

Milestone Systems

Milestone Mobile 2013

Administrator's Manual



The Open Platform Company



Contents

- INTRODUCTION.....5**
 - ABOUT MILESTONE MOBILE 5**
 - PREREQUISITES FOR USING MILESTONE MOBILE 5**
 - ACCESS XPROTECT WEB CLIENT 6**
- SYSTEM REQUIREMENTS.....7**
 - XPROTECT MOBILE CLIENT 7**
 - XPROTECT MOBILE SERVER 7**
 - XPROTECT MOBILE PLUG-IN..... 8**
- INSTALLATION.....9**
 - ABOUT COMPONENTS TO INSTALL 9**
 - ABOUT REINSTALLATION OR UPGRADE OF THE MILESTONE MOBILE SERVER 9**
 - DOWNLOAD AND INSTALL MILESTONE MOBILE CLIENT..... 9**
 - DOWNLOAD AND INSTALL MILESTONE MOBILE SERVER AND PLUG-IN..... 9**
 - CONNECT TO A MILESTONE MOBILE SERVER FROM LOCAL WIFI..... 10**
 - CONNECT TO A MILESTONE MOBILE SERVER FROM REMOTE OR CELLULAR NETWORKS 10**
- CONFIGURATION.....11**
 - ABOUT MOBILE SERVER..... 11**
 - ABOUT VIDEO PUSH..... 11**
 - ABOUT MILESTONE FEDERATED ARCHITECTURE AND MASTER/SLAVE SERVERS 11**
 - ABOUT OUTPUT AND EVENTS 11**
 - ABOUT NAMING AN OUTPUT FOR USE IN MILESTONE MOBILE..... 12**



- ABOUT SAVING CONFIGURATION CHANGES IN XPROTECT ENTERPRISE 8.0 AND OTHER SMB-PRODUCTS 12**
- ADD/EDIT A MOBILE SERVER 12**
- DELETE A MOBILE SERVER 13**
- RENAME A MOBILE SERVER..... 13**
- ADD A VIDEO PUSH CHANNEL 13**
- ADD A VIDEO PUSH DRIVER AS A HARDWARE DEVICE 14**
- ADD HARDWARE DEVICES SETTINGS..... 14**
- ADD AN AUTOMATIC EXPORT RULE 15**
- MOBILE SERVER SETTINGS 15**
 - Info15
 - Server Status16
 - Video Push.....17
 - Export17
- MOBILE SERVER MANAGER20**
 - ABOUT MOBILE SERVER MANAGER 20**
 - ABOUT SHOW STATUS 20**
 - ABOUT ACCESSING LOGS AND EXPORTS 21**
 - EDIT CERTIFICATE..... 21**
 - FILL IN/EDIT SURVEILLANCE SERVER CREDENTIALS..... 22**
 - SHOW/EDIT PORT NUMBERS..... 22**
 - START, STOP AND RESTART MOBILE SERVICE 22**
- FREQUENTLY ASKED QUESTIONS (FAQS)23**
- INDEX.....26**



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3rd_party_software_terms_and_conditions.txt located in your Milestone surveillance system installation folder.



Introduction

About Milestone Mobile

Milestone® Mobile is made up of a setup of three parts:

- **Milestone Mobile client**
- **Milestone Mobile server**
- **Milestone Mobile plug-in**

The Milestone Mobile client is a mobile surveillance application that you download and install on your Android smartphone or tablet, or Apple® device.

The Milestone Mobile client is closely integrated with the rest of your XProtect video management system. You can install as many Milestone Mobile clients as you need. For documentation on the Milestone Mobile client, see **Milestone Mobile User's Manual** at <http://www.milestonesys.com/mobilehelp> (<http://www.milestonesys.com/mobilehelp>).

The Milestone Mobile server and Milestone Mobile plug-in are covered in this Administrator's Manual. You can run Milestone Mobile server with most XProtect video management software solutions, most of which you can try out as free trials from <http://www.milestonesys.com/downloads> (<http://www.milestonesys.com/downloads>).

See also the **FAQs** (see "**Frequently asked questions (FAQs)**" on page 23) for more general information.

Prerequisites for using Milestone Mobile

The following items must be in place before you can start using Milestone Mobile:

- An XProtect video management system installed and configured with at least one user.
- Cameras and views set up in XProtect® Smart Client.
- A mobile device running Android or iOS.
- Access to Google Play or App StoreSM from which you can download the Milestone Mobile application. You must configure the device used with a Google account or an Apple account, depending on which operating system your device is running. Consult your device's user guide if needed.
- If you run XProtect Go, the Milestone Mobile server must be installed on the same physical computer as XProtect Go.

You are now ready to install and start using Milestone Mobile. Milestone Mobile is only compatible with some versions of XProtect. See System requirements for Milestone Mobile server (see "XProtect Mobile server" on page 7) for more information.



