



MILESTONE ACCESS CONTROL MANAGER (ACM) INTERFACE



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Integriti Milestone ACM Integration Manual

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This document details the installation and setup processes to configure Milestone ACM integration with Integriti. Please refer to Milestone documentation for help setting up Milestone.

Description

Integriti's high-level interface with Milestone's ACM is IP-based and bi-directional. ACM integration allows Milestone to be the single master "head end" security management platform, whereby Integriti functions as an access control and security sub-system. Cardholder information, alarms and events, as well as door and area statuses in Integriti are sent in real-time to Milestone. Operators are therefore empowered to effectively manage their security operation by seamlessly monitoring Integriti alarm and access points through Milestone. Operators may also unlock/lock doors and arm/disarm areas with the added ability to associate doors to cameras in Milestone, thus facilitating efficient situational awareness and immediate visual verification of alarms.

End-User Benefits in Milestone

Through the Milestone XProtect Smart Client, end-users may:

1. **View** access control operational events.
2. **Control** doors.
3. **Display** and manage video related to access control events.
4. **Display** alarms from the access control system.
5. **Full map overview** control of doors and access points.
6. **Search** for events, video or information associated to specific doors or cardholders.
7. **Immediate visual validation** of people requesting access.
8. **Manage** cardholders.
9. **Track** passages in real-time.

Licensing Requirements

Integriti Milestone ACM integration requires the Integriti Professional, Integriti Business or Integriti Corporate Software Edition to operate.

Additionally, the Integriti Milestone ACM integration requires the Milestone XProtect Access Integration License 996939 to operate.

Minimum Installed Integriti Version

The Integriti Milestone ACM integration is only compatible with an installation of Integriti Pro or Infiniti that is v22.0 or higher.

ACM Integration vs Traditional CCTV Integration

ACM integration uses two plugins and allows Milestone to be the “head end” security management system. ACM integration is completely different to the traditional Milestone CCTV integration and as such, ACM integration uses separate plugins and is licensed differently.

The traditional Milestone CCTV integration uses a single plugin and allows Integrity to be the master “head end” security management system. This integration is licensed through the normal CCTV licenses and has no relationship with ACM integration.

Typically, installations would not have both the ACM integration and the traditional CCTV integration at the same time. An ACM integration license does not license the traditional CCTV integration and vice versa, the traditional CCTV integration license does not license ACM integration. Care should be taken to ensure the correct license is purchased. Should both ACM integration and traditional CCTV integration be required at the same time (i.e. to allow either system to be the “head end”), both ACM integration licenses and normal CCTV integration licenses will need to be purchased.

Technical Functions

The integration supports the following functions:

Retrieval of Information from Integrity

- Retrieve Integrity Users in Milestone
 - Name, Photo and ID fields.
 - Search Users by name.
 - Milestone automatically updates Users from Integrity every hour (or manually via the “refresh configuration” option in Milestone).
- Retrieve Integrity Doors in Milestone
 - Name, Status (locked, unlocked or error) and ID fields.
- Retrieve Integrity Areas in Milestone
 - Name, Status (armed or disarmed) and ID fields.
- Retrieve Integrity Controllers in Milestone
 - Name, Status (connected or disconnected) and ID fields.
- Retrieve Integrity Inputs in Milestone
 - Name, Status, and ID fields
- Retrieve Integrity Auxiliaries in Milestone
 - Name, Status, and ID fields

Status Updates and Events from Integrity

- Live status updates in Milestone
 - Doors, Areas, Auxiliaries, Inputs and Controllers.
 - Includes changes to status icon in Milestone as well as an event.
 - Manual update and automatic re-sync of status also supported.
- Live receiving of Integrity access events in Milestone
 - Includes access granted and denied events.
 - Displays associated door and associated user (if available), as well as time and actual Integrity Review event message.
- Live receiving of Integrity alarms/events in Milestone

- Integrیتی alarms/events come into Milestone as an event and are displayed within Milestone's Alarm Manager.
- Filtering options restrict what type of alarms/events get sent to Milestone.
- Automatic synchronisation of buffered alarms/events.

Control Integrیتی Items

- Control Integrیتی items through Milestone
 - Doors: lock, unlock or unlock for a time. The unlock time can be customised or left as the default (5 seconds).
 - Areas: arm or disarm.
 - Auxiliaries: set Auxiliaries to On or Off
 - Inputs: set inputs to Alarm, Sealed or Tamper states

Additional Features

- Other Milestone features
 - Associate doors with Milestone cameras.
 - Display doors and areas within Milestone maps.

Programming Integrیتی items (such as Users, Doors etc) through Milestone is not supported with the exception that a photo may be assigned to a User through Milestone. This photo, however, will not be written back to Integrیتی.

General Notes

The term "users" and "cardholders" are interoperable. Integrیتی generally uses the term "users" and Milestone generally uses "cardholders".

Restarting the Milestone Event Server Service

Every time the Milestone Event Server service is restarted, the Event Server connects to Integrیتی and performs a full synchronisation of all objects. This is the same as the "refresh configuration" process. The update process can take several minutes depending on how much information needs to be synchronised, particularly if Integrیتی hosts a large User database. As such, the Integrیتی Access Control plugin/module will not appear in the Milestone Management or Smart Client until the synchronisation is complete. Do not be alarmed if the Access Control module does not appear in Milestone, please close the Milestone application(s), wait a few minutes and then re-open the Milestone application(s).

Alarm Management and Automation

The integration between Integrیتی and Milestone allows alarms/events in Integrیتی to be pushed into Milestone. Integrیتی alarms/events that are received into Milestone can be used to activate alarms/events or trigger a plethora of automated actions within Milestone. For example, an intruder alarm in Integrیتی can be used to automatically display multiple CCTV camera feeds, increase the recording framerate of these cameras and turn a PTZ to a pre-set position.

Integriti Milestone ACM Plugins

The Integriti Milestone ACM plugins were built and tested against Milestone XProtect Corporate 2022 (R1) and MIPSDK 22.3.0.

Two Milestone ACM plugins are required to be installed – one for Integriti and the other for Milestone, as detailed further below.

Installation

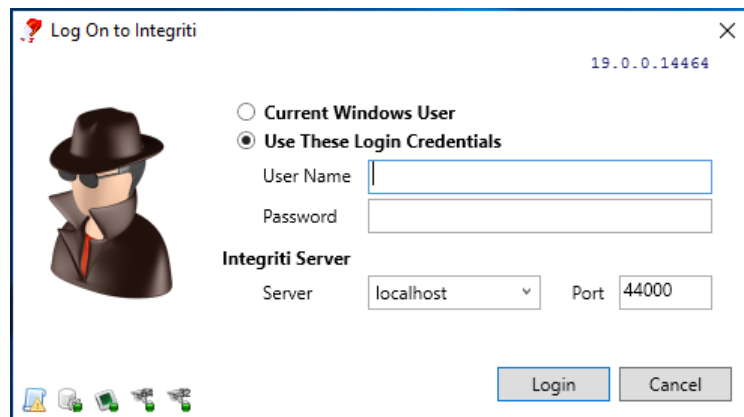
1. Installation in Integriti

Close all instances of the Integriti software suite.

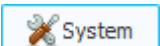
Download and run the “Integration MilestoneACMServer” plugin installer on the Integriti Integration Server.

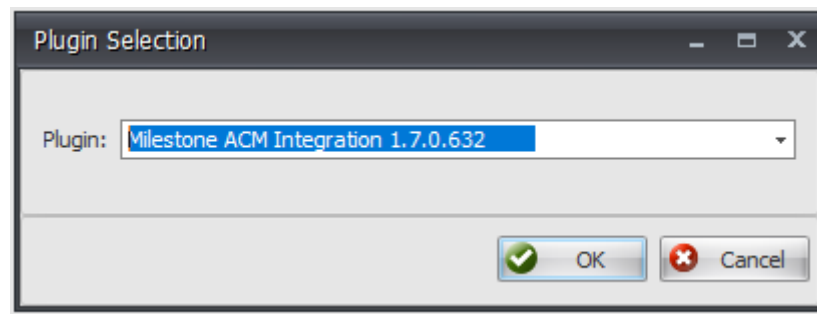
 Integration_IntegritiMilestoneACM_Integriti_Plugin_1.7(632)_ALPHA.exe

After the installation has completed, restart the Integriti Integration server service. On the Integriti server, start the Integriti System Designer as an administrator. Right-click the Integration service icon on the bottom left of the login dialog to stop and start the service. Alternatively, the Integration service can be controlled through the Windows Services management window.

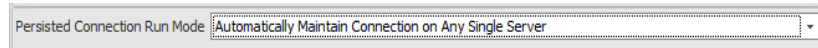


To configure the ACM integration settings in Integriti, log into System Designer and follow these steps:

1. Click on the  **System** tab followed by  **New Integrated Device**
2. Select “Milestone ACM (Version Number)” from the list that appears and click OK.



3. In the editor window that appears, name the integration module.
4. Optional: Assign an Integrati API Operator to this integration module. The assignment of an Operator allows the integration to be restricted based upon the permissions of that Operator. For example, if the assigned Operator only has permission to view Users in “Site A”, then only those Users could potentially be synchronised with the Milestone system, or if the assigned Operator only has permission to view a certain number of doors, as opposed to all doors, then only the certain number of doors will be integrated with Milestone. The Integrati API Operator field can be left blank and no Operator permission restrictions shall be applied to the interface.
5. Choose the correct Persisted Connection Run Mode.

