

# Paxton Net2 Integration for Milestone Access 2016 - Installation and Configuration Guide

## Target audience

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This Document is intended for System Installers as well as System Administrators.

## Prerequisites

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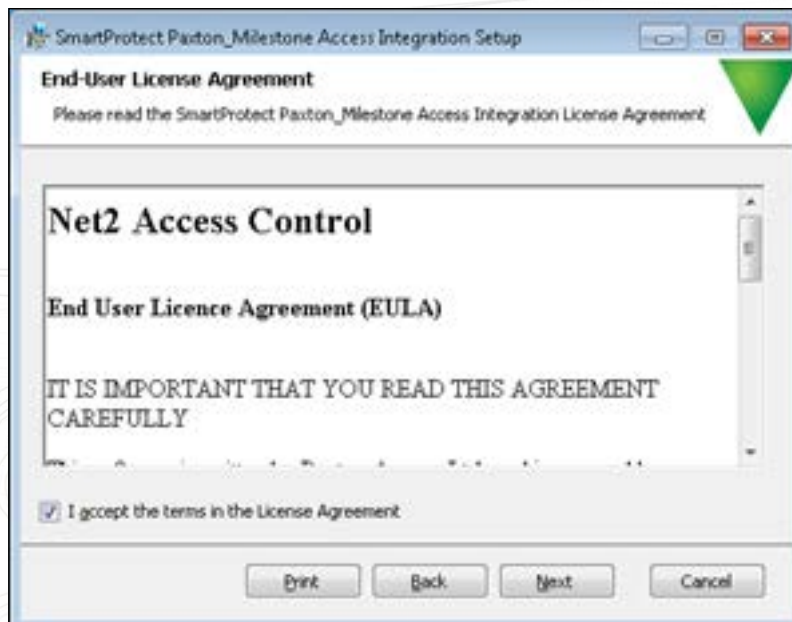
- .NET Framework 4.5
- Supported Microsoft Operating Systems:
  - Windows 7 Professional;
  - Windows 8 Professional;
  - Windows 10 Professional;
  - Windows Server 2008 R2;
  - Windows Server 2012;
- Operational Paxton Net2 Server. V5.3.4008 to V5.3.4427
- Operational Milestone system, with valid access 2016 or ACM License.
- Supported Milestone Systems:
  - Milestone 2014 and 2016:
    - XProtect Express;
    - XProtect Professional;
    - XProtect Enterprise;
    - XProtect Expert;
    - XProtect Corporate.



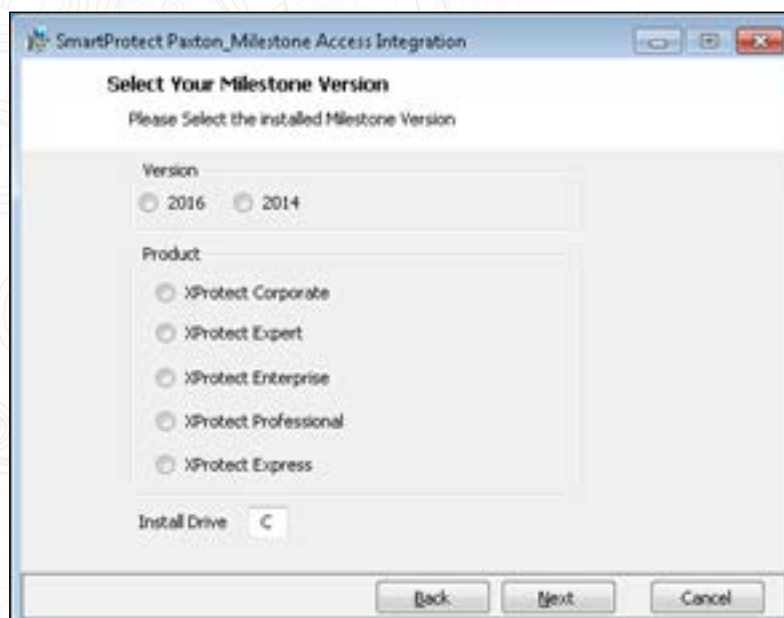
## Installing the integration

The installation process is started when the installation file (SPPaxtonACM\_vxxx.msi) is executed.

Follow the on-screen prompts and accept the license agreement.



