Tech support guide
AXIS Optimizer for Milestone XProtect®

Created: 19 January 2018
Last updated: 24 January 2018
Rev: 1.0

About AXIS Optimizer for Milestone XProtect®

AXIS Optimizer for Milestone XProtect® is a plugin handler that makes all current plugins for Axis devices available to XProtect end users in one place. It offers maximum value to end users and system integrators by delivering all needed plugins for optimally running Axis devices within XProtect. It streamlines the plugin discovery, installation and configuration process, saving considerable time and efforts required to manually search for, download, install and configure all plugins.

System requirements

Most plugins in AXIS Optimizer for Milestone XProtect® are compatible with XProtect® Corporate and Expert from 2016 R1, but you will need 2017 R3 to use the Axis On Screen Controls plugin.

The following C-code platforms are supported: Express+, Professional+, Expert and Corporate. We offer limited support for Essential+, Express and Professional.

Axis Client Side Dewarping is supported for Express and Professional.

There is a bug in the XProtect® 2017 R3 Smart Client.

You can read more details in the following knowledge base article: https://force.milestonesys.com/support/articles/en_US/Hotfix/XProtect-Smart-Client-crash-error-MissingFieldException

You need to download a Hotfix for the Smart Client from Milestone's homepage. The link is http://download.milestonesys.com/MTSKB/KB000003448/

Installation

Go to http://ftp.axis.com/pub_soft/AXIS_Optimizer/ to install AXIS Optimizer for Milestone XProtect and log in to My Axis. From there, you can download the installation file.

Put the installation file on each computer that runs the Management Client or Smart Client and would like to benefit from the features of AXIS Optimizer for Milestone XProtect®.

Double click the installation file to install the package including all plugins.

You may still install AXIS Optimizer for Milestone XProtect® even if you have previously installed any of the plugins included in its installation file. Previously available plugins include AXIS Dewarping Plugin for Milestone XProtect®, AXIS Speed Dry Plugin for Milestone XProtect®, AXIS Radar Configuration Plugin for Milestone XProtect®.