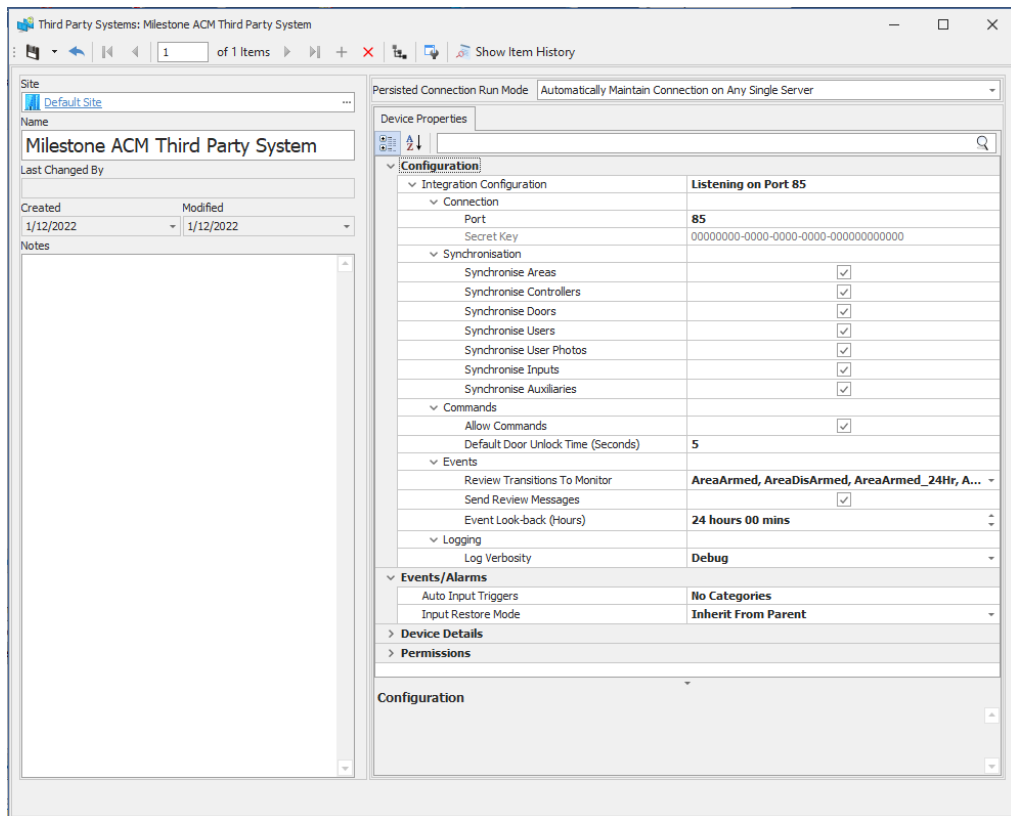


. This must be

done for the interface to work.

6. Allow Commands must be set to True to allow the Milestone ACM server to perform commands on the Integrati system (e.g. unlock a door).
7. Synchronise Areas must be set to True to enable the synchronisation of Areas in Integrati with the Milestone ACM server.
8. Synchronise Controllers must be set to True to enable the synchronisation of Controllers in Integrati with the Milestone ACM server.
9. Synchronise Doors must be set to True to enable the synchronisation of Doors in Integrati with the Milestone ACM server.
10. Synchronise Users must be set to True to enable the synchronisation of Users in Integrati with the Milestone ACM server.
11. Choose the port number to receive requests from the Milestone server. This is the TCP port number that the Integrati server will listen on. The default is port 85 and the port must match the port settings in Milestone. If the port number is changed at a later time, the port number must be updated to match in both Integrati and Milestone. Ensure no firewalls are blocking the specified port.
12. Select the types of Review Transitions to send to Milestone. By default all Review Transitions are selected. The list of Review Transitions directly equate to “Events” in Milestone. At a later stage, a corresponding Alarm Definition will need to be created in Milestone for the event to appear in Milestone’s Alarm Manager.
13. Send Review Messages must be set to True for Integrati to send details of new Review messages to the Milestone event server. This is necessary to receive events and state changes in Milestone, e.g. door has been unlocked.
14. The Secret Key must be copied and entered into the Milestone ACM settings when at that stage.

The following screenshot displays an example summary of the completed Milestone ACM interface settings in Integrati.



15. Save and close the Integrated Device window.

Connection Heartbeat and Monitoring

If the configuration settings are correct and there is successful communication with the Milestone Event Server, the Milestone Integrated Device status will appear Online and Review messages will be logged in Integrati. If the connection details are incorrect or if the connection between the Integrati Integration service and the Milestone Event Server service has dropped, the Milestone Integrated Device status will appear Offline and Review messages will be logged. An example of these can be seen below.

Integrated Devices – Milestone Online

Other Integrated Devices (Showing 1)					
Edit Delete Export Print / Export CSV					
...	Site	Name	Device Type	Status	Summary
	Type here to search	Type here to search	Type here to search	Type here to search	Type here to search...
	Firth Enterprises	Milestone ACM	Generic Device	Online	Connected to Milestone ACM at 127.0.0.1:62042

Review – Milestone Online

Review	
Source	Message
Period Recent History	Last 1 Days
Local Time	Text
12/04/2016 2:22:26 PM	[Milestone ACM] Accepted connection to 127.0.0.1:62725
12/04/2016 2:22:15 PM	[Milestone ACM] Connection monitoring started on Milestone ACM

Integrated Devices – Milestone Offline

Other Integrated Devices (Showing 1)					
Edit	Delete	Export	Print / Export CSV		
...	Site	Name	Device Type	Status	Summary
Type here to search	Type here to search	Type here to search	Type here to search	Type here to search	Type here to search...
Firth Enterprises	Milestone ACM	Generic Device	Offline	Connection lost: Waiting for Milestone to reconnect	

Review – Milestone Offline

Review	
Source	Message
Period Recent History	Last 1 Days
Local Time	Text
12/04/2016 2:25:26 PM	[Milestone ACM] Connection lost on Milestone ACM: Waiting for Milestone Server to reconnect

The interface supports heartbeat connection monitoring. A heartbeat message is sent from Milestone to Integrati every 60 seconds. If Milestone does not receive a response from Integrati within 60 seconds, the TCP connection will be dropped by Milestone. Integrati too will drop the connection if Integrati has not received a heartbeat within 180 seconds. Until Integrati knows that it has lost connection with Milestone, Integrati will not be able to start receiving a new connection. After 180 seconds, Integrati will automatically attempt to re-connect to Milestone either on the next heartbeat or when the next request is sent.

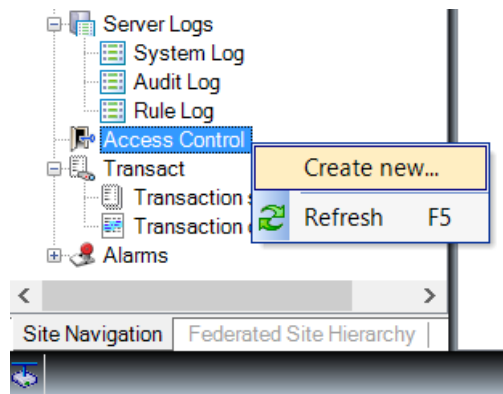
2. Installation in Milestone

Download and run the “Integration IntegratiMilestoneACM” plugin installer on the same machine as the Milestone Event Server. It may be necessary to close any open Milestone software and stop the Milestone Event Server before installing.

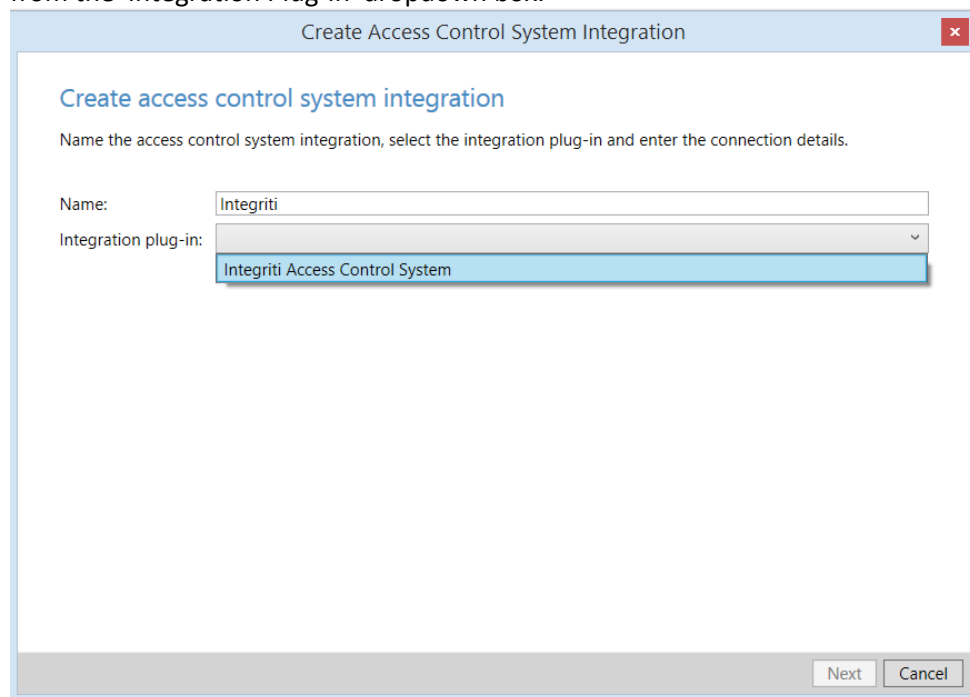
 Integration_IntegratiMilestoneACM_Plugin_1.0_(10170).exe

After the installation has completed, restart the Milestone Event Server and Management Server services. These services can be controlled through the Windows Services management window.

