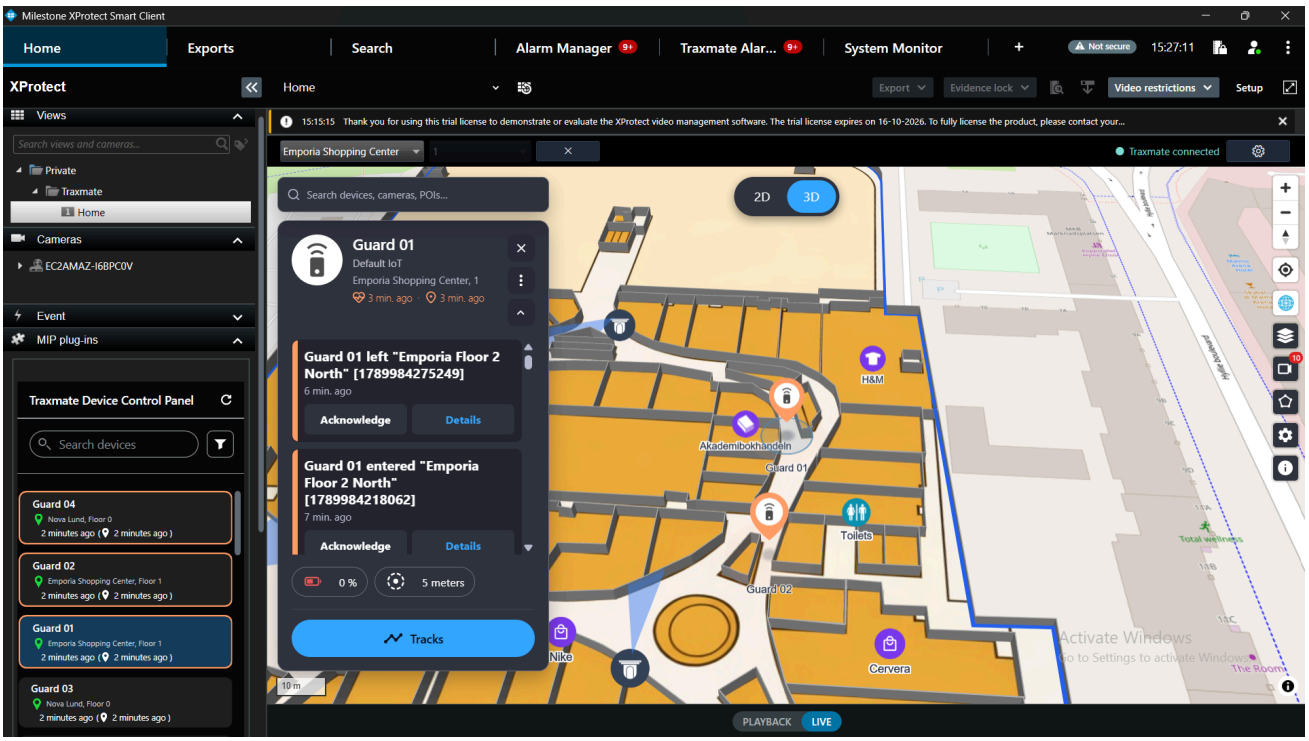
traxmate

PRODUCT DOCUMENTATION

Traxmate plug-in for Milestone XProtect

Product specification and installation guide

Device locations, indoor maps, and alarms
in the XProtect Smart Client



Plug-in 1.3.1 / Revision H / 2026-10-07

c25-314 · Combain AB · Public

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About this edition

This guide documents plug-in 1.3.1. Section 4.4 describes on-premise configuration using AppSettings.txt.

1 Introduction

The Traxmate plug-in brings device locations, indoor floor plans, and location-based alarms into Milestone XProtect Smart Client. Operators can find a device on the map, open a mapped camera, and review an alarm alongside related video.

This guide covers the operator interface, installation, deployment settings, and troubleshooting. It is intended for system integrators, administrators, and security operators. The documented plug-in version is 1.3.1. Section 4.4 describes on-premise configuration.

Positioning accuracy and available alarms depend on the connected devices, positioning infrastructure, and Traxmate services configured for the site.