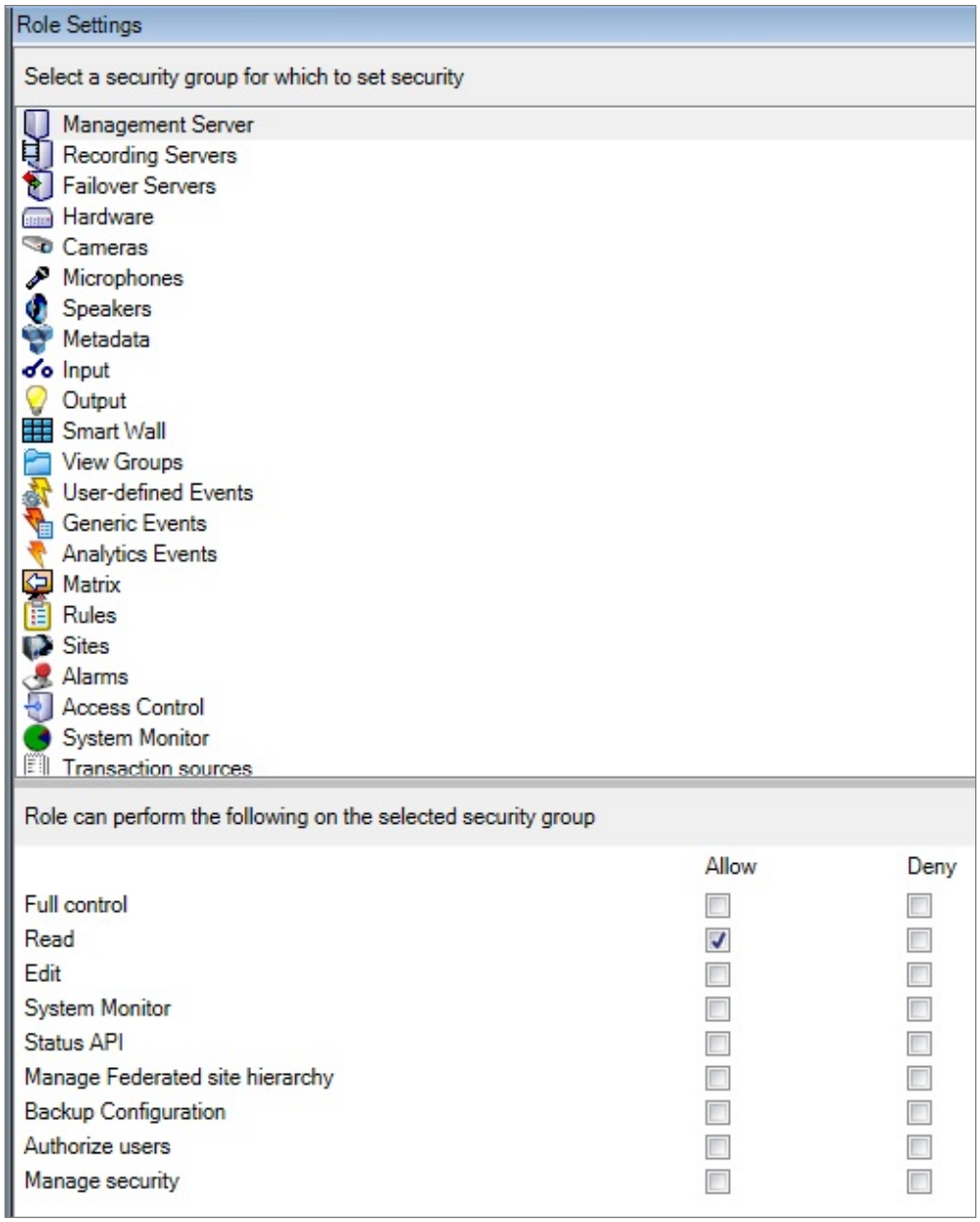
About user privileges

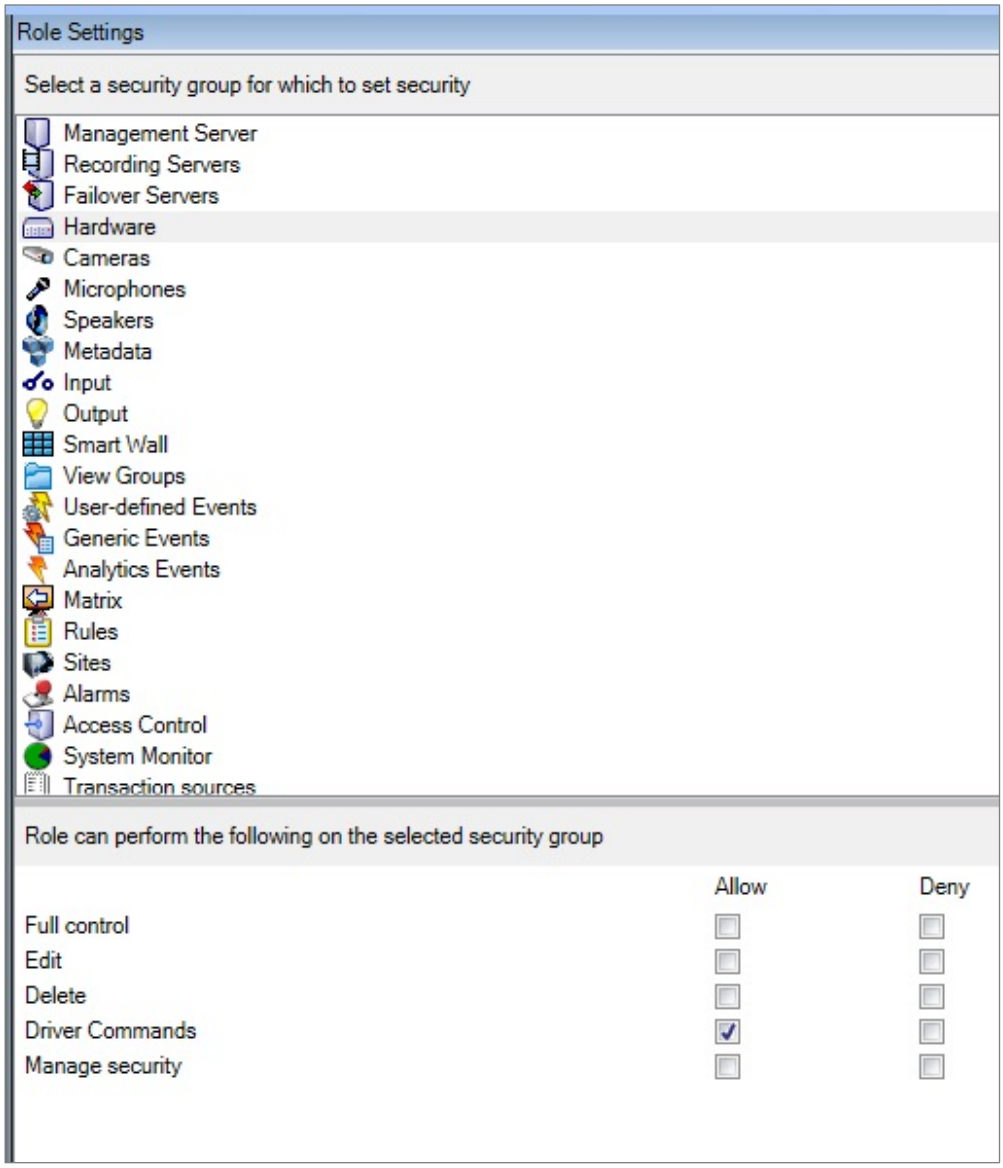
To use the plugins included in AXIS Optimizer for Milestone XProtect® a Milestone Operator needs the following privileges:

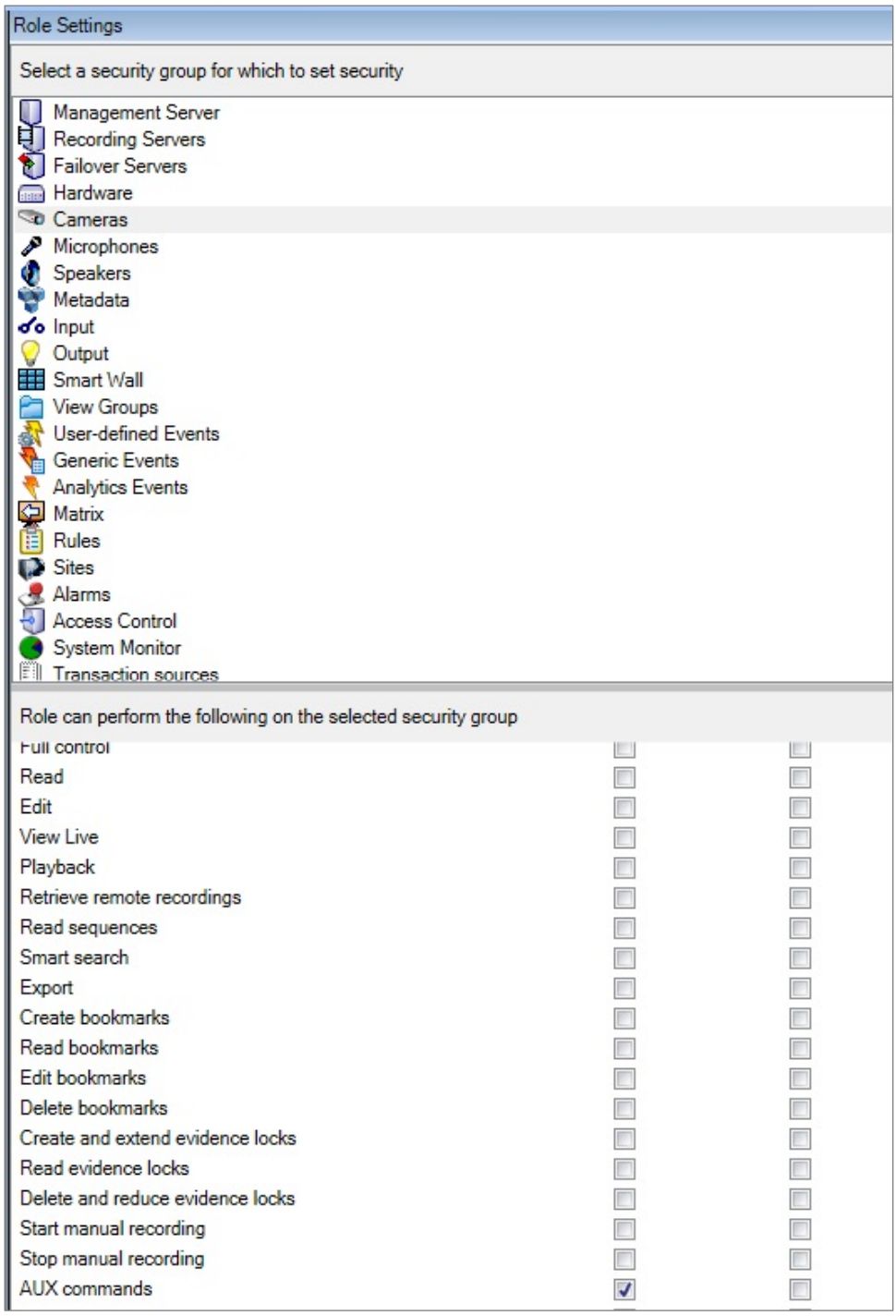
- Read access to the Management server: to read camera details and present the user with the correct options
- Send AUX commands to AXIS cameras

Note: It is not recommended to install a Management Client on the Operator's Workstation as Operators need read access to the management server.

See images below for information on privilege configuration.




