

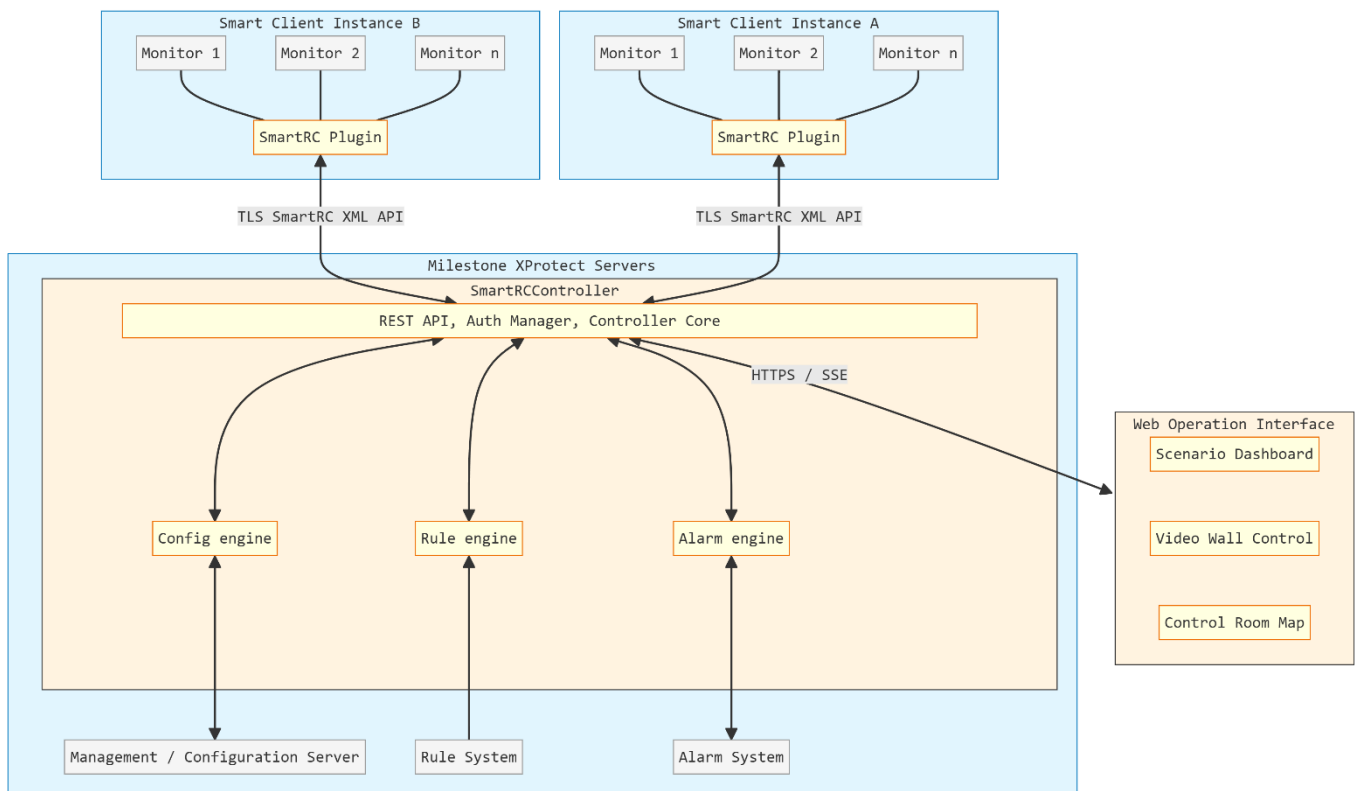


SMART*rc* CONTROLLER

Installation, Configuration and Operating Manual

Architecture Overview Diagram

To provide a comprehensive understanding of the SmartRC Controller system, the following diagram illustrates the integration flow between the Milestone VMS infrastructure, the plugin middleware, and the web-based operation interface. This architectural overview serves as a master roadmap for your installation, helping you visualize how data and control commands propagate from the central server to the individual client monitors.



The architecture is structured across three primary tiers:

- **Milestone XProtect Servers:** Acts as the foundation for the system, hosting the core VMS and the **SmartRCController Plugin** in the **EventServer**. This plugin functions as the "brain," managing configuration, alarm logic, and security authentication.
- **Smart Client Instances:** These represent your distributed workstations. Each instance runs the **SmartRC Plugin** as a local service to execute visual commands on its connected physical monitors (Monitor 1 through Monitor n).
- **Web Operation Interface:** This is the centralized user experience layer. It provides the **Scenario Dashboard**, **Video Wall Control**, and **Control Room Map**, all of which communicate securely via HTTPS and Server-Sent Events (SSE) with the central REST API.

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1. General Information

Milestone Integration Platform (MIP) plug-ins and applications are dynamically loaded by Milestone applications and services, allowing for simple installation and deployment.

By utilizing Milestone MIP technology, the functionality of SmartRC and the SmartRCController is seamlessly integrated into the Milestone XProtect VMS without the need for additional third-party software.

System configuration is based on the connected SmartRC instances and the SmartRCController Event Server Plug-in. This plug-in can be configured via the Management Client Plug-in and/or the Web Frontend Setup mode (if the API is activated within the SmartRCController Plug-in).

SmartRC and the SmartRC Controller are available for Smart Clients connected to the following Milestone products:

- ➔ XProtect Express+
- ➔ XProtect Professional+
- ➔ XProtect Expert
- ➔ XProtect Corporate

Hardware:	
The minimal hardware requirements are identical to those required by the Milestone Smart Client or Milestone Event Server. Please refer to the official Milestone documentation.	
Software:	
The base system configuration is identical to the requirements for the Milestone Smart Client. Additionally, please ensure the following:	
Smart RC Version:	To get full compatibility Version 8.0 R01 or higher is recommended.
Milestone Smart Client Version:	2022 R1 or higher is recommended (Contact us when you need the plugins for an older Smart Client for some reason)
Milestone Xprotect® Version:	Please ensure that all servers are running on the same version.

(*subjects to change without notice)

(Note: System requirements are subject to change without notice. Please refer to the official Smart Client manual for any additional prerequisites).

2. Installation

The installation of the plug-ins is straightforward. The following chapters outline the necessary steps. For the installation of the core SmartRC application, please refer to the separate *SmartRC User Manual*.

The SmartRCController Plug-in installer also includes the **SmartRC DisplayController Plug-in** as an additional feature, which allows you to control SmartRC instances from any other Smart Client. The installer will automatically register all Client Plug-ins to the Milestone Download Manager site.

2.1. Installing the Plug-in on the Milestone Xprotect® Server

Run the installation wizard: SS_ER_SmartRCController_vX_X_R0X_Setup.exe.

Important: You must execute the installer as an Administrator on the Milestone XProtect Server.

Note: You can use this same installation file if you only wish to install the Management Client Plug-in on a remote administration PC.

2.2. Installing the Plug-ins on the Milestone Xprotect® Smart Client

After successfully installing the plug-ins on the server, the client setup files become available for download.

Open a web browser and navigate to your Milestone Management Server's designated installation URL.

Example: [http://\[Server_IP_or_Hostname\]/Installation](http://[Server_IP_or_Hostname]/Installation)

Download and install the required client components.

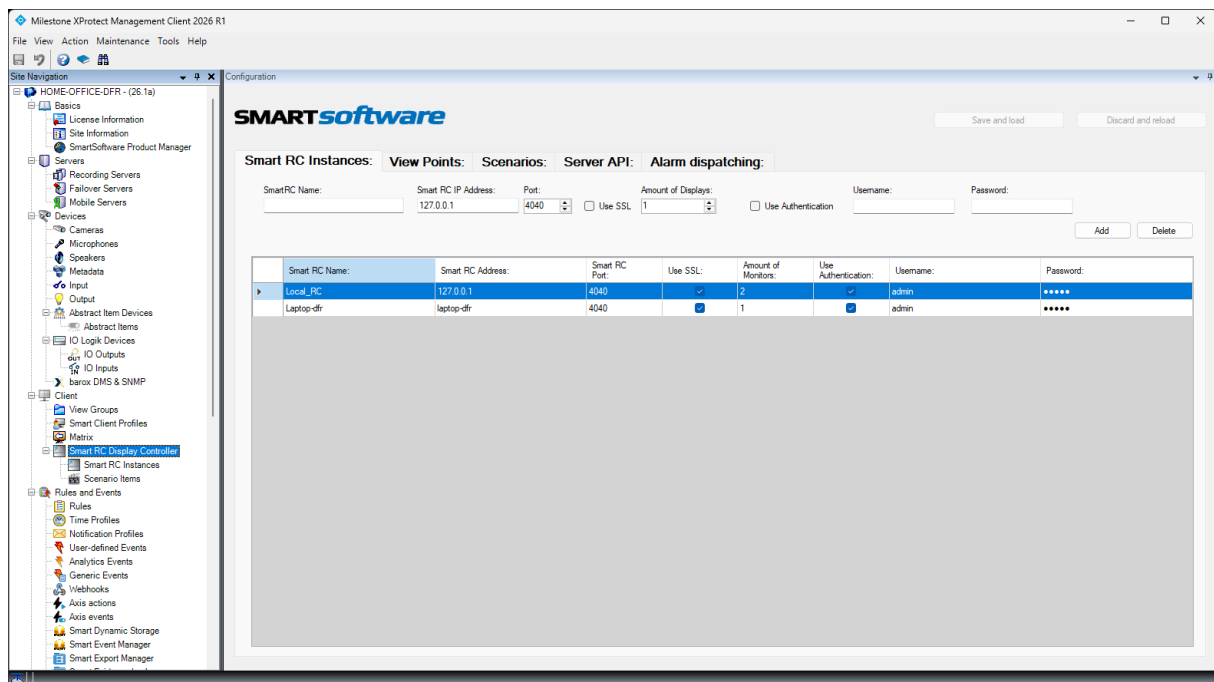
Please note: This download process only applies to the Smart Client Plug-ins that are bundled with this installer (currently, the SmartRC DisplayController).

3. Configuration of the SmartRC Controller

Open the Milestone Management Client on the Server, navigate to the **SmartRC Display Controller** entry under the Client tree node, and open the configuration UI.

3.1. Register all the SmartRC Instances you want to control

To control your SmartRC instances, they must first be registered in the system.

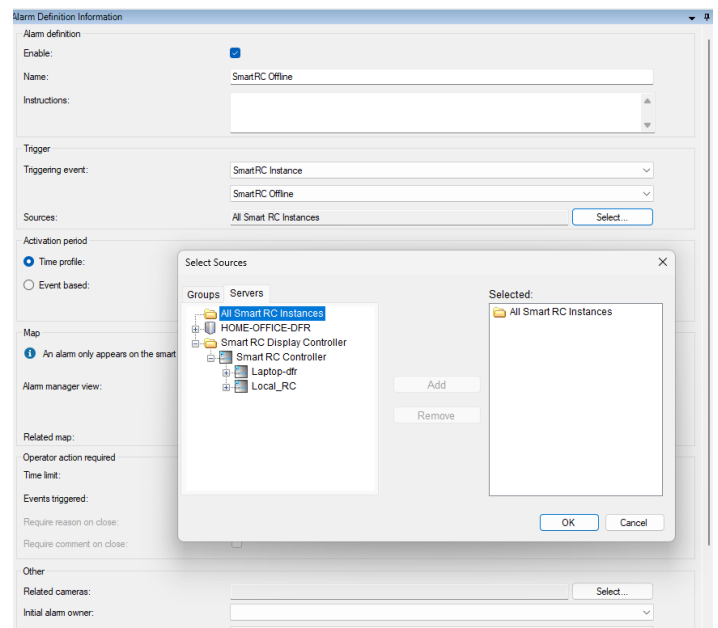


Important Configuration Notes:

- ➔ You must set the correct number of displays connected to that specific Smart Client.
- ➔ Ensure that you enter the exact port, protocol (HTTP/HTTPS), and credentials that were configured locally on that specific SmartRC instance.

Press **"Save and Load"** to push the configuration to the Event Server plug-in.

