

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

Target audience

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

Prerequisites

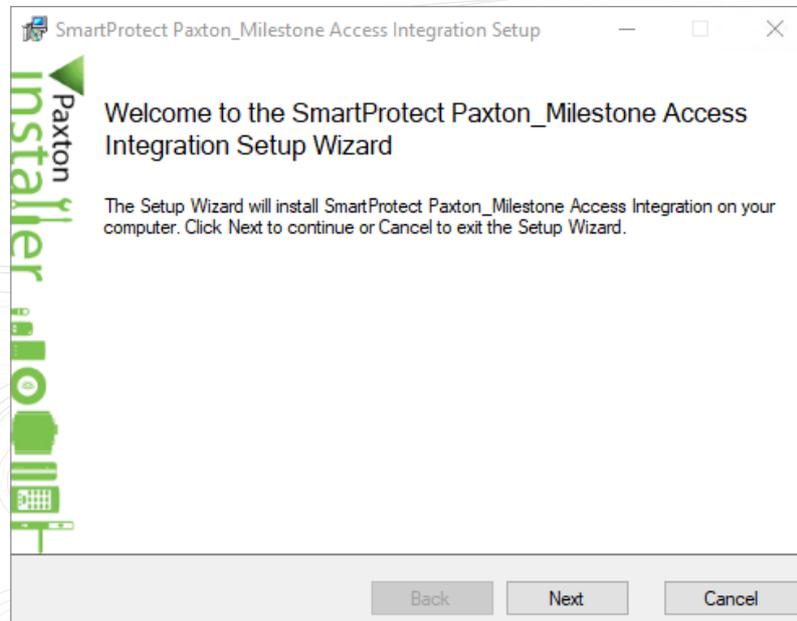
- .NET Framework 4.6.2
- Supported Microsoft Operating Systems:
 - Windows 7 Professional;
 - Windows 8 Professional;
 - Windows 10 Professional;
 - Windows Server 2008 R2;
 - Windows Server 2012;
- Operational Paxton Net2 Server. V5.3.4008 onwards
- Operational Milestone system, with valid access 2018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



Installing the integration

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

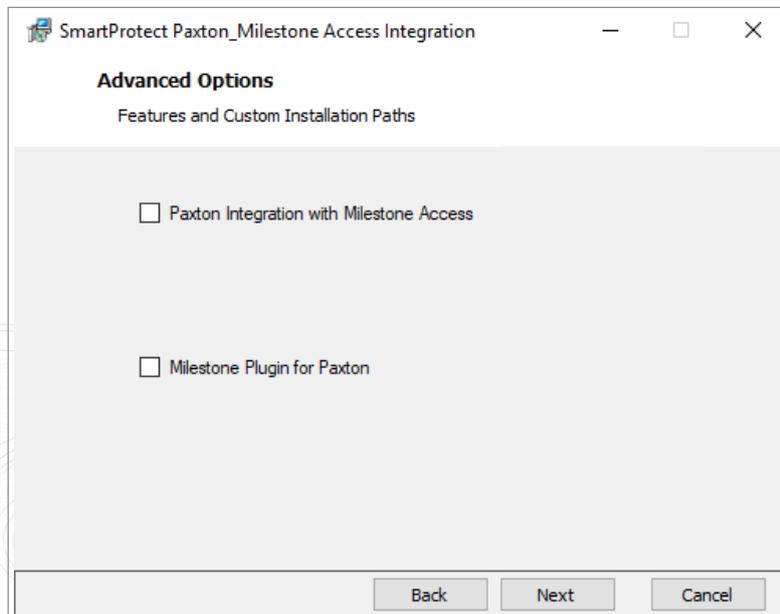
Follow the on-screen prompts and accept the license agreement.