Access XProtect Web Client

If you have a Milestone Mobile server (see "About Mobile server" on page 11) installed on your computer, you can use the XProtect® Web Client to access your cameras and views. Since you do not need to install XProtect Web Client, you can access it from the local computer on which you installed the Milestone Mobile server or any other computer you want to use for this purpose.

To access the XProtect Web Client:

1. Set up the Milestone Mobile server in the Management Application.
2. Open an Internet browser (Internet Explorer, Mozilla Firefox, Google Chrome or Safari) or click **Open XProtect Web Client** in the Mobile Server Manager (see "About Mobile Server Manager" on page 20).
3. Type in the IP address (that is, the external address your and port of the server on which the Milestone Mobile server is running).

Example: The Milestone Mobile server is installed on a server with the IP address 127.2.3.4 and is configured to accept HTTP connections on port 8081 and HTTPS connections on port 8082 (default settings of the installer).

In the address bar of your browser, type: <http://127.2.3.4:8081/XProtectMobile/Web/> or <https://127.2.3.4:8082/XProtectMobile/Web/>, depending on whether you want to use a standard HTTP connection or a secure HTTPS connection. You can now begin using XProtect Web Client.

4. Add the address as a bookmark in your browser for easy future access to XProtect Web Client. If you use XProtect Web Client on the local computer on which you installed the Milestone Mobile server, you can also use the desktop shortcut created by the installer. Click the shortcut to launch your default browser and open XProtect Web Client.



System requirements

XProtect Mobile client

- Smartphone or tablet running Android 2.2+ or
- Smartphone, tablet or portable music player running iOS 5+.

XProtect Mobile server

Name	Description
Operating system	<ul style="list-style-type: none"> ▶ Microsoft® Windows® XP Professional (32-bit or 64-bit*) ▶ Windows Server 2003 (32-bit or 64-bit*) ▶ Windows Server 2008 R1/R2 (32-bit or 64-bit*) ▶ Windows Vista™ Business (32-bit or 64-bit*) ▶ Windows Vista Enterprise (32-bit or 64-bit*) ▶ Windows Vista Ultimate (32-bit or 64-bit*) ▶ Windows 7 Professional (32-bit or 64-bit*) ▶ Windows 7 Enterprise (32-bit or 64-bit*) ▶ Windows 7 Ultimate (32-bit or 64-bit*)
CPU	Minimum Intel® Pentium® 4, 2.4 GHz or higher (Core™ 2 recommended).
RAM	Minimum 2 GB (4 GB or more recommended).
Network	Ethernet (1 Gbit recommended).
Graphics	Adapter AGP or PCI-Express, minimum 1024 x 768, 16-bit colors.
Hard disk type	E-IDE, PATA, SATA, SCSI, SAS (7200 RPM or faster).
Hard disk space	Minimum 1 GB free hard disk space available, excluding space needed for recordings.



Name	Description
Software	<ul style="list-style-type: none"> ▶ Microsoft .NET 3.5 and 4. ▶ DirectX 9.0 or newer. ▶ Windows Help (WinHlp32.exe). ▶ All can be downloaded from http://www.microsoft.com/downloads (http://www.microsoft.com/downloads).
Milestone XProtect® video management software	<ul style="list-style-type: none"> ▶ XProtect® Corporate 4.0+. ▶ XProtect® Enterprise 8.0+. ▶ XProtect® Professional 8.0+. ▶ XProtect® Express 1.0+. ▶ XProtect® Essential 2.0+. ▶ XProtect® Go 2.0+.

* Running as a 32-bit service/application.

XProtect Mobile plug-in

See the **System requirements** section of your XProtect video management system documentation.



Installation

About components to install

- Download and install the Milestone Mobile client on a mobile device.
- Install the Milestone Mobile server component on a dedicated server or, alternatively, on the server running your XProtect video management system (Note that XProtect® Go cannot run on a dedicated server).

The installation of the Milestone Mobile settings needed in your system setup on the computer running your system take place as either an installation of a plug-in or as part of a product installation or upgrade.

About reinstallation or upgrade of the Milestone Mobile server

If you reinstall or upgrade the Milestone Mobile server, any custom settings on your Mobile server are not saved and you must set them again.

Note: When you install Mobile server 2.0 or newer on top of an existing Mobile server 1.0 or v1.1, this installation does not remove the old MIP entry for the Mobile server. Before you install the new version, Milestone recommends that you uninstall the old version of the Mobile server and delete the old MIP entry from the Management Application/Management Client.

Download and install Milestone Mobile client

Search for **Milestone Mobile** in Google Play or App StoreSM (see your device's user manual for details), find the **Milestone Mobile** application, download and install it on your device from there.

