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Milestone Systems

XProtect® Access 2023 R1

Administrator manual



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This product may make use of third-party software for which specific terms and conditions may apply. When that is the case, you can find more information in the file `3rd_party_software_terms_and_conditions.txt` located in your Milestone system installation folder.

Supported VMS products and versions

This manual describes features supported by the following XProtect VMS products:

- XProtect Corporate
- XProtect Expert
- XProtect Professional+
- XProtect Express+
- XProtect Essential+

Milestone tests the features described in this manual with the above-mentioned XProtect VMS products in the current release version and the two previous release versions.

If new features are only supported by the current release version and not any previous release versions, you can find information about this in the feature descriptions.

You can find the documentation for XProtect clients and add-ons supported by the retired XProtect VMS products mentioned below on the Milestone download page (<https://www.milestonesys.com/downloads/>).

- XProtect Enterprise
- XProtect Professional
- XProtect Express
- XProtect Essential

Overview

XProtect Access (explained)



The use of XProtect Access requires that you have purchased a base license that allows you to access this feature within your XProtect system. You also need an access control door license for each door you want to control.



You can use XProtect Access with access control systems from vendors where a vendor-specific plug-in for XProtect Access exists.

The access control integration feature introduces new functionality that makes it simple to integrate customers' access control systems with XProtect. You get:

- A common operator user interface for multiple access control systems in XProtect Smart Client
- Faster and more powerful integration of access control systems
- More functionality for the operator (see below)

In XProtect Smart Client, the operator gets:

- Live monitoring of events at access points
- Operator aided passage for access requests
- Map integration
- Alarm definitions for access control events
- Investigation of events at access points
- Centralized overview and control of door states
- Cardholder information and management

The **Audit log** logs the commands that each user performs in the access control system from XProtect Smart Client.

Apart from a XProtect Access base license, you need a vendor-specific integration plug-in installed on the event server before you can start an integration.

Licensing

XProtect Access licenses

XProtect Access requires the following access control-related licenses:

- 1 base license for XProtect Access that covers an unrestricted number of access servers
- 1 access control door license per each door that you want to integrate and control in XProtect Access. All door licenses are automatically installed when you install your XProtect Access product



The installed door licenses are disabled by default. You must enable the doors that you want to use. You can only enable as many doors as you have door licenses for.

Example

You want to add 10 doors, but you only have 5 access control door licenses. After you added the first 5 doors, you cannot select any more. You must remove some of your doors before you can add another door.

Example

You have 1 door with 2 access points: an entry card reader and an exit card reader. Because you need 1 access control door license per door, you will need 1 access control door license in this scenario.

Find license details

To find information about the current status of your access control door licenses, expand the **Access Control** node.

To buy additional XProtect Access base licenses or door licenses, contact your vendor.

Configuration

Configure an integrated access control system

Requirements

- You have purchased the required XProtect Access licenses
 - You have installed the integration plug-in specific for your access control system on the event server
1. Add the integrated access control system to your XProtect system. See [Wizard for access control system integration on page 7](#). The wizard takes you through the most basic steps.
 2. Specify additional properties for the access control system integration, especially the access control events may require that you map events from the access control system with event categories that XProtect recognizes. See [Access control properties on page 8](#).
 3. You need to create a role with permission to use access control features in XProtect Smart Client.
 4. You also need to associate this role with a Smart Client profile.
 5. The system provides a default rule that lets you access request notifications appear on the XProtect Smart Client screen in case of access denied. You can add and modify access request notifications, see Access Request Notification (properties) (see [Access Request Notification tab \(Access Control\) on page 12](#)).
 6. You can create additional rules based on actions and events from the access control system.
 7. If required, change the overall access control settings in **Options > Access Control Settings**.

Wizard for access control system integration

The **Access control system integration** wizard is for step-by-step configuration of the initial integration with an access control system. Use the wizard to get through the most basic configuration tasks. You can do more detailed configuration afterwards.

Before you start the access control integration wizard make sure you have the integration plug-in installed on the event server.

Some of the fields to fill out and their default values are inherited from the integration plug-in. Therefore, the appearance of the wizard may differ depending on the access control system you integrate with.

To start the wizard, select **Access Control** in the node tree, right-click, and click **Create new**.