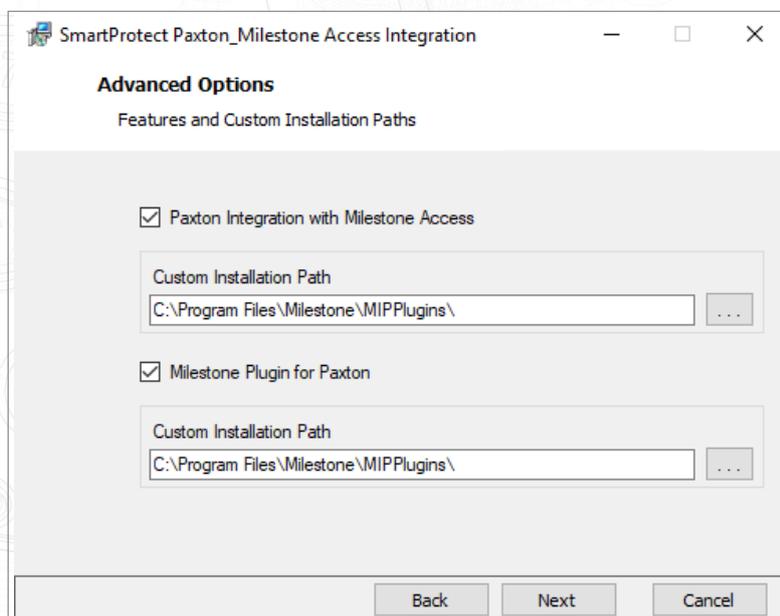
Select the Integration feature you wish to use (both are required for the full integration)

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

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

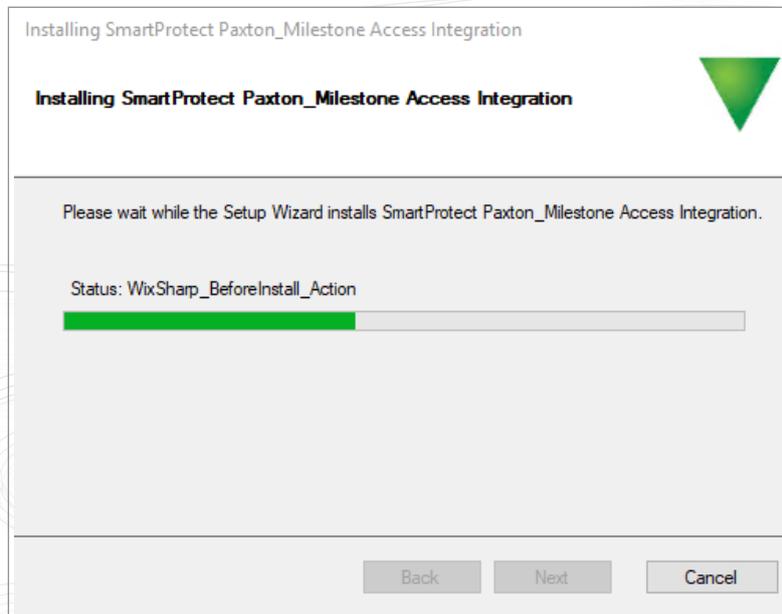


Selecting either option will allow you to change the installation path, if you wish this to be different from the default:

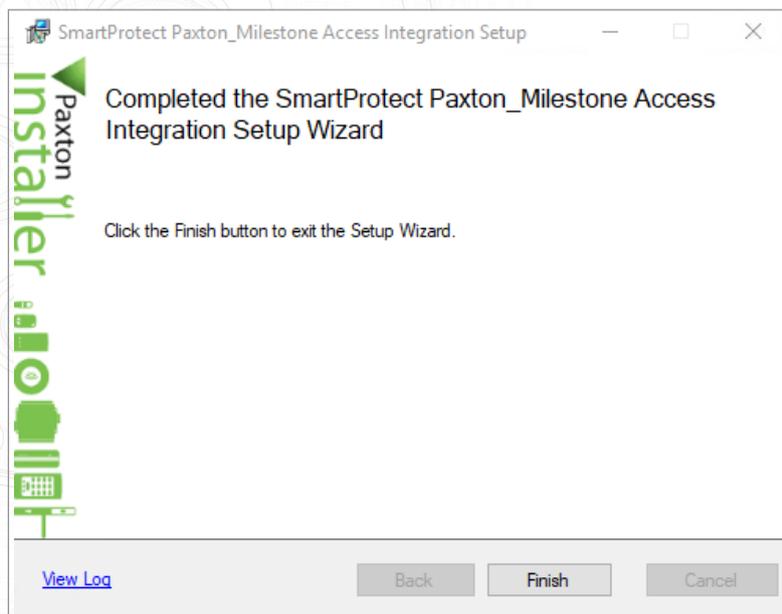


* The operation of the Paxton integration relies on being installed to the correct destination folder, relative to the Milestone System.

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



Click "Finish" to close the installer.



Configuring the integration

THIS INTEGRATION CONSISTS OF TWO SEPARATE PLUGINS, CONFIGURED SEPARATELY.