Role Settings
Select a security group for which to set security
Management Server
Recording Servers
Failover Servers
Hardware
Cameras
Microphones
Speakers
Metadata
Input
Output
Smart Wall
View Groups
User-defined Events
Generic Events
Analytics Events
Matrix
Rules
Sites
Alarms
Access Control
System Monitor
Transaction sources
Role can perform the following on the selected security group
Allow
Deny
Full control
Edit
Delete
Driver Commands
Manage security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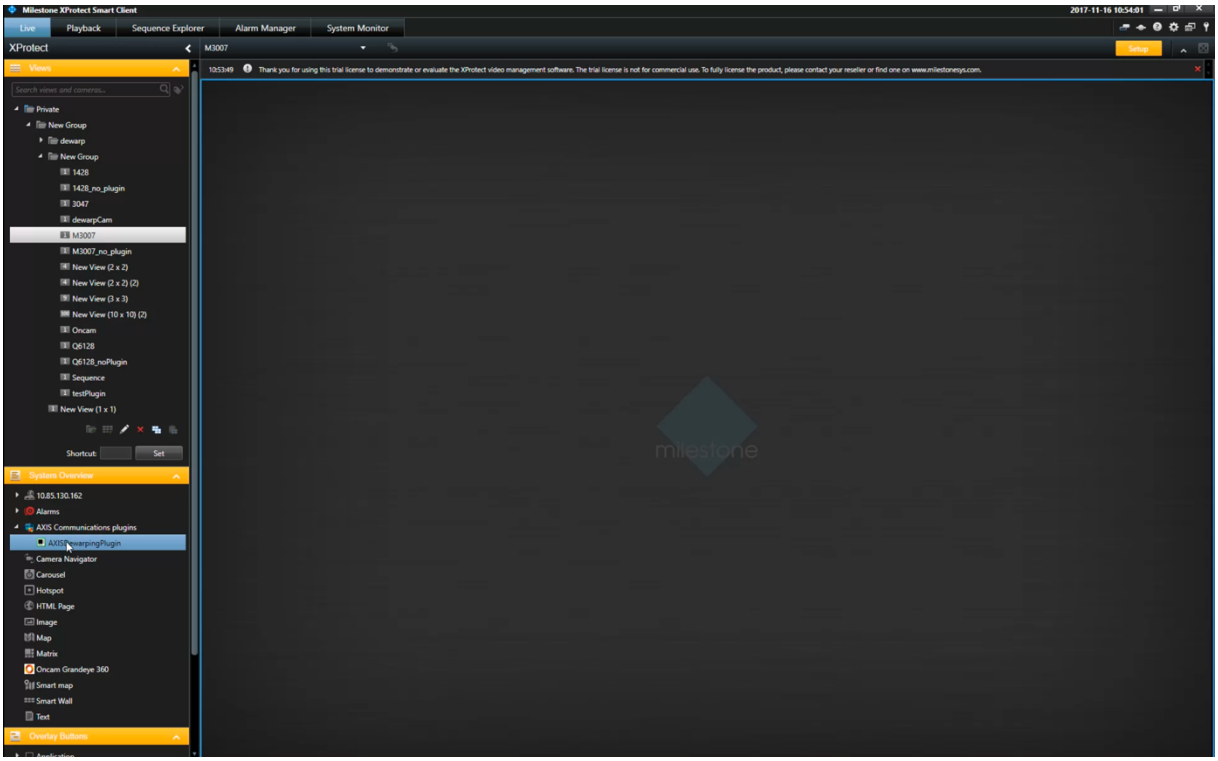
Input
Output
Smart Wall
View Groups
User-defined Events
Generic Events
Analytics Events
Matrix
Rules
Sites
Alarms
Access Control
System Monitor
Transaction sources
Role can perform the following on the selected security group
Full control
Read
Edit
View Live
Playback
Retrieve remote recordings
Read sequences
Smart search
Export
Create bookmarks
Read bookmarks
Edit bookmarks
Delete bookmarks
Create and extend evidence locks
Read evidence locks
Delete and reduce evidence locks
Start manual recording
Stop manual recording
AUX commands