Select the milestone product version (2014 / 2016) and the XProtect product for which you wish to install the integration.



If a non-standard install drive is used as an OS Drive, then the install drive may be changed to the correct values e.g. "D".

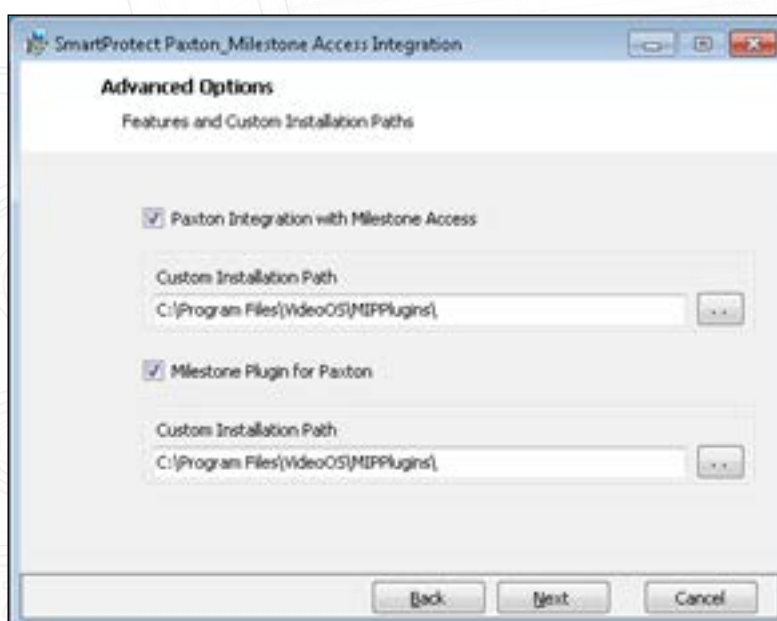
Select the features to install by checking the check-boxes for the Paxton – Milestone Access Integration and / or the Paxton – Milestone plugin.

The installation paths can also be modified in case of custom XProtect installations\*.

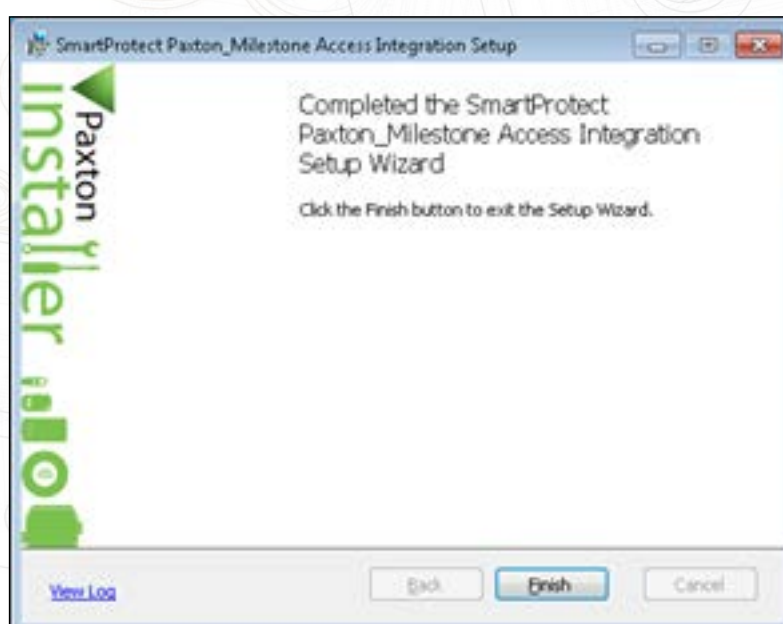
\* The operation of the Paxton integration relies on being installed to the correct destination folder, relative to the Milestone System.

Click “Next” to finish the installation.

(Please look out for and accept any UAC Prompts that may be required)



Click “Finish” to close the installer.



## Configuring the integration

**THIS INTEGRATION CONSISTS OF TWO SEPARATE PLUGINS, CONFIGURED SEPERATELY.**

The plugin configurations are completed in the Milestone Management Client (Corporate and Expert Products) or the Milestone Management Appliance (Express, Professional and Enterprise) products.

## Milestone access plugin

This plugin manages all the normal access control interactions between Paxton and Milestone.

## Connection

With the Milestone Management Client (appliance) open, navigate to the Access Control node. right click on this node and select "Create new . . ."