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

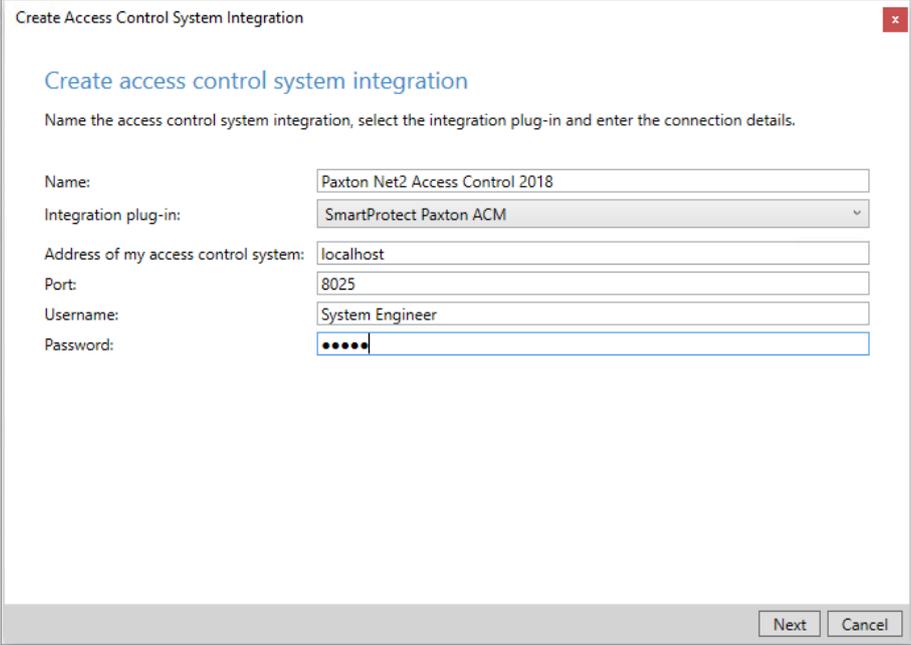
Milestone access plugin

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

Connection

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

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



Create Access Control System Integration

Create access control system integration

Name the access control system integration, select the integration plug-in and enter the connection details.

Name: Paxton Net2 Access Control 2018

Integration plug-in: SmartProtect Paxton ACM

Address of my access control system: localhost

Port: 8025

Username: System Engineer

Password: ●●●●

Next Cancel

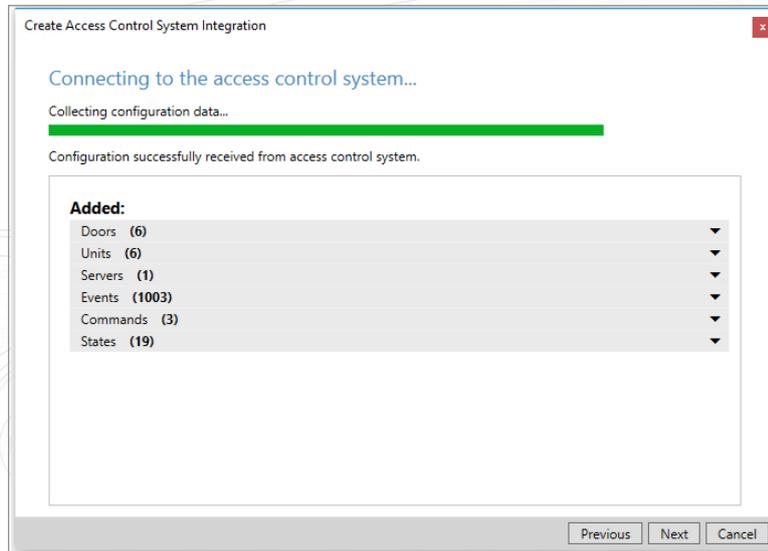
If a plugin is found, the "Create Access Control System Integration" window is displayed. The following items must be supplied:

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

Synchronise the configuration

After completing the required information, Click "Next".