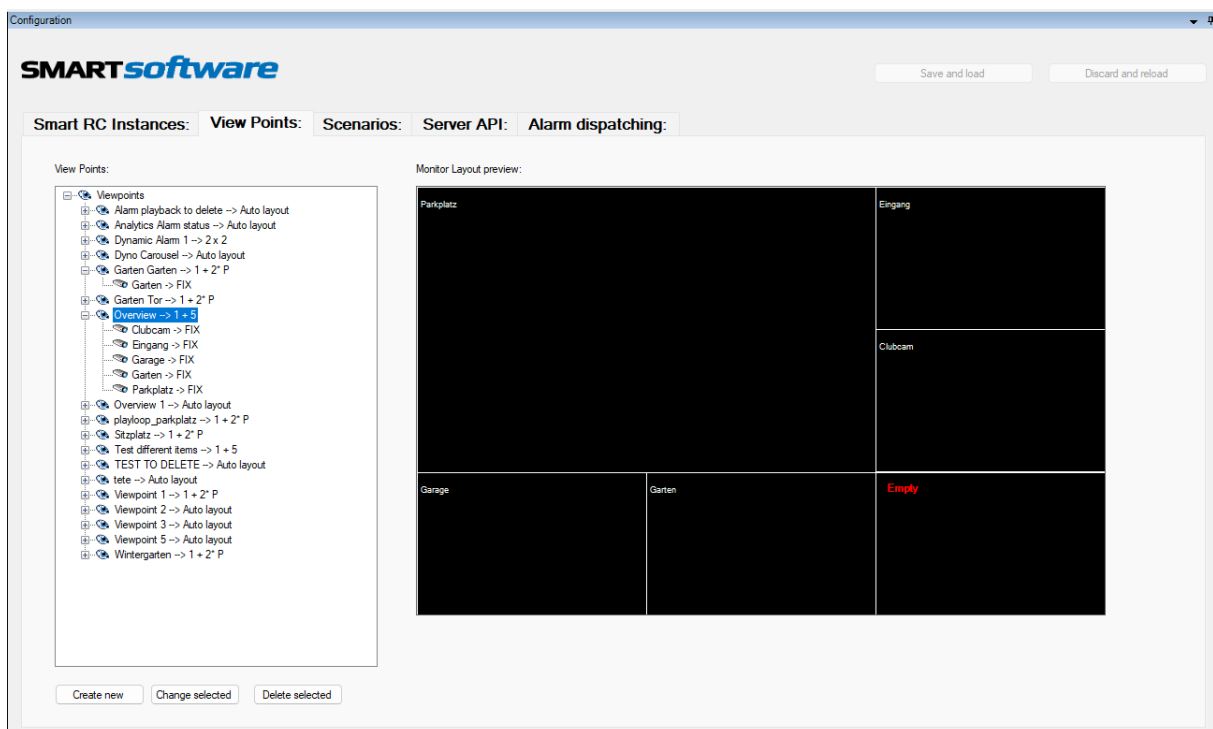
Once configured, the plug-in will continuously monitor the connection state of these instances. You can configure a Milestone Alarm Definition or Rule to notify you if an instance goes offline.



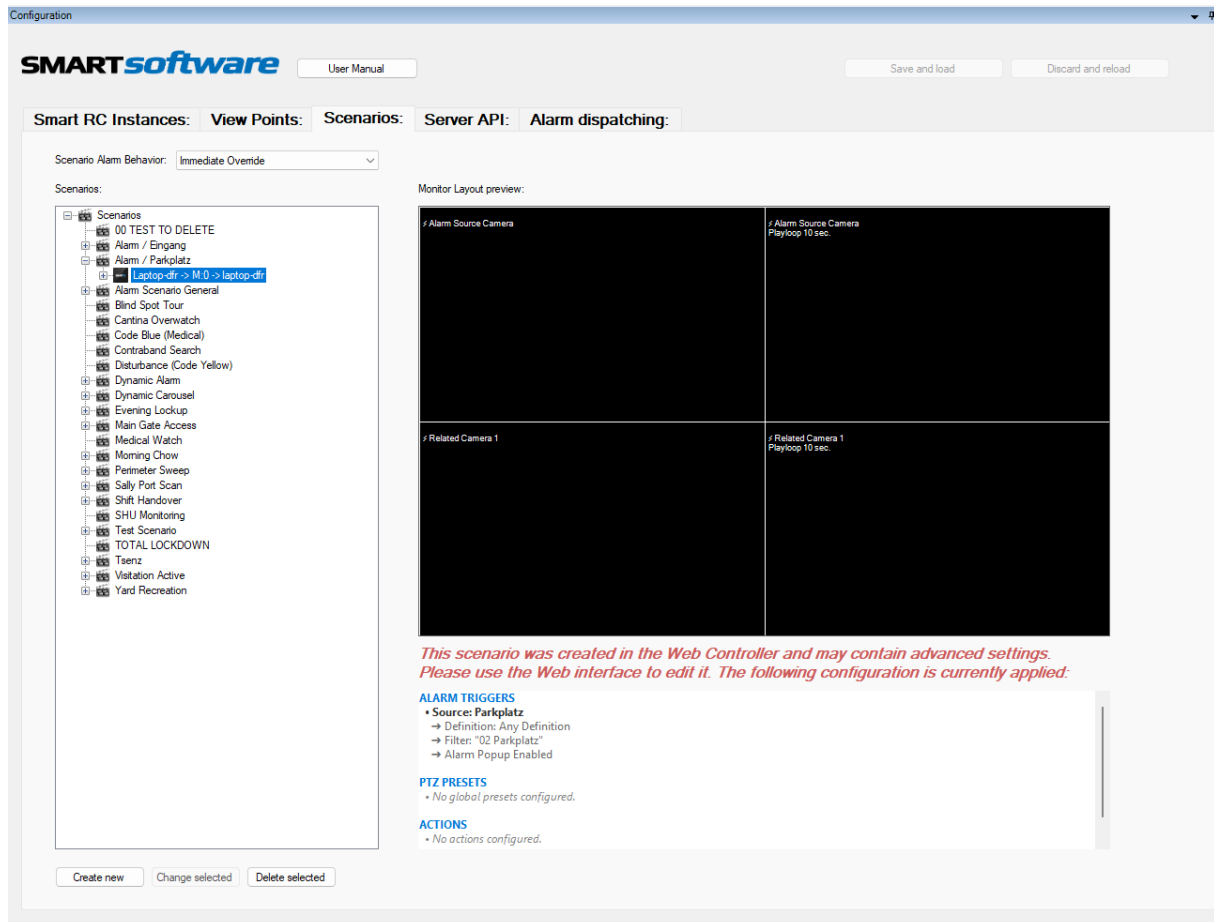
3.2. About ViewPoints and Scenarios

The SmartRC Controller operates using **Scenarios**. Scenarios are preconfigured automation routines designed to be triggered from various locations, such as the Milestone Rule System, manually from the Web Frontend, or by a dedicated Alarm.

Scenarios are built using **ViewPoints** (which act similarly to native Views in the Smart Client). ViewPoints can be assigned to specific monitors within a Scenario. Additionally, ViewPoints can contain defined PTZ preset positions that are automatically triggered when the Scenario is executed.



Simple ViewPoints and Scenarios can be configured directly in the Management Client Plug-in. Alternatively, they can be configured in the Web Frontend if the Server API is enabled.



Management Client vs. Web Frontend Capabilities:

- **Management Client:** Configuration features are limited. It is primarily used for basic assignments of ViewPoints to monitors on a SmartRC Instance.
- **Web Frontend:** Provides extended configuration capabilities. This includes features like direct preset triggers, triggering of distinct Actions, and the assignment of specific Alarms for automated triggers.

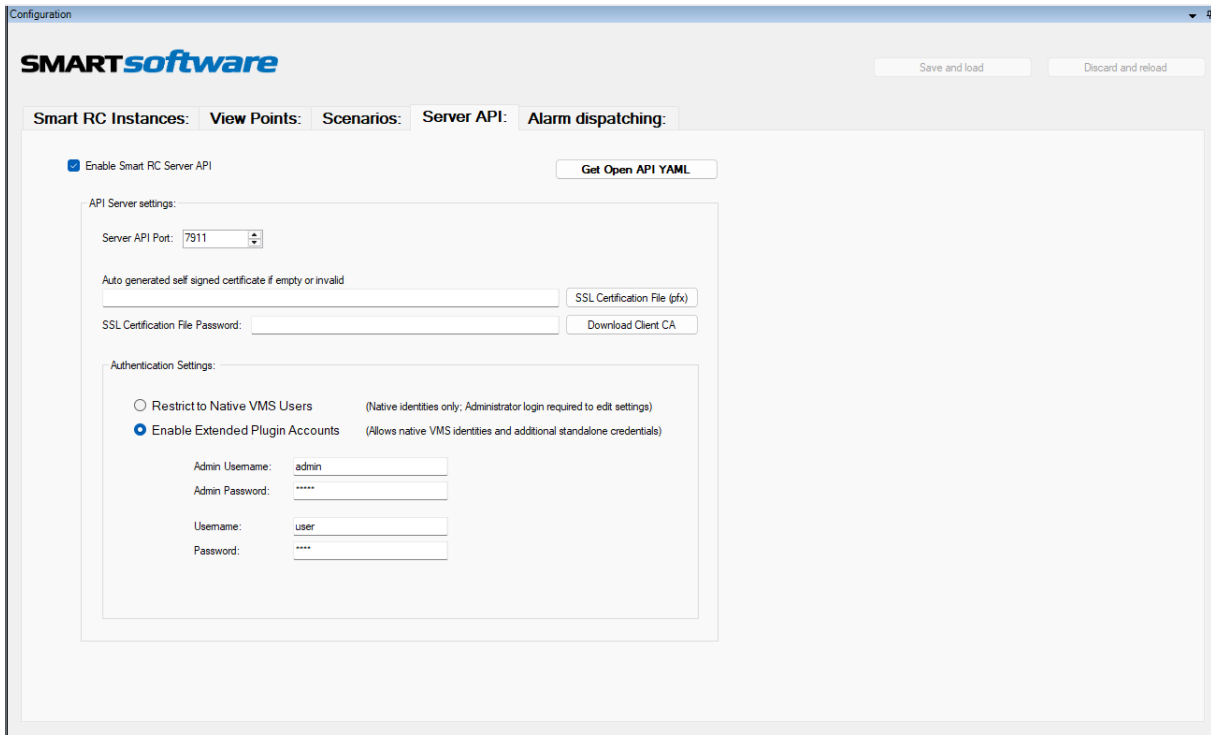
Once created, Scenarios can be integrated into the Milestone Rule system for automated execution based on system events.

Important Restriction:

Please be aware that Scenarios created or modified using the extended features of the Web Frontend **cannot** be edited in the Management Client. In these cases, the "Change selected" button in the Management Client will be disabled, and you must use the Web Frontend to make any further configuration changes.

3.3. Enable and Configure the Server API / Web frontend

To utilize the extended Web Frontend or integrate third-party applications, the internal API must be activated and configured. Navigate to the **Server API** tab within the Smart RC Display Controller configuration.



Configuration

SMART software

Save and load Discard and reload

Smart RC Instances: View Points: Scenarios: **Server API:** Alarm dispatching:

☒ Enable Smart RC Server API [Get Open API YAML](#)

API Server settings:

Server API Port: 7911

Auto generated self signed certificate if empty or invalid [SSL Certification File \(pfx\)](#)

SSL Certification File Password: [Download Client CA](#)

Authentication Settings:

☐ Restrict to Native VMS Users (Native identities only; Administrator login required to edit settings)

☒ Enable Extended Plugin Accounts (Allows native VMS identities and additional standalone credentials)

Admin Username: admin

Admin Password: ****

Username: user

Password: ****

First, check the **Enable Smart RC Server API** box to activate the service.

(Note: You can click the **Get Open API YAML** button at any time to download the complete, current API specification for external development or Postman integration).

API Server Settings

- **Server API Port:** Define the network port for the API and Web Frontend. The default is 7911. Ensure this port is open in your Windows Firewall.
- **SSL Certificates:** The API requires a secure HTTPS connection. If you leave the **SSL Certification File (pfx)** field empty, the SmartRC Controller will automatically generate a self-signed certificate for you. If you have your own corporate certificate, you can define the path to the .pfx file and enter the corresponding **SSL Certification File Password**.

Installing the Web Frontend as a Client App To ensure a secure, warning-free connection to the Web Frontend, you must trust the server's certificate on your client devices.

1. Click the **Download Client CA** button.
2. Transfer and install this downloaded Certificate Authority (CA) file as a "Trusted Root Certification Authority" on your target client devices (Windows, Android, or iOS).
3. Once the certificate is trusted by the OS, open the Web Frontend URL in Google Chrome (e.g., [https://\[Server_IP\]:7911](https://[Server_IP]:7911)).
4. You will now be able to use the browser's "Install App" feature to install the Webpage as a standalone Chrome App (Progressive Web App) directly onto the device's home screen or desktop.

Authentication Settings

The API and Web Frontend offer two distinct security models to govern who can access and manage the system.