If plugin is not found see Troubleshooting: **Milestone Access Plugin.**

**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: Paxton Net2 Access 2016

Integration plug-in: Smartprotect\_Paxton\_ACM

Address of my access control system: 192.168.1.20

Port: 8025

Username: System engineer

Password: \*\*\*\*

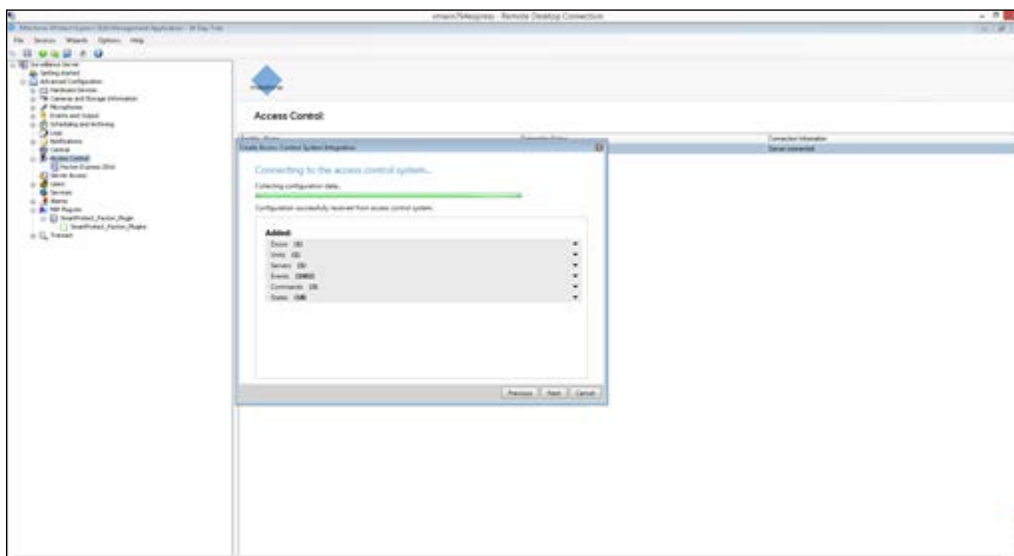
Next Cancel

If a plugin is found, the "Create Access Control System Integration" window is displayed. The following items must be supplied:

1. **Name:** This is the name of the Plugin
2. **Integration Plugin:** Select the Paxton Access integration from the list.
3. **Address of my Access Control System:** Server name or IP address of the Paxton Net2 server.
4. **Port:** Port number of the Paxton Net2 server.
5. **Username:** Paxton Net2 Username.
6. **Password:** Paxton Net2 Password.

After completing the required information, Click “Next”.

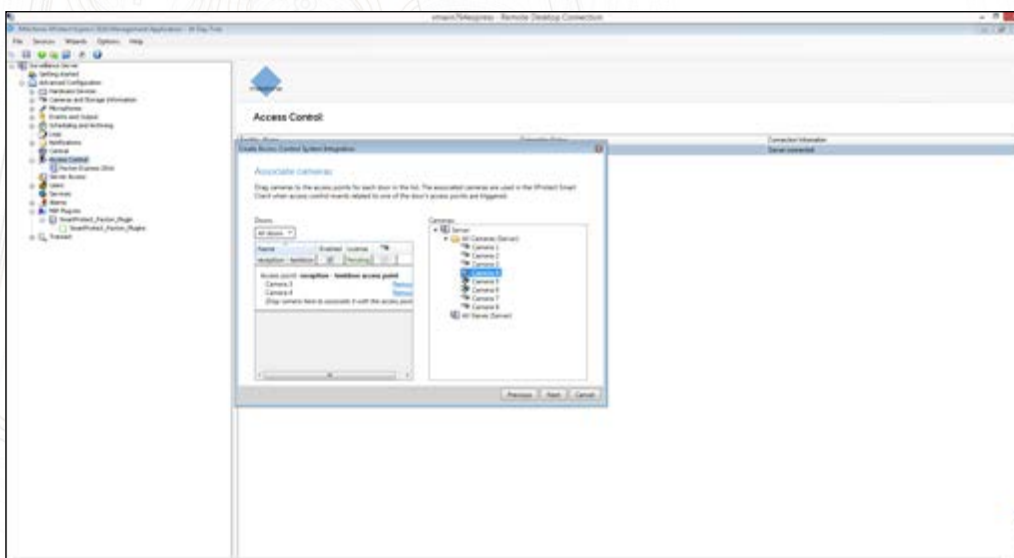
The Plugin will attempt to connect to the Net2 Server. If the connection succeeds, the system configuration will be synchronised and the result is displayed:



If Connection fails see Troubleshooting: **Milestone Access Plugin**

## Associate cameras

Clicking “Next” will display the “Associate Cameras” window

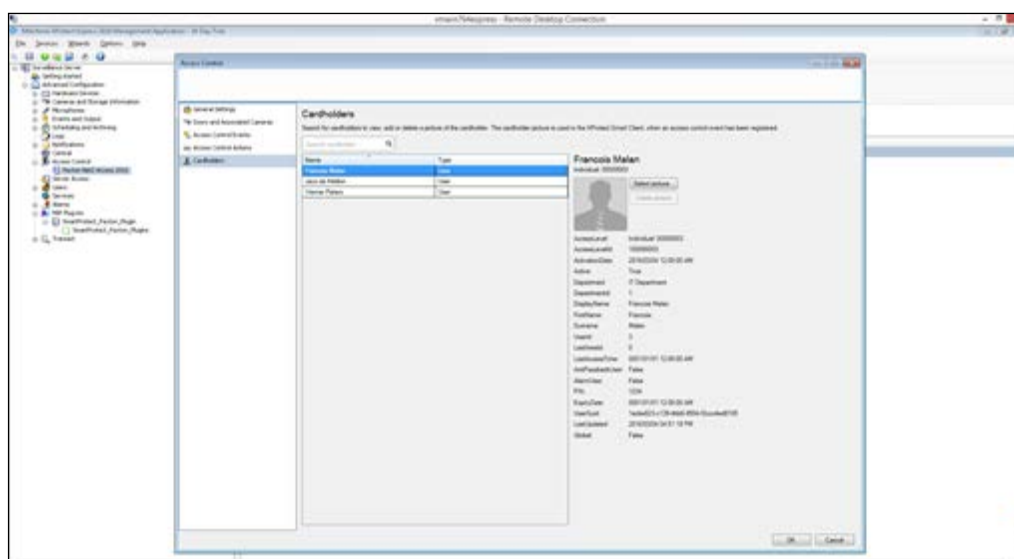


Find the required camera for each door in the right hand pane, and drag and drop on the associated door.

When all the doors have been associated with cameras, click “Next” to Continue. After successful integration, the success confirmation window is displayed.

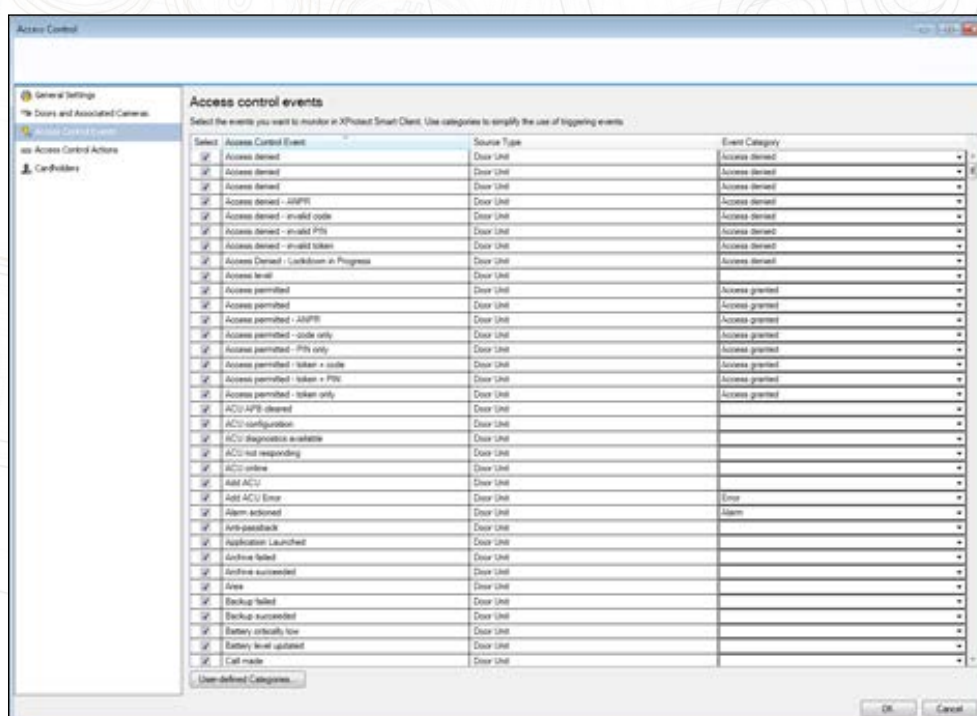
After successful integration, the access control plugin properties can be accessed at any time by right clicking on the configured access control node, in the Milestone Management Client.