1. Open Milestone XProtect Management Client, right click on 'Access Control' and select 'Create New...'.



2. Name the Access Control Integration and select 'Integriti Access Control System' from the 'Integration Plug-In' dropdown box.



3. Enter the IP Address of the Integriti Integration Server.
4. Choose the port number to send commands to the Integriti server. This is the TCP port number that the Integriti server will listen on. The default is port 85 and the port must match the port settings in Integriti. If the port number is changed at a later time, the port number must be updated to match in both Integriti and Milestone. Ensure no firewalls are blocking the specified port.
5. Enter the Secret Key as displayed in the Milestone Integrated Device configuration settings in Integriti.

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: Integriti

Integration plug-in: Integriti Access Control System

Address: 192.168.0.4

Port: 85

Secret Key: 06ac7dd9-12345678-90123456-3a637985a9c2

Next Cancel

6. Press 'Next'. NOTE: The Integriti Integration Server must be running.
7. Milestone will then attempt to retrieve the configuration details from Integriti. This process should take less than 5 minutes. If the process takes longer than 5 minutes and appears to 'hang', close all Milestone applications and restart the Milestone Event and Management Server services and Integriti Integration service. Check connection details, ensure there are no firewalls blocking the connection and try again.

Create Access Control System Integration

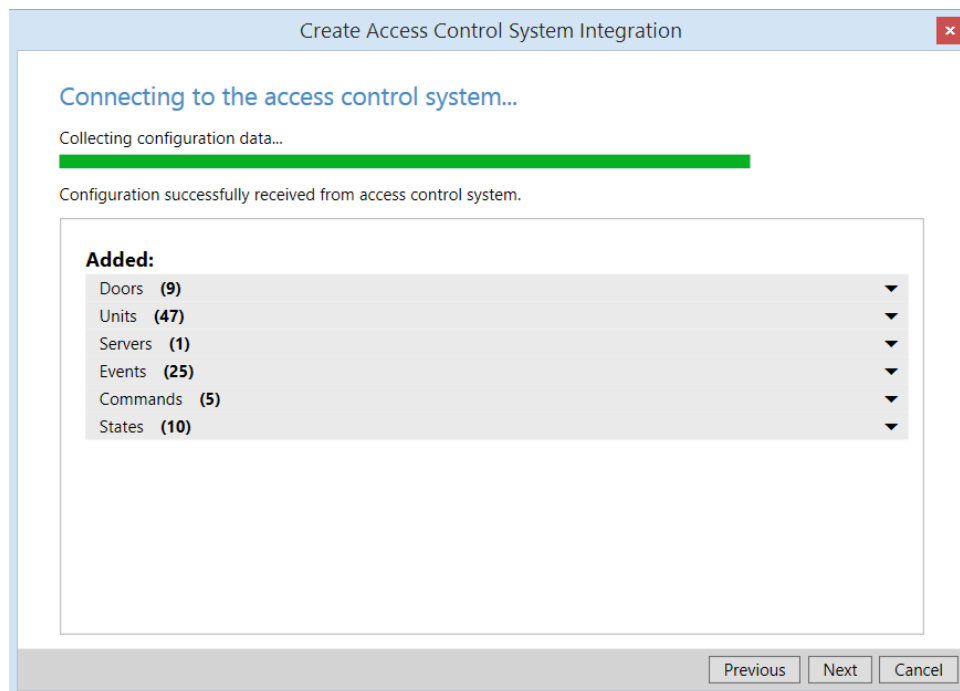
Connecting to the access control system...

Collecting configuration data...

Retrieving Door configuration

Previous Next Cancel

8. Once all configuration information has been retrieved, a summary will be displayed.



The following is an explanation of the summary configuration retrieved from Integrati as displayed above:

- **Doors** – the list of names of Doors in Integrati.
- **Units** – the list of Areas, Controllers, Access Points, Doors, Auxiliaries, and Inputs in Integrati. All Doors are assigned an “interior” and “exterior” access point to accommodate reader-in/reader-out Doors. The Integrati server is also displayed as a Unit.
- **Servers** – the Integrati Integration server and its IP address.
- **Events** – the list of all possible events Milestone can receive from Integrati. These Events directly correspond with Review Transitions in Integrati.
 - Area Armed
 - Area Dis-Armed
 - Area 24 Hour Armed
 - Area 24 Hour Dis-Armed
 - Area Deferred
 - Area Already Armed
 - Area Already Dis-Armed
 - Area Already 24 Hour Armed
 - Area Already 24 Hour Dis-Armed
 - Area Exit Cancelled
 - Door Lock
 - Door Unlock
 - Door Timed Lock
 - Door Timed Unlock
 - Door Lock Refreshed
 - Door Unlock Refreshed
 - Door Timed Lock Refreshed
 - Door Timed Unlock Refreshed
 - Door Timed Unlock Unnecessary
 - Door Error

- Door Override Cancelled
- Door Not Opened
- Door Opened (While Locked)
- Door Opened (Free Access)
- User Denied In
- User Denied Out
- User Granted In
- User Granted Out
- User Denied In (Passback)
- User Denied Out (Passback)
- User Granted In (Passback)
- User Granted Out (Passback)
- Global State Alarm
- Global State Tamper (Low)
- Global State Tamper (High)
- Global State Tamper
- Global State Isolate
- Global State Sealed
- Controller Connected
- Controller Disconnected
- Auxiliary On
- Auxiliary Off
- **Commands** – the list of all possible commands Milestone can send to Integriti:
 - Lock Door
 - Unlock Door
 - Timed Unlock Door *(if no door unlock time is specified in Integriti, the default unlock time of 5 seconds will be used)*
 - Arm Area
 - Disarm Area
 - Auxiliary Off
 - Auxiliary On
 - Restore Input
 - Alarm Input
 - Tamper Input
- **States** – the list of all possible device states Milestone can receive from Integriti:
 - Server Connected
 - Server Disconnected
 - Server State Unknown
 - Door Unlocked
 - Door Locked
 - Door State Unknown
 - Controller Connected
 - Controller Disconnected
 - Area Armed
 - Area Disarmed
 - Auxiliary On
 - Auxiliary Off
 - Input Sealed

- Input Alarm
- Input Tamper
- Input Isolated

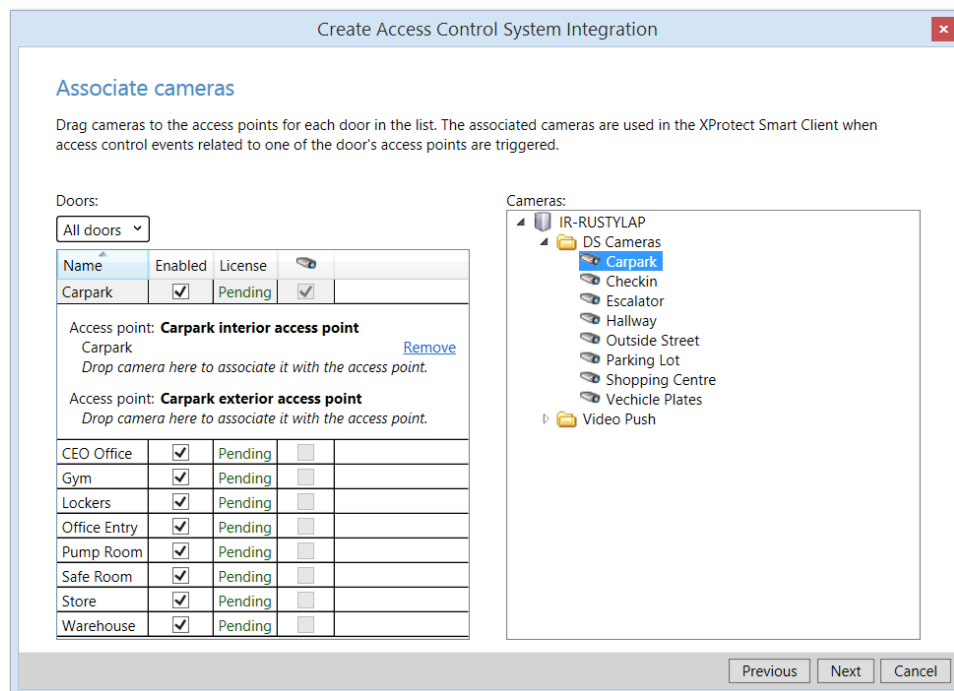
9. Once the configuration has been retrieved from Integrati press 'Next'.
10. In the list of doors, optionally enable the doors that are to be used and associate Milestone cameras with them by dragging and dropping the cameras onto the appropriate Access Point within the door.

An “Access Point” in Milestone is defined as a device that can be used to access a door. In Integrati, these map to a reader, hence there is one inside the door (interior) and one outside the door (exterior). In Integrati door programming, the reader on the inside of the door maps to the “interior access point” in Milestone, and similarly, the reader on the outside of the door maps to the “exterior access point” in Milestone. Entry-only doors have only one reader and as such they are mapped to the outside/exterior access point.

