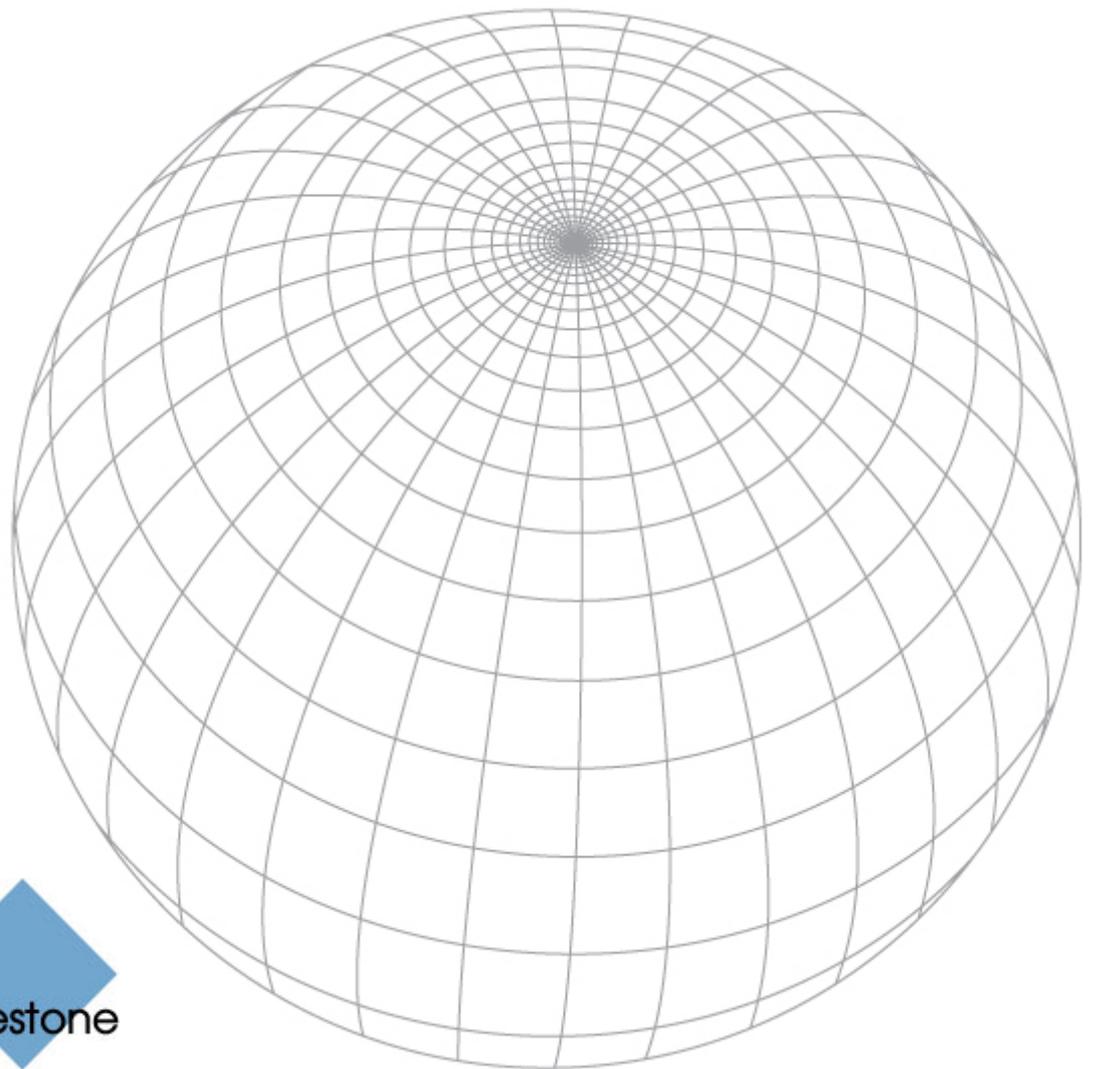


milestone  
XProtect

**Basis+ 6.5**  
**30-DAY TRIAL**  
**VERSION**

Getting Started Guide for  
System Administrators





# Contents

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<b>ABOUT THE TRIAL VERSION .....</b>	<b>3</b>
<b>What is XProtect Professional? .....</b>	<b>3</b>
<b>System Requirements .....</b>	<b>3</b>
<b>Limitations in Trial Version .....</b>	<b>4</b>
<b>INSTALLATION .....</b>	<b>5</b>
<b>ADDING CAMERAS TO YOUR SYSTEM .....</b>	<b>6</b>
<b>BASIC CONFIGURATION .....</b>	<b>8</b>
<b>USERS' ACCESS .....</b>	<b>11</b>
<b>UPGRADING TO A FULL VERSION .....</b>	<b>13</b>

