Server Configuration Application, stop the Milestone.SwhIntegration.Server.MiSwhVideoServerComponent, then start it again.

Assuming this resolves the reported issue, modify the WixDBisLocal value back to 1.

#### A database object error occurred

General database object errors happen when the services on the CCure system cannot connect to the SQL database.



This error can happen when trying to access cameras, add new cameras, change Recording Server configurations or add new Recording Servers. To fix this error change the default service account (Local System) that is logged on and running the following services to a Windows user account that has administrative access (sysadmin) to the SQL server database used for CCure 9000.

- Milestone XProtect Corporate Video Driver Service
- CrossFire Framework Service CrossFire Server
- Component Framework Service
- 1. Open services.msc on the CCure 9000 host server. And find the three services on the list.
- 2. Right click on each service and select Properties from the shortcut menu.
- 3. Switch to the Log On tab and choose an account that has the proper privileges.
- 4. Restart the services after changing the service that they will "run-as." It should be fixed.

## H.265 video support

When you view Milestone cameras in the CCure 9000 client application, the following message appears when the camera is streaming H.265 video:



The CCure 9000 client does not support H.265 video from the XProtect VMS. The client component of the CCure 9000 system is currently only available in a 32-bit option. Also, the 32-bit compatible MIP SDK from Milestone currently does not support H.265.

## MIP SDK upgrade error 2803

When you upgrade the integration from an older version to a newer version, one of the components that is required to upgrade is the Milestone MIPSDK. During the upgrade process, the MIPSDK installation wizard can create an error if services or applications that are using the MIPSDK files are still running because they are being upgraded.



Milestone recommends that you continue the upgrade process, and restart all services and applications afterward to ensure they are using the newest versions of the required MIPSDK files. Read the Milestone knowledge base troubleshooting article for more information.

## General troubleshooting of the XProtect integration with CCure 9000

- Is the Milestone system licensed and are the cameras configured inside the Milestone system?
  - · Ensure your Milestone XProtect VMS is licensed, and all cameras are configured.
  - · Ensure you can view Milestone video within the Milestone XProtect Smart Client.
  - Integration with CCure system should only be performed after the standalone Milestone system is configured and running as required.
  - · Ensure the integration license from Software House is applied.
  - If the problem is with video only (black tiles) and Recording Server data encryption is enabled in XProtect, verify that the appropriate certificate is installed and trusted on every CCure client machine where video is displayed (see Limitations section for more details).
- Milestone VMS Recording Server does not show up for creating the Recording Server object in Administration
   Station:
  - Ensure Milestone.SwhIntegration.Server.MiSwhVideoServerComponent is enabled and running in Server Configuration Application under Server Components tab.
  - Ensure Milestone integration Client Components are installed in the Client machine.
  - · Ensure Milestone SDK Redistributable is installed in the client machine.

- Online checkbox is not selected which indicates system is not online in the Milestone VMS Recording Server object edit screen:
  - Ensure IP address field has the IP address of the Milestone XProtect Management Server.
  - Ensure Domain field has the domain value of the Milestone XProtect Management Server.
  - · Ensure correct values are entered for username and password.
  - Ensure the appropriate Recording Server is selected in the drop down.
  - Clicking the Connect button might give more details about what the connection problem is.
- Import Cameras button is not enabled in the Milestone VMS Recording Server object edit screen:
  - Ensure cameras are available, configured, and streaming video within Milestone system. Use the XProtect Smart Client to verify.
  - Ensure online checkbox shows up as selected in the **Edit** screen which indicates system is online. See the previous note about online checkbox.
- Milestone cameras do not show up after clicking Import Cameras.
  - Ensure Save and Close button is clicked after Import Cameras process succeeds.

## Upgrading with certificates to version 3.2.3

After upgrading the Video Push integration software to the latest version (3.2.3) error messages can appear if the system is using certificate based encryption for authentication with the XProtect Management Server.



Systems which are already using certificates should skip steps three and four in the list below.

The latest version of the integration (3.2.3) now supports more authentication methods, ports, and encryption options. Older versions of the integration only support using port 80 for all authentication methods. Follow the steps listed below to upgrade an existing system to version 3.2.3 with certificates and HTTPS secure communications.

- 1. Upgrade the Video Push integration software components to version 3.2.3. Installation process (explained) on page 15.
- 2. Existing XProtect Recording Servers will continue working.
- 3. Verify XProtect is using secure communications. Installing and distributing certificates manually.
- 4. Install the required client certificates on the CCure host machines as needed.



Client certificates should be installed on any CCure host which requires an authenticated connection to XProtect, or encrypted XProtect video streams. This includes all CCure workstations, and the CCure 9000 database server.

- 5. In the CCure Administration Station application, select a Milestone Recording Server and click the Edit button.
- 6. Click OK.