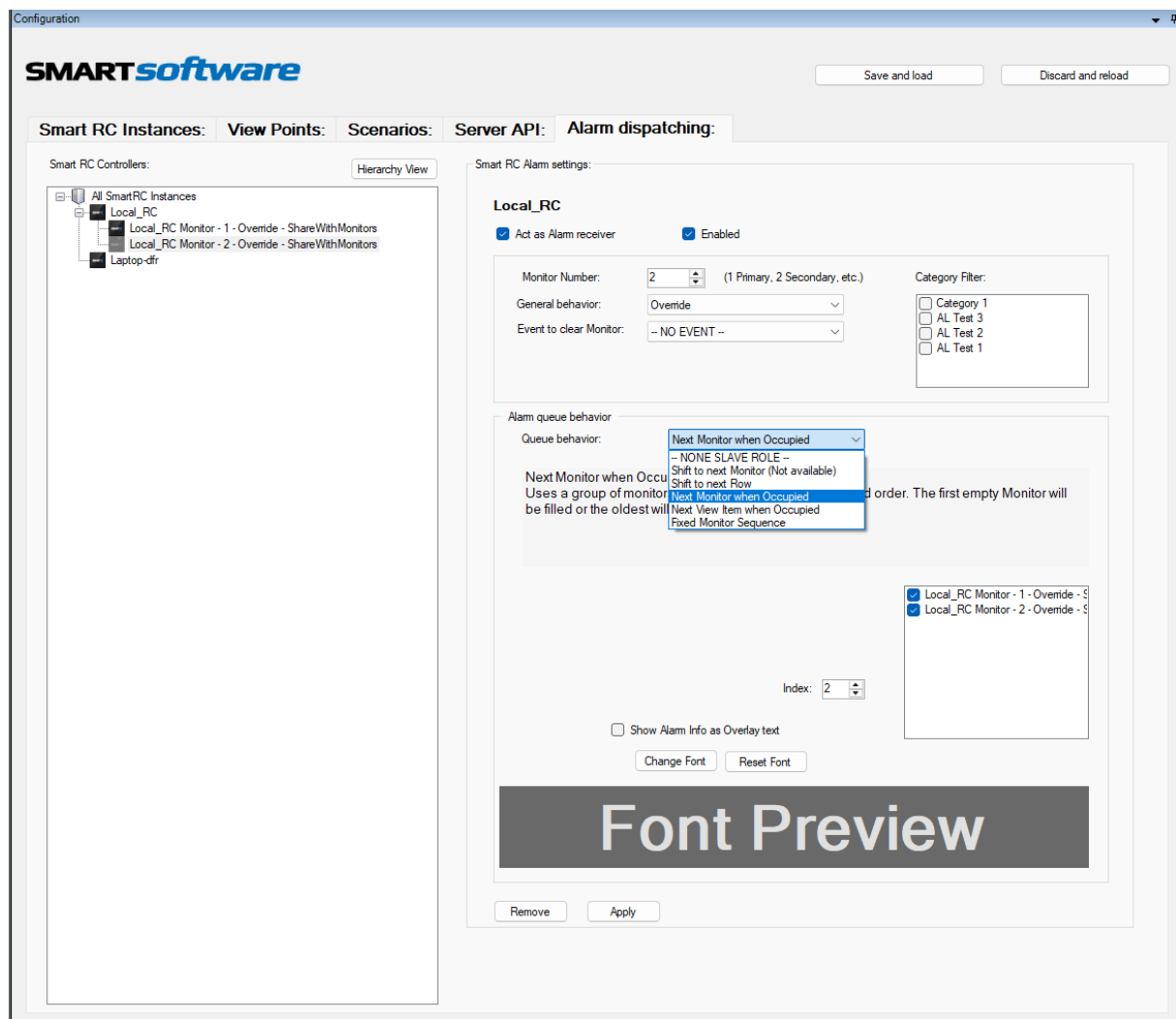
- **Restrict to Native VMS Users:** When this option is selected, only users who exist within the Milestone VMS directory (Basic or Windows users) are authorized to log in. To access the "Setup Mode" on the Web Frontend and alter layouts or configurations, the logging-in user **must** belong to the VMS Administrators group.
- **Enable Extended Plugin Accounts:** This option maintains access for native VMS identities but introduces an additional, parallel authentication layer. You can define a standalone **Admin Username / Password** and a standard **Username / Password**.

This is highly recommended if you have operators or external managers who need full access to control the video walls or manage the Web Frontend, but who should not be granted general access to the core Milestone VMS system.

3.4. Alarm Dispatching (Expert Mode)

Important Note: This section is considered an Expert Mode. Misconfiguring these settings can result in missed visual alarm notifications or unexpected monitor behavior. Proceed with caution.

The **Alarm Dispatching** module is an advanced feature used to route incoming Milestone alarms to a predefined array of monitors using highly customizable dispatching rules. Depending on the selected dispatcher mode, you can group monitors from entirely different SmartRC instances into a unified, synchronized array of alarm receivers.



General Configuration

To configure a monitor for alarms, select the desired SmartRC instance or monitor from the **Hierarchy View** on the left.

- **Act as Alarm receiver & Enabled:** Check these boxes to allow the selected entity to actively receive and display alarm video feeds.
- **Category Filter:** Allows you to restrict which alarms are pushed to this monitor based on the Alarm Category defined in the Milestone XProtect VMS.
- **Show Alarm Info as Overlay text:** Displays alarm metadata directly over the video feed. You can customize the font size, style, and color using the provided Font Preview tool.

Alarm Queue Behavior (Dispatcher Modes)

The **Queue behavior** dropdown determines the logical rules the SmartRC Controller uses when multiple alarms trigger simultaneously or when monitors are already occupied.

- **-- NONE SLAVE ROLE --** The default state. It does not actively manage an array of other monitors.
- **Shift to next Monitor (Not available)** This is a placeholder for a scenario implementation that is currently in development. It currently has no functionality.
- **Shift to next Row** This mode is utilized within a fixed view layout on a single monitor. When a new alarm triggers, it populates the first row. Any existing pending alarms are shifted downward row by row until they "fall out" of the selected layout. *(Note: A "row" is logically defined by the related cameras attached to the specific Alarm Definition).*
- **Next Monitor when Occupied** This mode utilizes a predefined group (array) of monitors. Dispatching occurs in the exact order defined in your configuration. The system will look for and fill the **first empty monitor**. If all monitors in the array are currently occupied, the system will replace the oldest active alarm.
- **Fixed Monitor Sequence** Similar to "Next Monitor when Occupied," this mode utilizes a group of monitors but strictly enforces the dispatching sequence. It will trigger monitors in the defined order and replace the oldest alarm, but it **does not** take empty monitors into account. When the sequence reaches the end of the array, it restarts at monitor 1. This mode guarantees a consistent, predictable dispatching pattern regardless of current monitor states.

- **Next View Item when Occupied** Instead of shifting alarms across multiple physical monitors, this mode operates entirely within a **single View** (acting as a group of View Items). Dispatching happens in the defined layout order—filling the first empty View Item available or replacing the oldest active alarm within that specific view.

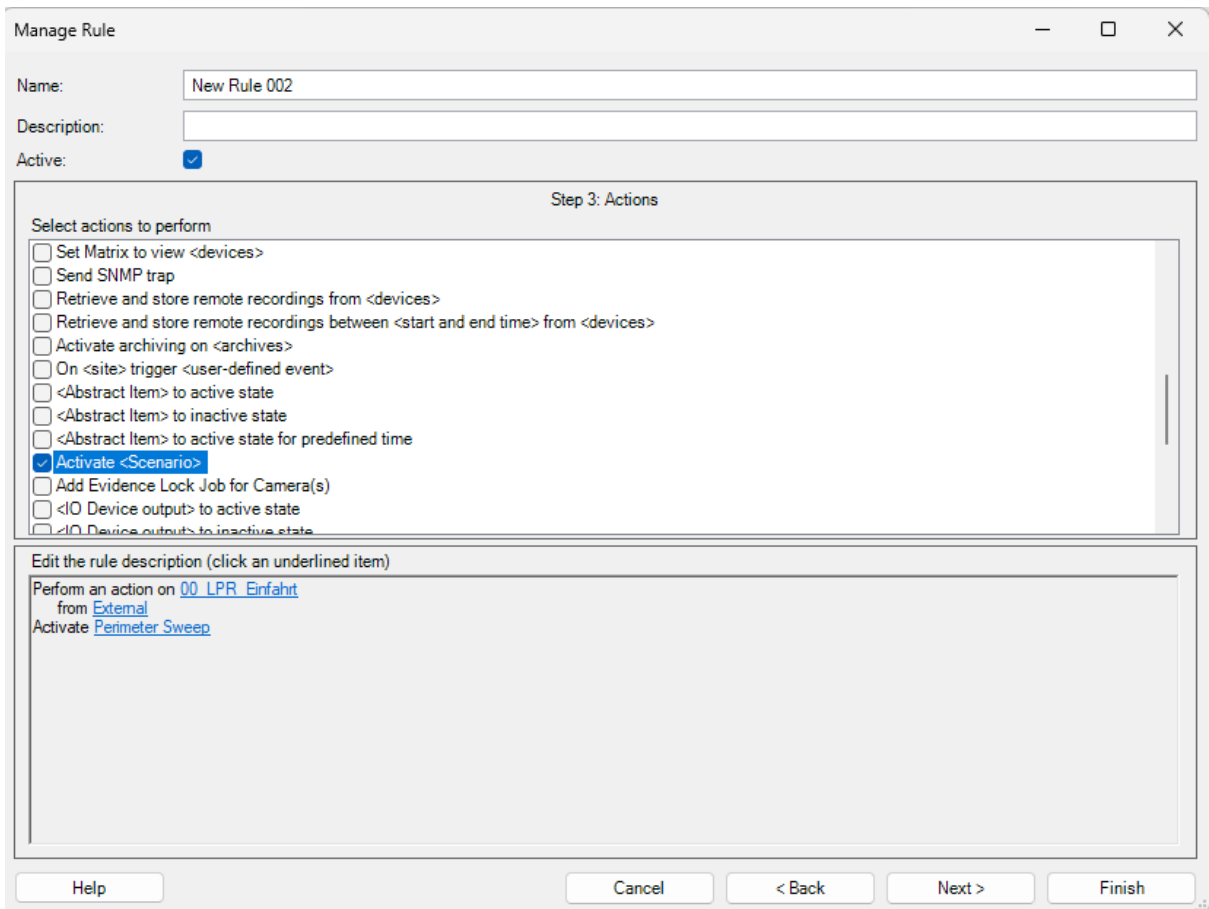
4. Using Scenarios in the Rule System

Once Scenarios have been created within the SmartRC Controller (either via the Management Client or the Web Frontend), they can be utilized as actions within the native Milestone XProtect Rule System.

4.1. Trigger Preconfigured Scenarios

You can create a standard Milestone rule to execute a specific Scenario when an event occurs.

1. Create a new rule within the Milestone Management Client.
2. Define your desired triggering event and conditions.
3. In the **Actions** step, select the action: **Activate <Scenario>**.
4. Click the hyperlinked <Scenario> text in the rule description and select the specific Scenario you wish to trigger from the populated list.



Manage Rule

Name:

Description:

Active: ☒

Step 3: Actions

Select actions to perform

- ☐ Set Matrix to view <devices>
- ☐ Send SNMP trap
- ☐ Retrieve and store remote recordings from <devices>
- ☐ Retrieve and store remote recordings between <start and end time> from <devices>
- ☐ Activate archiving on <archives>
- ☐ On <site> trigger <user-defined event>
- ☐ <Abstract Item> to active state
- ☐ <Abstract Item> to inactive state
- ☐ <Abstract Item> to active state for predefined time
- ☒ **Activate <Scenario>**
- ☐ Add Evidence Lock Job for Camera(s)
- ☐ <IO Device output> to active state
- ☐ <IO Device output> to inactive state

Edit the rule description (click an underlined item)