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## About the Trial Version

**This guide is aimed at users of the Milestone XProtect Basis+ 30-day trial version only.** It briefly explains how to install the XProtect Basis+ trial version as well as how to configure some of its basic features.

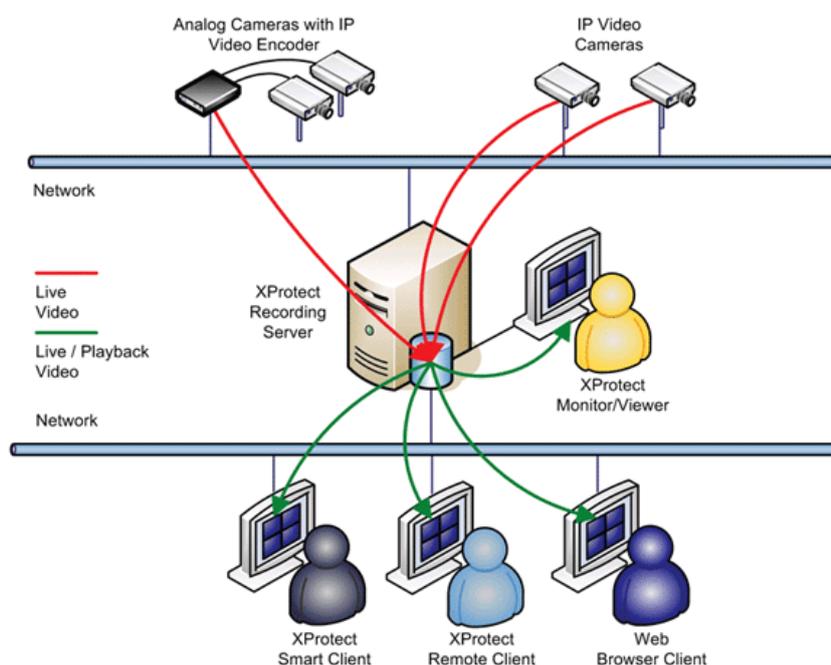
For more detailed feature descriptions, refer to the manuals available on the Milestone Systems website, [www.milestonesys.com](http://www.milestonesys.com). XProtect Basis+ furthermore features a very comprehensive built-in help system: When you have installed XProtect Basis+, simply pres F1 on your keyboard to access the help system.

### What is XProtect Basis+?

XProtect Basis+ is an essential single-server IP video platform supporting up to 25 cameras with an easy-to-use client access.

Designed for organizations with limited IT resources, the system is very easy to operate. Organizations are up and running in a very short time.

XProtect Basis+ is packed with many advanced features, such as motion detection, intelligent PTZ and archiving to local drive, all at a very reasonable cost.



### System Requirements

The following are *minimum* system requirements for the computer running the XProtect Basis+ server software:

<b>Operating System</b>	Microsoft® Windows® 2008 Server (32 bit or 64 bit*), Windows Server 2003 (32 bit or 64 bit*), Windows Vista® Business (32 bit or 64 bit*), Windows Vista Enterprise (32 bit or 64 bit*), Windows Vista Ultimate (32 bit or 64 bit*), Windows XP Professional (32 bit or 64 bit*). * Running as a 32 bit service/application.
<b>CPU</b>	Intel® Pentium® 4, 2.4 GHz or higher (Core™ 2 recommended).
<b>RAM</b>	Minimum 1 GB (2 GB or more recommended).