Download and install Milestone Mobile server and plug-in

1. Download the generic Milestone Mobile installer from <http://www.milestonesys.com/downloads> (<http://www.milestonesys.com/downloads>).
2. Start the installer and follow the instructions.
3. Decide if you want to install the Milestone Mobile server on the same server as your XProtect video management system **or** on a dedicated computer/server. When you are asked for a server address, enter the address of the XProtect video surveillance server. Once the Milestone Mobile server is installed, it runs immediately, no need to restart any applications.

Milestone recommends that you use a dedicated server for installations with many cameras and/or simultaneous users. This depends on your installation's CPU availability. If in doubt,



monitor the CPU load on the computer with the Milestone Mobile server installed (during typical scenarios for your setup). Continuous load of 100% might impact the performance of your XProtect video management system. In such cases, Milestone recommends that you use a dedicated server. If you are asked to allow the Milestone Mobile server, do so.

If you cannot connect from recording servers to the Milestone Mobile server after installation, check firewall settings and if needed, edit these settings to allow access to the server.

If you have disabled User Access Control (UAC) in Windows and attempt to install Milestone Mobile server as a non-administrator user, the installer for Milestone Mobile server freezes after which you must restart your machine. Make sure that you have proper rights as local administrator before attempting to install.

Connect to a Milestone Mobile server from local WiFi

To test that the Milestone Mobile server is installed correctly and is connected to your XProtect video management system:

1. Make sure your device is connected to the same network as the computer running Milestone Mobile server and that you have the rights to view live video when logged in.
2. Add a new Milestone Mobile server to the Milestone Mobile client using the IP address of the Milestone Mobile server. Alternatively, use the full name of the computer to log in to and its domain name if you do not know the IP address of your Milestone Mobile server.
3. Enter other needed properties such as, for example, user name and password.
4. Tap the Milestone Mobile server you want to connect to.

Connect to a Milestone Mobile server from remote or cellular networks

Connecting to the Milestone Mobile server from a different network than the one the Milestone Mobile client uses (or the device's 3G/4G connection) requires additional configuration steps:

1. Make sure the address of the Milestone Mobile server entered in the Milestone Mobile client is identical to the external IP address of the network the Milestone Mobile server is connected to.
2. Make sure the port used for the connection is forwarded by the router to the computer where the Milestone Mobile server is running. Unless you have changed this when you installed the Milestone Mobile server, default port is 8081. Alternatively, the computer with the Milestone Mobile server can be connected directly to the Internet instead of through a router. This gives it a public IP address and avoids port forwarding.
3. Add a new Milestone Mobile server to the Milestone Mobile client using the IP address of the Milestone Mobile server. Alternatively, use the full name of the computer to log in to and its domain name if you do not know the IP address of your Milestone Mobile server.
4. Enter other needed properties such as, for example, user name and password.

Note, when bypassing the router, other computers on the network cannot access the internet. This can be fixed if the Internet Service Provider allocates multiple public IP addresses to the connection.



Configuration

About Mobile server

A Mobile server handles log-ins when a user wants to log into his/her XProtect system via the Milestone Mobile client from a mobile device or from the XProtect Web Client.

Upon correct login, the Mobile server distributes video streams from relevant recording servers to Milestone Mobile client. This offers an extremely secure setup, where recording servers are never connected to the Internet. When a Mobile server receives video streams from recording servers, it also handles the complex conversion of codecs and formats allowing streaming of video on the mobile device.

Important: Before you begin the installation of the Mobile server, make sure you are logged in with an account that has administrator rights. Installation cannot be successful if you use a standard user account.

About Video push

Video push is feature in your Milestone Mobile client that allows you to use your mobile device's camera, for example, to collect evidence when you investigate an alarm or event. You do this by sending a video stream from your mobile device to your XProtect video management system. In the Mobile server settings, you can set up how many users should be able to use the Video push feature in the video management system.

About Milestone Federated Architecture and master/slave servers

If your XProtect product supports Milestone Federated Architecture and/or master/slave servers, you can access such servers with your client. Use this functionality to gain access to all cameras on all slave servers by logging in to the master server.

This means that when users of the client want to log in to a server to see cameras from all servers in your system, they must connect to the IP address of the master server. Users must have administrator rights on all servers in the system in order for the cameras to show up in the client.

If you use XProtect Enterprise or any other SMB-product (that is XProtect Professional, XProtect Express, XProtect Essential or XProtect Go), you should only install the server on the master server and not on any slave servers. System administrators must make sure that client users only connect to a master server.

About output and events

You can manage the availability of the **Output and Events** tab in the Milestone Mobile client by enabling or disabling this on the Mobile server tab. Output and events is by default enabled, and all available events and outputs for the connected devices are shown here.



Output and events are by default enabled on the XProtectMobile server and are available from the **Output and Events** tab in Milestone Mobile client.

About naming an output for use in Milestone Mobile

In order to get outputs shown correctly together with current camera, it is important that the output uses the exact same name as the camera.

