

**Milestone Systems**

XProtect® NVR

# Administrator's Getting Started Guide



The Open Platform Company



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## Copyright, trademarks and disclaimer

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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 surveillance system installation folder.



## Target audience

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This guide is relevant for people responsible for delivering and installing Milestone XProtect NVR surveillance systems.

If you are a Milestone XProtect NVR surveillance system administrator, meaning someone who will have administrator rights and responsibilities on the Milestone XProtect NVR surveillance system once the system has been delivered and installed, see the Milestone XProtect NVR Administrator's Getting Started Guide instead.

This guide does not contain relevant information for surveillance system end users.

More detailed information about using XProtect NVR is available in the XProtect Administrator's Manual as well as in XProtect's built-in help system (see "Use the built-in help system" on page 12). Note, however, that when the XProtect software is used on an XProtect NVR, the manual and help system will differ slightly from what you will experience on your XProtect NVR. This will primarily be evident in the descriptions of installation and the licensing model as well as in the descriptions of the number of cameras and other hardware devices you are able to add to the system. You will find, however, that the majority of the manual and help system content applies for XProtect NVR too.

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## About XProtect NVR

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XProtect NVR is a unique out-of-the-box IP video management software solution delivered complete with computer hardware containing pre-installed operating system and optimized surveillance software. It all comes in one package with no need for additional software installation.

The XProtect NVR is powered by Milestone's market leading XProtect video management software. It includes a wide set of easy-to-use features that allow users to view live and recorded video, and rapidly investigate incidents and export related video material from the XProtect NVR. The pre-loaded software and system configuration wizards ensure minimal deployment effort, and XProtect NVR's high performance hardware and disk system ensures trouble-free operation and secure storage of video recordings.

Milestone XProtect NVR includes:

- Computer hardware, which is a ready-to-use PC, pre-installed with optimized XProtect software and Microsoft® Windows 7 Professional operating system.
- XProtect NVR Management Application, which you use for configuring your surveillance system. The Management Application is pre-installed on the PC when you receive it.
- XProtect Smart Client, which you use for viewing live and recorded video. The XProtect Smart Client is also pre-installed on the PC when you receive it, ready to show video from your network cameras. If you would rather view video on another PC, you can easily install an XProtect Smart Client (see "Get an XProtect Smart Client" on page 11) on another PC, or you can access your video system using the XProtect NVR.
- XProtect Web Client, which you use for viewing, playing back and sharing video from most common web browsers. The XProtect Web Client is a website hosted by the XProtect Mobile server component. There is no installation required.
- XProtect Transact, which links your live video with your transaction data. XProtect Transact is available for installation on the desktop of your XProtect NVR. For information on how to get started with XProtect Transact, see [http://software.milestonesys.com/XProtect%20Transact%2025e/Manuals/XPT\\_Users\\_Manual.pdf](http://software.milestonesys.com/XProtect%20Transact%2025e/Manuals/XPT_Users_Manual.pdf). You must buy a Transact license in order to activate and use the functionality.
- XProtect Mobile, which allows you to view live and recorded video from XProtect NVR on a mobile device. The XProtect Mobile server component is pre-installed on the PC when you receive it. For information on how to get started with XProtect Mobile, see the User's Manual, available at [http://software.milestonesys.com/XProtect%20Mobile%2010a/Manuals/MilestoneXProtectMobile\\_Users\\_Manual\\_en-US.pdf](http://software.milestonesys.com/XProtect%20Mobile%2010a/Manuals/MilestoneXProtectMobile_Users_Manual_en-US.pdf).
- XProtect NVR supports the market's widest range of cameras. A complete list over supported cameras and other hardware devices is available at [www.milestonesys.com/support](http://www.milestonesys.com/support).

The XProtect NVR lets you choose between eleven different languages in the Management Application. The XProtect Smart Client and XProtect Mobile are available in more than 20 languages.



## Configure your system through the Management Application

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The Management Application is the XProtect NVR's server-side user interface; all management of your surveillance system is handled here.