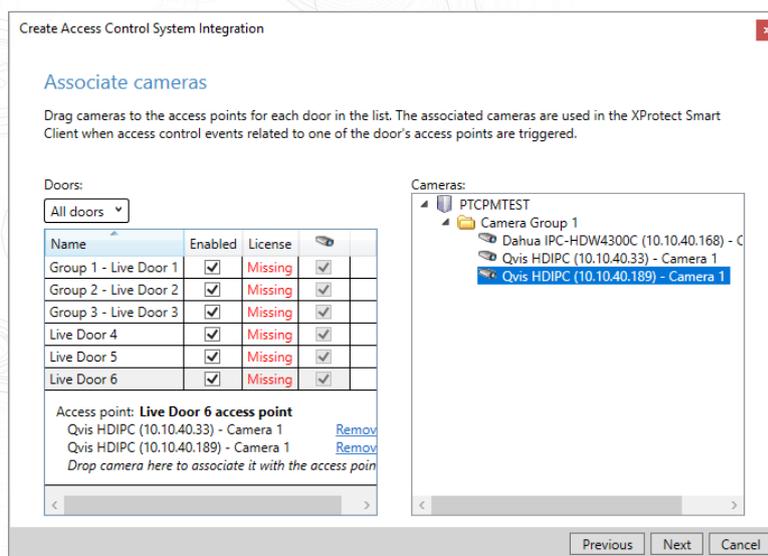
The Plugin will attempt to connect to the Net2 Server. If the connection succeeds, the system configuration will be synchronised and the result is displayed:



If Connection fails see Troubleshooting: **Milestone Access Plugin**

Associate cameras

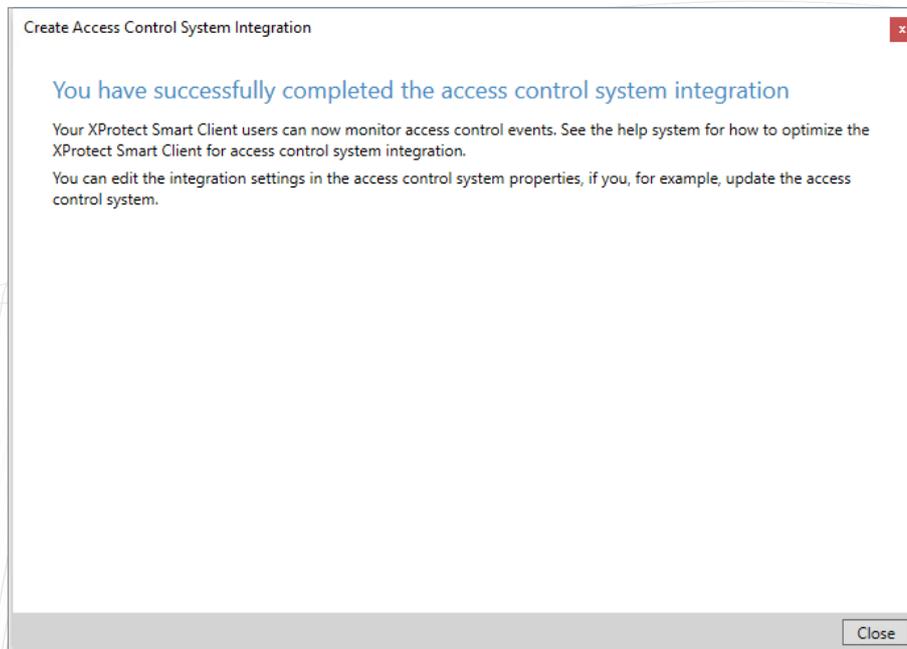
Clicking "Next" will display the "Associate Cameras" window



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

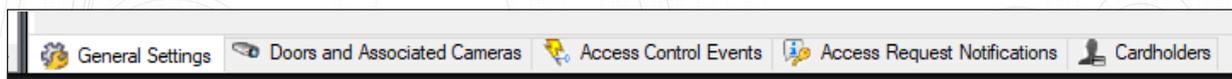
When all the doors have been associated with cameras, click "Next" to Continue. After successful integration, the success confirmation window is displayed.