Perform an action on 00_LPR_Einfahrt
from External
Activate Perimeter Sweep

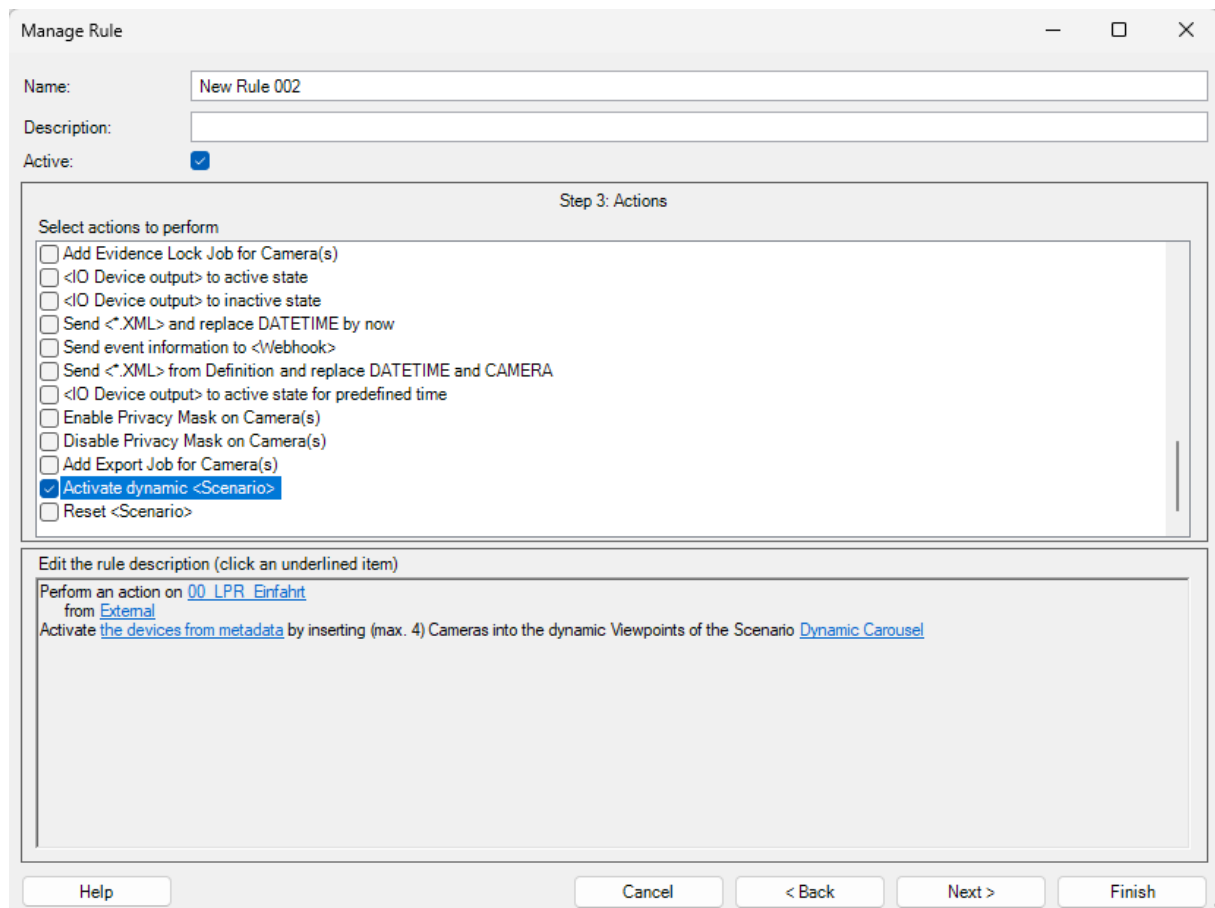
Help Cancel < Back Next > Finish

4.2. Trigger dynamic Scenarios

The SmartRC Controller allows for the creation of flexible, dynamic Scenarios.

Using the Web Frontend, you can design ViewPoints that utilize dynamic camera placeholders (e.g., *Dynamic/Alarm Camera 1*, *Dynamic/Alarm Camera 2*) with up to 4 Cameras. These can be configured for standard Live viewing or Playback Loop mode.

When a dynamic ViewPoint is assigned to a Scenario, you can use the Milestone Rule System to trigger that Scenario and automatically populate the placeholders. The rule can pass specific cameras or metadata-derived devices directly into the ViewPoint. This powerful feature allows you to push dynamic, event-specific visual content to your monitors using a single, simple rule configuration.



Manage Rule

Name:

Description:

Active: ☒

Step 3: Actions

Select actions to perform

- ☐ Add Evidence Lock Job for Camera(s)
- ☐ <IO Device output> to active state
- ☐ <IO Device output> to inactive state
- ☐ Send <*.XML> and replace DATETIME by now
- ☐ Send event information to <Webhook>
- ☐ Send <*.XML> from Definition and replace DATETIME and CAMERA
- ☐ <IO Device output> to active state for predefined time
- ☐ Enable Privacy Mask on Camera(s)
- ☐ Disable Privacy Mask on Camera(s)
- ☐ Add Export Job for Camera(s)
- ☒ **Activate dynamic <Scenario>**
- ☐ Reset <Scenario>

Edit the rule description (click an underlined item)

Perform an action on 00_LPR_Einfahrt
from External
Activate the devices from metadata by inserting (max. 4) Cameras into the dynamic Viewpoints of the Scenario Dynamic Carousel

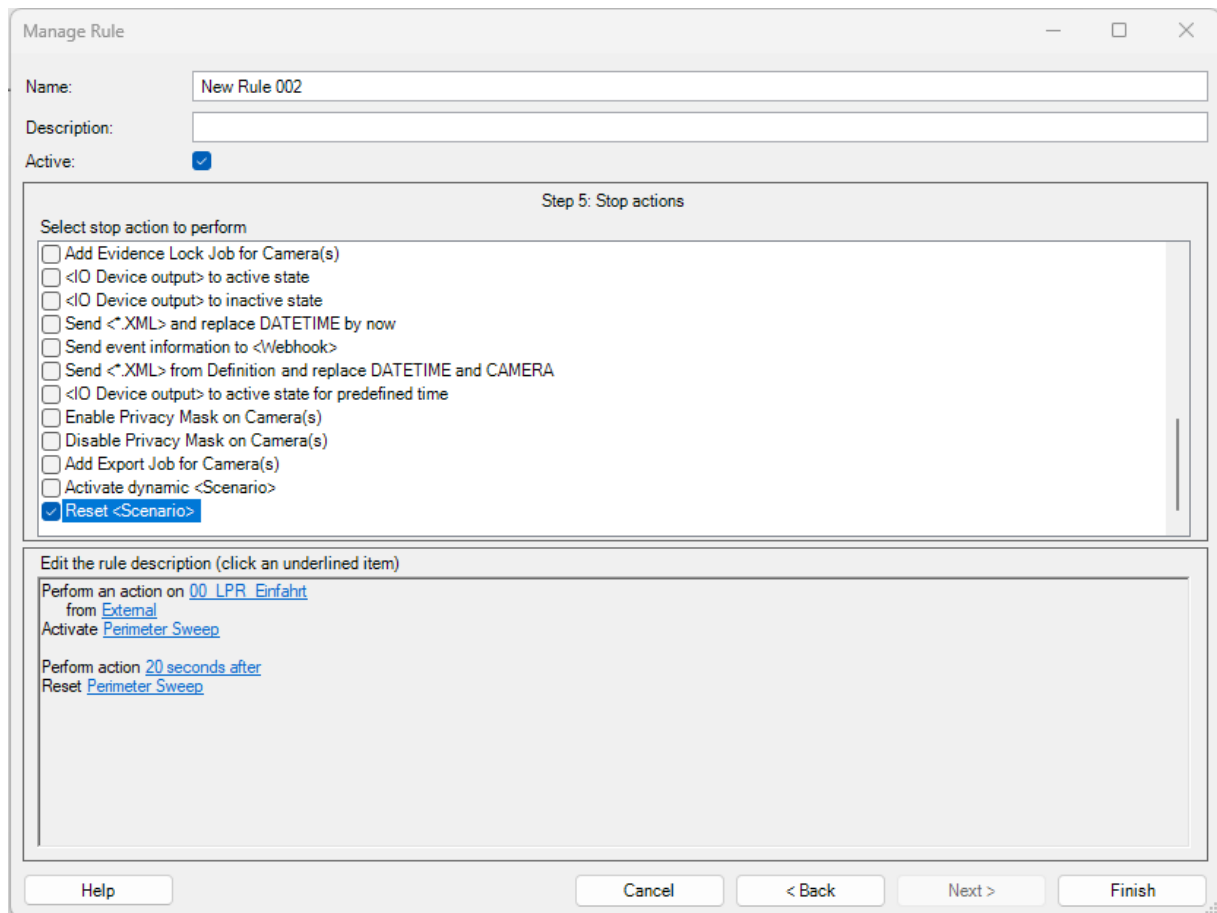
Help Cancel < Back Next > Finish

4.3. Reset Scenarios

To revert a monitor wall back to its standard configuration after an event has passed, you can use the Reset functionality.

1. In the **Stop Actions** (or end actions) of your Milestone rule, select the action: **Reset <Scenario>**.
2. Select the Scenario that was originally triggered.

This action will return the affected monitors to the state they were in immediately before the Scenario was activated.



Manage Rule

Name:

Description:

Active: ☒

Step 5: Stop actions

Select stop action to perform

- ☐ Add Evidence Lock Job for Camera(s)
- ☐ <IO Device output> to active state
- ☐ <IO Device output> to inactive state
- ☐ Send <XML> and replace DATETIME by now
- ☐ Send event information to <Webhook>
- ☐ Send <XML> from Definition and replace DATETIME and CAMERA
- ☐ <IO Device output> to active state for predefined time
- ☐ Enable Privacy Mask on Camera(s)
- ☐ Disable Privacy Mask on Camera(s)
- ☐ Add Export Job for Camera(s)
- ☐ Activate dynamic <Scenario>
- ☒ **Reset <Scenario>**

Edit the rule description (click an underlined item)

Perform an action on 00_LPR_Einfahrt
from External
Activate Perimeter Sweep

Perform action 20 seconds after
Reset Perimeter Sweep

Help Cancel < Back Next > Finish

Important Note: The Reset action only applies to visual changes (reverting Views and ViewPoints on the monitors). It will **not** revert external hardware actions that may have been triggered by the Scenario (such as an *Output Activated* or a *Trigger Event* action).

5. SmartRC Controller API / Web frontend

Enabling the SmartRC Controller Server API provides access to a comprehensive Web Frontend. This interface allows you to control your video walls and configure extended Scenarios directly from a web browser.

You can access the Web Frontend by opening a supported browser and navigating to:
`https://[Server_IP_or_Hostname]:[Port]`

If you are accessing the interface locally on the server using the default port, navigate to:
`https://localhost:7911`

The general architectural principle relies on an Administrator creating and configuring layouts within the **Master Panel**. These configurations are subsequently deployed to individual **User Panels**.

Depending on Role-Based Access Control (RBAC) and assigned configurations, specific menu entries or applications may be hidden from a user if no corresponding configuration is assigned to their profile.

The main menu, located in the top right corner, provides access to theme toggling (Dark/Light mode), interface refresh, help documentation, and logout functions.

Note:

Changes made in the Milestone Management Client—such as adding new cameras or modifying user permissions—may take up to 5 minutes to synchronize with the web panel. Please wait 5 minutes after making your changes and then refresh the application by pressing **F5** or using the **Reload** function in the top menu to view the updated configurations.

The following sections detail the functionality of the three primary applications, divided into Edit and Operation modes:

- Scenarios
- Video Wall
- Control Room Map

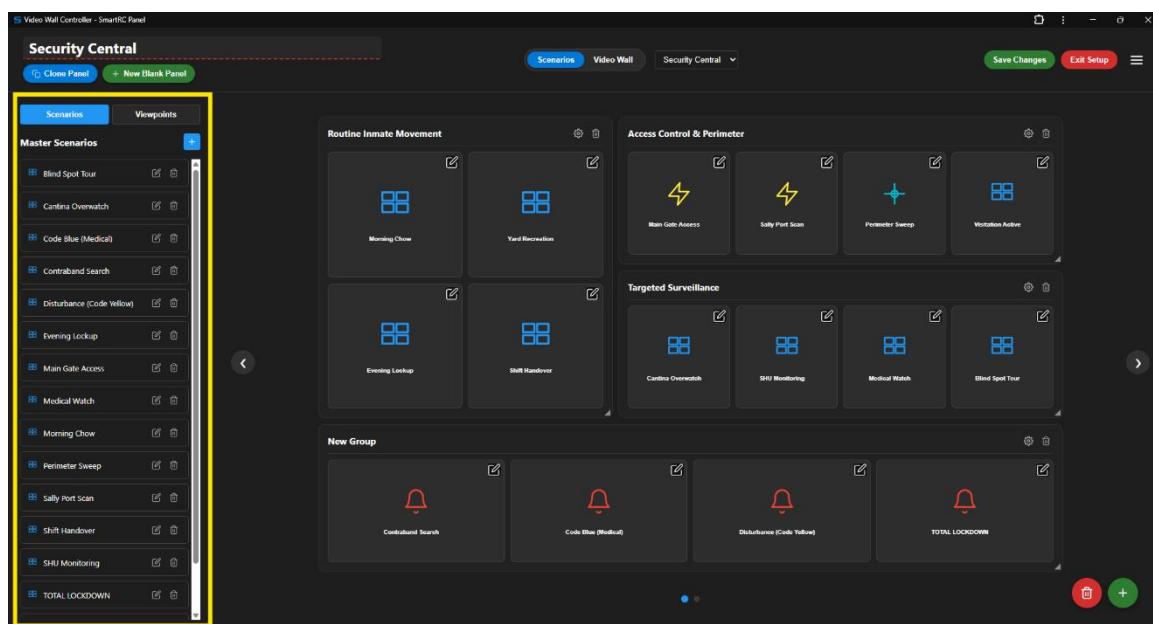
5.1. Scenarios – Edit Mode

5.1.1. Master Scenarios & Definitions

To configure Scenarios for the frontend Dashboard Panels and the backend system, begin on the Master Scenarios page.

ViewPoint: A dynamic viewing element that can combine live camera feeds, HTML pages, or carousel views.