<b>Network</b>	Ethernet (1 Gbit recommended).
<b>Graphics Adapter</b>	AGP or PCI-Express, minimum 1024×768, 16 bit colors.
<b>Hard Disk Type</b>	E-IDE, PATA, SATA, SCSI, SAS (7200 rpm or faster).
<b>Hard Disk Space</b>	80 GB free (depends on number of cameras and recording settings).
<b>Software</b>	DirectX 9.0 or newer required to run the playback Viewer application. Microsoft .NET 1.1 Framework required to run Recording Server Manager.

System requirements for access clients, etc. are available in the separate manuals describing these applications. You find the manuals on [www.milestonesys.com](http://www.milestonesys.com).

## ***Limitations in Trial Version***

Compared with a full version of XProtect Basis+, the trial version has the following limitations:

- ◆ The trial version is valid for 30 days only. After the 30-day trial period, you will not be able to use the trial version. You will, however, still be able to upgrade the trial version to a full version.
- ◆ You are able to view and record video from a maximum of four cameras at a time. A full version allows simultaneous viewing and recording from 25 cameras.  
  
**Tip:** Just like in a full version, you are allowed to add 25 cameras to your trial system, so you can easily test more than four cameras on your trial system—provided you only view live video from a maximum of four cameras at a time.
- ◆ No Device License Keys are required for the cameras and/or video encoders you add to your trial system. A full version requires a Device License Key (DLK) for each camera and/or video encoder you add. The Device License Keys allow you to run the cameras and/or video encoders with your full version. You get Device License Keys from your Milestone vendor or straight from [www.milestonesys.com](http://www.milestonesys.com).
- ◆ Archiving—the storage of recordings outside of your XProtect Basis+ system's databases—is limited to one day (24 hours). A full version lets you archive recordings for as long as required, limited only by the available hardware storage capacity.

Should you want to upgrade your trial version to a full version, you can easily do so at any time during or after the 30-day trial period. See [Upgrading to a Full Version](#) on page 13.



# Installation

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Before installation, shut down any existing Milestone software.

**If you have a software DVD:** Insert the XProtect Basis+ software DVD, wait for a short while, select required language, then click the XProtect Basis+ installation link.

**If you downloaded the software:** Run the downloaded installation file from the location you have saved it to.

- ◆ Depending on your security settings, you may receive one or more security warnings. When this is the case, click the *Run* button.
- ◆ When the installation wizard starts, click *Next* to continue.
- ◆ Read and accept the End User License Agreement, then click *Next*.
- ◆ Select *Typical* installation.
- ◆ Select the *Install 30 days trial* option, specify your user name and organization, and click *Next*.
- ◆ Click the *Install* button to begin the software installation. During the process, all the necessary components will be installed one after the other.
  - XProtect Basis+'s administration window may appear on your screen during installation. When this is the case, the window will automatically close again after a short while.
  - If a *Status Information* window appears on your screen during installation, click its *OK* button (the window simply provides a summary of your installation).
- ◆ Click *Finish* on the last step to complete the installation. The computer on which you performed the installation now works as an XProtect Basis+ server.

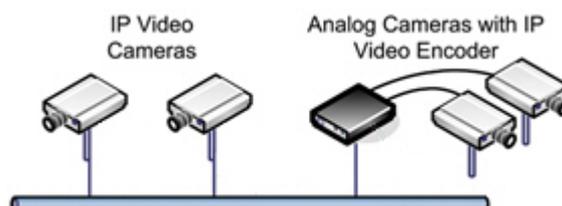
A Smart Client for viewing live and recorded video is automatically installed on the XProtect Basis+ server.

For descriptions of how to install XProtect Basis+'s other associated applications, refer to XProtect Basis+'s built-in help system or the manuals available on [www.milestonesys.com](http://www.milestonesys.com).

## Adding Cameras to Your System

In XProtect Basis+ you technically do not add cameras; rather you add IP devices. This is because IP devices have their own IP addresses or hostnames on your network. XProtect Basis+ uses the IP addresses or host names to identify units on the surveillance system.

In most cases, the camera and the IP device is the same physical unit. There are, however, devices to which you can connect several cameras. This is typically the case with video encoders (also known as video servers), which are used for connecting analog cameras to IP networks.



You need to know the IP addresses or hostnames of the cameras and/or video encoders you want to add to your trial system. Ask your network administrator if in doubt.