In the Management Application, wizards guide you through common tasks, such as adding cameras and other hardware devices to the system. Detailed configuration, without wizards, is of course also possible. You can configure multiple cameras, events, users, etc. in one go.



You access the Management Application by double-clicking the **Management Application** desktop shortcut. Alternatively, use Windows' **Start** menu: **Start > All Programs > Milestone > Management Application**.

### Select language

To select required language for the Management Application, do the following:

1. In the Management Application's menu bar, select **Application Settings > Application Behavior...** to open the Application Behavior window.
2. In the **Application Behavior** window, select **Language**, and then select required language from the list.
3. Click **OK**.
4. Restart the Management Application. After restart, the new language settings will become effective.

### Add cameras and other hardware devices

You add cameras and other hardware devices, such as video encoders, to your XProtect NVR system through a wizard. The maximum number of cameras you are able to add to your XProtect NVR solution depends on the specific version you have purchased.



If video encoders are to be used on the system, bear in mind that video encoders can have more than one camera connected to them. For example, a fully used four-port video encoder will count as four cameras.

If microphones are attached to your hardware devices, they are automatically added as well. Note that you can only use one microphone at a time with XProtect NVR.

Before adding hardware devices, make sure you have configured their IP addresses, passwords, etc. as described by the hardware manufacturers. Then do the following:

1. In the Management Application, click the large **Add Hardware Devices...** button to start the **Add Hardware Devices** wizard.
2. Select a hardware detection method, and follow the wizard.

**Tip:** We recommend the Express option: it scans the network for relevant hardware devices, and helps you quickly add them to the system. Note, however, that the Express option only scans for hardware devices supporting device discovery (a method with which hardware devices make information about themselves available on the network), and only on the part of your network (subnet) where the XProtect NVR server itself is located.

## Configure cameras

You can specify a wide variety of settings for each camera connected to your XProtect NVR system. Settings include video format, resolution, motion detection sensitivity, where to store and archive recordings, any PTZ preset positions, association with microphones, etc.

You configure cameras under **Advanced Configuration > Cameras and Storage Information** in the Management Application's navigation pane.

### PTZ cameras

You can easily use PTZ (Pan/Tilt/Zoom) cameras with XProtect NVR. Such cameras can be operated manually as well as by selecting pre-defined presets. Check the Device Pack Release Notes, available from the **Downloads** section of the Milestone website (<http://www.milestonesys.com/Support/Technical-Support/Self-Help/downloads>), to see exactly which PTZ features are supported for the PTZ camera hardware and firmware used in your installation.

You configure PTZ presets and automated PTZ operations individually for each PTZ camera: Under **Advanced Configuration** in the Management Application's navigation pane, select **Cameras and Storage Information**, then double-click the required camera.

**Tip:** If you have analog PTZ cameras attached to video encoders, you can use them too. However, they require a bit more initial configuration: In the Management Application's navigation pane, expand **Advanced Configuration > Hardware Devices**, double-click the required hardware device and specify PTZ Device properties.

### 360° lens cameras

If required, you can also use dedicated cameras for 360° panoramic images with XProtect NVR:



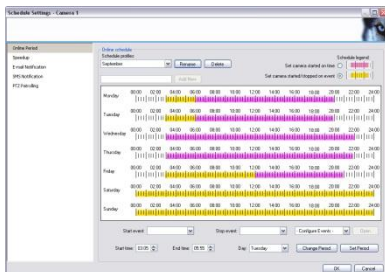
1. Under **Advanced Configuration** in the Management Application's navigation pane, select **Hardware Devices**, then double-click the hardware device to which the 360° lens camera is attached, and verify that the 360° functionality is enabled.
2. Under **Advanced Configuration** in the navigation pane, select **Cameras and Storage Information**, double-click the required camera, and configure the 360° view.

## Configure scheduling & archiving

Do you want some cameras to transfer video to XProtect NVR at all times, and other cameras to transfer video only within specific periods of time, or when specific events occur? With the scheduling feature, you can specify this as well as when you want to receive notifications from the system.