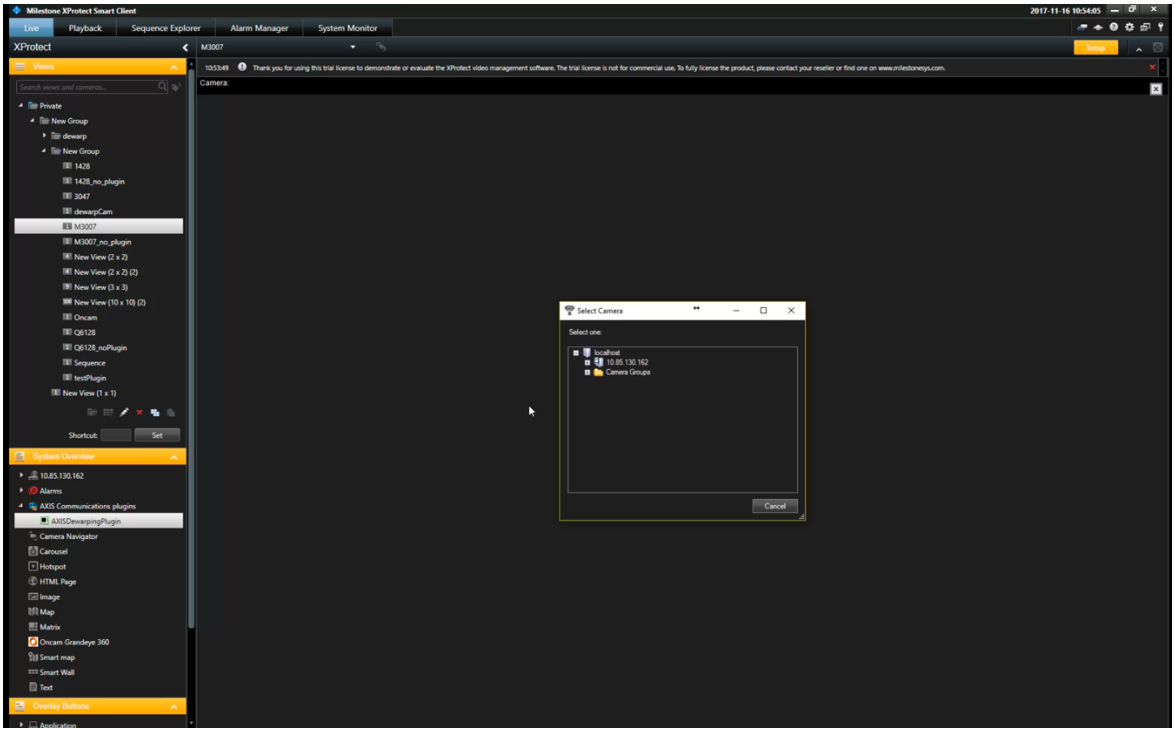
User guide

How do I use the features of the Dewarping plugin?

In the Management Client, go to Set up to configure one or more dewarped views.



Configure the Views page accordingly, then drag the dewarping plugin into one or more views. Then select the correct camera and mounting from the drop-down menus. When done adding dewarped views, press Setup to finish. See also screen shot below.

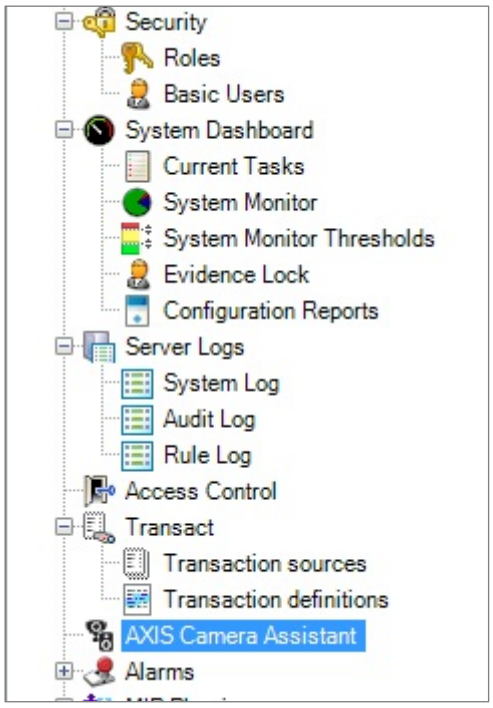


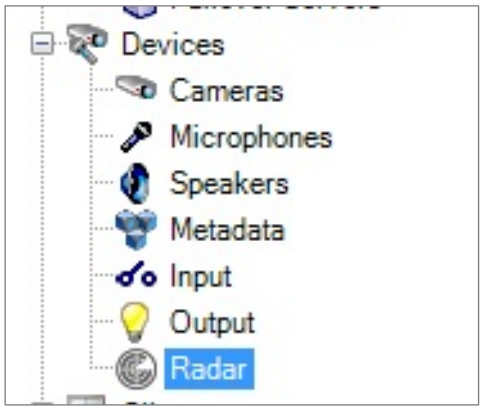
AXIS Camera Assistant plugin (including Radar configuration)

The AXIS Camera Assistant (ACA) plugin gives you the power of configuring AXIS devices directly from within the Milestone XProtect® Management Client. Here are a few examples of what you can use ACA to configure:

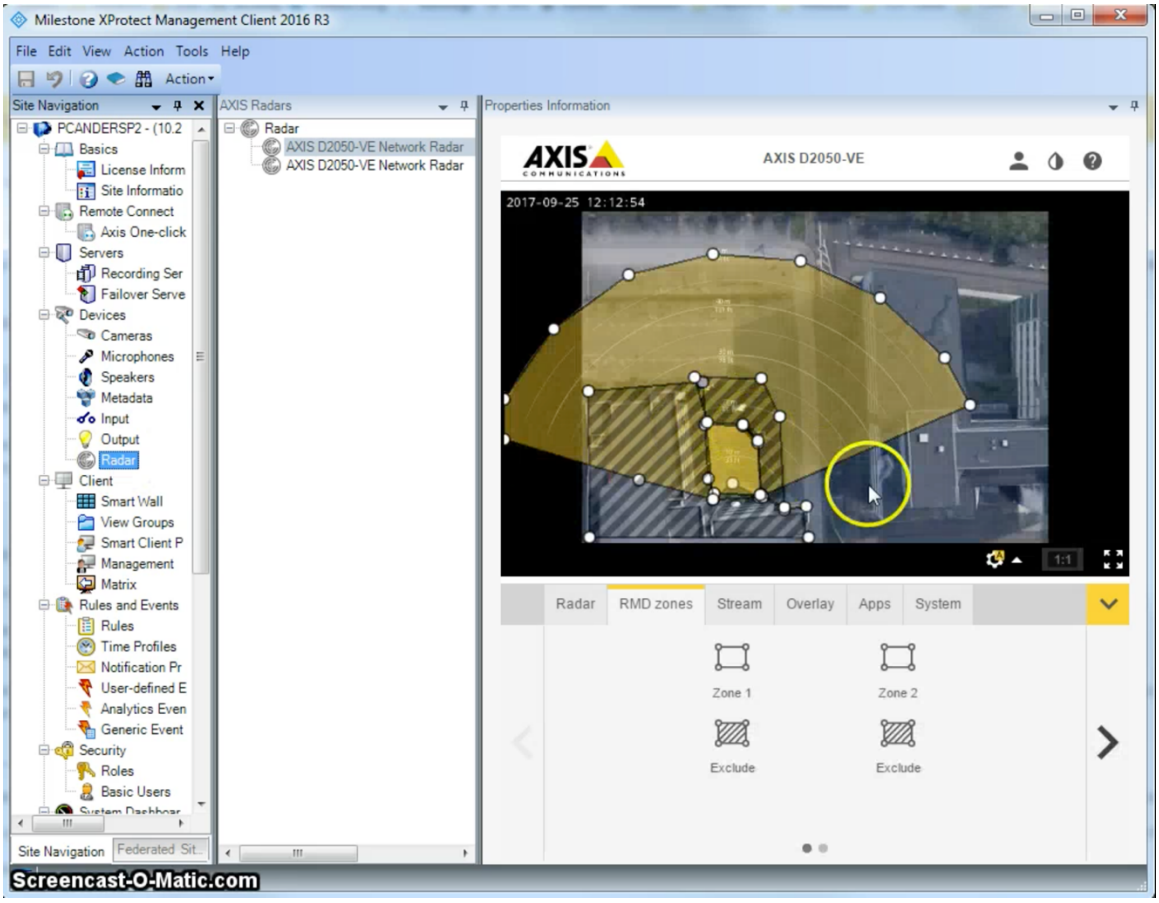
- Image settings
- Stream settings
- Text overlay settings
- Audio settings
- Privacy masks
- Certificates
- HTTPS
- User settings
- Built in Video Motion Detection
- And much more.

Enter the ACA interface or Radar configuration by logging in to the Management Client and then select *Axis Camera Assistant* in the tree menu on the left. See screen shots below.





Select the device to configure and ACA will appear on the bottom part of the right frame of your window. See also screen shots below.