You can of course configure and use each camera individually, even when several cameras are attached to a single video encoder device and thus share the same IP address or hostname.

### Prerequisites

Before adding an IP device to XProtect Basis+, make sure the device is supported by XProtect Basis+, and that its IP address or hostname, administrator password, etc. have been configured on the device itself as described by the manufacturer.

- ◆ To verify whether a device is supported, look at *Support > Questions & Answers > Supported Hardware* on the Milestone website, [www.milestonesys.com](http://www.milestonesys.com).
- ◆ Also make sure you have the latest XProtect device drivers. Device drivers are tiny pieces of software which make devices work with Milestone XProtect systems. You automatically get a large collection of device drivers when you install XProtect Basis+, but a newer collection—a so-called Device Pack—may be available:
  - To see which Device Pack version you got during your XProtect Basis+ installation, go to Windows' *Start* menu, and select *Settings > Control Panel > Add or Remove Programs*. On the list of currently installed programs, locate *Video Device Pack* and see which version number is listed after the name (e.g. *Video Device Pack V3.9*).
  - Now go to [www.milestonesys.com](http://www.milestonesys.com), and look at *Support > Downloads* to see if a later XProtect Device Pack version is available. If it is, make sure you download and install it on your XProtect Basis+ server.

**Tip:** On [www.milestonesys.com](http://www.milestonesys.com) you can also find release notes for each device pack. The release notes contain useful information. For example, they will tell you if a special administrator account must be configured on the device before you can add the device to XProtect Basis+ (see also the next prerequisite).

- ◆ Finally, whenever you add a device to your XProtect Basis+ system, you must specify the password for the device's administrator account. This is because the administrator account gives full access to the device. A device's administrator password is typically specified when you initially set up the device on your network, using the device's own web page. Make sure you know the password for the administrator account on each device you require on your trial system.



**Tip:** Have you previously used a web page to connect to a camera on your network? While you did this, were you also able to configure the cameras' settings (such as resolution, etc.)? If you can answer yes to both questions, you were in all likelihood using the device's administrator account, in which case you will also know the password.

## Wizard Helps You Quickly Add Cameras

When you are ready, do the following to add devices to your XProtect Basis+ trial system:

- ◆ Open XProtect Basis+'s Administrator application, either from Windows' *Start* menu or by double-clicking the *Administrator* shortcut on your desktop.
- ◆ In the Administrator application, click the *Add Device...* button.
- ◆ Type the device's IP address, or select the *Use DNS host names* check box and type the device's host name.

**Tip:** If a device is located behind a NAT-enabled router or a firewall (ask your network administrator if in doubt), the port number to use can be changed by clicking the *Port Setup* button. Remember to configure the router/firewall to map these ports to the ports and IP address used by the device.



When ready, click *Next*.

- ◆ Type the password for the device's administrator account (sometimes known as the root account). Leave the *Autodetect Device* option selected, and click *Next*.
- ◆ When the device is detected, note that the *Device License Key (DLK)* field is gray; this is always the case for trial versions since no DLK is needed in trial versions. Now click *Next*.
- ◆ Specify a descriptive name for the device, then click *Finish*.
- ◆ The device is now installed successfully.
- ◆ Repeat for other required devices.

**Tip:** In the Administrator application's *Device Manager* section (the white area in the middle of the window), added cameras are listed for each device with default names, such as *Camera 1*, etc. If you want to change the name of a camera, click the plus sign next to the required device, right-click the camera name in question, then select *Edit* from the menu that appears.



# Basic Configuration

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## Cameras

Camera settings are configured individually for each camera.

- ◆ In the Administrator application's *Device Manager* section (the white area in the middle), click the plus sign next to the required device. Select the required camera, and click the *Settings...* button to open the *Camera Settings* window.
- ◆ In the *Camera Settings* window, you are able to specify required frame rate for the camera, any audio sources, when and where to store the camera's recordings, etc.
- ◆ To set up image resolution and compression for the camera, click the *Camera Settings* window's *Image Quality...* button.

Video Motion Detection (VMD) on individual cameras is a key element in XProtect Basis+, as detected motion may be used for determining when to start recording, when to generate alerts, etc.