Example:

If you have a camera named "AXIS P3301,P3304 - 10.100.50.110 - Camera 1", you must also name the output "AXIS P3301,P3304 - 10.100.50.110 - Camera 1".

You can add a further description to the title afterwards, for example "AXIS P3301,P3304 - 10.100.50.110 - Camera 1 - Light switch".

Important: If you do not follow these naming conventions, outputs are not available in the output list for the associated camera's view. Instead, outputs appear in the list of other outputs on the **Output and Events** tab.

About saving configuration changes in XProtect Enterprise 8.0 and other SMB-products

The following applies to XProtect Enterprise 8.0, XProtect Professional 8.0, XProtect Express 1.0, XProtect Essential 2.0 and XProtect Go 2.0 software versions only.

If you are logged into the Milestone Mobile client and are watching one or more cameras views while at the same time changing configuration in the Management Application, the live video from the camera may freeze in the Milestone Mobile client if you click **Save Configuration and Restart Surveillance Services** in the Management Application.

To avoid this scenario, you must restart the Milestone Milestone Mobile service manually. See the Windows Help for information about how to do this. If you are using newer versions of XProtect, the Milestone Milestone Mobile service is restarted with the other services and no user action is required.

Add/edit a Mobile server

1. Do one of the following:
 - To add a new server, right-click **Mobile Servers**. From the menu that appears, select **Create New**.
 - To edit a Mobile server, select the wanted server.
2. Fill in/edit the needed properties.
3. In the lower right corner, click **Apply**.
4. In the top toolbar, click **File > Save**.



IMPORTANT: If you edit settings for **Login method**, **All cameras view** and **Outputs and events**, while you are connected to the Milestone Mobile client, you must restart the Milestone Mobile client for the new settings to take effect.

Delete a Mobile server

1. From the navigation pane, expand **Servers > Mobile Servers** in order to see existing servers.
2. Right-click the unwanted server and select **Delete**.
3. Click **Yes**.

Rename a Mobile server

1. From the navigation pane, expand **Servers > Mobile Servers** in order to see existing servers.
2. Select the required Mobile server.
3. On the **Info** tab, which opens once the Mobile server is selected, change the name of the server by typing in the **Server name** and **Description** fields.
4. In the lower right corner, click **Apply**.
5. In the toolbar, click **File > Save**.

Add a Video push channel

To add a Video push channel (see "About Video push" on page 11), do the following:

1. On the **Video Push** tab, select the **Video push** checkbox.
2. Add a Video push channel by changing the number of channels from 0 (default) to the number of video push channels you need. Once added, video push channels appear in the **Channels** mapping.
3. Select a user name from a user account already set up in your XProtect system to associate with the relevant Video push channel. If you do not associate the Video push channel with an already created user, then you do not have a **Push** button (iOS)/**Record** button (Android) in the Milestone Mobile client when you log in.
4. Click **File > Save**.
5. Add the Video push driver as a hardware device (see "Add a Video push driver as a hardware device" on page 14) to the video management system. You must choose the **Manual** hardware device detection method as the Video push driver does not show up in automatic hardware searches. Once finished, click **Apply**.
6. On the **Video Push** tab, click **Find Cameras**. If successful, the newly added Video push driver appears in this list and is ready to use.
7. Click **Apply**.



8. Click **File > Save**.
9. Restart all Milestone services. Once completed, you can log in and use Video push in your Milestone Mobile client.

Add a Video push driver as a hardware device

If you add a Video push channel, you must add the Video push driver to your Management Application/Management Client. To do so:

1. Open the **Add New Hardware Wizard** in your Management Application/Management Client.
2. Choose the **Manual** option. The Video push driver will not be detected in automatic hardware searches.
3. Specify hardware device settings (see "Add hardware devices settings" on page 14) and select the hardware driver manually.
4. Once finished, your Video push driver must be associated with your Video push channel. To do so, return to your Mobile server > **Video Push** tab and click **Find Cameras**.

Add hardware devices settings

Specify the following settings when you add a Video Push driver in the **Add Hardware Devices** wizard:

Name	Description
Use:	Select if the Video push driver should added to the XProtect video management system.
Address:	Type in the Milestone Mobile server IP address.
Port:	Type in the port number for your Video push driver. The default port is 80. The port is for communication between the Milestone Mobile server and your XProtect server. Important: The port number you set must be identical with the port number you set when you specify your Video push settings (see "Video Push" on page 16). If the port numbers are not identical, your Video push channel will not work.
User name:	Select the same user name as associated with the Video push channel when you added (see "Add a Video push channel" on page 13) this.
Password:	Type in the password for the Video push driver. The password for your Video push driver is Milestone (this cannot be changed).
Hardware Driver:	Select the Video push driver .
Verified:	Select if the Video push driver runs on a secured HTTPS connection.