Create access control system integration

Enter the name and specify the connection details for the access control system that you want to add. The parameters that you must specify depend on the type of system, but typically, they are the network address of the access control system server and an access control administrator user name and password.

The video management system uses the specified user name and password to log into the access control system for retrieving the full configuration.

The integration plug-in may also define secondary parameters which are not listed in the wizard, but you can change these in **General Settings** after setting up the integration. The default values for the parameters are supplied by the plug-in or the XProtect system.

Connecting to the access control system

When the plug-in has been successfully integrated, a summary of the retrieved access control system configuration appears. Review the list to ensure that all items have been integrated before you continue to the next step of the wizard.

Associated cameras

Map access points in the access control system with the cameras in the XProtect system, to show related video for events from the doors.

You can map several cameras to one access point. The XProtect Smart Client user is then able to view video from all the cameras when investigating events, for example.

The XProtect Smart Client user is also able to add one of the cameras when configuring **Access monitor** view items.

Licensed doors are by default enabled. Clear the check box to disable a door and thereby free an access control door license.

Summary

Your access control system integration has been successfully created in XProtect with default settings inherited from the integration plug-in. Client users must log into XProtect Smart Client to see and use the new access control system.

You can refine the configuration if needed.

Access control properties

General Settings tab (Access Control)

Name	Description
Enable	Systems are by default enabled, meaning that they are visible in XProtect Smart

Name	Description
	<p>Client for users with sufficient permissions and that the XProtect system receives access control events.</p> <p>You can disable a system, for example during maintenance, to avoid creating unnecessary alarms.</p>
Name	The name of the access control integration as it appears in the management application and in the clients. You can overwrite the existing name with a new one.
Description	Provide a description of the access control integration. This is optional.
Integration plug-in	Shows the type of access control system selected during the initial integration.
Last configuration refresh	Shows the date and time of the last time the configuration was imported from the access control system.
Refresh configuration	<p>Click the button when you need to reflect configuration changes made in the access control system in XProtect, for example if you have added or deleted a door.</p> <p>A summary of the configuration changes from the access control system appears. Review the list to ensure that your access control system is reflected correctly before you apply the new configuration.</p>
Operator login required	<p>Enable an additional login for the client users, if the access control system supports differentiated user permissions. If you enable this option, the access control system will not be available in XProtect Mobile client.</p> <p>This option is only visible if the integration plug-in supports differentiated user permissions.</p>

The naming and content of the following fields are imported from the integration plug-in. Below are examples of some typical fields:

Name	Description
Address	Enter the address of the server that hosts the integrated access control system.
Port	Specify the port number on the server to which the access control system is connected.
User name	Enter the name of the user, as defined in the access control system, who should be administrator of the integrated system in XProtect.
Password	Specify the password for the user.


Doors and Associated Cameras tab (Access Control)

This tab provides mappings between door access points and cameras, microphones or speakers. You associate cameras as part of the integration wizard, but you can change the setup at any time. Mappings to microphones and speakers are implicit through the related microphone or speaker on the camera.

Name	Description
Doors	<p>Lists the available door access points defined in the access control system, grouped by door.</p> <p>For an easier navigation to the relevant doors, you can filter on the doors in your access control system with the dropdown list box at the top.</p> <p>Enabled: Licensed doors are by default enabled. You can disable a door to free a license.</p> <p>License: Shows if a door is licensed or if the license has expired. The field is blank when the door is disabled.</p> <p>Remove: Click Remove to remove a camera from an access point. If you remove all cameras, the check box for associated cameras is automatically cleared.</p>
Cameras	<p>Lists the cameras configured in the XProtect system.</p> <p>Select a camera from the list and drag and drop it at the relevant access point to associate the access point with the camera.</p>

Access Control Events tab (Access Control)


Event categories allow you to group events. The configuration of event categories affects the behavior of access control in the XProtect system and allows you to, for example, define an alarm to trigger a single alarm on multiple event types.