Archiving is an integrated and automated feature that helps you store recordings beyond the capabilities of XProtect NVR's standard database. With XProtect NVR's default settings, archiving takes place once a day or whenever databases become full; you can specify additional archiving times if required.

You configure scheduling and archiving under **Advanced Configuration > Scheduling and Archiving** in the Management Application's navigation pane.



## Configure events & output

Events, for example based on input from sensors, can be used to automatically start/stop recordings, to automatically send notifications, etc. Output can be used for activating external units, such as sirens or lights; output can be triggered automatically by events. Users can also activate events and output manually from their clients.

The use of most input events, and all types of output, requires that external sensors are wired to input/output (I/O) connectors on the hardware device in question, and that I/O operation on the hardware device is supported by XProtect NVR. Check the Device Pack Release Notes, available from <http://www.milestonesys.com/Support/Technical-Support/Self-Help/downloads> to see if I/O operation is supported for the hardware and firmware used in your installation.

You configure events and output under **Advanced Configuration > Events and Output** in the Management Application's navigation pane. Once you have configured events, you can use them with features throughout XProtect NVR, regardless of where sensors, users, etc. are physically located.



## ***Configure clients & users***

Two client applications, the XProtect Smart Client and XProtect Mobile client, are included with XProtect NVR. To quickly and easily configure how client applications should be able to access the XProtect NVR server, and which users should be able to use the client applications, start the **Configure User Access** wizard. Note, however, that the wizard gives users access to **all** cameras on your system; if you require different rights for individual users, you should use **Advanced Configuration** instead:

Under **Advanced Configuration > Server Access** in the Management Application's navigation pane, you can specify whether you want clients to be able to access the XProtect XProtect NVR server from the internet, how many clients you want to be able to connect simultaneously, etc.



## Back up your configuration

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You have now covered the key elements of your XProtect NVR system configuration. Now is therefore a good time to back up your configuration so you are able to restore it later if something happens to your system. While it is very rare to lose your configuration, it **can** happen under unfortunate circumstances. Fortunately, it takes only a minute to back up your configuration:

In the following, we assume that you have not changed XProtect NVR's default configuration path, which is **C:\Program Data\Milestone\Milestone Surveillance**. If you have changed the default configuration path, you must take your changes into consideration when using the method described in the following.

1. Make a copy of the folder **C:\Program Data\Milestone\Milestone Surveillance** and all of its content.
2. Open the folder **C:\Program Files\Milestone\Milestone Surveillance\devices**, and verify if the file **devices.ini** exists. If the file exists, make a copy of it. The file will exist if you have configured video properties for certain types of cameras for which changes to the properties are stored in the file rather than on the camera itself.
3. Store the copies away from the XProtect NVR, so that they will not be affected if the XProtect NVR is damaged, stolen, or otherwise affected.

Remember that a backup is a snapshot of your system configuration at the time of backing up. If you later change your configuration, your backup will not reflect the most recent changes. Therefore, back up your system configuration regularly.

**Tip:** When you back up your configuration as described, the backup will include restore points. This allows you to not only restore the backed-up configuration, but also to revert to an earlier point in that configuration if required. Read more about restore points in the XProtect Administrator's Manual.

## Restoring a backed-up configuration

1. Copy the content of the backed-up **Milestone Surveillance** folder into **C:\Program Data\Milestone\Milestone Surveillance**.
2. If you backed up the file **devices.ini**, copy the file into **C:\Program Files\Milestone\Milestone Surveillance\devices**.



## Get an XProtect Smart Client

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You view live and recorded video with a client, this can be the XProtect Smart Client, the XProtect Mobile client or the XProtect Web Client.

These clients, particularly the Smart Client, have many advanced features for quickly finding relevant video sequences, for exporting video sequences for use as evidence, etc.

**Tip:** The Smart Client is pre-installed on your Milestone XProtect NVR and configured for you with pre-defined views.

Users can simply download the XProtect Smart Client from the XProtect NVR, and then install it on their PC.