## Access control properties



Access control properties are divided into 5 categories:

1. **General Settings:**  
The access control system name and other connection properties can be updated here.
2. **Doors and Associated Cameras:**  
Door and camera associations can be altered here. See: **Associate Cameras**
3. **Access Control Events:**  
All the events available from the Paxton Net2 System, are listed here. These events can be activated or de-activated, and assigned to Milestone event categories. User-defined (custom) categories can also be created, and assigned to



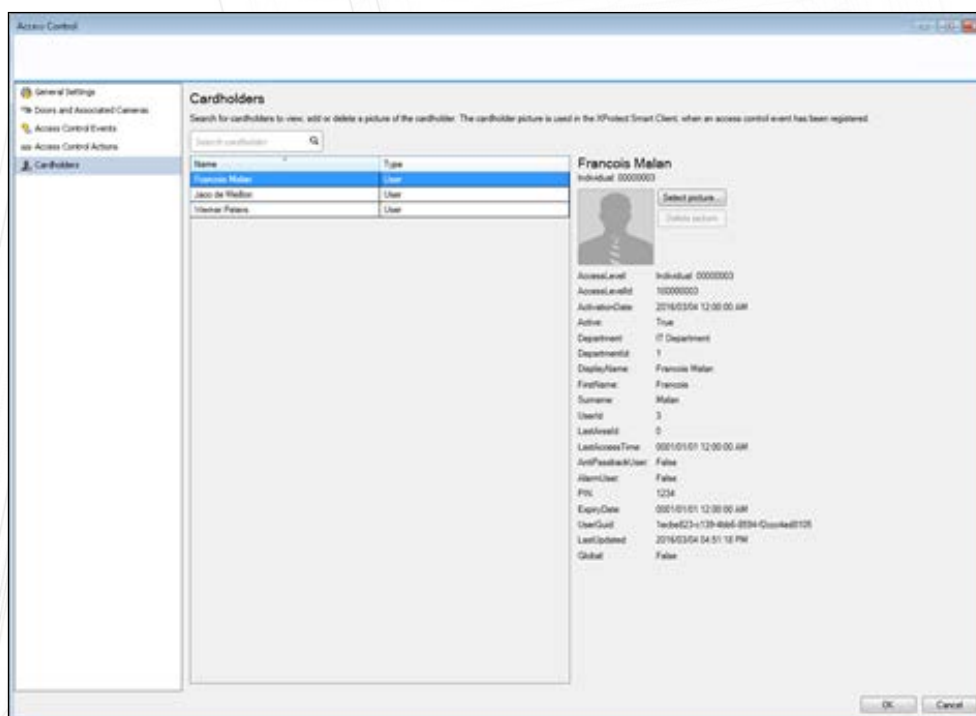
4. **Access Control Actions:**

Access requests are for example when an Intercom button is pressed.

When a Paxton event is mapped to a Milestone Access Request Event Category, a notification will be sent to the operator viewing the associated camera. The operator can then perform an action on the associated door, for example sending an open door command. Automated request responses can also be configured here.

5. **Cardholders:**

Cardholder information can be viewed and cardholders can be searched for. A custom picture can be selected for each cardholder profile.



## Milestone MIPS plugin

### THIS PLUGIN MANAGES PAXTON NET2 USERS, INCLUDING ACCESS LEVELS

To access this plugin, in the Milestone Management Client, navigate to the “MIP Plug-ins” node, and open the “Paxton Management Interface” node.

## Connection

Here the connection properties for the Paxton Net2 Server is configured separately from the access plugin.