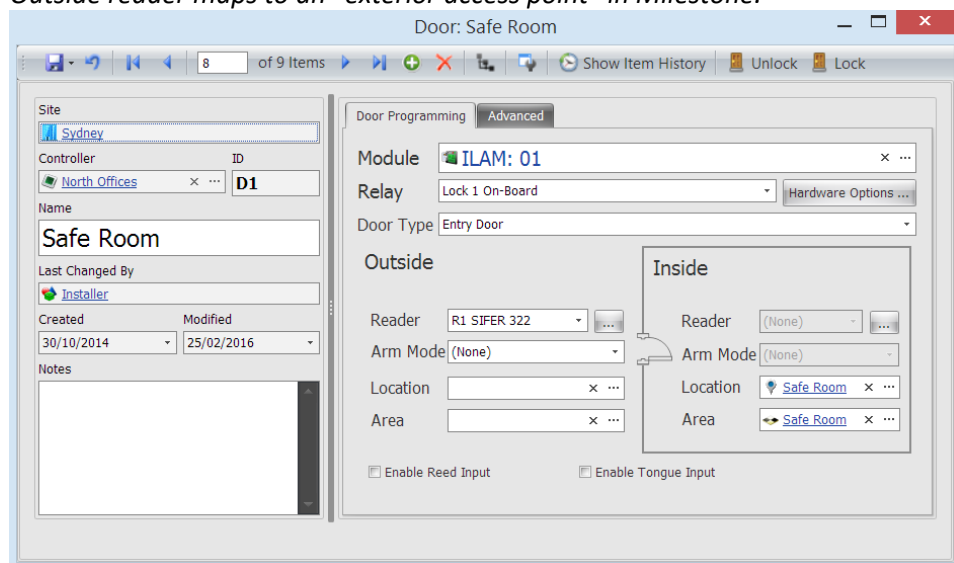
Regardless of whether the door is configured in Integrati as a “entry-only” or a “reader-in/reader-out” door, two Access Points will be displayed for each door. Simply ignore Access Points if they are not relevant.

Associating cameras with Access Points, whilst not necessary, provides additional features and helps personnel manage their security operation. Associations provide a convenient way of being able to directly view the camera at a given door. The association allows live and historic video to be displayed when an Access Point in Milestone is clicked upon, or alternatively, when an event occurs on the Access Point the operator can easily view the camera associated with that event. The same camera may be associated with multiple Access Points (e.g. in situations where the same camera views multiple doors). Conversely, multiple cameras may be associated with a single Access Point (e.g. in situations where multiple cameras view the one door).

In Milestone, Doors receive the locked and unlocked events, while an Access Point receives User events (User Denied, User Granted, etc) that occur on a card swipe.



Simply to underscore the notion of “outside” and “inside”, please refer to the screen shot below showing door programming in Integrati for an “entry-only” door. Note the Outside reader and that the Inside reader does not exist (greyed out). An Outside reader maps to an “exterior access point” in Milestone.



11. Press next and the Integrati ACM setup will be completed. This last process can take several minutes.

Integrated Device Configuration

Ports Used

The following ports are used for communication between the Integriti Milestone ACM Integration and the Milestone ACM Server that has the Integriti Milestone ACM Plugin installed. These ports should be configured in the Integriti Integration Server and any Integriti Client Machine's firewalls to allow the integration to be used.

- 85 (Milestone ACM)

Integration Configuration	Listening on Port 85
Connection	
Port	85
Secret Key	00000000-0000-0000-0000-000000000000
Synchronisation	
Synchronise Areas	☒
Synchronise Controllers	☒
Synchronise Doors	☒
Synchronise Users	☒
Synchronise User Photos	☒
Synchronise Inputs	☒
Synchronise Auxiliaries	☒
Commands	
Allow Commands	☒
Default Door Unlock Time (Seconds)	5
Events	
Review Transitions To Monitor	AreaAlreadyArmed, AreaAlreadyArmed_... ▾
Send Review Messages	☒
Event Look-back (Hours)	24 hours 00 mins ▲▼
Logging	
Log Verbosity	Debug ▾

Connection

Port – The port to receive requests from the Milestone server on (default 85). The port on the Milestone ACM Server

Secret Key – The key that should be inserted into the settings in the Milestone plugin (not changeable).

Synchronisation

Synchronise Areas – Whether Integriti Areas are synchronised with the Milestone ACM Server.

Synchronise Controllers – Whether Integriti Controllers are synchronised with the Milestone ACM Server.

Synchronise Doors – Whether Integriti Doors are synchronised with the Milestone ACM Server.

Synchronise Users – Whether Integriti Users are synchronised with the Milestone ACM Server.

Synchronise User Photos – Whether Integriti Users' Photos are synchronised with the Milestone ACM Server. Note that de-selecting this option can help speed up the start-up time of the Milestone ACM system.

Synchronise Inputs – Select to synchronise Integriti Inputs with the selected Milestone ACM Server

Synchronise Auxiliaries – Select to synchronise Integriti Auxiliaries with the selected Milestone ACM Server

Commands

Allow Commands – Whether the Milestone ACM Server can perform commands on the Integriti system.

Default Door Unlock Time (Seconds) – Any ‘Time Unlocked Door’ commands from Milestone will unlock in the specified number of seconds. This default is only valid for doors that have not had their door unlock time in Integriti changed (the new value will override this default).

Events

Review Transitions to Monitor– The types of Review Transitions to send to Milestone. By default, all Review Transitions are selected. A corresponding Alarm Definition will need to be created in Milestone for the event to appear in Milestone’s Alarm Manager.

Send Review Messages – Select to send details of new Review messages to the selected Milestone Event server (Required to receive events and state changes in the Milestone ACM).

Event Look-back (Hours) – Select the maximum hours to look back through Review when the Milestone ACM server is offline (if events happened on the server past the maximum specified hours, they will not be synchronised).

Logging

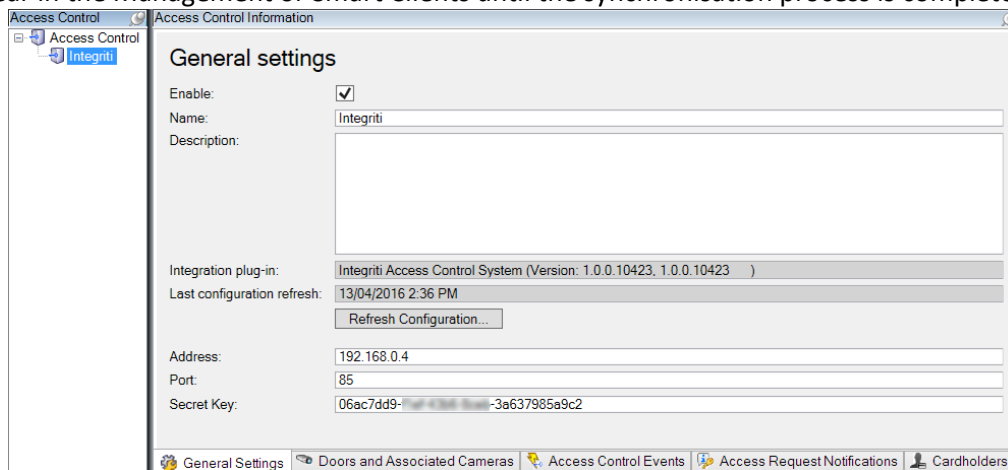
Log Verbosity - Only logs of the specified level or higher will be logged. If Warning is selected, only Warning, Error and Fatal logs will be written to the log.

Milestone XProtect Management Client

General Settings

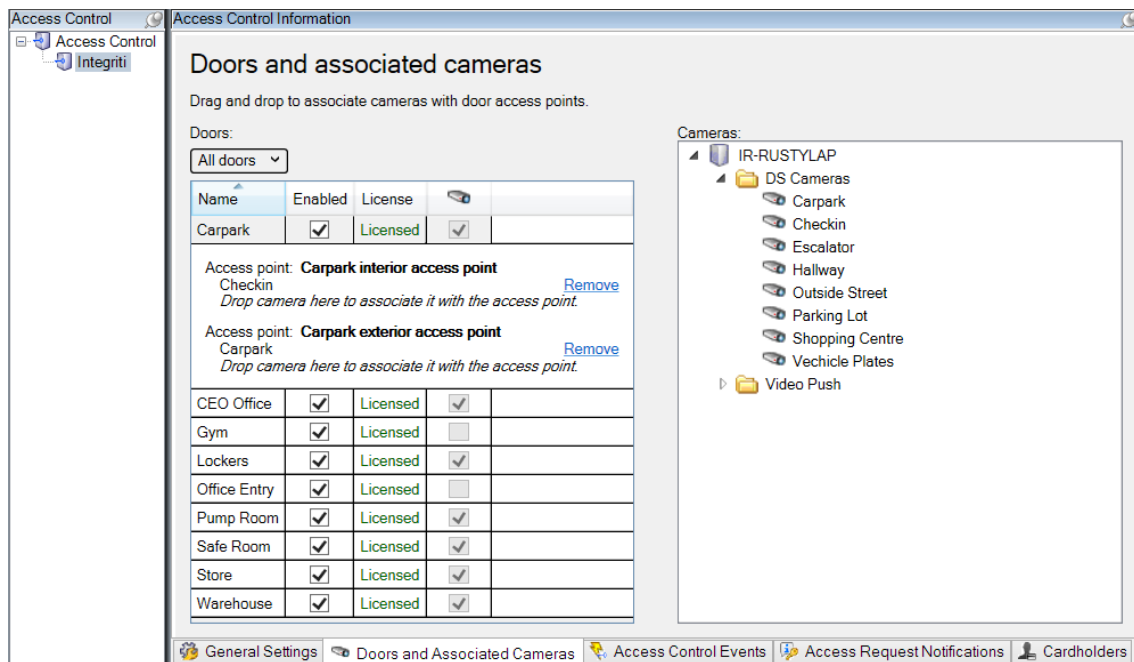
The general settings display an overview of the configuration parameters and plugin version number. The “Refresh Configuration” button updates the configuration data (Doors, Units, Servers, Events, Commands and States) from Integrati. Should changes be made to Doors, Areas or Controllers in Integrati, the “Refresh Configuration” button should be used to update those changes in Milestone. The “Refresh Configuration” should also be used whenever a new version of the Milestone ACM plugin is installed. “Refresh Configuration” will also update Users but this is not necessarily required as Users are automatically updated in the background every hour.