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



Access control properties

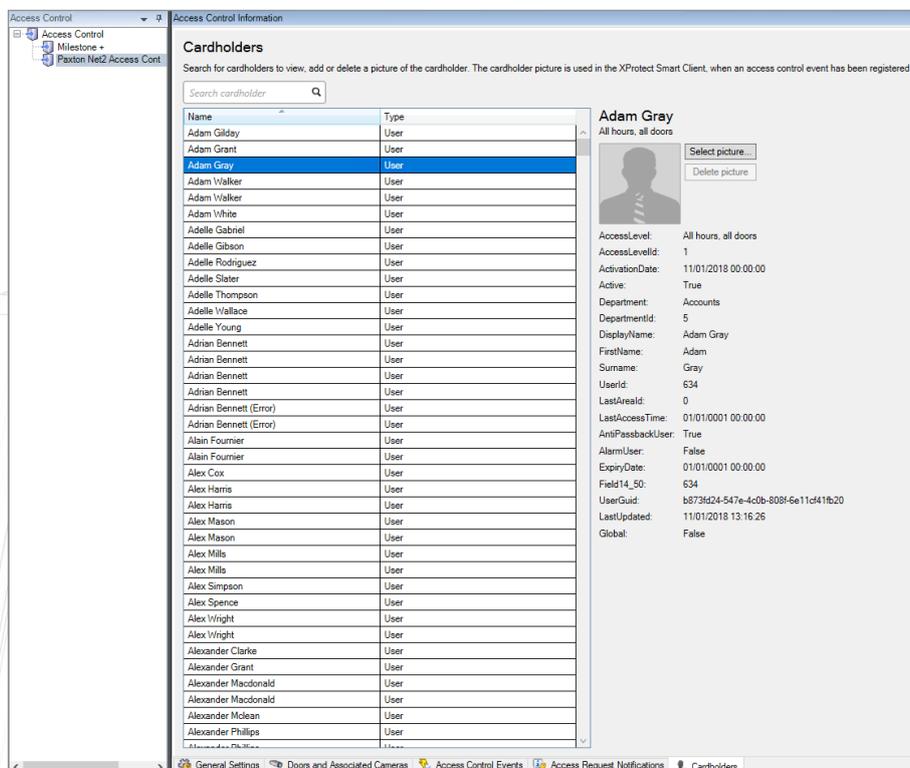
Access control properties are divided into 5 categories:



- 1. General Settings:**
The access control system name and other connection properties can be updated here.
- 2. Doors and Associated Cameras:**
Door and camera associations can be altered here. See: Associate Cameras
- 3. Access Control Events:**
All the events available from the Paxton Net2 System, are listed here. These events can be activated or de-activated and assigned to Milestone event categories. User-defined (custom) categories can also be created and assigned to an event category.
- 4. Access Control Actions:**
Access requests are for example when an Intercom button is pressed. When a Paxton event is mapped to a Milestone Access Request Event Category, a notification will be sent to the operator viewing the associated camera. The operator can then perform an action on the associated door, for example sending an open-door command. Automated request responses can also be configured here.

5. Cardholders:

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



Milestone MIPS plugin

THIS PLUGIN MANAGES PAXTON NET2 USERS, INCLUDING ACCESS LEVELS

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

Connection

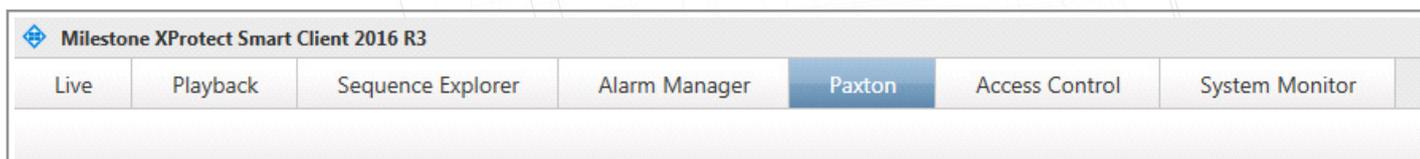
Here the connection properties for the Paxton Net2 Server is configured separately from the access plugin.

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

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

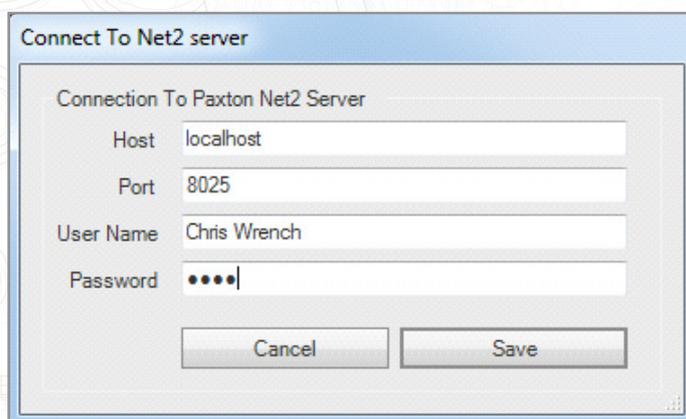
PAXTON ACM PLUGIN V1.1.2.0 onwards

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

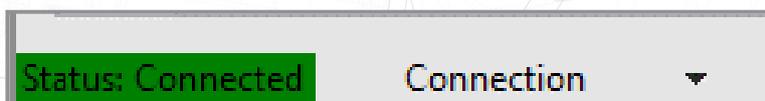


When clicking this tab, you will be presented with a connection logon; enter a valid Net2 operator account and password and click save. The credentials will be saved for the duration of the session the smart client is open and will only request the details again if the smart client is closed and reopened.