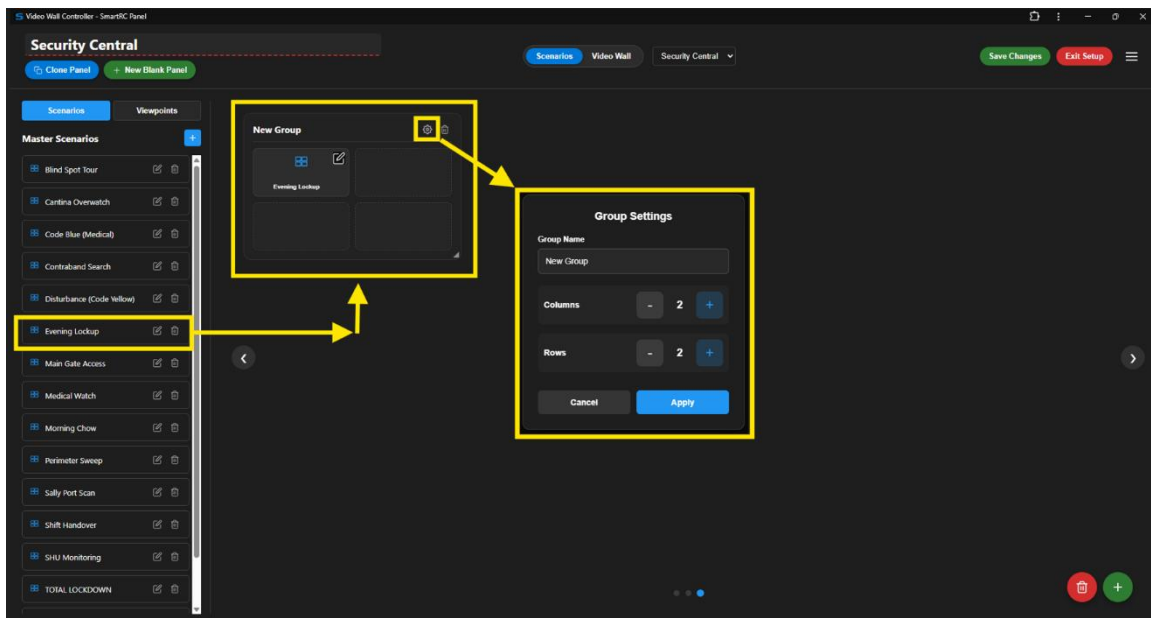
Scenario: Created via the Scenario Wizard, Scenarios combine multiple ViewPoints across different physical monitors, incorporating PTZ Presets and hardware Actions. You can select an Alarm source with distinct filters to trigger a Scenario automatically.



5.1.2. Building CardPanels

Drag a created Scenario onto the Ground Panel to generate a CardPanel.

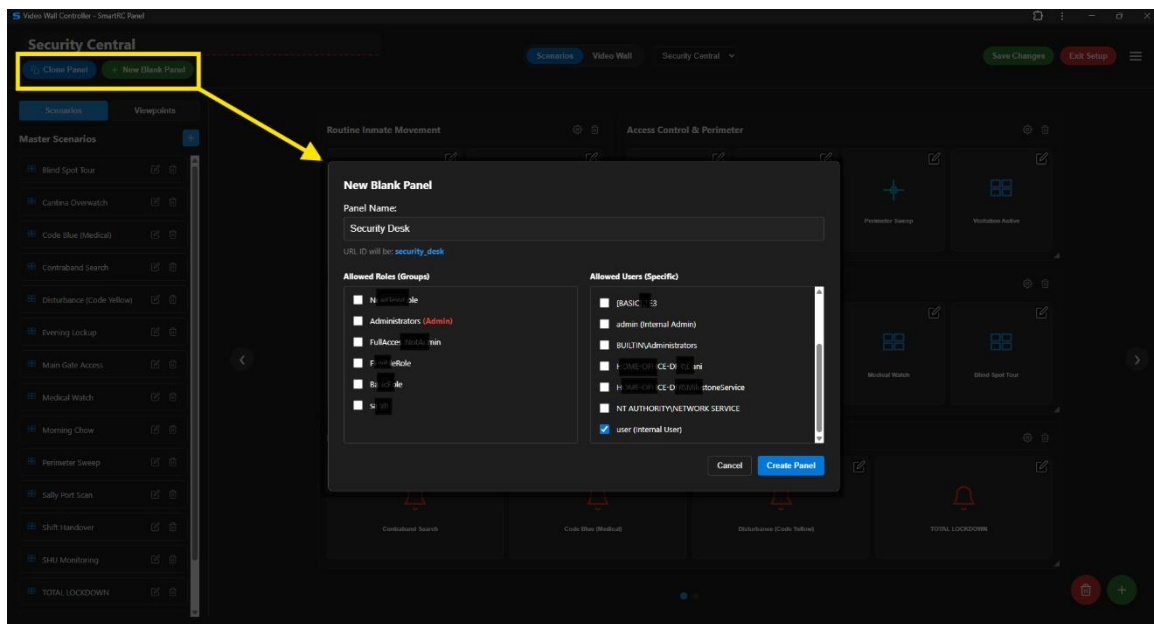
- **Gear Icon:** Click the gear icon on a CardPanel to adjust its Name, and the number of Columns and Rows it contains.
- **Resize:** Drag the bottom-right handle to physically scale the card's dimensions.
- **Rearrange:** You can freely drag and drop individual Scenario buttons inside a card, or drag the entire CardPanel to rearrange the master grid.



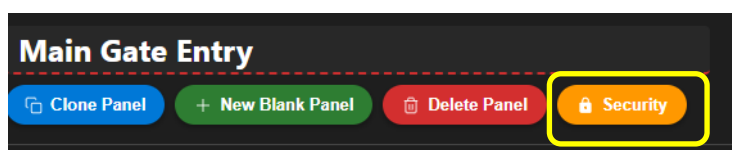
5.1.3. Assigning User Panels

To deploy configurations to operators, click **New Blank Panel** and assign it to specific Users or User Roles.

Once created, simply drag and drop your configured CardPanels from the Master layout directly into this new User Panel. You can rearrange the layout within the User Panel as needed to suit the specific workflow of those assigned operators.



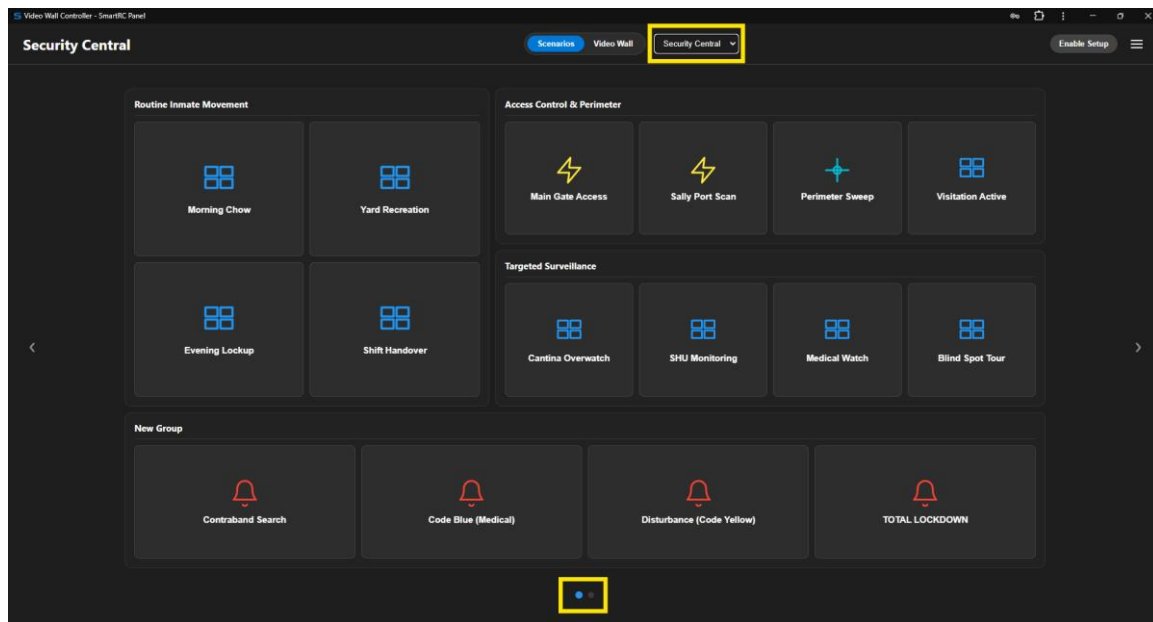
Once the panels are configured you can change the User Assignment by using the "Security" Button to change the user assignment:



5.2. Scenarios – Operation Mode

5.2.1. Scenarios & Dashboards

Once an administrator has created and assigned specific Scenario Panels, they become accessible to the designated users in Operation Mode.



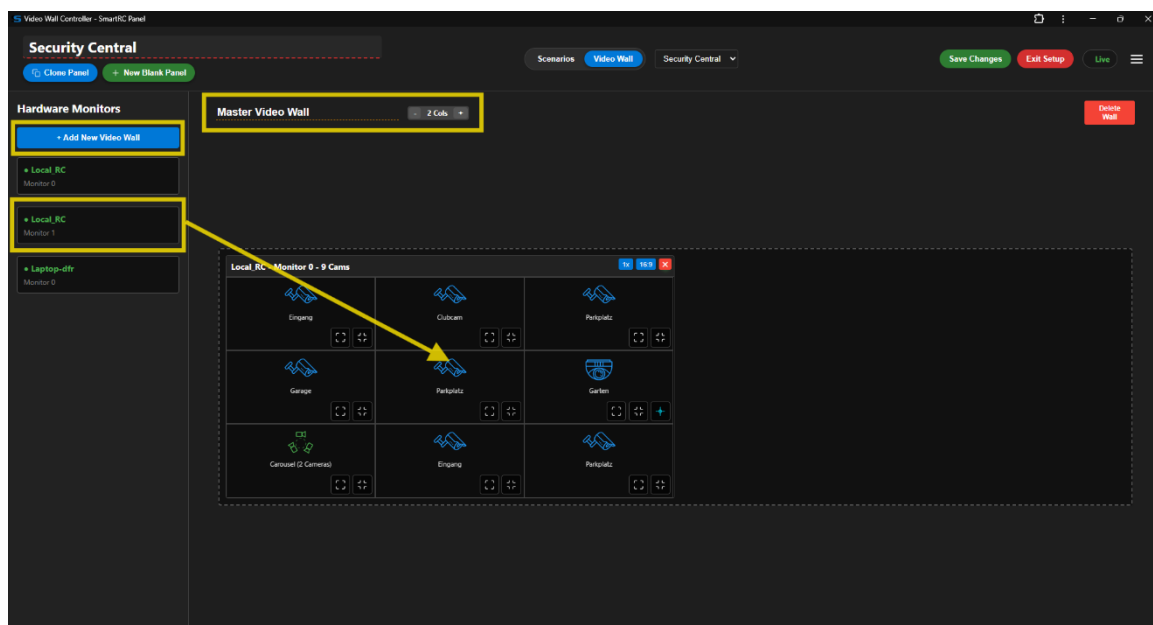
Use the dropdown menu at the top of the interface to switch between your assigned dashboards. If a dashboard contains multiple pages of CardPanels, you can swipe (on touch devices) or use the navigation dots and arrows at the bottom of the screen to transition between them.

5.3. Wall Control – Edit Mode

5.3.1. Creating VideoWall Controls

To begin building your control interface, click **Add new Video Wall control** to create a new blank Control Panel.

You can adjust the grid size and number of columns for the panel using the **+** and **-** buttons. From the left sidebar, simply drag and drop your available SmartRC Monitors and arrange them within this panel to match your physical control room layout.

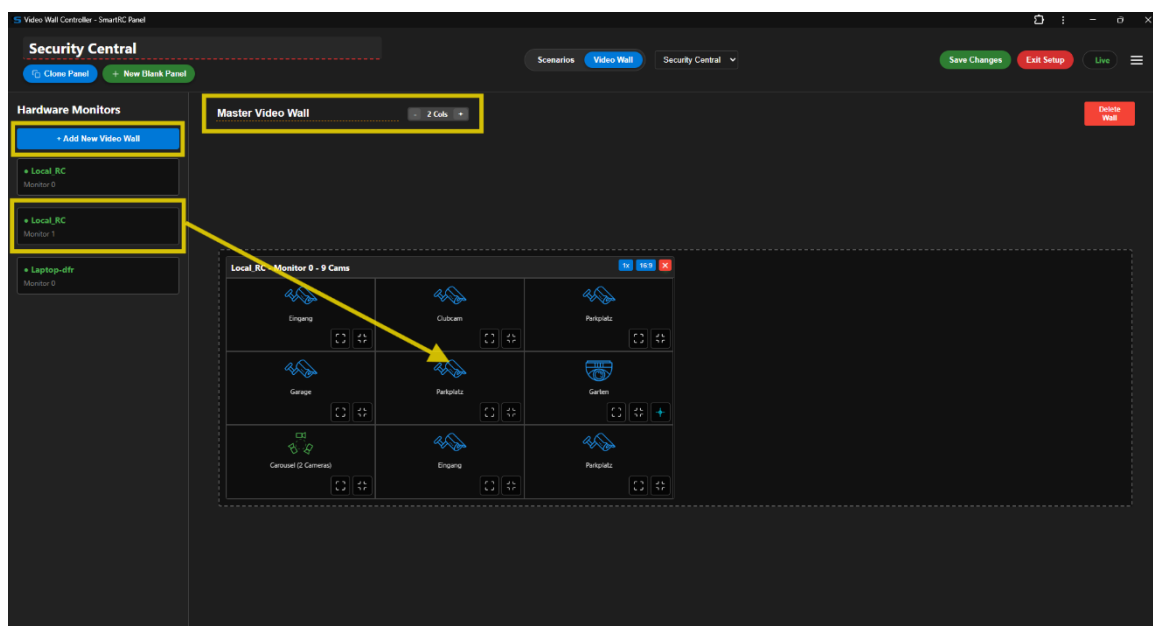


5.3.2. Monitor Formatting & Multiple Walls

Once a monitor is dropped onto the Video Wall panel, hover over it to access its formatting toolbar. You can use these tools to customize the layout representation:

- **Double Scale:** Expands the monitor representation to double its size, useful for distinguishing main displays from secondary displays.
- **Aspect Ratio:** Toggles the monitor's orientation between standard landscape (16:9) and vertical portrait (9:16).
- **Delete:** Removes the monitor from the current Control Panel.