Once finished, go back to your Milestone Mobile server > **Video Push** tab and click **Find Cameras** to finish setting up the Video push channel.

Add an automatic export rule

1. In the Management Application/ Management Client, click the relevant Mobile server > **Export** Tab.
2. Under **Automatic Exports**, click **Add...** to open the **Auto Export Rule** window.
3. Set the relevant Auto Export Rule window settings (on page 18).
4. When finished, click **OK**.

Mobile server settings

Info

Fill in and specify general settings for the Mobile server:

Name	Description
Server name	Name of the Mobile server.
Description	Description of the Mobile server.
Mobile server	Choose between all Mobile servers currently installed to the specific XProtect® video management system. Only Milestone Mobile servers that are up and running are shown in the list.
Connection type	Possible methods are: HTTP only , HTTP and HTTPS or HTTPS Only .
Client timeout (HTTP)	Default time frame (30 sec.) for how often the Mobile server client must indicate to the Mobile server server that it is up and running. Milestone recommends that you do not increase the time frame.
Login method	Select how you want to log in to the Mobile server server should take place. Possible methods are: Automatic , Windows Only or Basic Only .
All cameras view	Enable/disable viewing of All Cameras view. This view contains all cameras on a recording server (user rights permitting).
Output and events	Enable/disable output and events.
Keyframes only	Enable/disable video stream to stream key frames only. Enabling key frames only reduces bandwidth usage.
XProtect Web Client	Enable the use of XProtect Web Client.
Enabled	Enable/disable logging of Milestone Mobile client's actions in a separate log file.



Name	Description
Log file location	Path to where log files are saved.
Keep logs for	Number of days to keep logs for (default 3 days).
CPU usage	Default level of CPU usage which will trigger a warning in the log.
Internal bandwidth	Default internal bandwidth usage which will trigger a warning in the log.
External bandwidth	Default external bandwidth usage which will trigger a warning in the log.
Check every	Default time frame (30 sec.) for checking warning levels.

Server Status

See the status details for your Mobile server. The details are read-only:

Name	Description
Server active since	Shows how long the Mobile server has been running since it was last stopped.
CPU usage	Shows current CPU usage on the Mobile server.
Internal bandwidth	Shows the current bandwidth in use between the Mobile server and the relevant recording server.
External bandwidth	Shows the current bandwidth in use between the mobile device and Mobile server.
User Name column	Shows user name(s) of the Mobile server user(s) connected to the Mobile server.
State column	Shows the current relation between the Mobile server and the Milestone Mobile client user in question. Is the user connected (a state preliminary to servers exchanging keys and encrypting credentials) or is he/she actually logged in? Possible states are: Connected and Logged In XProtect.
Bandwidth Usage column	Shows the level of bandwidth used by the Mobile server client user in question.
Live Streams column	Shows the number of live video streams currently open for the Milestone Mobile client user in question.
Playback Streams column	Shows the number of playback video streams currently open for the Mobile client user in question.



Video Push

If you enable Video push, specify the following settings:

Name	Description
Video push	Enable Video push on the Mobile server.
Number of channels	Specify the number of enabled Video push channels in your XProtect system.
Channel column	Shows the channel number for the relevant channel. Non-editable.
Port	Port number for the relevant Video push channel.
MAC	MAC address for the relevant Video push channel.
User Name	Enter the user name associated with the relevant video push channel.
Camera Name	Shows the name of the camera if the camera has been identified.

Once you have completed all necessary steps (see "Add a Video push channel" on page 13), click **Find Cameras** to search for the relevant camera.

Export

Specify the following settings for exported recordings:

Name	Description
Export	Select to enable export in clients.
Include timestamps	Select to add timestamps to exported video.
Used codec for AVI files	Choose a codec to use to encode your exported AVI video files.
Export to	Specify the location to which recordings should be exported.
Delete exported recordings older than	Enter the number of days to pass before recordings are deleted. Note that if the value is set to 1 day, exported files are deleted up to 10 minutes from the applied change, not immediately. Users can restart the Mobile server manually to make the changes take effect immediately.
Limit size of exports folder to	Enter a number to set a maximum limit for the folder to which the recordings are exported.
View exports of other users	Select this check box to enable users to be able to view exports made by other users.

Automatic exports

If you want to set up your system to automatically export video when a certain event occurs, you must set up rules to instruct the system about when to carry out automatic exports:



Enabled	Select this check box to enable automatic exports.
----------------	--

In the columns below the **Enabled** check box is a list of all automatically exported video. See the following details for individual automatic exports:

Name column	Name of the rule.
Item column	Item that triggers the automatic export.
Event column	Shows event that triggers the automatic export.
Camera column	Camera from which the video is recorded.
Duration column	Length of the exported video file.
Export type column	Indicates whether the export file format is database format or AVI format.