If the “Refresh Configuration” fails, restart the Milestone Event Server service and try again. As previously mentioned, it may take some time for the full synchronisation to complete after an Event Server restart and subsequently the Access Control module will not appear in the Management or Smart Clients until the synchronisation process is complete.



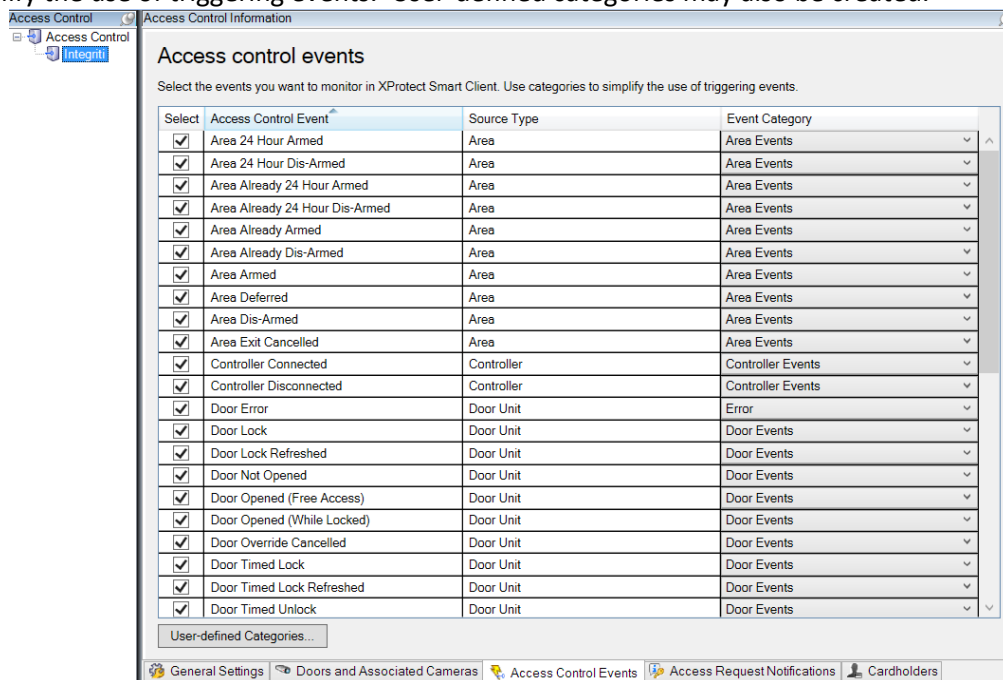
Doors and Associated Cameras

Map one or more cameras to each Access Point using drag and drop and see an overview of licensed and unlicensed doors. Please refer to step 10 under the “Installation in Milestone” section for a detailed explanation of door and camera associations.



Access Control Events

Optionally select the events to be monitored in the Milestone Smart Client. If an event has no category assigned the event will not come through to Milestone. Categories are used to simplify the use of triggering events. User-defined categories may also be created.

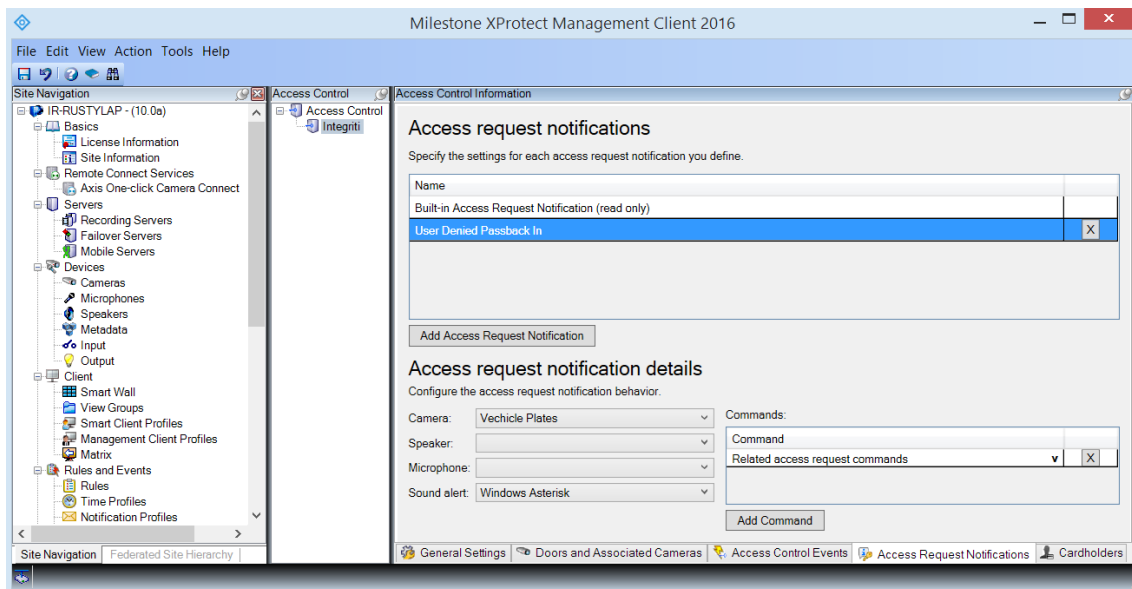


Access Request Notifications

Access Request Notifications work as a “fly-in” or “pop-up” that appears over the top of the operator’s workspace. Similar to the “Challenge Response” feature in Integrati, when an event is triggered that generates this notification, for example a doorbell button is pressed or there is an access denied event, the request for access will be sent to Milestone for an operator to process instead of the door automatically opening. Whilst the Milestone Smart

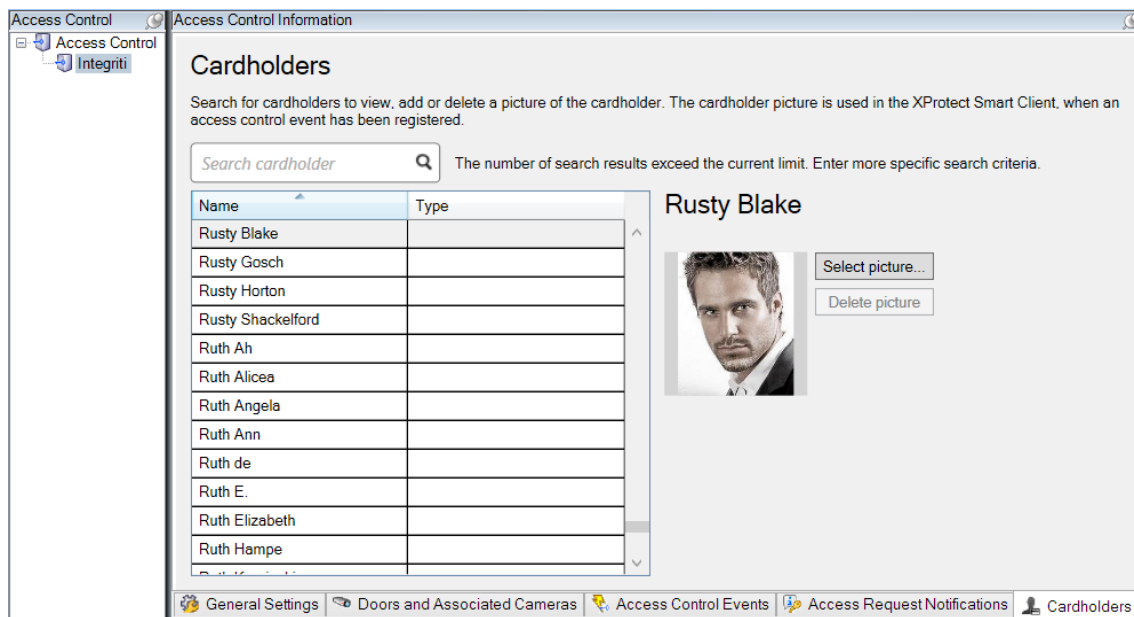
Client application will need to be open for the notification to appear, the Smart Client does not need to be the focus on the screen (i.e. the Smart Client can remain minimised). Access Request Notifications can be triggered by user defined events.