1.1 Capabilities

Capability	Description
Location and video	View device positions alongside XProtect video. Open a mapped camera with Watch Live.
Indoor and outdoor maps	Select buildings and floors, switch between 2D and 3D, and browse points of interest.
Device monitoring	Search devices and inspect location, battery, positioning accuracy, and recent alarms.
Alarm handling	Receive device alerts, acknowledge alarms, and review location with related recordings.
Camera mapping	Assign cameras to buildings, floors, and rooms.
Geofences	Create floor-specific areas and review entry and exit alarms.
Movement and map behavior	Show movement trails, positioning accuracy, automatic panning, and floor switching.
Site customization	Configure map layers, basemap, 3D appearance, and custom markers.
Platform capabilities	Location analytics, heatmaps, and supported device alerts depend on the Traxmate deployment.

1.2 Audience

This document is intended for:

- **System integrators and administrators** who install and configure the plug-in (chapters 4–6).
- **Security operators and supervisors** who use the plug-in in daily operations (chapter 3).

2 Architecture

The plug-in connects Milestone XProtect Smart Client to Traxmate positioning and alarm services. XProtect manages video; Traxmate supplies device locations and location-based events.

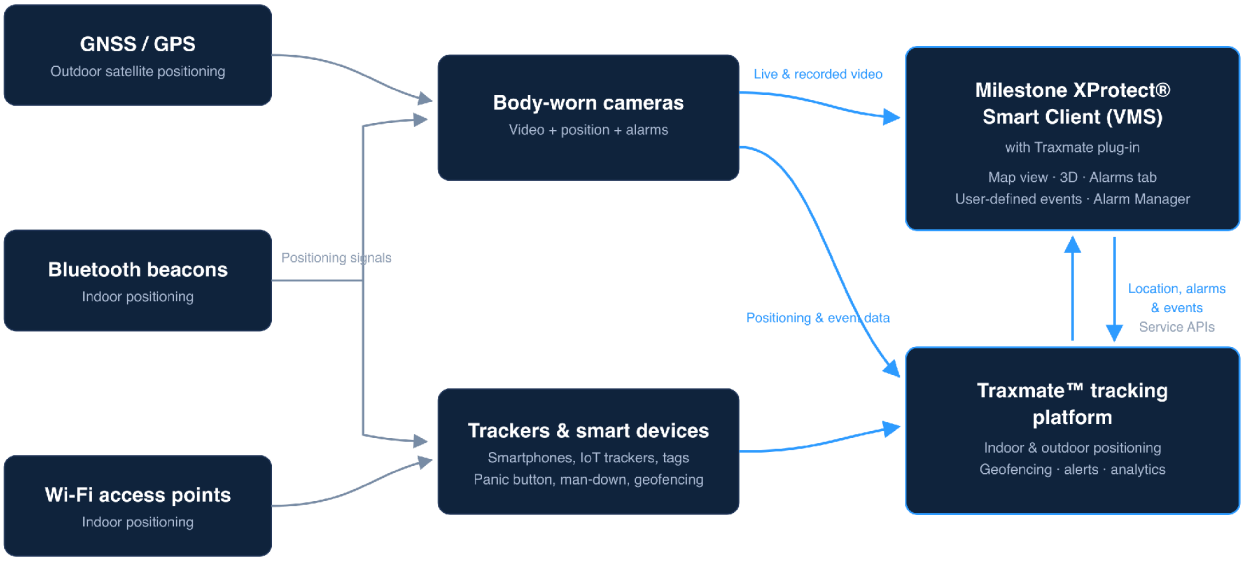

Figure 1 Traxmate plug-in architecture overview

2.1 Milestone XProtect

The Smart Client hosts the Traxmate map, device panel, and alarm views. XProtect manages camera video and recordings. Traxmate alarms use XProtect user-defined events and can be reviewed in the Alarm Manager workflow.

2.2 Traxmate platform

Traxmate processes location and event data from connected cameras, smartphones, and trackers. The platform provides positioning, geofencing, and supported device alerts to the plug-in through its service interfaces.

2.3 Devices and positioning

Devices send location updates and supported alarms to Traxmate. Positioning can use GNSS outdoors and Bluetooth or Wi-Fi infrastructure indoors. Building and floor information depends on the available positioning data and site configuration.