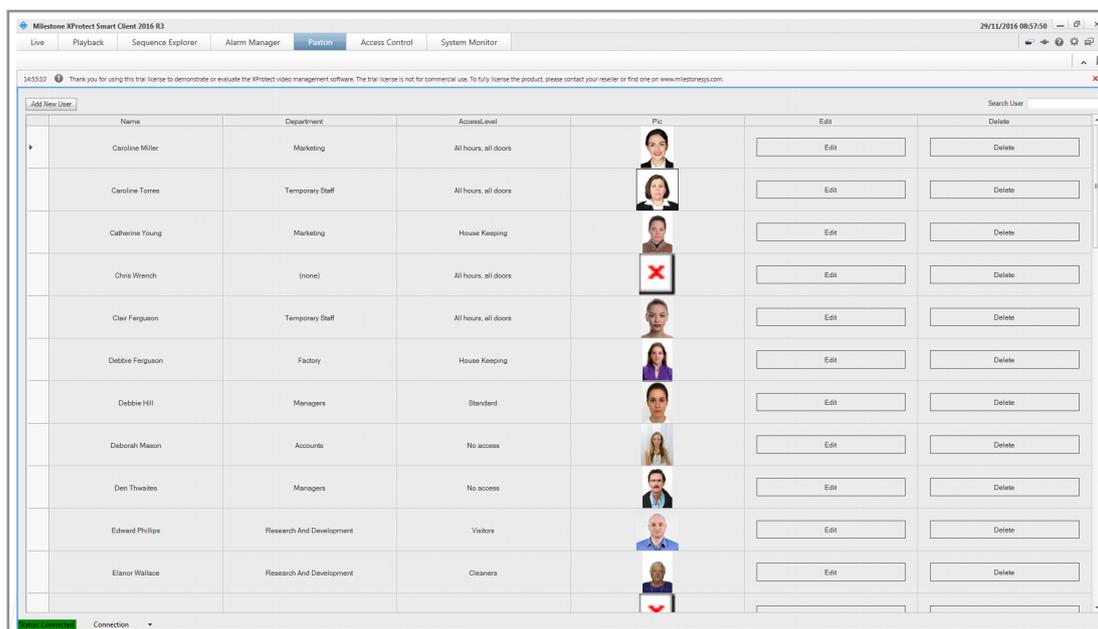
In host, enter localhost if running Milestone on the same PC as the Net2 server software. Alternatively, enter the name of the PC or the IP address the Net2 server resides on. This should be on the same LAN as the Milestone server.