The Access Control Event will need to be in the “Access request” category for the event to trigger the notification. By default, “User Denied” events appear in the “Access request” category but this can be changed as necessary.



Cardholders

Search for cardholders to view, add or delete a picture of the cardholder. The cardholder picture is used in the Milestone Smart Client when an access control event has been registered. If a photo has already been assigned to a cardholder through Integrity, the photo will be displayed in Milestone. If necessary, the photo can be overwritten in Milestone but the updated photo will not be sent back to Integrity.



Alarms and Alarm Definitions

Alarms/events in Integrati are sent to Milestone based on the Integrati Review message. All alarms/events that match the selected "Review Transition" category are sent to Milestone. Refer to the configuration options within Integrati to selectively choose which types of alarms are sent by choosing the appropriate Review Transitions. Alert Definitions in Integrati are not required to be setup to send alarms to Milestone.

Only alarms/events that have an associated Area, Door or Controller will be sent to Milestone. If the alarm/event matches the selected Review Transition but does not have an associated Area, Door or Controller, the alarm/event will not be sent. This has been purposely designed to act as a filter so not all alarms/events are sent to Milestone. Whenever an alarm/event is sent to Milestone, the associated Area and/or Door ID is extracted from that alarm/event. The Area and Door units in Milestone have the same ID's as their Integrati counterparts, so when events are created in Milestone from an Integrati alarm/event, Integrati can directly provide Milestone the ID to associate the alarm/event with the correct Milestone unit. If an Integrati alarm/event has more than one associated Area, Door or Controller, there will be a new Milestone event for each entity.

Should the Integrati and Milestone servers become disconnected, any alarms/events in Integrati will be buffered and then automatically synchronised with Milestone when the connection is re-established. This should help mitigate lost messages.

The process for displaying alarms/events in Milestone should be:

1. **In Integrati:** Generate an alarm/event and confirm this is displayed in Integrati Review. This may require configuration in Integrati, such as putting an input into an Area and ensuring the Area is armed.
2. **In Integrati:** Double-click the Review event, expand out "Other Details" and take note of its Transition.
3. **In Integrati:** Navigate to the Integrated Device settings for Milestone and ensure the relevant Review Transition category is checked. Should the Review event have

a Transition that is not displayed in this listing, the event cannot be sent to Milestone.

4. **In Milestone:** Navigate to the Milestone Management Client and create a corresponding Alarm Definition. Select “Access Control Event Categories” and then the appropriate sub-category. The source will display a list of Doors by default but this can be expanded out to include all Units (such as Areas etc).

Troubleshooting

Ensure the alarm/event in Integrati has an associated Area, Door or Controller. If an Area or Door has recently been created click on “Refresh Configuration” in the Milestone Management Client so that Milestone receives the update. If Milestone does not have the ID of any newly created Areas or Doors, Milestone will not be able to receive events for that unit.

Milestone XProtect Smart Client

A dedicated “Access Control” tab is provided for optimised access control operations and investigations as well as providing a time-saving workflow and greater automation.



Access Control – Events

View events coming from Integrیتی, such as access control events, area arming/disarming, cardholder activity, server and controller connectivity and more. Easily use filters to search for specific events and view associated video with those events.

Time	Event	Source	Cardholder
19/04/2016 5:32:43 PM	Door Locked	Safe Room	
19/04/2016 5:32:39 PM	User Granted In	Safe Room exterior access point	Cara Mantovani
19/04/2016 5:32:39 PM	Door Unlocked (Timed)	Safe Room	
19/04/2016 5:31:24 PM	Door Locked	CEO Office	
19/04/2016 5:31:20 PM	Door Unlocked (Timed)	CEO Office	
19/04/2016 5:31:20 PM	User Granted In	CEO Office exterior access point	Rusty Blake
19/04/2016 5:20:04 PM	Door Locked	Carpark	
19/04/2016 5:20:00 PM	Door Unlocked (Timed)	Carpark	
19/04/2016 4:54:54 PM	Door Locked	Carpark	
19/04/2016 4:54:50 PM	Door Unlocked (Timed)	Carpark	
19/04/2016 4:54:50 PM	User Granted In	Carpark exterior access point	Rusty Blake
19/04/2016 4:54:48 PM	User Denied Passback Out	Carpark interior access point	Rusty Blake
19/04/2016 4:54:45 PM	Door Locked	Carpark	
19/04/2016 4:54:41 PM	Door Unlocked (Timed)	Carpark	
19/04/2016 4:54:41 PM	User Granted Out	Carpark interior access point	Rusty Blake
19/04/2016 4:54:30 PM	User Denied Passback In	Carpark exterior access point	Rusty Blake
19/04/2016 4:50:38 PM	Controller Connected	Admin Block	
19/04/2016 4:50:38 PM	Controller Connected	North Offices	
19/04/2016 4:48:37 PM	Door Locked	Carpark	
19/04/2016 4:48:37 PM	Door Locked	Carpark	
19/04/2016 4:48:37 PM	Door Locked	Carpark	
19/04/2016 4:48:35 PM	Door Unlocked (Timed)	Carpark	

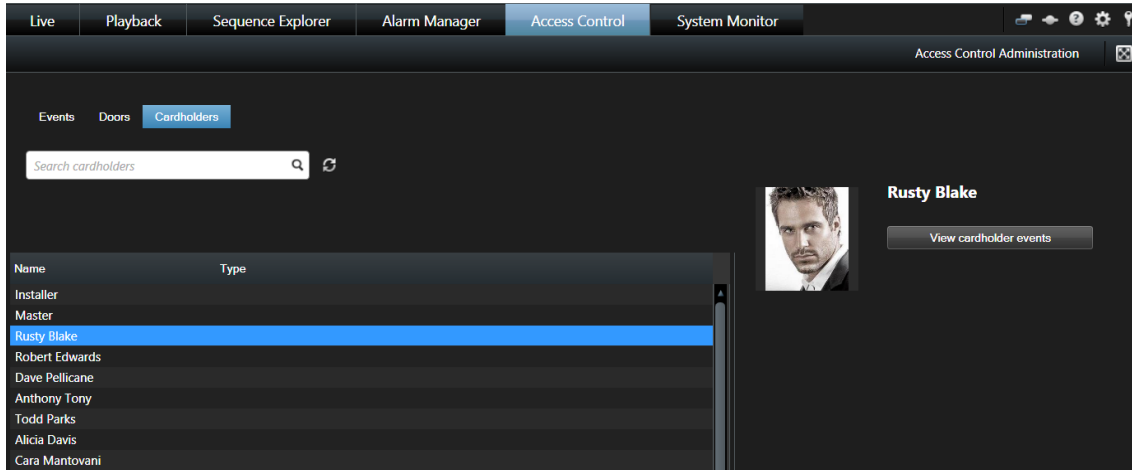
Access Control – Doors

List and search access control units, display the state of units, display associated video and control doors.

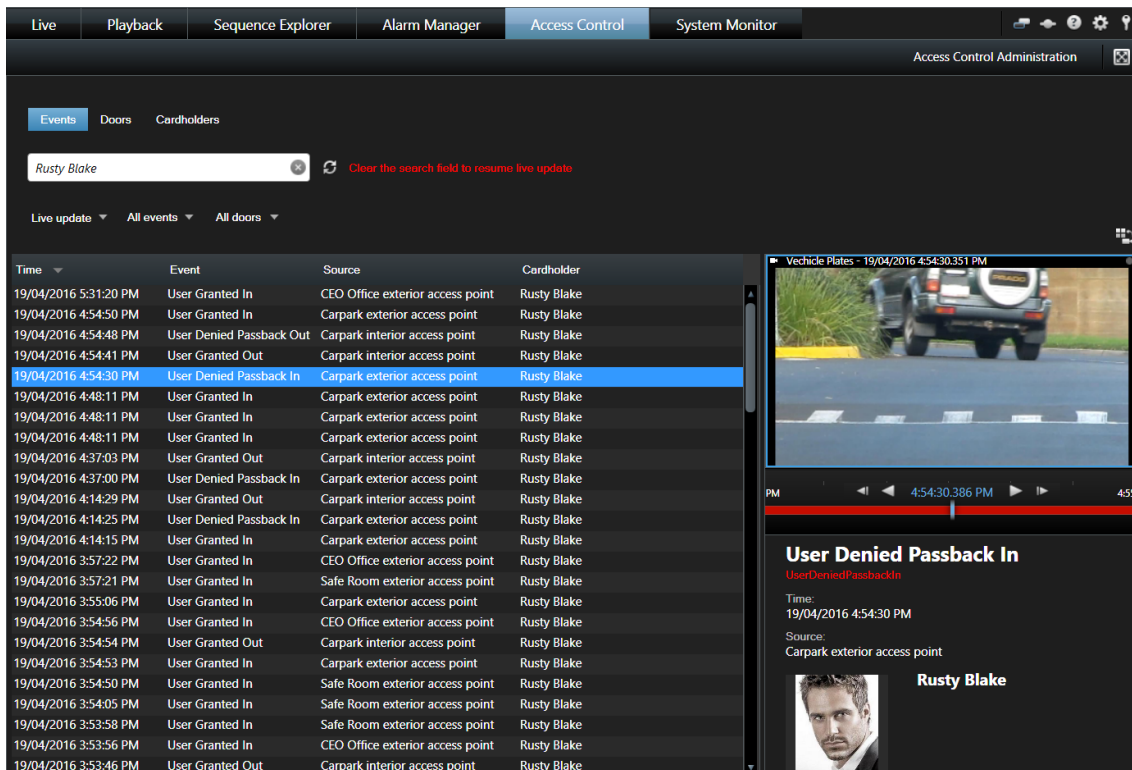
Name	State
Carpark	Door Unlocked (Timed)
CEO Office	Door Locked
Gym	Door Locked
Lockers	Door Locked
Office Entry	Door Unlocked
Pump Room	Door Locked
Safe Room	Door Unlocked
Store	Door Locked
Warehouse	Door Locked

Access Control – Cardholders

View and search for cardholders. Apply or overwrite an image to a cardholder (images are not sent back to Integriti).