3 Features

This chapter describes the operating features of the Traxmate plug-in, as the operator sees them in the XProtect® Smart Client. Each section covers one area of the user interface.

3.1 Map, buildings, and floors

The plug-in adds a Traxmate map view to the XProtect® Smart Client. The map displays all tracked devices, mapped cameras, and points of interest, overlaid on outdoor street maps and indoor floor plans.

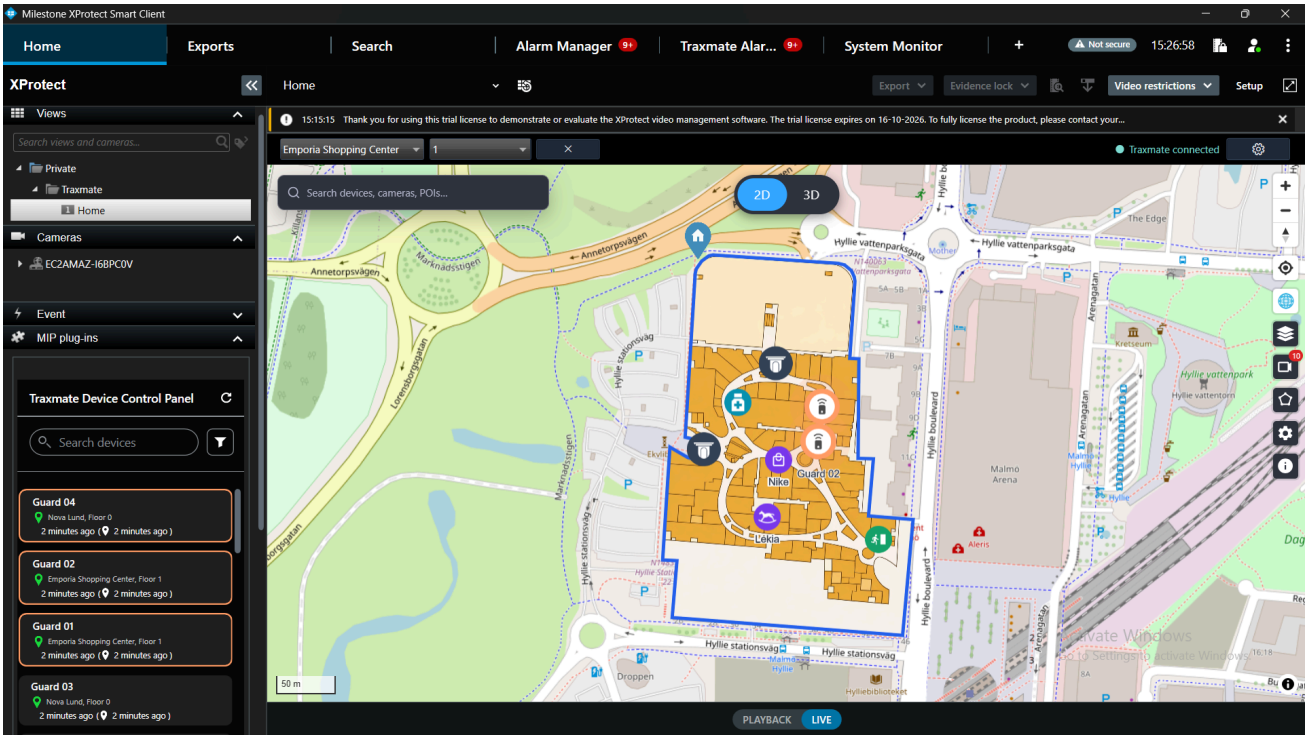

Figure 2 The Traxmate map view with building and floor selectors, device search, and indoor floor plan

- **Building and floor selectors** at the top of the map let the operator jump to any building and floor level of the site. The indoor floor plan for the selected level is drawn directly on the map.
- **2D / 3D toggle** switches the map between a top-down 2D view and an interactive 3D building view (see section 3.2).
- **Automatic floor switching** follows a selected device as it moves between floors in a multi-story building — the displayed floor plan changes automatically.
- **Automatic map panning** keeps the selected device centered so it remains visible during active tracking.
- **Positioning accuracy radius** is drawn around each device location to reflect the real-world positioning precision.
- **Connection status** is shown in the top-right corner. A green *Traxmate connected* indicator confirms that the plug-in is synchronized with the Traxmate platform.
- **Search** (top left) finds devices, cameras, and points of interest by name.