Exported recordings

In the columns, see the following details for every individual exported recording:

Name column	Name of the exported recording.
State column	State of the exported recording.
Camera column	The camera that provided the exported recording.
Timestamp column	The point of time when the export took place.
Duration column	The length of the exported recording.
User column	The name of the user who provided the exported recording.
MB column	The size of the exported recording.

Tip: Click **Refresh** to update the list of exported recordings shown.

Auto Export Rule window settings

When you add a new rule for automatic export to take place, specify the following:

Name	Description
Name:	Provide a name for the rule you want to create, for example Door opened or Motion detected .
Item:	Choose the item to trigger the automatic export. This can be cameras, inputs, outputs and events. If you select a camera, this will automatically be selected as the camera to record video from.
Item type:	Displays the type of selected item.
Event:	Shows event that is used to trigger the automatic export. Type of available events depends on selected item.



Name	Description
Camera:	Select the camera from where the video will be recorded.
Duration:	Type the amount of time the video clip should export (in seconds).
Export type:	Choose whether the exported video clip should be in the XProtect database format or if it should be exported as an AVI file.



Mobile Server Manager

About Mobile Server Manager

The Mobile Server Manager is a tray-controlled feature connected to Mobile server. Right-clicking the Mobile Server Manager icon in the system tray opens a menu from which you can easily access Mobile server functionality. You can:

- Open XProtect Web Client (see "Access XProtect Web Client" on page 6)
- Start, stop and restart the Mobile service (see "Start, stop and restart Mobile service" on page 22)
- Fill in or change surveillance server credentials (see "Fill in/edit surveillance server credentials" on page 22)
- Show/edit port numbers (on page 22)
- Edit certificate (on page 21)
- Open today's log file (see "About accessing logs and exports" on page 21)
- Open log folder (see "About accessing logs and exports" on page 21)
- Open export folder (see "About accessing logs and exports" on page 21)
- Show Mobile server status (see "About show status" on page 20)
- Access the Milestone Mobile Help website (where you find manuals, frequently asked questions (FAQs) and product demonstration videos.)

About show status

If you right-click the Mobile Server Manager and select **Show Status...** (or double-click the Mobile Server Manager icon), a window opens, showing the status of the Mobile server. You can see the following:

Name	Description
Server running since:	Time and date of the time when the Mobile server was last started.
Connected users:	Number of users currently connected to the Mobile server.
CPU usage:	How many % of the CPU is currently being used by the Mobile server.
CPU usage history:	A graph detailing the history of CPU usage by the Mobile server.



About accessing logs and exports

The Mobile Server Manager lets you quickly access the log file of the day, open the folder to which logs files are saved, and open the folder to which exports are saved.

To open any one of these, right-click the Mobile Server Manager and select **Open Today's Log File**, **Open Log Folder** or **Open Export Folder** respectively.

Important: If you uninstall Milestone Mobile from your system, its log files are not deleted. Administrators with proper rights can access these log files at a later timer, or decide to delete them if they are not needed any longer. The default location of the log files is in the ProgramData folder. If you change the default location of log files, existing logs are not copied to the new location nor are they deleted.

Edit certificate

If you want to use a secure HTTPS protocol to establish connection between your mobile device or the XProtect Web Client and the Mobile server, you must have a valid certificate for the device or web browser to accept it without warning. The certificate confirms that the certificate holder is authorized to establish the connection.

When you install the Mobile server, you generate a self-signed certificate if you run a **Typical** installation. If you run a **Custom** installation, you get the choice between generating a self-signed certificate or loading a file containing a certificate issued by another trusted site. If you, at a later point, want change the certificate you use, you can do this from the Mobile Server Manager.

1. Right-click the Mobile Server Manager and select **Edit Certificate...**
2. Choose whether you want to either:
 - o Generate a self-signed certificate or
 - o Load a certificate file.

Generate a self-signed certificate

1. Choose the **Generate a self-signed certificate** option and click **OK**.
2. Wait for a few seconds while the system installs the certificate.
3. Once finished, a window opens and informs you that the certificate was installed successfully. The Mobile service is restarted for the changes to take effect.

Locate a certificate file

1. Choose the **Load a certificate file** option.
2. Fill in the path for the certificate file or click the ... box to open a window where you can browse for the file.
3. Fill in the password connected to the certificate file.
4. When finished, click **OK**.



Note that HTTPS is not supported on Windows XP and Windows 2003 operating systems and works on Windows Vista or newer Windows OS only.

Fill in/edit surveillance server credentials

1. Right-click the Mobile Server Manager and select **Surveillance Server Credentials...**
2. Fill in the **Server URL**
3. Select what user you want to log in as:
 - o Local system administrator (no credentials needed) or
 - o A specified user account (credentials needed)
4. If you have chosen a specified user account, fill in **User Name** and **Password**.
5. When finished, click **OK**.