After the first login, all the settings, except the password is stored. This reduces the risk of unauthorised changes.

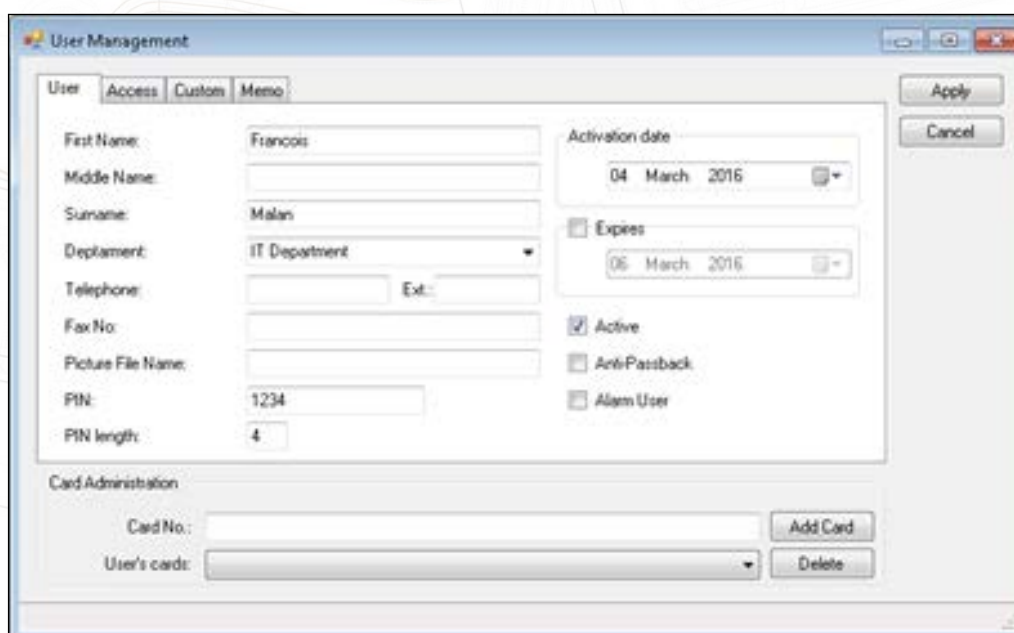
On successful connection, the connect button will change to “Connected” with a green border. Other plugin functions may now be accessed.

## Users

In this Interface, new users may be added to the Paxton Net2 System, and existing users can be searched for.

Existing users can also be deleted, or details edited.

User fields available for editing include, all user data fields, activation and expiry dates, user PIN, Card Administration, Access Levels or Individual doors, and settings to activate or deactivate users, enable Anti-Passback, or setting users as alarm users.



The screenshot displays the 'User Management' window with the following fields and options:

- User Tab:** Includes fields for First Name (Francois), Middle Name, Surname (Malan), Department (IT Department), Telephone, Fax No, Picture File Name, PIN (1234), and PIN length (4).
- Activation/Expiry:** Activation date (04 March 2016) and Expiry date (06 March 2016).
- Settings:** Checkboxes for Expires, Active (checked), Anti-Passback, and Alarm User.
- Card Administration:** Fields for Card No. and User's cards, with buttons for Add Card and Delete.



## Troubleshooting - Unsuccessful Installation

### PLEASE CHECK THE FOLLOWING BEFORE CONTACTING SUPPORT

1. Is the correct .NET Framework version installed?  
Currently .NET 4.5.2 or newer is supported.
2. Make sure that all the pre-requisites are met.

### INSTALLATION LOGS

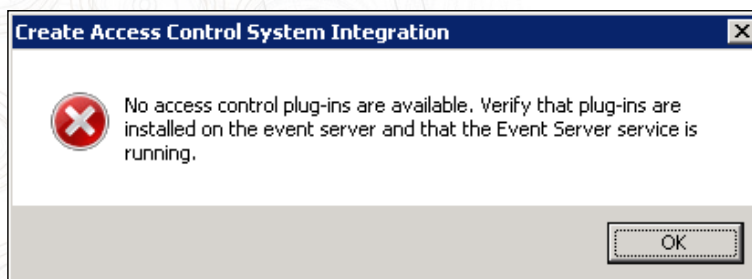
Installation logs can be vital in establishing the source of a problem. Logs can be located in the following locations:

1. Click "View Logs" on the last page of the installation wizard.
2. Navigate to: "C:\ProgramData\SmartProtect\Paxton\InstallFiles" (C:\ being your system OS Drive").