You can create as many panels as necessary to build multiple, dedicated wall controls (e.g., 'Main Control Room', 'Supervisor Desk', 'Crisis Room') tailored for different users or operational areas.

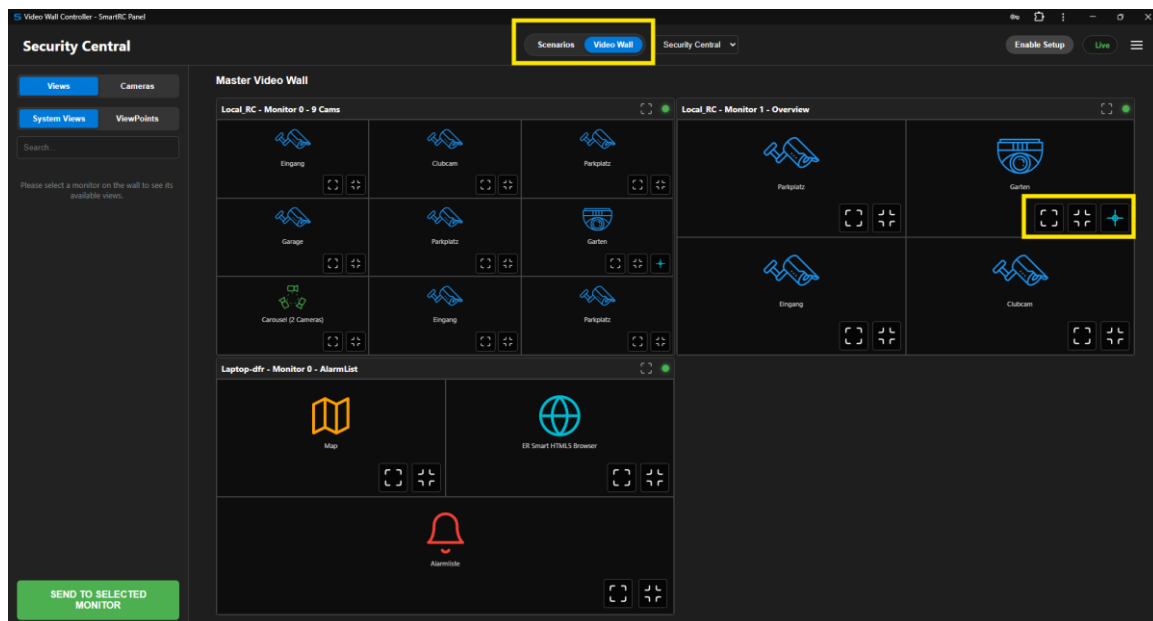


5.4. Wall Control – Operation Mode

5.4.1. Video Wall & Tile Controls

Switch to the **Video Wall** tab at the top of the interface to view your connected monitors and their live content tiles. Interacting with these tiles gives you direct control over the physical Smart Client:

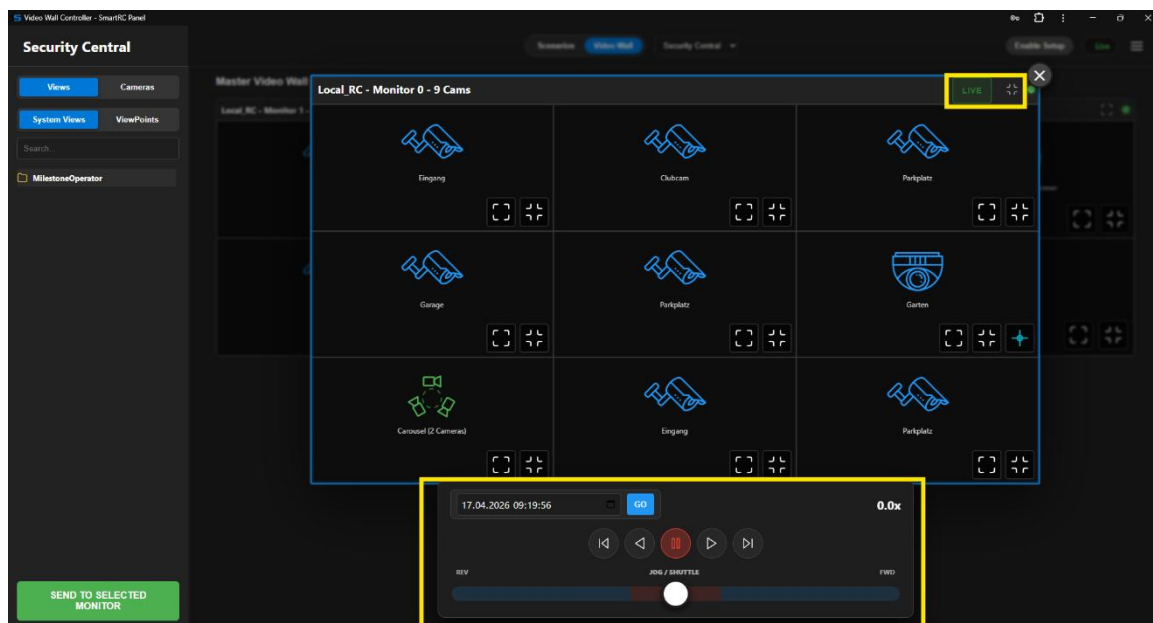
- **Click a tile:** Selects and highlights that specific camera item directly on the physical Smart Client monitor.
- **Fullscreen Button:** Maximizes the selected item on the physical monitor (clicking it again restores it to the grid).
- **PTZ Button:** If the selected tile contains a PTZ (Pan-Tilt-Zoom) camera, this button reveals a dropdown list allowing you to immediately jump to specific pre-configured presets.



5.4.2. Focus Mode & Playback

If a monitor representation in the Web Frontend is too small, or if it contains a dense grid of multiple tiles, click the monitor to enter **Focus Mode**.

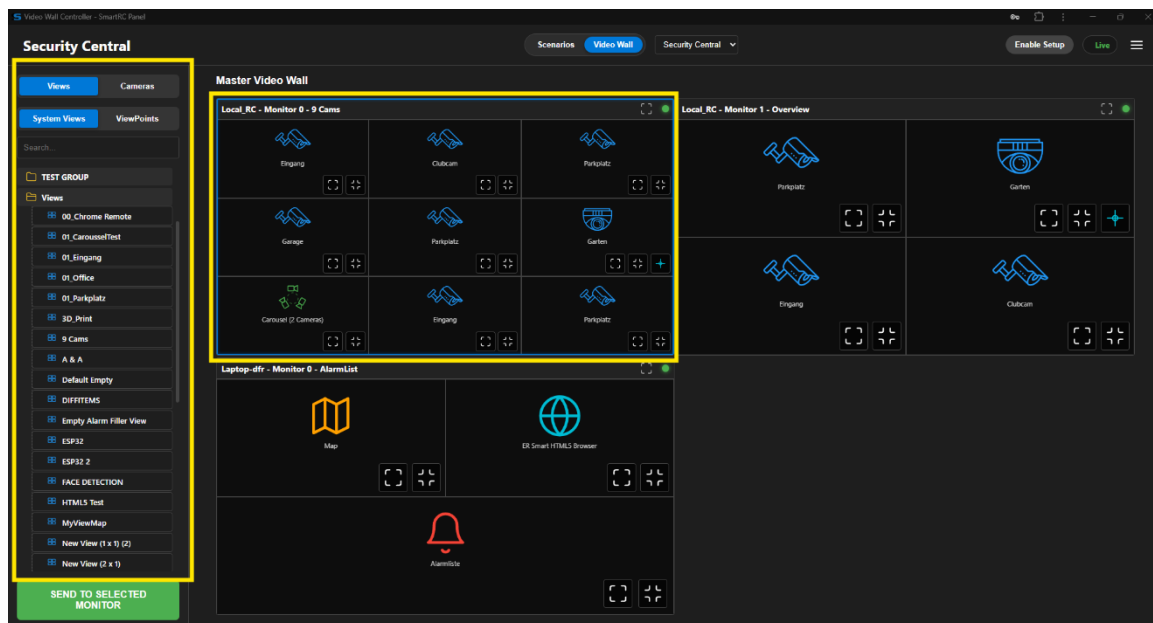
Focus Mode brings the monitor to the center of your screen in full size. While inside Focus Mode, you can open the integrated playback controls to review recorded footage on that specific monitor. When you exit Focus Mode, the physical Smart Client will automatically snap back to displaying Live video.



5.4.3. Pushing Views & ViewPoints

When you select a monitor on your dashboard, the left-side panel automatically loads its configured **Views**.

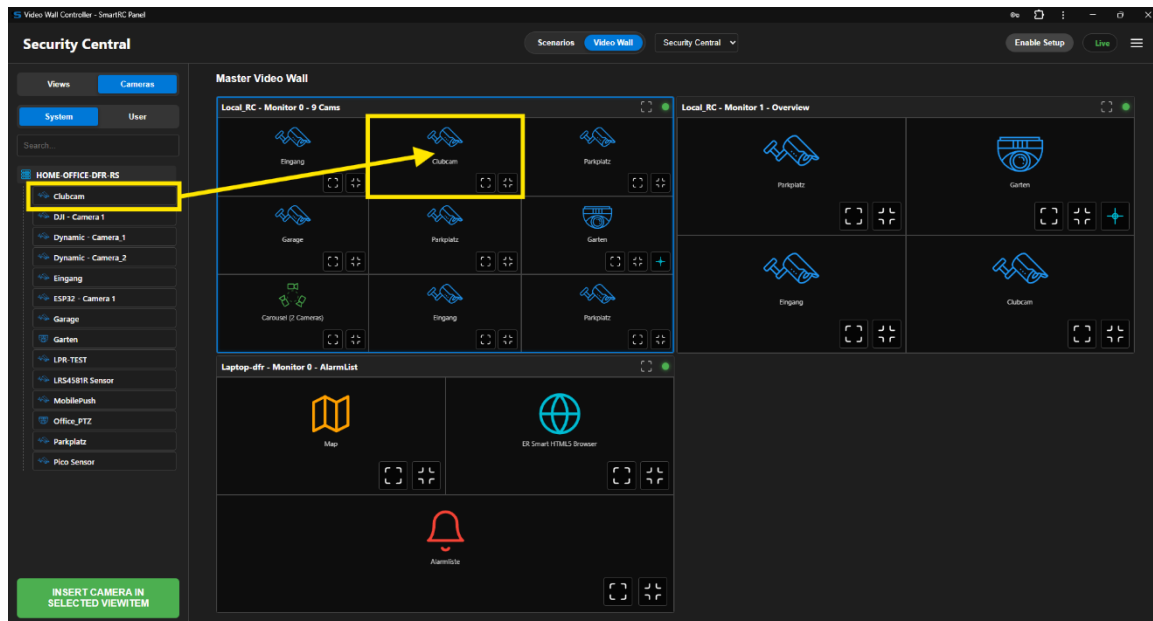
You can drag and drop standard System Views, or dynamic ViewPoints (which can include automated preset positions and HTML pages), directly from the sidebar onto the monitor. This will instantly change the active layout on the physical display.



5.4.4. Pushing Cameras

To push individual camera feeds, switch the left sidebar to the **Cameras** tab.

Here, you can browse the **System Hierarchy** (sorted by Recording Servers) or the **User Hierarchy** (sorted by custom Camera Groups). Simply drag and drop any camera from the list directly into a specific tile on your monitor dashboard to instantly change that single video stream on the physical wall.