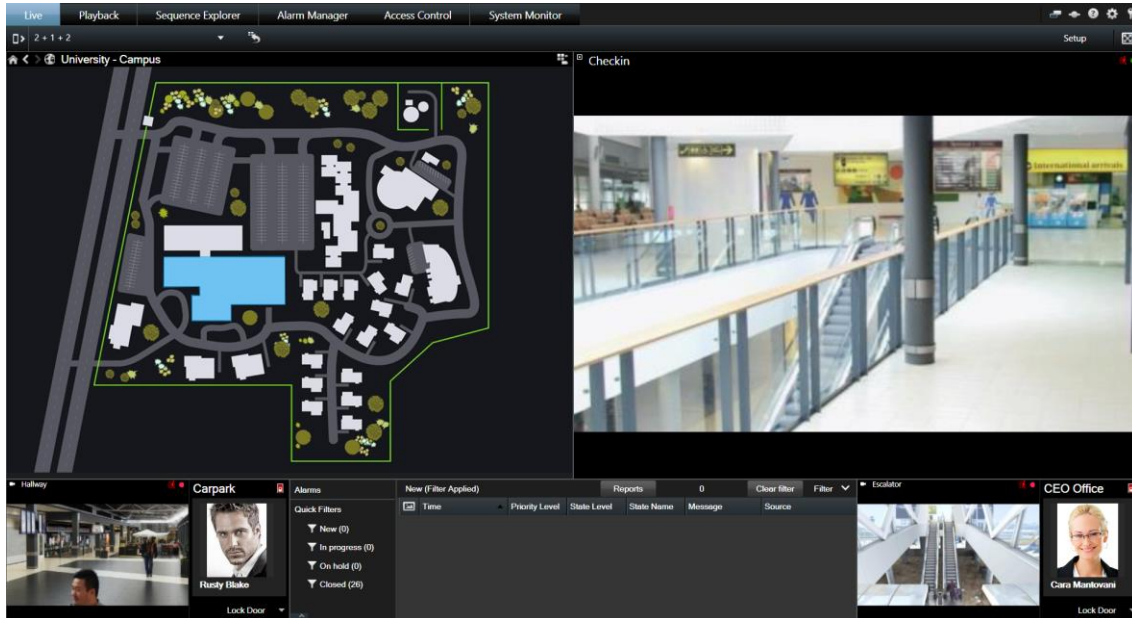


Click on the “View cardholder events” to activate an Event filter for that cardholder.



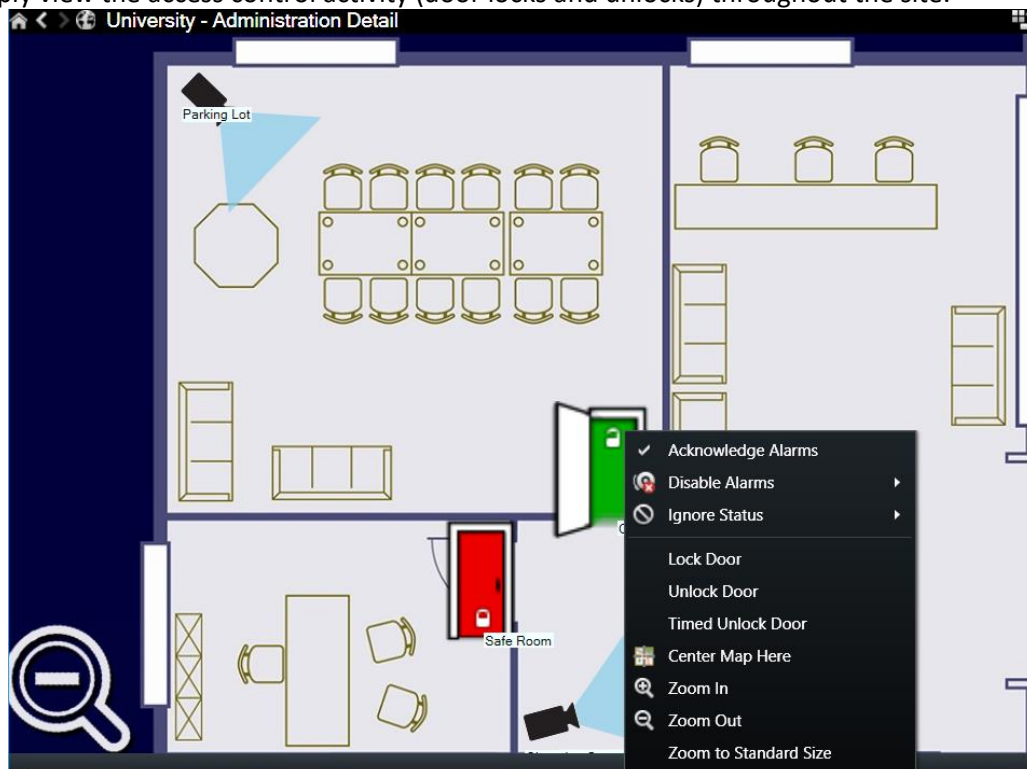
Live View

Monitor access points, view a listing of access events and cardholder information, view in-context investigation via independent playback and view overlay buttons for Access Control commands.



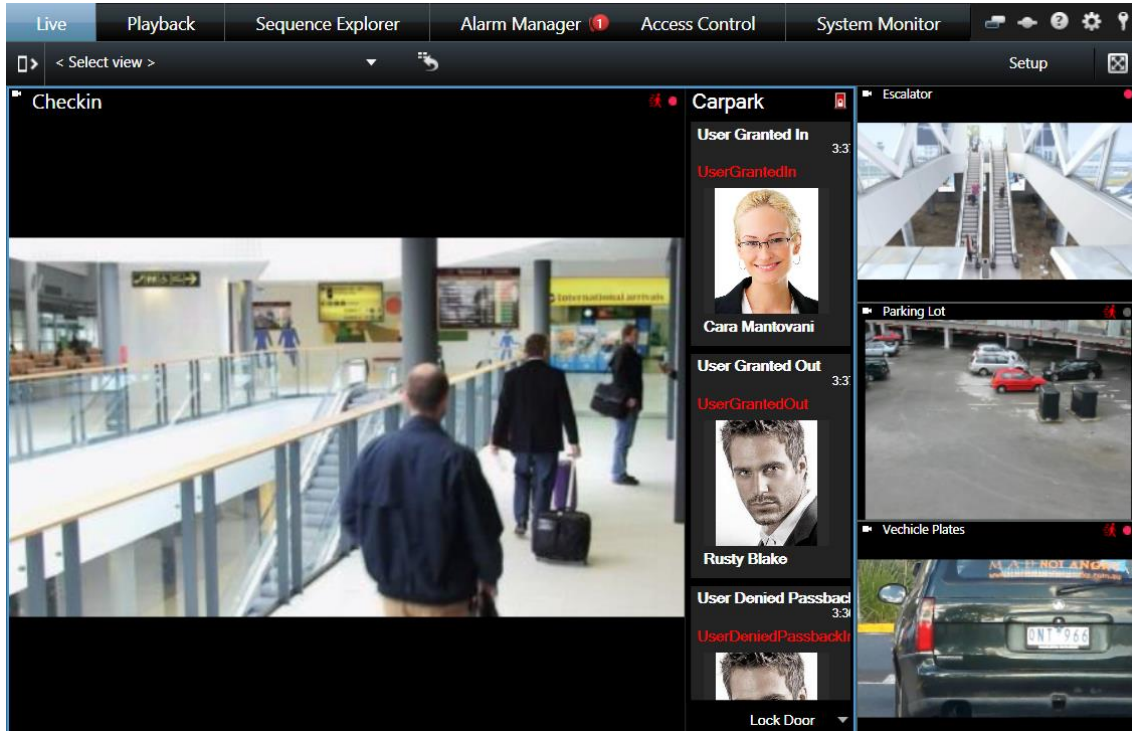
Graphical Maps

Manage access control devices via maps (lock/unlock doors) as well as view access control device status and display outstanding alarms. Maps update in real-time allowing operators to simply view the access control activity (door locks and unlocks) throughout the site.