These files may be required by support in order to identify the problem.

## Troubleshooting - Milestone Access Plugin

1. "No Access Control Plugins Are Available ..." Message, when attempting to add the plugin in the Milestone Management Client.



- a. If the warning listed above is produced, then the Milestone Event Server Service may need to be re-started in order for the plugin to be recognised.

Restarting the service can be achieved by typing "Services" in the Windows search bar, and selecting "Services" from the application search results. Find the "Milestone XProtect Event Server" service, right click on it and select "Restart".

From Milestone Corporate Version 2016 R2, an event server tray icon is available that can also be used to restart the service.

Re-open the Milestone Management Client, and try adding the plugin again.

- b. Make sure that the Paxton NET2 Client is also installed on the Milestone Management Server. This client installer is usually in the form of a file called "RedistOEM.msi".
  - c. Check that the version of the Paxton NET2 Client installed on the Milestone Management Server is the same as the version of the installed Paxton NET2 Server.
2. Connection to the Paxton NET2 server fails while attempting to configure the plugin:
- a. If the connection fails, click "Previous", and please review the information supplied. Also ensure that the Paxton Net2 server is running and that network connectivity can be established.

Regarding Network Connectivity: Please ensure that the Paxton Net2 Server can be reached on the network (perhaps with a "Ping" test) and that the OS Firewall Allows Communication via the Paxton Net2 Port (Default TCP Port 8025).

- b. Make sure that the Paxton NET2 client is also installed on the Milestone Management Server. This client installer is usually in the form of a file called "RedistOEM.msi".
  - c. Check that the version of the Paxton NET2 client installed on the Milestone Management Server is the same as the version of the installed Paxton NET2 server.
3. Access Plugin is correctly configured, but Paxton NET2 events and statuses do not display in the XProtect Smart Client.
- a. Make sure that the Milestone Access or ACM License is active. Individual door licenses can be checked in the "Doors and Associated Cameras" window in the Milestone Management Client access control node. See: **Access Control Properties**
  - b. Make sure that the doors for which events are expected, is associated the cameras. See: **Associate Cameras**
  - c. Make sure that the Paxton Events are Properly Mapped to Milestone Event Categories. See: **Access Control Properties**.

## Troubleshooting - Milestone MIPS Plugin

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1. Connection to the NET2 Server Fails:
- a. Make sure that the Paxton NET2 Client is also installed on the PC where this plugin is installed. This Client Installer is usually in the form of a file called "RedistOEM.msi".
  - b. Check that the Version of the Paxton NET2 Client Installed on the PC where this plugin is installed is the same as the Version of the Installed Paxton NET2 Server.
  - c. Please Ensure that the Paxton Net2 Server can be reached on the network (perhaps with a "Ping" test) and that the OS Firewall Allows Communication via the Paxton Net2 Port (Default TCP Port 8025).

2. Plugin does not appear in the Milestone Management Client, under the “MIP Plug-ins” Node: Make sure that the Milestone System was not installed on a Custom Drive or in a Custom Location.

Depending on the Type of Product Installed, different options exist for Plugin Folders.

If a Custom Milestone Installation was performed, the Following Steps can be taken to attempt resolution:

- a. Un-install the Plugin;
- b. Find the Path to the following Milestone Folders:
  - i. Milestone Corporate or Expert:
    1. **Management Path:** Custom Installation Folder “\Milestone\XProtect Management Client\MIPPlugins”
    2. **ACM Path:** Custom Installation Folder “\Milestone\XProtect Event Server\MIPPlugins
  - ii. Milestone XProtect Enterprise, Professional and Express:
    1. **Management Path:** Custom Installation Folder \Milestone\Milestone Surveillance\MIPPlugins”
    2. **ACM Path:** Custom Installation Folder “\Milestone\XProtect Event Server\MIPPlugins
- c. Re run this Installer and in the “Advanced” Window, Substitute the Following Installation Paths to the Paths Found in the Above Step.
  - i. Paxton Integration with Milestone Access: **ACM Path**
  - ii. Milestone Plugin for Paxton: **Management Path**

## Disclaimers

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SmartProtect reserves the right to make adjustments without prior notification.

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