

Oncam 360 Plugin

for Milestone Smart Client – Installation Guide



INSTALLATION GUIDE – VERSION 2.0.0 - JULY 2021

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1. Legal and Warnings



Please Read before Installation

Read through the guide carefully before installing the product. Keep this guide for future reference. If you need further support during installation, please visit:

<https://www.oncamgrandeye.com/>

1.1 Legal Considerations

The use of video surveillance may be regulated by local laws that vary from country to country. Please check the laws in your local region before using this product for surveillance purposes.

1.1.1 Intellectual Property Rights

Oncam has intellectual property rights relating to the technology embodied in the product described in this document. These intellectual property rights may include one or more of the Oncam patents or pending patent applications in the US and other countries. This product contains licensed third-party software.

1.1.2 Liability Notice

Every care has been taken in the preparation of this and the accompanying installation documentation.

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For product and service liabilities please refer to our standard terms and conditions. <https://www.oncamgrandeye.com/terms-and-conditions/>

1.1.3 Trademarks and Third-Party Trademarks

“ONCAM” and the “ONCAM logo” are trademarks, and in some cases registered or protected trademarks, of Oncam Global Limited and/or Oncam Global, Inc., including under registration in the UK, India and in the U.S. Patent and Trademark Office.

The names of other companies, organizations, products or services mentioned in this manual are the trademarks of their respective owners.

1.1.4 Copyright

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1.1.5 Contact Information

For our contact details please go to: <https://www.oncamgrandeye.com/contact-us/>

1.1.6 Support

If you require any technical assistance, please contact your Oncam reseller. If your questions cannot be answered immediately, your reseller will forward your queries through the appropriate channels to ensure a rapid response. If you are connected to the Internet, you can go to:

<https://support.oncamgrandeye.com/>

Here you can:

- Download user documentation and software updates.
- Find answers to resolved problems in the FAQ database, search by product, category, or phrase.

To contact us via email, please use support@oncamgrandeye.com.

Include the following in your email:

- A detailed description of the problem
- Camera model numbers
- Relevant configuration information

2. Pre-requisites

2.1 Oncam 360 Plugin for Milestone requires:

Milestone XProtect Smart Client version 7.0b (2013) or higher.

If Xprotect Smart Client is not installed on your system please follow the instructions below

1. Download XProtect Smart Client from:
<https://www.milestonesys.com/support/resources/download-software/>
2. Run XProtect Smart Client setup and install the software. If you accept all the defaults, the software will be installed at:

“C:\Program Files\Milestone\XProtect Smart Client”

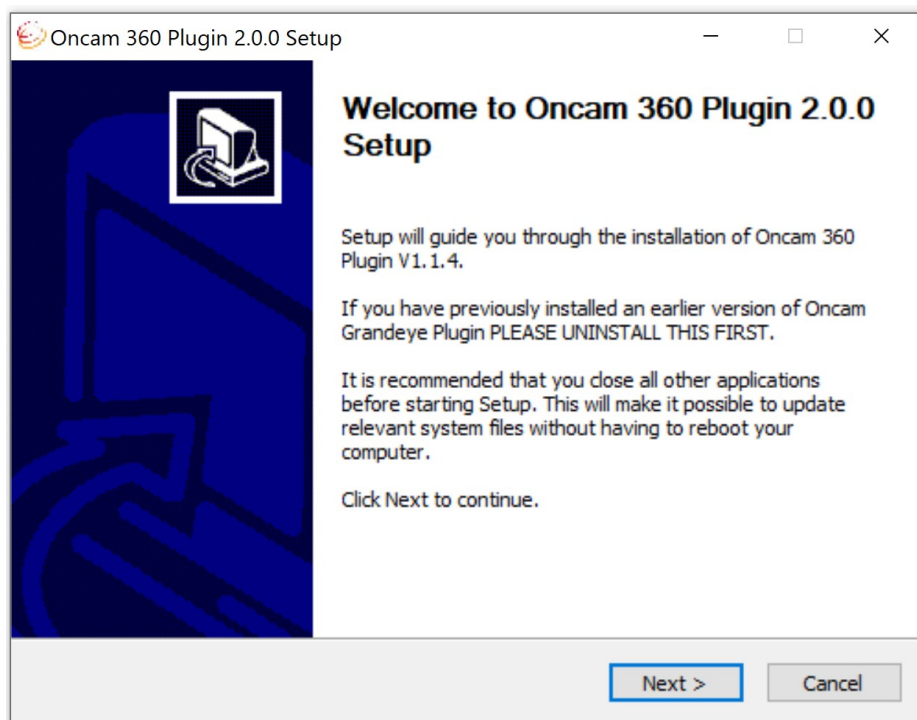
or

“C:\Program Files(x86)\Milestone\XProtect Smart Client”