- ◆ Click the *Camera Settings* window's *Motion Detection...* button to adjust VMD sensitivity. VMD settings should be verified under different conditions applying for the camera's physical position (such as day/night, windy/calm, etc.).
- ◆ If some areas in the camera's images should be ignored by VMD, these areas can be excluded by clicking the *Camera Settings* window's *Exclude Regions...* button. Always re-adjust VMD settings after defining or changing exclusion regions.

## PTZ Devices

PTZ (Pan/Tilt/Zoom) cameras are supported throughout XProtect Basis+. Such cameras can be operated manually as well as automatically.

If a device is an IP PTZ device, the camera has a  symbol next to it when listed in the Administrator application's *Device Manager* section. Analog PTZ devices attached to video encoders can also be used, but they require more initial configuration: In the Administrator application's *Device Manager* section, select the video encoder device, click the *Edit Device...* button, then click the *Camera Settings...* button to set up the device for use with PTZ cameras.

Check the device pack release notes available on [www.milestonesys.com](http://www.milestonesys.com) to see exactly which PTZ features are supported for the devices used on your trial system.

PTZ presets and automated PTZ operations are configured by clicking the *PTZ Preset Positions* button in the *Camera Settings* window. The button is not always immediately available; for more information about how to make the button available, refer to XProtect Basis+'s built-in help system or the manuals available on [www.milestonesys.com](http://www.milestonesys.com).

- ◆ Preset positions for **absolute** positioning PTZ devices can be configured directly.
- ◆ Preset positions for **relative** positioning PTZ devices must in most cases be configured on the PTZ device itself, and then imported into XProtect Basis+.



## ***Fisheye***

Fisheye-enabled cameras for 360° panoramic images are configured by clicking the *Fisheye Settings* button in the Administrator application's *Camera Settings* window.

Fisheye virtual PTZ presets and automated features are configured by clicking the *PTZ Preset Positions* button in the *Camera Settings* window.

In the access clients, fisheye camera views can be navigated with the PTZ controls.

## ***Event and Output Configuration***

**Input events** (based on input from external units), and **VMD events** (based on XProtect Basis+ detecting motion) can be used for automatically starting/stopping recordings, creating alerts, etc. **Outputs** can be used for activating external units, such as sirens or lights; outputs can be triggered automatically by events.

The use of most input events and all outputs requires that external sensors are wired to input/output (I/O) connectors on the device in question, and that I/O operation on the device is supported by XProtect Basis+. Check the device pack release notes available on [www.milestonesys.com](http://www.milestonesys.com) to see if I/O operation is supported for the devices used on your trial system.

- ◆ In the Administrator application, click the *I/O Setup...* button to open the *I/O Events* window, in which you configure input events, VMD events and outputs.
- ◆ Once configured, events can be used with features throughout XProtect Basis+, regardless of where sensors are physically connected.

Users may also manually trigger events from the Smart Client, through so-called event buttons. You configure event buttons—per camera or globally (for all cameras)—by clicking the *Event Buttons...* button in the Administrator application.

## ***Scheduling***

XProtect Basis+'s scheduling feature makes sure camera and alert activity is enabled in accordance with defined periods of time.

With the system's default settings, added cameras are automatically online at all times, and you will only need to modify scheduling settings if you require cameras to be online at specific times, on specific events, or if you want to enable certain alerts.

If required, click the *Scheduler...* button in the Administrator application to set or clear periods on a per-camera basis.

## ***Archiving***

Archiving is the automatic transfer of recordings from cameras' databases on the XProtect Basis+ server to another location on the server. This way, the amount of recordings you are able to store will not be limited by the maximum size of the databases. Archiving also makes it possible to secure your recordings on backup media of your choice.

In a full version, the archiving feature enables recordings to be kept for as long as required, limited only by the available hardware storage capacity. In the trial version, you are limited to keeping one day (24 hours) of archived recordings.



Click the *Archive Setup...* button in the Administrator application to open the *Archive Setup* window. The *Archive Setup* window lets you enable archiving, specify which cameras you want to include in the archiving procedure, specify daily archiving times as well as where archives should be stored.