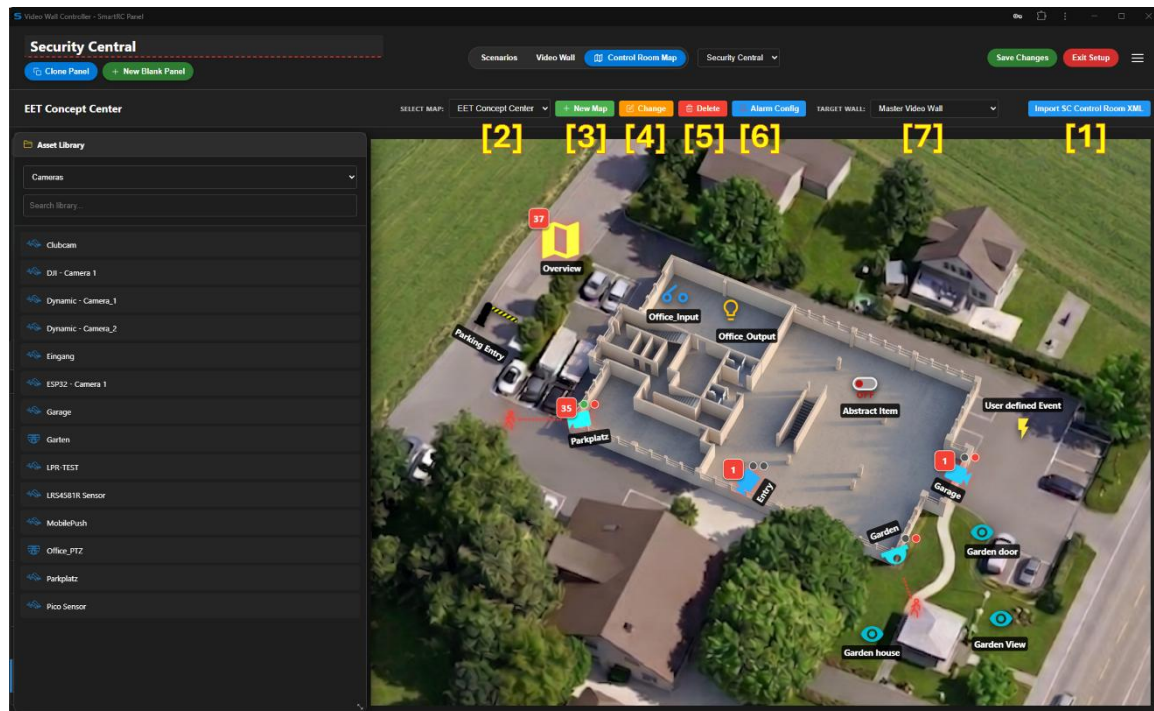


5.5. Control Room Map / Alarm – Edit Mode

5.5.1. Map Setup & Toolbar – Smart Client Control Room Migration

Manage your digital floor plans and their properties using the top toolbar.

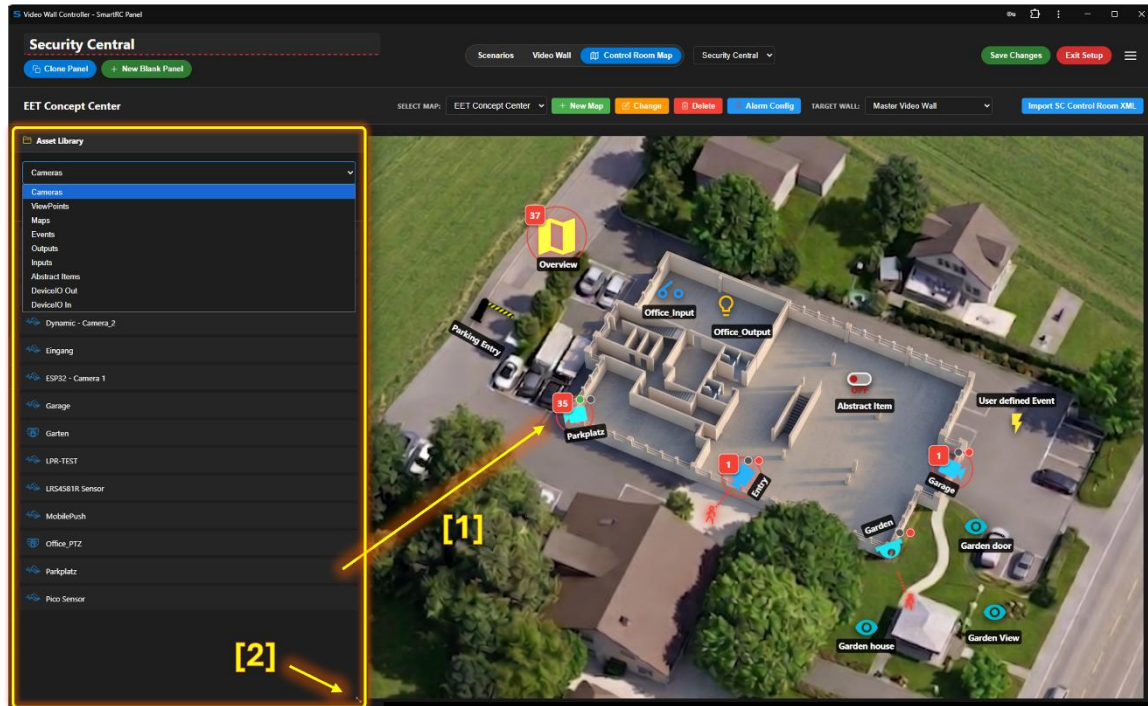
Architecture Note: Maps and assets are always created centrally on the Master Panel. Sub-Panels inherit these maps but allow for unique, localized configurations. When editing a Sub-Panel, you can define which maps are visible, set isolated Alarm configurations, and route maps to entirely different Target Walls without affecting the Master or other operators.



- [1] **Import XML:** Click to import or migrate an existing Smart Client Control Room XML configuration.
- [2] **Map Select:** Use this dropdown to switch between different floor plans or facilities for editing.
- [3] **New Map:** Create a new map container and upload your background floorplan image.
- [4] **Change:** Rename the current map or replace its background floorplan image.
- [5] **Delete:** Permanently remove the map and all associated items placed upon it.
- [6] **Alarm Config:** Configure global alarm sounds and enable or disable alarm visual indicators for this specific panel.
- [7] **Target Wall:** Assigns a specific Video Wall control (created in the Wall Control section) to this map for the currently selected panel. Cameras and ViewPoints triggered from this map will be pushed to the selected monitor of this assigned wall.

5.5.2. The Asset Library

The Asset Drawer contains all your maps, cameras, ViewPoints, events, I/O devices, and Abstract Items.

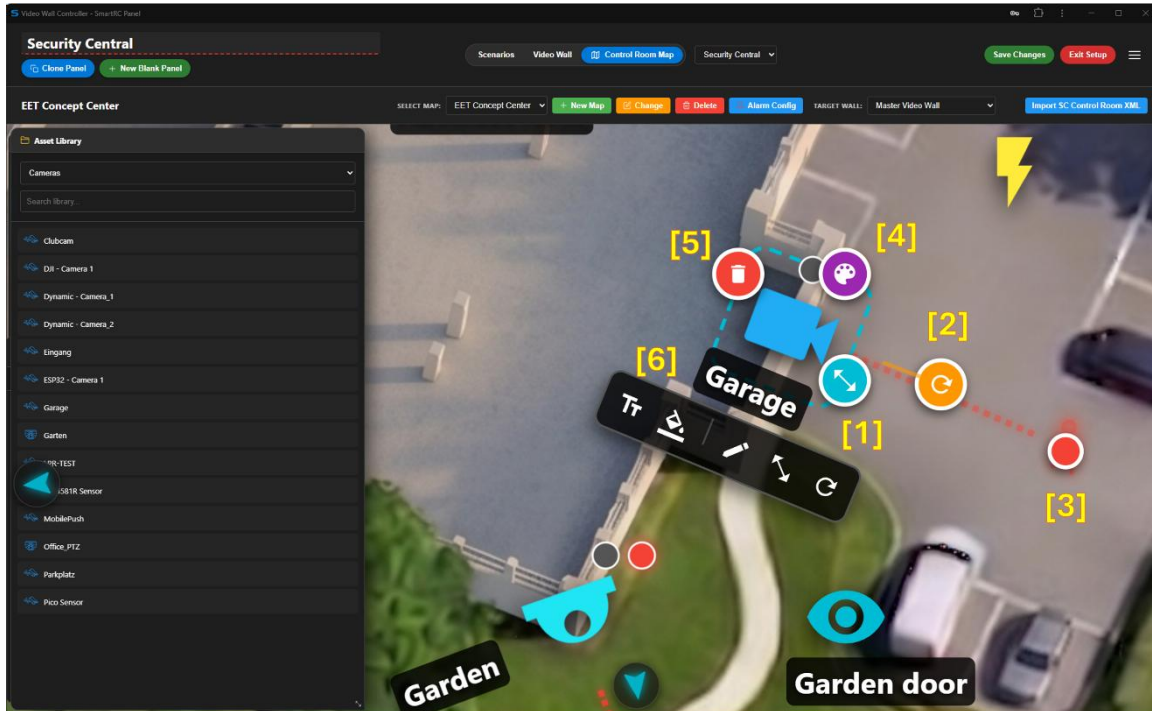


- [1] **Drag & Drop:** Grab any item from the list and drop it directly onto the map.
- [2] **Window Controls:** You can drag the drawer by its header and resize it using the bottom-right corner.

Universal Behavior: This drag, resize, and position memory applies to all floating windows across the system (including the Video Wall Control, Global Alarm List, and Alarm Inspector).

5.5.3. Icon Styling & Text

Click any icon on the map to reveal its editing handles:



- [1] **Resize Icon:** Drag the blue handle to scale the icon size.
- [2] **Rotate Icon:** Drag the orange handle to rotate the item.
- [3] **Motion Aiming:** For cameras, drag the red dot to aim the motion-detection coverage area.
- [4] **Icon Color:** Click the purple palette to change the base color of the icon.
- [5] **Delete Item:** Click the red trash bin to remove this item from the map.
- [6] **Label Styling:** Click and drag the text to position it. Use the floating toolbar to change text color, background color, edit text, scale, and rotate the label independently.

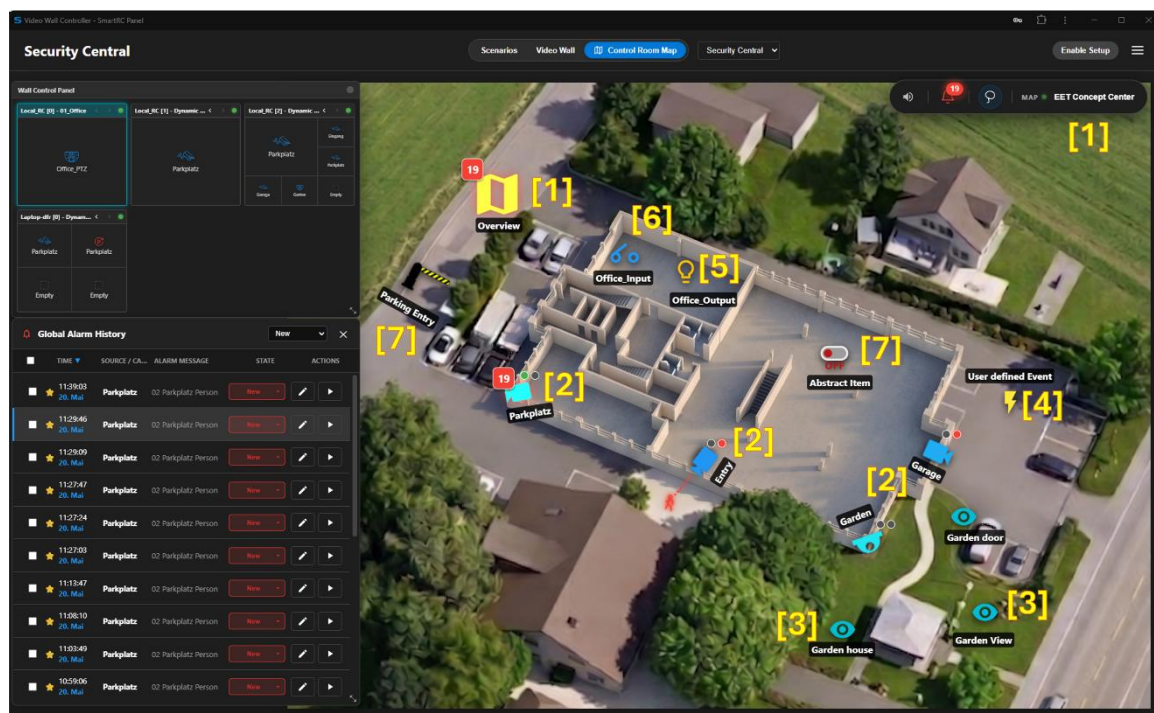
Pro-tip: Double-click the background color tool to make the label background transparent!

5.6. Control Room Map / Alarm – Operation Mode

5.6.1. Maps & Navigation

Your administrator has created specific Control Room maps for your profile. Use the dropdown menu on the floating Pill interface to switch between your assigned maps.