3. Installation

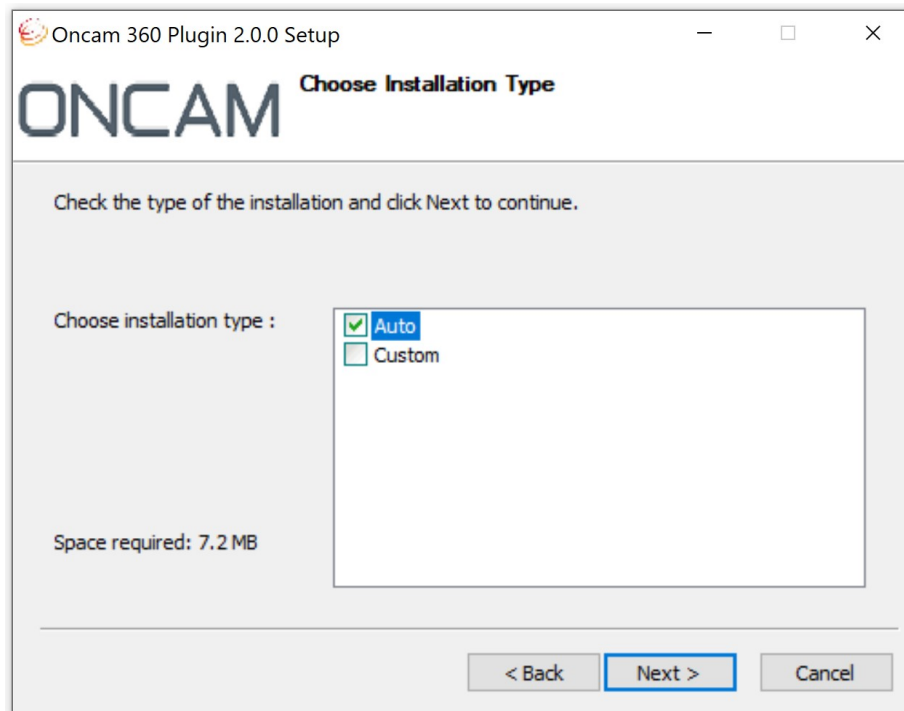
3.1 Start

Close XProtect Smart Client if it is running. Run Oncam 360 Plugin for Milestone.



Click **Next** to continue.

3.2 Installation Type

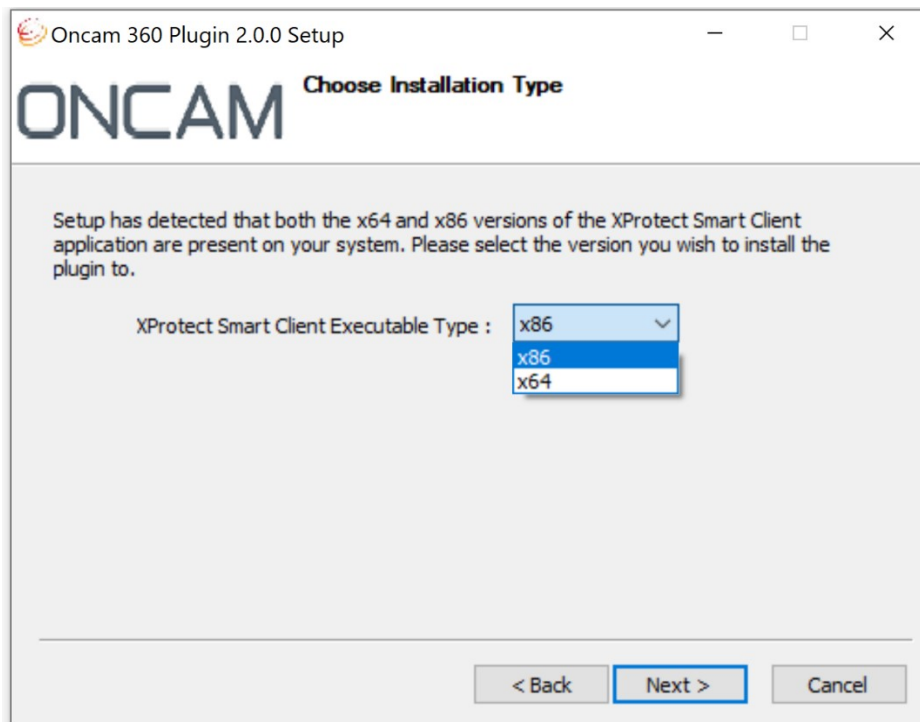


The installation can be performed in two modes:

1. Auto

The setup automatically;

- Detects XProtect Smart Client Executable type(x86 or x64) and path
- Checks whether Microsoft Visual C++ 2012 Redistributable Package is installed
- Installs the correct type (x86 or x64) of Oncam 360 Plugin
- Installs Microsoft Visual C++ 2012 Redistributable Package