Milestone XProtect Management Client 2016 R3
File Edit View Action Tools Help
Action
Site Navigation
AXIS Radars
Properties Information
PCANDERSP2 - (10.2
Basics
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Site Informatio
Remote Connect
Axis One-click
Servers
Recording Ser
Failover Serve
Devices
Cameras
Microphones
Speakers
Metadata
Input
Output
Radar
Client
Smart Wall
View Groups
Smart Client P
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Rules and Events
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Generic Event
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Roles
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Radar
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Radar
RMD zones
Stream
Overlay
Apps
System
Zone 1
Zone 2
Exclude
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Site Navigation
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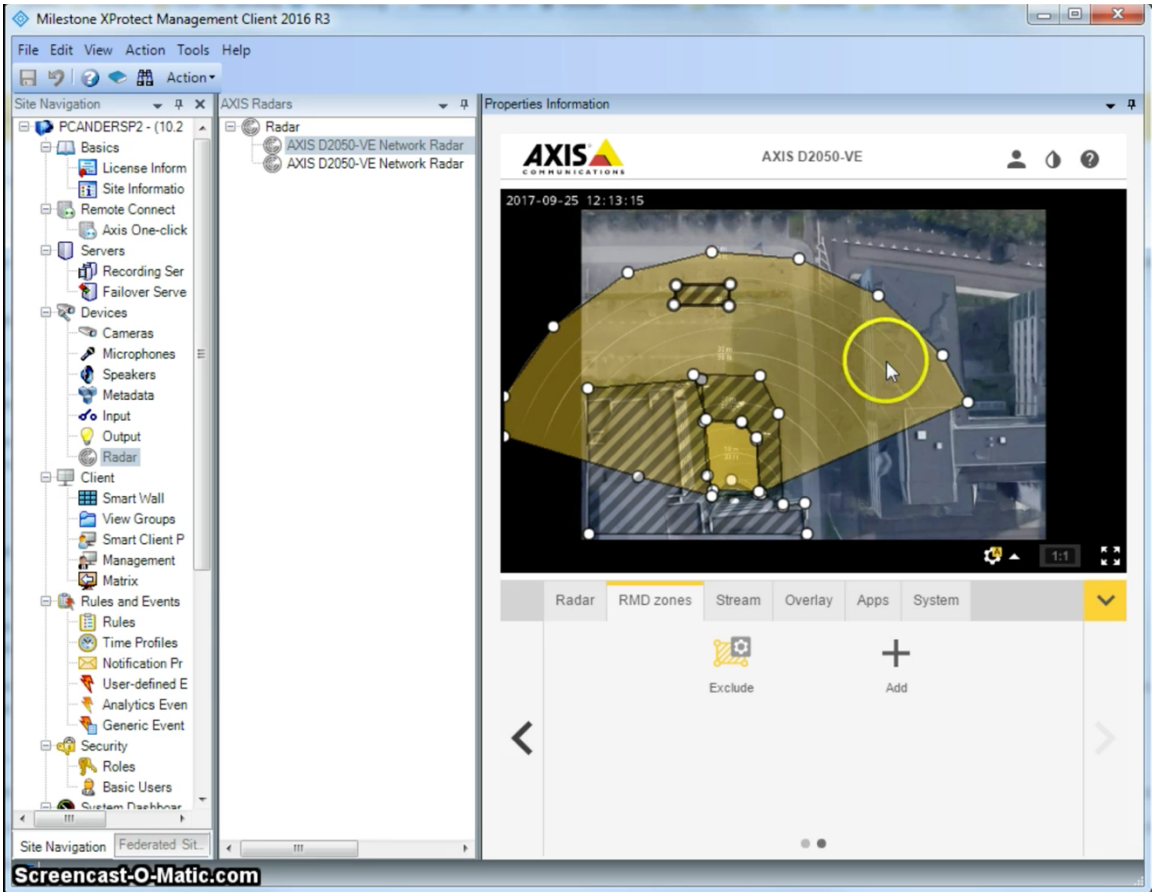
Screencast-O-Matic.com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Radar
RMD zones
Stream
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Screencast-O-Matic.com