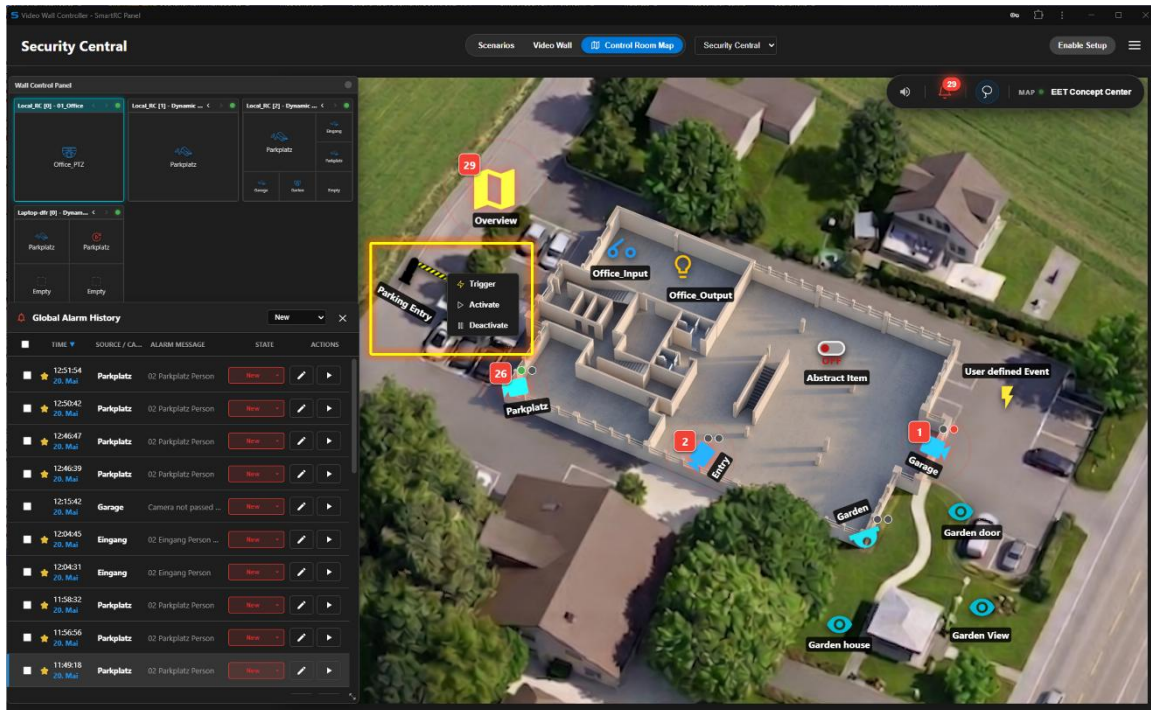
Overview: The interface is designed to quickly push cameras to your monitors and interact with facility hardware. You will find the following elements on the map:



- [1] **Map Links:** Click to instantly navigate to another floor plan or facility.
- [2] **Cameras:** Click to send the stream directly to your selected Video Wall monitor. If a camera has PTZ presets, right-click (or long-press) to open the PTZ menu.
- [3] **ViewPoints:** Click to instantly deploy a dynamic view layout to your selected monitor.
- [4] **User defined Events:** Click to instantly execute a User defined event.
- [5] **Device Outputs:** Click to open the action menu (Trigger / Activate / Deactivate). The current status is shown live on the map.
- [6] **Device Inputs:** Displays live read-only status (e.g., door open/closed).
- [7] **Abstract Items:** Click to trigger or toggle custom integrations. The custom icon status updates instantly.

5.6.2. Interactive Devices & PTZ

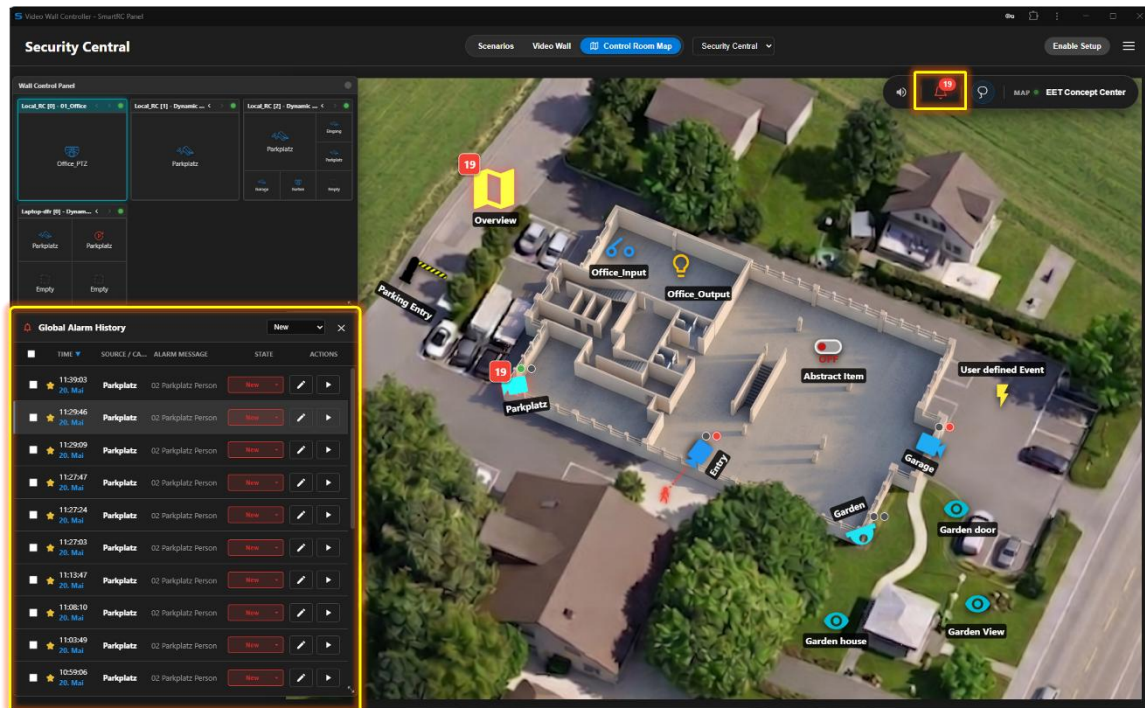
You can interact directly with elements on the map to control the environment or view:



- **[PTZ Cameras]:** Right-click (or long-press on tablets) to open the PTZ Presets menu and move the camera to a predefined position.
- **[I/O & Abstract Items]:** Click (or tap) Outputs or Abstract Items to trigger actions like opening doors, turning on lights, or triggering system events.

5.6.3. The Global Alarm List

Click the red **Alarm Bell** in the floating pill to open the Global Alarm List. This window provides a comprehensive overview of all system alerts with the following features:



Click the red Alarm Bell in the floating pill to open the Global Alarm List.

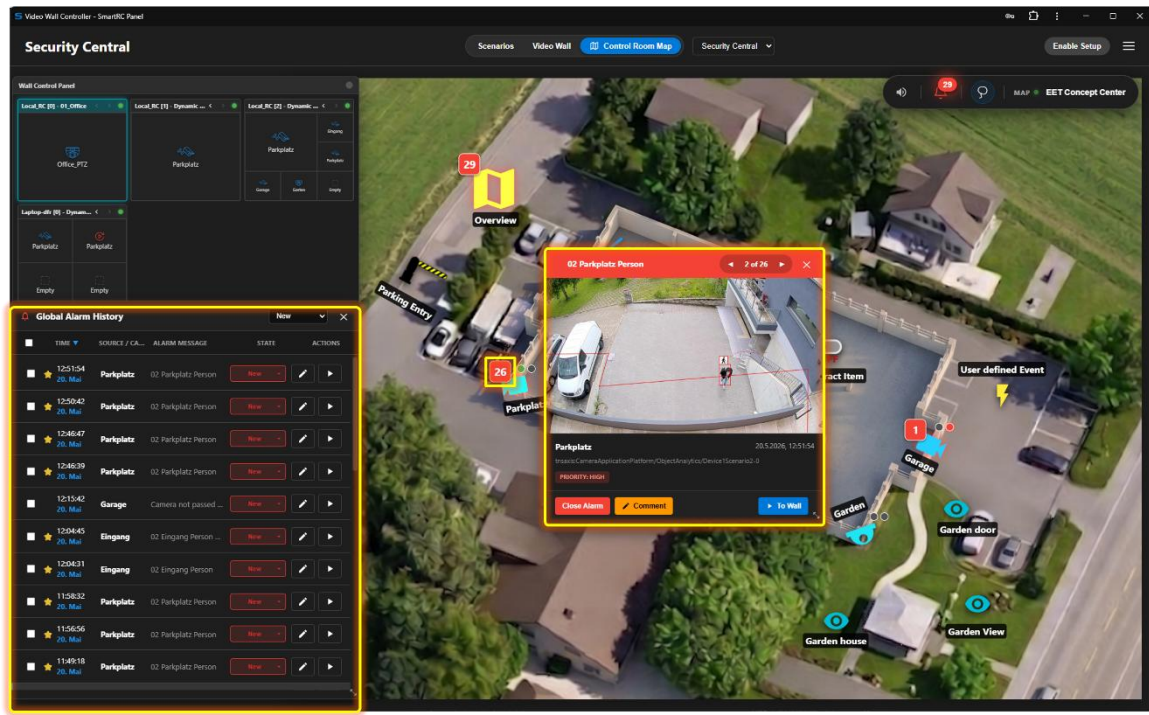
This window provides a comprehensive overview of all system alerts with the following features:

- **[Filters]:** Filter your view to show *New*, *In Progress*, *On Hold*, or *Closed* alarms.
- **[Bulk Actions]:** Use the checkboxes (or press Enter) to select multiple alarms, then update their states all at once.
- **[Focus & Jump]:** Click any row to automatically jump to that specific camera on the map and open its details.
- **[Wall Playback]:** Click the play button to instantly send the related alarm cameras to your selected Video Wall monitor.

Note: The Play/Stop icon updates dynamically. If you select a different monitor, the icon will change to show whether the alarm is playing on that specific screen.

5.6.4. Alarm Inspector window

When an alarm triggers, its corresponding camera will pulse red on the map. Click the red **Alarm Badge** to open the Inspector:



- **[Review]:** View the high-resolution snapshot, the alarm message, and the timestamp.
- **[Triage]:** Add comments, change the state to 'Closed', or click **To Wall** to instantly push the playback footage of the event to your selected Video Wall monitor.

6. Advanced Configuration & Troubleshooting

To effectively manage, back up, or troubleshoot the SmartRC Controller, it is important to understand how the system separates core data from visual representations.

Understanding Data Storage

- **VMS Database:**
The core application configuration is securely stored within the Milestone SQL database. This includes the actual creation and properties of all Viewpoints and Scenario Items.
- **Local JSON Files:**
The local configuration files dictate only the **visual appearance and spatial representation** of the frontend. For example, a map's JSON file stores the X/Y coordinates of where a camera icon is placed, but the camera item itself exists in the VMS.

Configuration Directories

The local configuration files, logs, and certificates are located on the Event Server at:
C:\ProgramData\SmartSoftware\ER.EventServer.SmartRCController

Panel Configurations

The PanelConfigs directory stores the layout and button mappings for your Video Wall and Scenario control frontends.

- The file named 00000000-0000-0000-0000-000000000000.json is the **Master Configuration**. It dictates the global settings and base scenarios.
- Any additional files (e.g., pforte.json) represent inherited, role-specific, or location-specific sub-panels.

Map & Plugin Configurations

The PluginConfigs directory stores frontend extensions, primarily the Map layouts and custom assets.

- This directory contains the background images for your maps and the JSON arrays that map the UI coordinates of your cameras, triggers, and viewpoints over those images.

Backup and Restore Procedures

If you are migrating servers or creating a system snapshot, you can safely back up the visual frontend state by copying these directories.

- **To Backup:** Copy the entire PanelConfigs and PluginConfigs folders to a secure location.
- **To Restore:** Stop the EventServer service, replace the folders in the ProgramData path with your backup, and restart the service.
- **Critical Warning:** Because the JSON files only store visual placements, a restored frontend configuration **must perfectly match** the underlying Milestone VMS configuration. If items (like cameras or events) have been deleted or have had their GUIDs changed in Milestone since the backup was taken, the frontend will fail to link them.

Diagnostic and Logging

If the frontend is not updating, scenarios are failing to trigger, or items are not responding, the debug logs are the first place to look.

Log Location:

C:\ProgramData\SmartSoftware\ER.EventServer.SmartRCController\DebugLogs

- The log files capture real-time HTTP/REST traffic and payload errors between the Web Frontend and the REST Server.
- They also record the downstream execution commands sent from the REST Server directly to the SmartRC Instances.
- If you are unable to resolve an issue using these logs, please zip the contents of the DebugLogs folder and attach it to your support ticket to expedite troubleshooting.

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