## ***General Settings***

Clicking the *General Settings...* button in the Administrator application lets you manage settings, such as user rights on the XProtect Basis+ server, e-mail accounts, logging, etc.



## Users' Access

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Users are able to connect to your XProtect Basis+ surveillance system with a number of different access clients. Here, we will focus on the Smart Client, Milestone's most feature-rich access client (for details, see the Smart Client User's Manual available on [www.milestonesys.com](http://www.milestonesys.com)).

Users' access to the system is handled by the Image Server service, which automatically runs in the background on your XProtect Basis+ server. Do the following to configure the Image Server service:

- ◆ On the XProtect Basis+ server, open the *Image Server Administrator* window; either from Windows' *Start* menu, or by double-clicking the *Image Server Administrator* desktop shortcut. 
- ◆ In the *Server Setup* section at the top of the *Image Server Administrator* window, type a descriptive name for your XProtect Basis+ server (users will identify the server by this name).
- ◆ If required, the port used for communication between users and the XProtect Basis+ server can be changed. Default is port 80; the Image Server service will not start if another application or service on the XProtect Basis+ server is using the port specified.
- ◆ If your XProtect Basis+ server should be accessible from the internet via a router or firewall, select *Enable Outside Access*. If you select this, specify the outside (public) address and port in the *Outside Address* and *Outside Port* fields. Also, the router must be configured so requests sent to the outside address and port are forwarded to the inside (local) address and port of the XProtect Basis+ server. IP address ranges which should be recognized as coming from the local network can also be defined.
- ◆ Click the *User Setup* button to specify which users should be able to connect to your system. Do not forget to add yourself. *Basic Users* are users authenticated by a simple user name and password combination; *Windows Users* are users authenticated by their Windows login, typically through a local Windows account database.
- ◆ Having added users, you can simply select *Full access for all users*. This will give all added users access to all features in their Smart Clients. They will also be able to view video from all cameras on your trial system (max. four at a time). This is ideal if your trial setup only involves a small number of trusted users. If you want to specify different feature and camera rights for each user, select *Restrict user access*, then click the *User Access* button.
- ◆ In the *Log Files* section, specify number of days to keep event log files. If required, enable *Audit Logging* (logging of users' actions), and specify number of days to keep audit log files.
- ◆ In the *Language Support and XML Encoding* section, select the language/character set used by the XProtect Basis+ server and access clients. This will ensure that the right language and character encoding is used in users' communication with the server.

## Getting a Smart Client

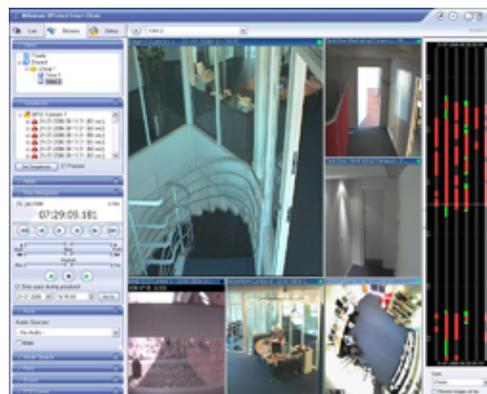
A Smart Client for viewing live and recorded video is automatically installed on the XProtect Basis+ server. If you require more Smart Clients, for yourself or for your organization's users, you can easily download and install them from the XProtect Basis+ server:

- ◆ Open an Internet Explorer browser (version 6.0 or later), and connect to the IP address of the XProtect Basis+ server with the port number specified in the *Image Server Administrator* window.

Example: If the server's IP address is 123.123.123.123 and you use the Image Server's default port number 80, connect to `http://123.123.123.123:80`.

- ◆ When you connect to the server, you will see a welcome page. On the welcome page, simply click the required link to get your client.

Note that with XProtect Basis+, only one client at a time is able to connect to the XProtect Basis+ server (in this context, the Smart Client automatically installed for local viewing on the XProtect Basis+ server itself does not count).



Example from a Smart Client. Note that a trial version of Milestone XProtect Basis+ allows viewing of video from a maximum of four cameras.

## Alternative User Access Methods

In this chapter, we have focused on access through the Smart Client. If you want to try out the somewhat less feature-rich Remote Client, your Image Server configuration will work with Remote Clients as well. The only difference is that the Remote Client is run straight from the server, without any need for installation.