Name	Description
Access Control Event	<p>Lists the access control events imported from the access control system. The integration plug-in controls default enabling and disabling of events. You can disable or enable events any time after the integration.</p> <p>When an event is enabled, it is stored in the XProtect event database and is, for example, available for filtering in the XProtect Smart Client.</p>
Source Type	Shows the access control unit that can trigger the access control event.
Event Category	<p>Assign none, one or more event categories to the access control events. The system automatically maps relevant event categories to the events during integration. This enables a default setup in the XProtect system. You can change the mapping at any time.</p> <p>Built-in event categories are:</p> <ul style="list-style-type: none"> • Access denied • Access granted • Access request • Alarm • Error • Warning <p>Events and event categories defined by the integration plug-in also appear, but you can also define your own event categories, see User-defined Categories.</p> <div style="border: 1px solid #ccc; background-color: #fff9e6; padding: 10px; margin-top: 10px;">  <p>If you change the event categories in XProtect Corporate, ensure that the existing access control rules still work.</p> </div>
User-defined Categories	<p>Allows you to create, modify or delete user-defined event categories.</p> <p>You can create event categories when the built-in categories do not meet your</p>

Name	Description
	<p>requirements, for example, in connection with defining triggering events for access control actions.</p> <p>The categories are global for all integration systems added to the XProtect system. They allow setting up cross-system handling, for example on alarm definitions.</p> <p>If you delete a user-defined event category, you receive a warning if it is used by any integration. If you delete it anyway, all configurations made with this category, for example access control actions, do not work anymore.</p>

Access Request Notification tab (Access Control)

You can specify access request notifications that appear on the XProtect Smart Client screen when a given event occurs.

Name	Description
Name	Enter a name for the access request notification.
Add Access Request Notification	<p>Click to add and define access request notifications.</p> <p>To delete a notification, click X on the right-hand side.</p> <div data-bbox="395 1238 1385 1442" style="background-color: #e6f2ff; padding: 10px; border: 1px solid #add8e6;">  <p>If a user of XProtect Smart Client logs into a parent site in a Milestone Federated Architecture hierarchy, access request notifications from the child sites also appear in XProtect Smart Client.</p> </div>
Access request notification details	Specify which cameras, microphones or speakers that appear in the access request notifications when a given event occurs. Also specify the sound to alert the user when the notification pops up.
Add command	<p>Select which commands that should be available as buttons in the access request notification dialogs in the XProtect Smart Client.</p> <p>Related access request commands:</p>

Name	Description
	<ul style="list-style-type: none"> Enables all commands related to access request operations available on the source unit. For example Open door <p>All related commands:</p> <ul style="list-style-type: none"> Enables all commands on the source unit <p>Access control command:</p> <ul style="list-style-type: none"> Enables a selected access control command <p>System command:</p> <ul style="list-style-type: none"> Enables a command predefined in the XProtect system <p>To delete a command, click X on the right-hand side.</p>

Cardholders tab (Access Control)

Use the **Cardholders** tab to review information about cardholders in the access control system.

Name	Description
Search cardholder	Enter the characters of a cardholder name and it appears in the list, if it exists.
Name	Lists the names of the cardholders retrieved from the access control system.
Type	<p>Lists the type of cardholder, for example:</p> <ul style="list-style-type: none"> Employee Guard Guest

If your access control system supports adding/deleting pictures in the XProtect system, you can add pictures to the cardholders. This is useful if your access control system does not include pictures of the cardholders.

Name	Description
Select picture	<p>Specify the path to a file with a picture of the cardholder. This button is not visible if the access control system manages the pictures.</p> <p>Allowed file-formats are .bmp, .png, and .jpg.</p> <p>Pictures are resized to maximize the view.</p> <p>Milestone recommends that you use a quadratic picture.</p>
Delete picture	<p>Click to delete the picture. If the access control system had a picture, then this picture is shown after deletion.</p>

Configure access requests

There are several types of access control events, for example **Access denied** and **Access granted**. To enable access requests notifications, you must associate the type of event with the event category **Access request**. By default, **Access denied** is associated with **Access request**: Access request notifications are sent only when someone is denied access. To change this setting, follow the steps in this topic.

Requirements: On the roles of the client users, you must enable notifications. To do this, on the role, click the **Access Control** tab, select **Access Control**, and then select the **Receive notifications** check box.

Steps:

1. In the **Site Navigation** pane, select **Access Control**.
2. On the **Access Control Events** tab, in the **Access Control Event** column, locate the event type that you want to edit.
3. To disable access requests for an event type, in the **Event Category** column, click and clear the **Access request** check box.
4. To enable access requests for an additional event type, in the **Event Category** column, click and select the **Access request** check box.
5. Save the changes.



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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/>.