To get a Smart Client from the XProtect NVR, do the following:

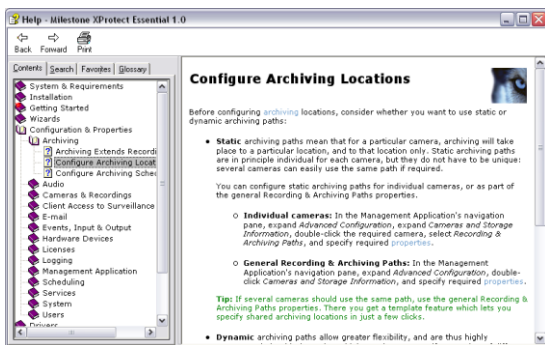
1. Open an Internet Explorer browser (version 6.0 or later), and connect to the IP address of the XProtect NVR with the port number specified under **Advanced Configuration > Server Access** in the Management Application's navigation pane (default is port 80). Example: If the XProtect NVR's IP address is 123.123.123.123 and you use the default port number 80, connect to <http://123.123.123.123:80>.
2. 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.



## Use the built-in help system

XProtect NVR features a very comprehensive built-in help system, with help and advice on many levels.

The built-in help system in XProtect NVR comes from the XProtect software. When the XProtect software is used on an XProtect NVR, the help system will differ slightly from what you will experience on your XProtect NVR. This will primarily be evident in the descriptions of installation and the licensing model (you basically do not have to worry about installation or licensing on an XProtect NVR) as well as in the descriptions of the number of cameras and other hardware devices you are able to add to your system. You will find, however, that the majority of the help system's content applies for XProtect NVR too.



The help system will provide you with information on:

- Concepts (such as **What is a PTZ camera?**)
- Procedures (such as **How do I configure a PTZ Camera?**)
- Basic facts (such as **Can I use the character # when I name a PTZ camera?**)
- Useful tips (such as keyboard shortcuts, etc.)

The help system matches the tasks you work on, and a search feature quickly lets you find related information.

To access the help system from anywhere within the Management Application, click the **Help** button in the toolbar. Alternatively, press F1 on your keyboard.

The XProtectSmart Client features a similar help system.



## Keep your system up-to-date

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### ***Service releases***

Your XProtect NVR is installed with the latest released software at the time of production. However, it is recommended that you visit our website (<http://www.milestonesys.com//Support/Technical-Support/Download-software>) from time to time to check if software service releases are available for your XProtect NVR.

### ***Upgrade video device drivers***

Video device drivers are small programs used for controlling/communicating with the cameras and other hardware devices connected to your XProtect NVR. Video device drivers are installed on the XProtect NVR at the time of production. However, new versions of the video device drivers—called Device Packs—are released regularly and made available for free on our website.

We therefore recommend that you visit our website from time to time and download the latest Device Pack on: <http://www.milestonesys.com//Support/Software-Upgrades/Download-device-packs/>. When updating video device drivers, there is no need to remove the old video device drivers first; simply install the latest version on top of any old version you may have.

### ***Upgrade to a more feature-rich XProtect product***

XProtect IP video management solutions cater for every need; from small home or office systems with a few cameras to multi-server enterprise installations with thousands of cameras dispersed over many geographical locations.

If your surveillance needs change, you can always upgrade to an more feature-rich product in the Milestone XProtect suite of video management software. For more information visit: [www.milestonesys.com](http://www.milestonesys.com).



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#### **About Milestone Systems**

Founded in 1998, Milestone Systems is the global industry leader in open platform IP video management software. The XProtect platform delivers powerful surveillance that is easy to manage, reliable and proven in thousands of customer installations around the world. With support for the widest choice in network hardware and integration with other systems, XProtect provides best-in-class solutions to video enable organizations – managing risks, protecting people and assets, optimizing processes and reducing costs. Milestone software is sold through authorized and certified partners. For more information, visit:

[www.milestonesys.com](http://www.milestonesys.com).