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

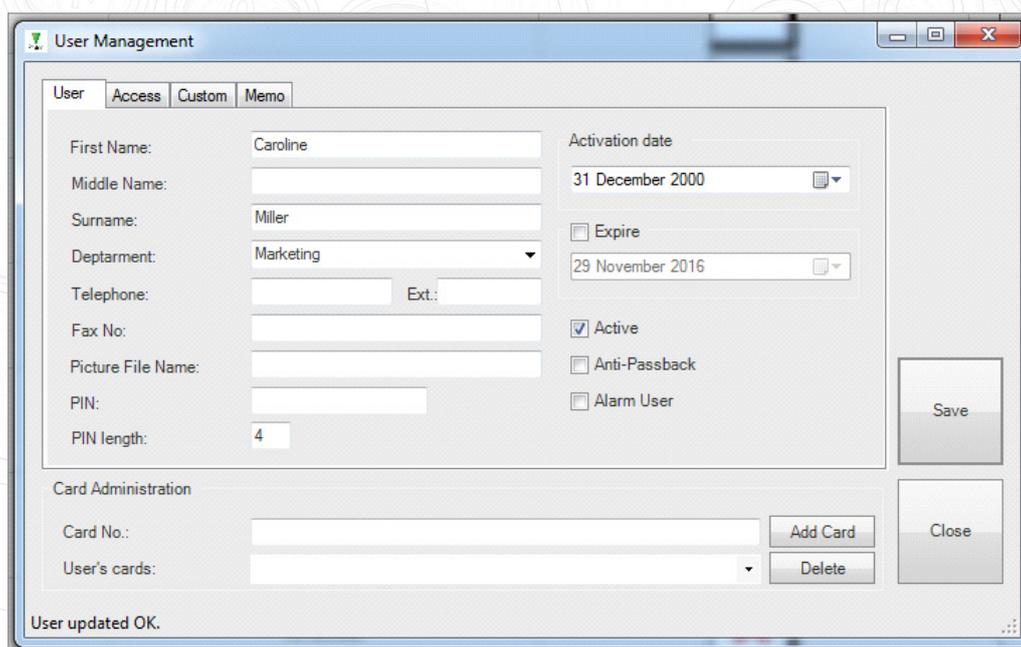


The operator is presented with a list of users within the Access Control System. If they have photos attached to their user record in Net2, they will display with the Milestone:

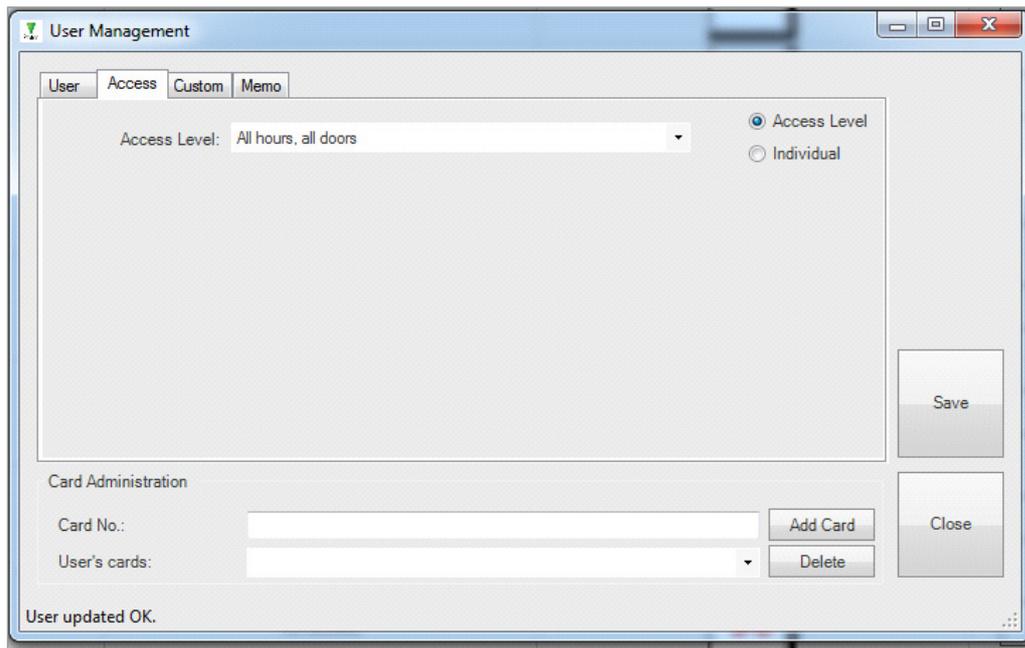


User information can be edited within the Smart Client by clicking Edit. The Net2 Desktop Reader with Keyboard Output USB (Paxton Sale Code: 214-326) will allow you to add Paxton tokens to the system via the Smart Client. If you do not possess a desktop reader with the keyboard output, you will need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

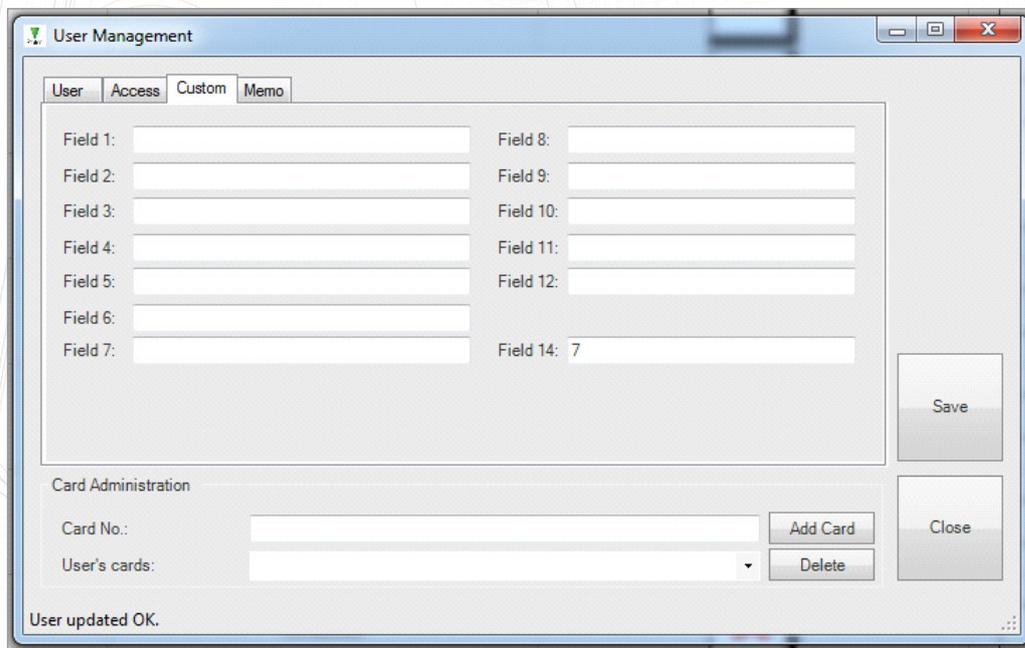
You can edit Access Level and individual permissions, as well as complete custom fields and the memo section.