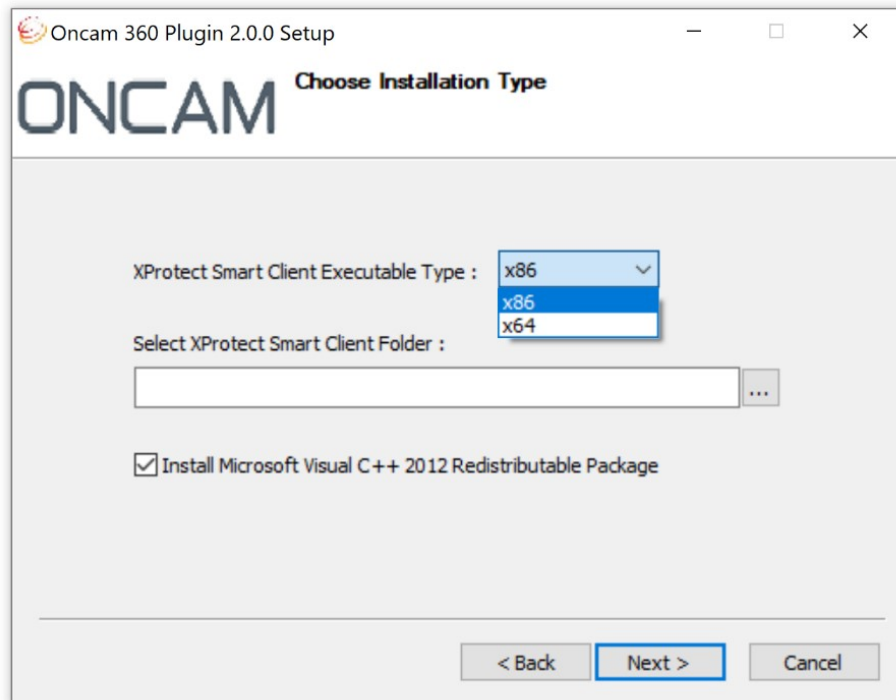


Note: If both versions (x86 or x64) of XProtect Smart Client are installed on your system, setup will force you to choose one of them. If you want both x86 and x64 versions of Oncam 360 Plugin to be installed on your system, please run the setup twice to install both.

Click **Next** and follow the instructions on **Section 3.3 Install Location**.

2. Custom

Setup will provide two options to choose from:



Please note that “XProtect Smart Client Executable Type” does not indicate the operating system type. It is the type of the XProtect Smart Client version that you want to install the plugin to. After selecting the executable type, you need to select the smart client folder that matches your selection of executable type.

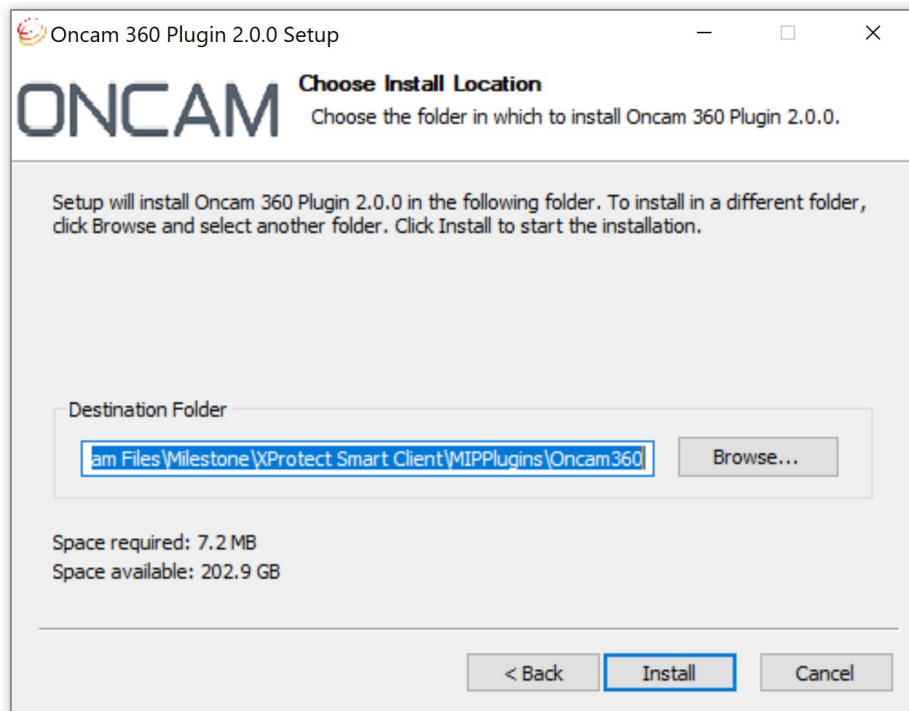
Oncam 360 plugin requires Microsoft Visual C++ 2012 Redistributable Package to work. Setup will install the appropriate version of redistributable package according to your selection of executable type.