Show/edit port numbers

1. Right-click the Mobile Server Manager and select **Show/Edit Port Numbers...**
2. To edit the port numbers, fill in the relevant port number. You can indicate a standard port number (for HTTP connections) and/or a secured port number (for HTTPS connections).
3. When finished, click **OK**.

Start, stop and restart Mobile service

If needed, you can start, stop and restart the Mobile service from the Mobile Server Manager.

To perform any of these tasks, right-click the Mobile Server Manager and select **Start Mobile service**, **Stop Mobile service** or **Restart Mobile service** respectively.



Frequently asked questions (FAQs)

1. How do I get help in the Milestone Mobile client?

A Help button that leads you to the online help for Milestone Mobile client is both the Android and iOS versions of Milestone Mobile client.

2. Why can't I connect from my Milestone Mobile client to my recordings/Milestone Mobile server?

In order to connect to your recordings, the Milestone Mobile server must be installed on the server that runs your XProtect video management system or alternatively on a dedicated server. Furthermore, the relevant Milestone Mobile settings are needed in your XProtect video management setup. These are installed as either plug-ins or as part of a product installation or upgrade. For details on how to get the Milestone Mobile server and how to integrate the Milestone Mobile client-related settings in your XProtect video management system, see **What is Milestone Mobile** (see "**About Milestone Mobile**" on page 5). For relevant documentation of the Milestone Mobile server and the related Milestone Mobile client settings in your XProtect video management system, see **Manage Mobile Servers**.

3. I installed the Milestone Mobile server to XProtect Corporate, but I can't connect to the server from my device. What is the problem?

After you have installed the Milestone Mobile server to your XProtect Corporate (4.0+), you must install the Milestone Mobile plug-in to see the Milestone Mobile server in your XProtect Corporate setup (Milestone Mobile Administrator's Manual which can be downloaded from <http://www.milestonesys.com/downloads>). When you have installed the Milestone Mobile plug-in, locate the plug-in under MIP Plugins in the navigation tree in the XProtect Corporate management client, expand it, choose XProtect Mobile Settings > Mobile Servers > Add New. Here, you add the details about your Milestone Mobile server (Server name, Description (optional), Server Address, Port, etc.). Once you finish, restart the Milestone Mobile Service (done from Windows Services) and try to reconnect with your device.

4. How do I add a Milestone Mobile server/location/site to my Milestone Mobile client?

This is done from the Milestone Mobile client. When you open it for the first time, you must add one or more mobile servers in order to retrieve video from your cameras. Your added Milestone Mobile servers will be listed alphabetically. You can add as many Milestone Mobile servers as needed, as long as you have the needed log-in credentials.

5. Why is the image quality sometimes poor when I view video in the Milestone Mobile client?

The Milestone Mobile server automatically adjusts image quality according to the available bandwidth between the server and client. If you experience lower image quality than in the XProtect® Smart Client, you might have too little bandwidth to get full resolution images through the Milestone Mobile client. The reason for this can either be too little upstream bandwidth from the server or too little downstream bandwidth on the client. See the **XProtect Smart Client User's Manual** which can be downloaded from <http://www.milestonesys.com/downloads> (<http://www.milestonesys.com/downloads>).

If you are in an area with mixed wireless bandwidth, you may notice that the image quality improves when you enter an area with better bandwidth.



6. How do I create views?

You cannot create or configure views in the Milestone Mobile client. It uses views and related names already created in the XProtect Smart Client. If you do not have any views set up, you can use the **All cameras** view to see all the cameras in your system. You can always add more views to the XProtect Smart Client at a later time.

7. How do I add a new Milestone Mobile user?

A Milestone Mobile user is just like any other XProtect user. You add a new Milestone Mobile user the same way you normally add a new user in your Management Client/Management Application: right-click on **Users** in the Navigation ZPane and select **Add new basic user** or **Add new Windows user**.

8. Can I control my pant-tilt-zoom (PTZ) cameras and use presets from Milestone Mobile client?

Yes, in the Milestone Mobile client, you can control your connected PTZ cameras and use presets in live mode.

9. How can I navigate my recordings?

Android: You can navigate through your recordings in playback mode. Select the camera you wish to view in playback mode and choose **Menu > Playback**. Once you are in playback mode you can search through your recordings using the control buttons. You also have the option to go to a specific time by choosing **Menu > Go to time**. Once you have chosen **Go To time**, select the date and time you want to view.

iOS: You can navigate through your recordings in playback mode. Select the camera you wish to view in playback mode and tap **Playback**. Once you are in playback mode, you can search through your recordings using the control buttons. You also have the option to go to a specific time by choosing **Menu > Go to time**. Once you have chosen **Go to time**, select the date and time you want to view and click **Confirm**.