Server Info					
Manag	Management Server Port:				
C	7563	*			
Authentication:	Windows Authentica	ation	$\sim$		
	Use	e Https:	$\checkmark$		

- 7. Update the Recording Server Server info properties. Select the Use Https option.
- 8. Click Connect.
- 9. Open the Recording Server list below the Connect button and select a Recording Server. Verify the newly edited Recording Server is online.
- 10. Save and close.

It is recommended to restart the CrossFire Framework Service & CrossFire Server Component Framework Service after the integration software components have been upgraded. The installation wizard should show the following dialog if a full system reboot is required.

🖟 XProtect	ct C-Cure 9000 Integration Setup					
ti up cc se	The setup must update files or services that cannot be updated while the system is running. If you choose to continue, a reboot will be required to complete the setup.					
	OK					

# Ignoring repeated XProtect event notifications

This topic describes a method used to permanently remove unwanted event notifications from appearing in the CCure 9000 Video Push integration.

- 1. Go to the CCure 9000 server.
- 2. Open the following file with Notepad or a similar text editing application C:\ProgramData\VideoOS\MiSwhHost\MiSwhHostSettings.json



#### 3. Change the default false value to true on the following lines of code and save the file.

"IgnoreDeviceMotion" : false,

```
"IgnoreDeviceRecording" : false,
```

 This will prevent the XProtect motion detection, and video recording events from displaying in the CCure 9000 alarm list.

## Troubleshooting Milestone XProtect VMS video driver

Video Driver logs are controlled by the settings available in the following config file:

ACVS.Enterprise.Server.Configuration.exe.config

The file location:

• C:\Program Files (x86) \Tyco\CrossFire

File location (in an upgraded system):

• C:\Program Files (x86)\Software House\SWHSystem\CrossFire

The config file can be edited to contain this setting:

#### <appSettings>

<add key = "TraceViewer.Enable" value="true"/>

#### </appSettings>

The value parameter can be set to true or false to enable or disable logging.

- Open the Server Configuration Application in CCure 9000. Select the **Diagnostics** tab. Click on **Connect**. Several modules appear. Select **MileTraceSwitch** and set the trace value.
- Red for Error
- Yellow for Warning
- Purple for Info
- Green for Verbose

## Troubleshooting log file locations

Additional logs are created (and configured) under the %ProgramData%\VideoOS folder.

A subfolder is created for every CCure process that loads this integration.

## Troubleshooting event acknowledgement in CCure

When a CCure event is marked as **This event requires acknowledgment**, under certain circumstances, it can be impossible to acknowledge it (the acknowledge button remains disabled in the user interface). When this situation occurs, follow the steps below:

1. Open the event **Details** dialog (from either the Administration Station or the Monitoring Station) by right-clicking an event and selecting **Details** from the **View** menu:



2. Go to the Active Causes tab and make sure the event is not latched (Unlatch button should be disabled). If it is latched, click the Unlatch button to unlatch it.

1	Details - Intrusion	Zone Error Jour	mal Trigg	ger Event	-			_		$\times$
∋⊠ A	cknowledge 👍 🤇	Clear 🚲 Silenc	e R R	eset Actions	🔒 Log Mes	sage 🧾	Display Ma	ар		Ŧ
Stat	us Active Causes	Armed Causes	Activity							
	Status Information -									
	Current State: Active, Armed, Requires Ack (Enabled)									
Γ	Cause	Action		DateTime		F	Pri			
	Administrator	Latch Even	t	8/10/2022	6:27:32 PM	1	75	Activate	•	
	Default state	Inactive						Deactiva	te	
								Latch		
								Unlatch	1	
								Toggle		
								Pulse		
	<									

3. Make sure there are no Activate Event or Deactivate Event actions in the Cause/Action list on the left. If there are actions in the list, right-click on each and select Cancel.
| 📓 Details - Intrusion Zone Error Journal Trigger Event                      |  |                     |   |            | ) X |
|---|--|---------------------|---|------------|-----|
| 🗟 Acknowledge 🚡 Clear 🔞 Silence 👔 Reset Actions 🧃 Log Message 📓 Display Map |  |                     |   |            |     |
| Statu   | Active Causes     Armed Causes     Activity       Status Information     Status Information       Current State:     Active, Armed, Requires Ack (Enabled) |                     |   |            |     |
| C   | ause   | Action              | DateTime Pri  |            |     |
| /   | dministrator   | Activate 🗔          | Details Cancel Target Object: Intrusion Zone Error Journa | Activate   |     |
|   | Administrator<br>Default state   | Latch E<br>Inactive |   | Deactivate |     |
|   |  |                     |   | Latch      |     |
|   |  |                     |   | Unlatch    |     |
|   |  |                     |   | Toggle     |     |
|   |  |                     |   | Pulse      |     |
|   |  |                     |   |            |     |
|   |  |                     |   |            |     |
|   |  |                     | >   |            |     |
|   |  |                     |   |            |     |

4. Note that you should enable the Acknowledge button.



## helpfeedback@milestone.dk

## About Milestone

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 Systems 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 Systems is a stand-alone company in the Canon Group. For more information, visit https://www.milestonesys.com/.