For more information about the Remote Client alternative, refer to XProtect Basis+'s built-in help system or the manuals available on [www.milestonesys.com](http://www.milestonesys.com).

## Upgrading to a Full Version

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If you want to upgrade your trial version to a full version, you can easily do so at any time during or after the 30-day trial period.

When upgrading, you do not need to install the full version from scratch; you can simply upgrade your existing trial version to a full version the following way:

- ◆ Purchase a license for a full version of XProtect Basis+ from your Milestone vendor. A list of vendors in all parts of the world is available on [www.milestonesys.com](http://www.milestonesys.com).

When you purchase a license for a full version, you will receive a Software License Code (SLC). You will use this SLC when upgrading. Your Milestone vendor may send you the SLC in an e-mail. Alternatively, they may provide you with a DVD with the full version; in which case the SLC will be printed on the enclosed product license sheet.

- ◆ Open XProtect Basis+'s Administrator application. If the 30-day trial period has expired, you will see a message informing you that you cannot use the trial version anymore. However, you can still open the Administrator application in order to upgrade; just click *OK* when you see the message.

- ◆ Click the  icon in the top left corner of the Administrator application window, then select *About Adm...* from the menu that appears:



- ◆ Type the Software License Code (SLC) for your full version and click *OK*.
- ◆ A message will inform you that you must restart the Administrator application in order for the change to take effect. Simply click the message's *OK* button.
- ◆ Close the Administrator application by clicking the *Exit* button.
- ◆ When you open the Administrator application again, you will be working with your full version.

## Getting Device License Keys

Note that for a full version, you must get a Device License Key (DLK) for each camera and/or video encoder used on your system. The DLKs allow you to run the cameras and/or video encoders with your full version. If you have not received the necessary DLKs from your Milestone vendor, do the following to get DLKs:

- ◆ Go to the Milestone website, [www.milestonesys.com](http://www.milestonesys.com), and click the *Software Registration* link.
- ◆ Log in to the online registration system. If you do not have a login, click the *New To The System?* link, and follow the instructions. When ready, log in using the registered e-mail address and password.

**Tip:** The DLKs will be e-mailed to the e-mail address specified in your login, so it is a good idea to use a single e-mail account for all persons who should be able to retrieve DLKs.

- ◆ If you have not yet registered your Software License Code (SLC) on the online registration system, do so by clicking the *Add SLC* link and completing the SLC registration steps before proceeding.



- ◆ When ready, click the link representing the SLC.
- ◆ For **each** device required on your system, click the *Add new MAC* link and specify the device's MAC address and a description. The MAC address is a 12 digit hexadecimal (example: 0123456789AF), referred to as a *serial number* by some manufacturers. For information about how to find the MAC address for a specific device, refer to the manual for the device in question.

For video encoder devices, specify the number of cameras to be used with the device. Note that you are allowed to install only the number of cameras listed on your license certificate/ license e-mail. For example, a fully used four-port video encoder counts as four cameras even though the cameras are connected through a single device—therefore a fully used four-port video encoder will use four licenses.

- ◆ Click *Submit*. The device is added to a list of devices under the SLC in question.
- ◆ If more devices are required, click the *Add New MAC* link and repeat the process.
- ◆ When ready, click the *Get DLKs by e-mail* link to have DLKs for all the devices registered under your SLC e-mailed to you.

## ***Importing Device License Keys***

The DLKs received through e-mail *can* be specified manually on your system for each device, but we recommend that you simply import all DLKs into your system in one go:

- ◆ Save the .dlk file attached to the e-mail at a location accessible by the XProtect Basis+ server—for example on a USB stick or on a network drive.
- ◆ Open the Administrator application.
- ◆ Click the *Import DLKs...* button, and browse to the location at which you have saved the .dlk file.
- ◆ Select the .dlk file, and click the *Open* button.
- ◆ All DLKs are now imported into your XProtect Basis+ system.

Devices you have already added will automatically get their DLKs and be ready for use immediately. If you have also imported DLKs for devices which you have not yet added to your system, these devices will automatically get their DLKs when you add them to your system.

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