10. Can I view live and recorded video at the same time?

Yes, in playback mode, you get a small picture-in-picture (PiP) view live from the same camera.

11. Can I use the Milestone Mobile client without a 3G data plan?

Yes, you can use Milestone Mobile through Wi-Fi. Either locally on the same network as your XProtect video management system or at a different location, such as a public network in a café or a home network. Note that bandwidth on public networks vary and may affect the image quality of the video streams.

12. Can I use the Milestone Mobile client with a 4G/LTE data plan?

Yes, you can use any data connection on your mobile device that allows you to access the internet to connect to your XProtect video management system.

13. Can I add multiple servers to the Milestone Mobile client?

When you open the Milestone Mobile client for the first time, you must add one or more mobile servers in order to retrieve video from your cameras. These Milestone Mobile servers are listed alphabetically. If you want to retrieve video from additional servers, repeat this process. You



can add as many Milestone Mobile servers as needed, as long as you have the relevant log-in credentials.

14. Why is the image quality poor when I connect to my XProtect video management system at home through Wi-Fi at my office?

Check your home internet bandwidth. Many private internet connections have different download and upload bandwidths often described as, for example, 20 Mbit/2 Mbit. This is because home users rarely need to upload large amounts of data to the internet, but consume a lot of data instead. The XProtect video management system needs to send video to the Milestone Mobile client and is limited by your connection's upload speed. If low image quality is consistent on multiple locations where the download speed of the Milestone Mobile client's network is good, the problem might be solved by upgrading the upload speed of your home internet connection.

15. Where are my screenshots saved?

Android: Snapshots are saved to your device's SD card at: **/mnt/sdcard/XProtect**.

iOS: Snapshots are saved to your device and can be accessed from **Photos** on your device.

You cannot change the default settings on neither Android nor iOS.

16. How do I avoid the security warning when I run XProtect Web Client through an HTTPS connection?

The warning appears because the server address information in the certificate is incorrect. The connection will still be encrypted.

The self-signed certificate in the Milestone Mobile server needs to be replaced with your own certificate matching the server address used to connect to the Milestone Mobile server. These certificates are obtained through official certificate signing authorities such as Verisign. Consult the chosen signing authority for more details.

Milestone Mobile server does not use Microsoft IIS, even in XProtect Corporate installations. This means that instructions provided for generating certificate signing request (CSR) files by the signing authority using the IIS is not applicable for the Milestone Mobile server. You must manually create CSR-file using command line certificate tools or other similar third-party application. Please note that this process should be performed by system administrators and advanced users only.



Index

3

3G/4G connection • 10

A

About accessing logs and exports • 21, 22

About components to install • 9

About Milestone Federated Architecture and master/slave servers • 12

About Milestone Mobile • 5, 24

About Mobile server • 6, 12

About Mobile Server Manager • 6, 21

About naming an output for use in Milestone Mobile • 13

About output and events • 13

About reinstallation or upgrade of the Milestone Mobile server • 9

About saving configuration changes in XProtect Enterprise 8.0 and other SMB-products • 13

About show status • 21

About Video push • 12, 14

Access XProtect Web Client • 6, 21

Add a Video push channel • 14, 15, 18

Add a Video push driver as a hardware device • 14, 15

Add an automatic export rule • 16

Add hardware devices settings • 15

Add/edit a Mobile server • 13

Android 2.2+ • 5

Android smartphone or tablet • 5

Auto Export Rule window settings • 16, 19

**C**

Cameras and views • 5

Configuration • 12

Connect to a Milestone Mobile server from local WiFi • 10

Connect to a Milestone Mobile server from remote or cellular networks • 10

Copyright, trademarks and disclaimer • 4

D

Default port • 10

Delete a Mobile server • 14

Download and install Milestone Mobile client • 9

Download and install Milestone Mobile server and plug-in • 9

E

Edit certificate • 21, 22

Export • 18

F

FAQ's • 24

Fill in/edit surveillance server credentials • 21, 23

Firewall settings • 9

Frequently asked questions (FAQs) • 5, 24

G

Getting started • 5

Google account • 5

I

Info • 16

Install client • 9

Install server and plug-in • 9

Installation • 9

Introduction • 5

**M**

Mobile Server Manager • 21

Mobile server settings • 16

Mobile setup • 5

P

Prerequisites for using Milestone Mobile • 5

R

Remote/cellular networks • 10

Rename a Mobile server • 14

S

SDCard • 24

Server Status • 17

Show/edit port numbers • 21, 23

Snapshots saved • 24

Start, stop and restart Mobile service • 21, 23

System requirements • 7

T

Test setup • 10

V

Video Push • 15, 18

W

WiFi • 10

X

XProtect Essential • 9

XProtect Go • 9

XProtect Mobile client • 7

XProtect Mobile Client app • 9

XProtect Mobile plug-in • 8

XProtect Mobile server • 5, 7





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.