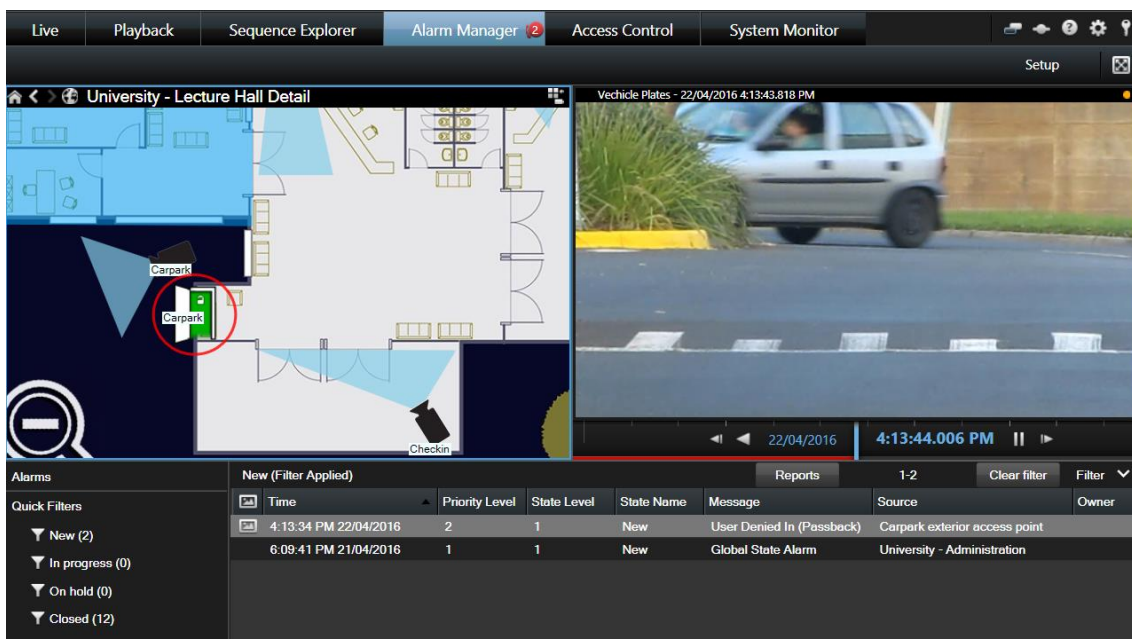
Access Monitor

Live listing of access control events with cardholder information. Door control commands are also displayed for easy access.



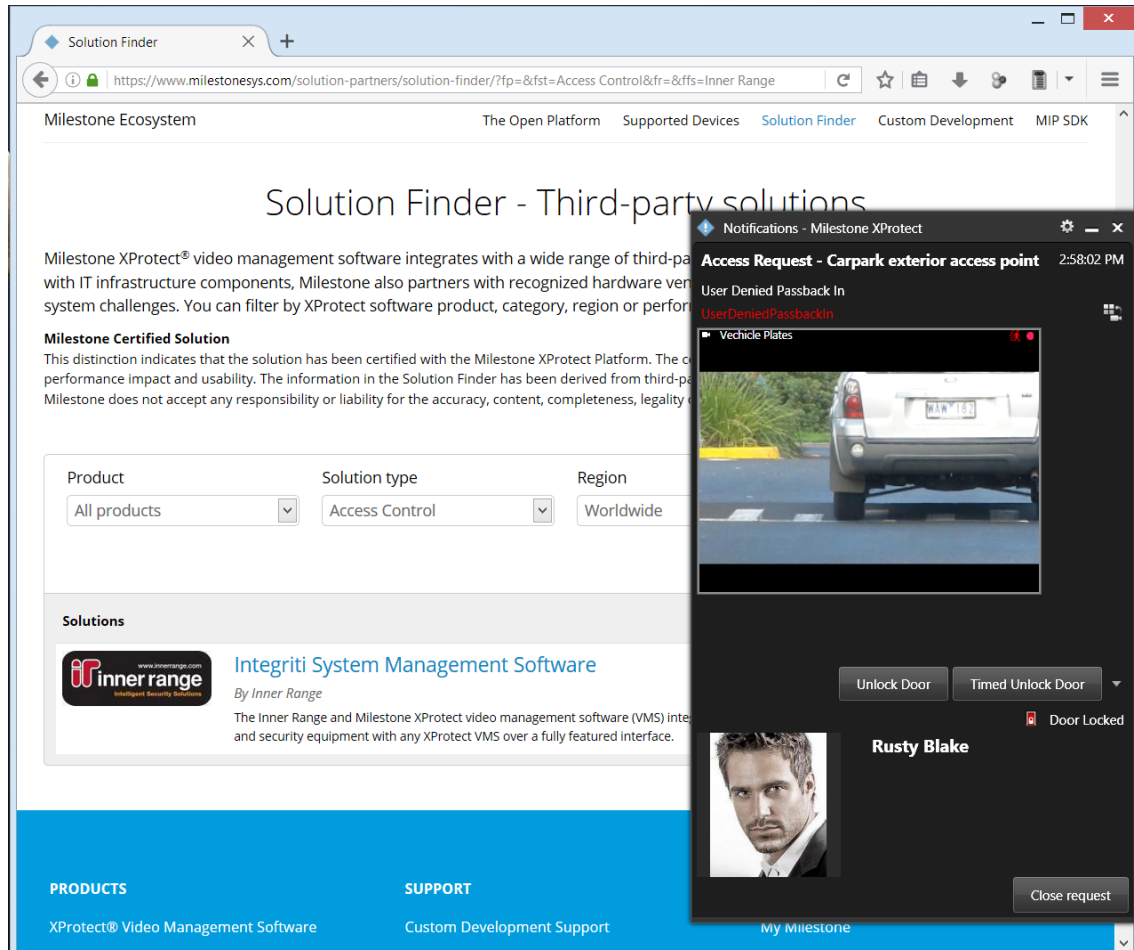
Alarm Manager

Alarms from Integrity are sent to Milestone and displayed in the Alarm Manager. View a list of events for doors and cardholder activities, search for events triggered by a specific cardholder, track personnel and preview video of events.



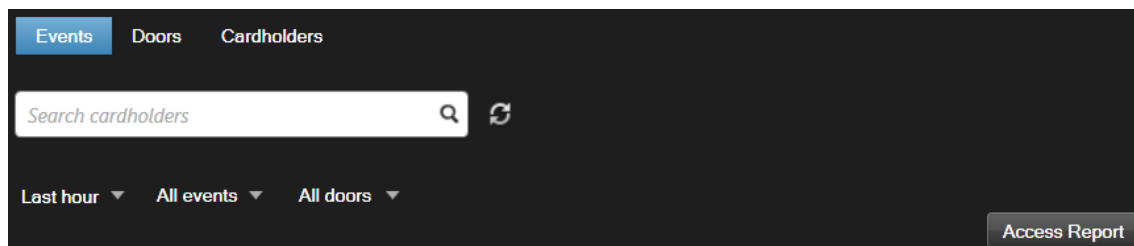
Access Request Notifications

The Access Request Notification appears as a pop-up over the operator's workspace when the requirement for an event is met, such as a door bell being pressed or an access denied event. View the event with the associated video and control the door.



Access Reports

Under Access Control → Events, whenever the time filter is set to anything other than “Live Update”, the “Access Report” button is displayed. Generate an Access Report to create a PDF version of access history including the ability to filter the results of the report based on the selected event types and access doors.





Access Report

Period: 22/04/2016 1:37:24 PM -> 22/04/2016 3:37:38 PM
Event types: All events
Access units: All doors
Comment:

Time:	22/04/2016 3:37:33 PM	Vehicle Plates
Door:	Carpark	
Source:	Carpark exterior access point	
Event:	User Denied in (Passlock)	
Reason:	User Denied/Passlockin	
Cardholder:	Rusty Blake	
Time:	22/04/2016 3:37:31 PM	Checkin
Door:	Carpark	
Source:	Carpark	
Event:	Door Timed Unlock	
Reason:	DoorTimedunlock	
Cardholder:		
Time:	22/04/2016 3:37:31 PM	Vehicle Plates
Door:	Carpark	
Source:	Carpark exterior access point	
Event:	User Granted in	
Reason:	UserGrantedin	
Cardholder:	Rusty Blake	
Time:	22/04/2016 3:37:36 PM	Escalator
Door:	CEO Office	
Source:	CEO Office	
Event:	Door Lock	
Reason:	DoorLock	
Cardholder:		
Time:	22/04/2016 3:37:32 PM	Escalator
Door:	CEO Office	
Source:	CEO Office	
Event:	Door Timed Unlock	
Reason:	DoorTimedunlock	
Cardholder:		
Time:	22/04/2016 3:37:32 PM	Escalator
Door:	CEO Office	
Source:	CEO Office exterior access point	
Event:	User Granted in	
Reason:	UserGrantedin	
Cardholder:	Care Mantovani	
Time:	22/04/2016 3:37:32 PM	Escalator
Door:	CEO Office	
Source:	CEO Office	
Event:	Door Lock	
Reason:	DoorLock	
Cardholder:		

Troubleshooting

Integriti is not connecting to the Milestone server

- Is the Integriti integration server running?
- Is the Milestone Event server running?
- Is persisted connection running?
- Is the Milestone secret key correctly specified?
- Is the port 85 added to the integration server's firewall?
- Does restarting the Milestone Event server resolve the issue?

Changing the state of supported Integriti entities is not reflected in the Milestone server

- Check if Integriti established connection with the Milestone server, see the above points.
 - Is synchronisation option enabled for the required entities in the Integriti Milestone Integration editor?
 - Are the required review transitions to monitor enabled for the required status/events in the Integriti Milestone Integration editor?
 - Are the Integriti entities synced/refreshed in the Milestone server?
 - Does restarting the Milestone Event server resolve the issue?
-