Note: You need x86 version of Microsoft C++ 2012 Redistributable package for x86 version of Oncam Plugin 360 even if your Operating System is x64.

Click **Next** and follow the instructions on **Section 3.3 Install Location**.

3.3 Install Location

Setup will display the destination folder of Oncam 360 plugin installation. It is under the “\MIPPlugins\OncamGrandeye360\” folder of Xprotect Smart Client Path. Please check the destination folder and click **Install** to continue.



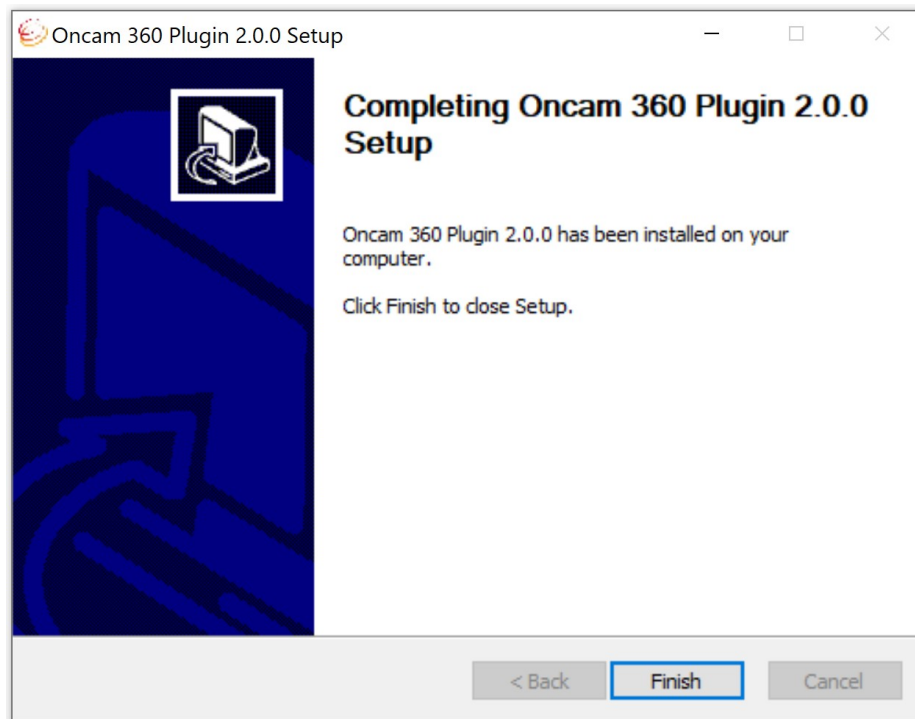
3.4 Visual C++ Redistributable Package Installation

Setup will guide you through the installation of Visual C++ 2012 Redistributable Package under the below conditions.

- If Auto installation is selected in Section 3.2 (Option 1) and redistributable package is not present on the system.
- If Custom installation is selected in Section 3.2 (Option 2) and “Install Visual C++ 2012 Redistributable Package” option is checked.

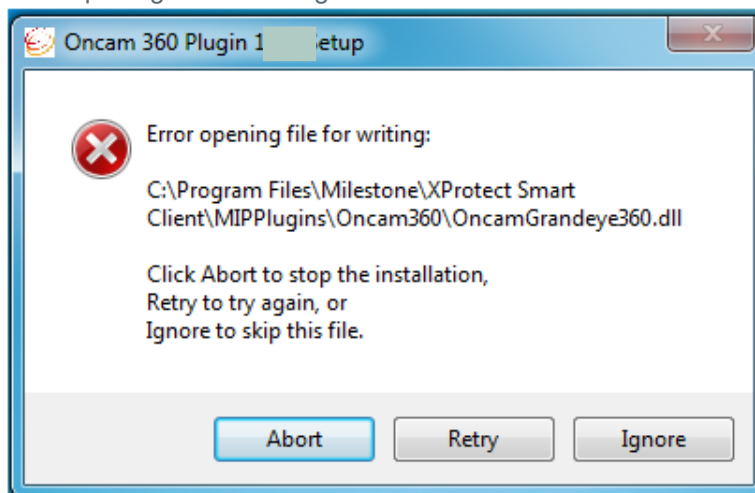
3.5 Complete

Click **Finish** to confirm the installation if you have not encountered any errors during the installation process.



4. Troubleshooting

Error opening file for writing :



If you experience the above error, please make sure that XProtect Smart Client is closed, is not running in the background and you have sufficient permissions to write to the indicated folder.

Re-run the setup.

If the problem still occurs, please restart your computer, and re-run the setup.