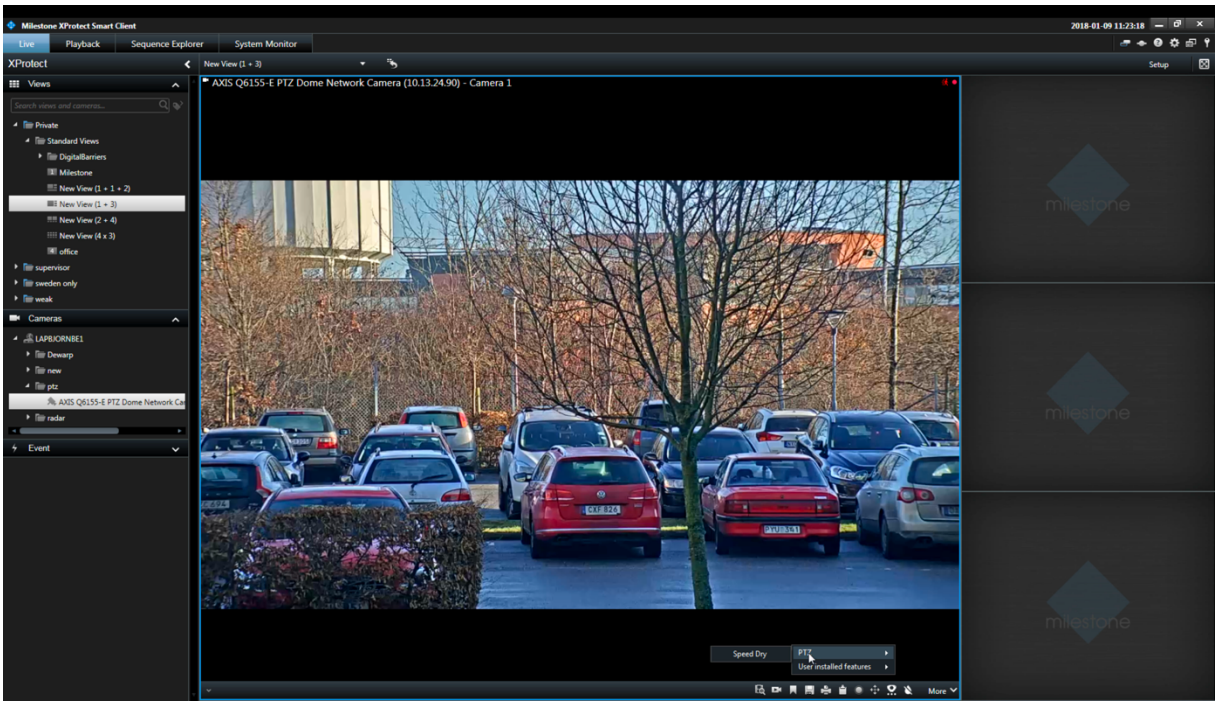
On Screen Controls plugin

On Screen Controls is a way to get access to Axis device specific features directly from within the VMS, without the VMS having to write any drivers for these features. This plugin makes Milestone XProtect® query the device for its features and present them to users.

Examples of current features are:

- Turn wiper on/off (e.g. supported by AXIS Q8741-E & Q8742-E)
- Turn heater on/off (e.g. supported by AXIS Q8741-E & Q8742-E)
- Turn SpeedDry® on/off (e.g. supported by AXIS Q6155-E)
- Turn IR on/off (e.g. supported by AXIS ???)
- Focus recall (e.g. supported by AXIS P5424-E MkII)

On Screen Controls are accessible either by right click in the Management Client or via the On Screen Controls icon . See also screen shot below.



AXIS On Screen Controls Is supported by the following Firmware versions:

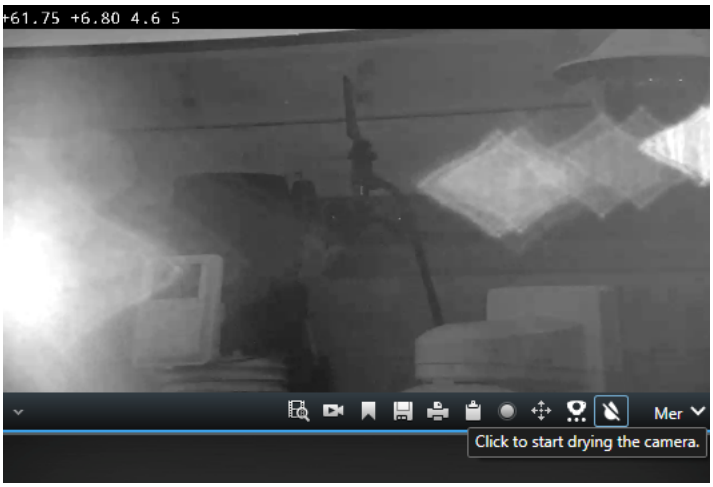
- 7.10
- 7.40+

Both AXIS Q8741-E and AXIS Q8742-E support On Screen Controls from 6.50+.
Note: firmware versions 7.20 and 7.30 do not support On Screen Controls.

SpeedDry/Wiper plugin

This is a Milestone plugin to control SpeedDry or Wiper. It duplicates functionality from the On Screen Controls plugin and is included in because it is supported in Milestone XProtect® versions earlier than 2017 R3.

You can access the features of this plugin through its icon in the bottom right corner in the Management Client . See also screen shot below.



FAQs

No On Screen Controls icons are visible in my Milestone XProtect® environment, why is that?

Most likely because your version of XProtect is an earlier release than 2017 R3.

How can a system Administrator access the camera or radar web GUI?

The Administrator logs onto the Management Client to access the AXIS Camera Assistant. This requires the Administrator to be on the same network as the camera.

Why is an On Screen Controls command (e.g.: run wiper command) not visible in the Smart Client?

The operator requires read access privileges to the Management Server and also to be able to send auxiliary commands. Camera firmware requirements are 7.10 or 7.40+.

Both AXIS Q8741-E and AXIS Q8742-E support On Screen Controls from 6.50+.

Note: firmware versions 7.20 and 7.30 do not support On Screen Controls enabled by default.

Contact AXIS support

If you have further questions or experience any issues with AXIS Optimizer for Milestone XProtect®, please contact AXIS support via the link below:

https://www.axis.com/se/sv/learning-and-support