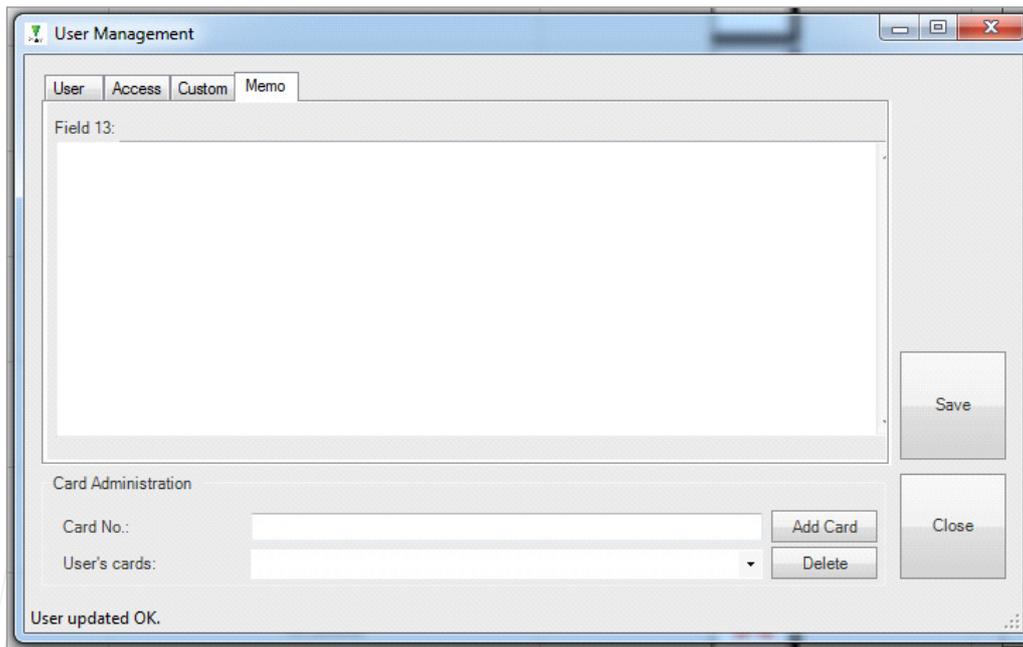
Access Levels:



Customer Fields:



Memo Tab:



Troubleshooting - Unsuccessful Installation

PLEASE CHECK THE FOLLOWING BEFORE CONTACTING SUPPORT

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

INSTALLATION LOGS

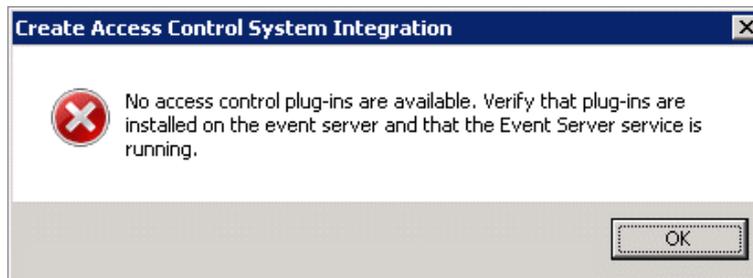
Installation logs can be vital in establishing the source of a problem. Logs can be located in the following locations:

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

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

Troubleshooting - Milestone Access Plugin

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



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

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

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

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

Troubleshooting - Milestone MIPS Plugin

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

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

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

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

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

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