3.2 3D building view

The 3D view renders buildings as interactive 3D models, giving operators a realistic representation of the site with clearly visible floors, walls, and landmarks.

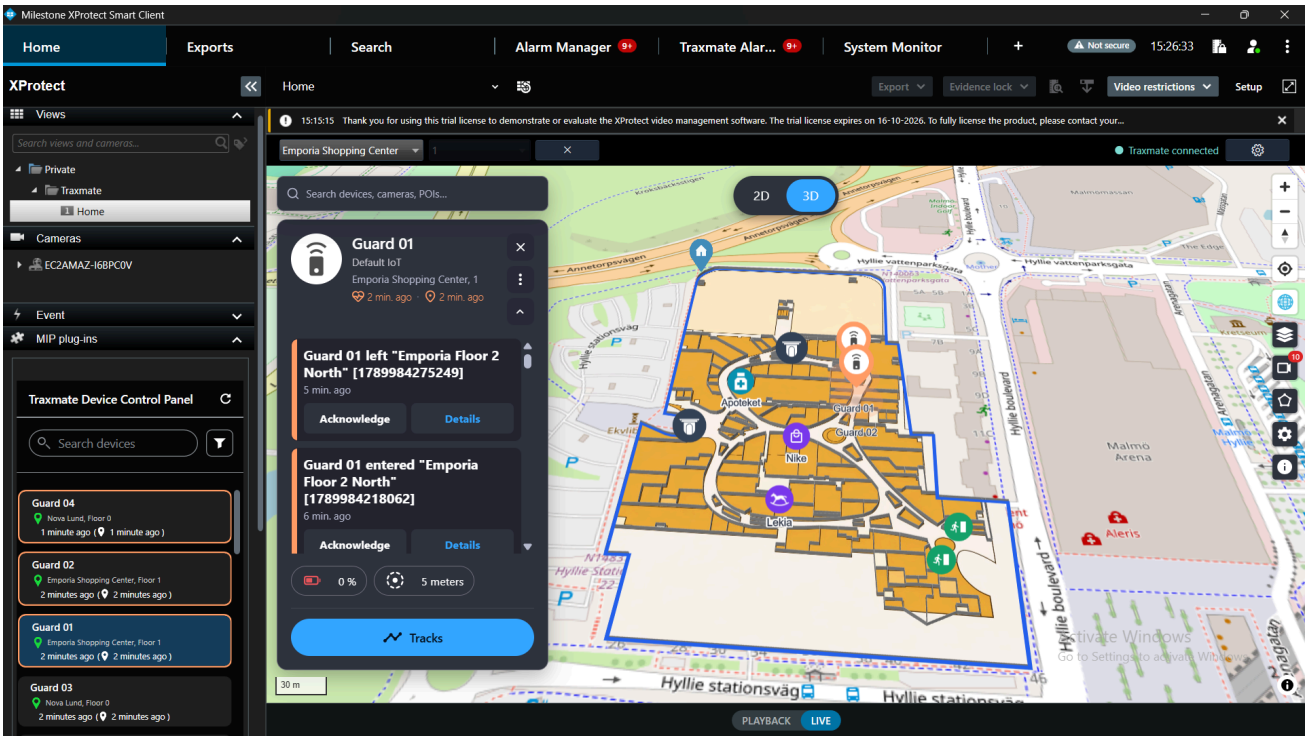

Figure 3 3D building view with device card and points of interest

- Devices, cameras, and points of interest are rendered in 3D at their real positions.
- The 3D view is fully navigable — rotate, pan, and zoom to inspect the building from any angle.
- Geofence areas and alarm locations can be reviewed in 3D (see sections 3.6 and 3.7).
- The 3D appearance — wall heights, object scale, and room floor colors — is configurable in the map settings (see section 3.8).

3.3 Device Control Panel

The Traxmate Device Control Panel is a MIP plug-in panel in the Smart Client that lists every tracked device and its live status.

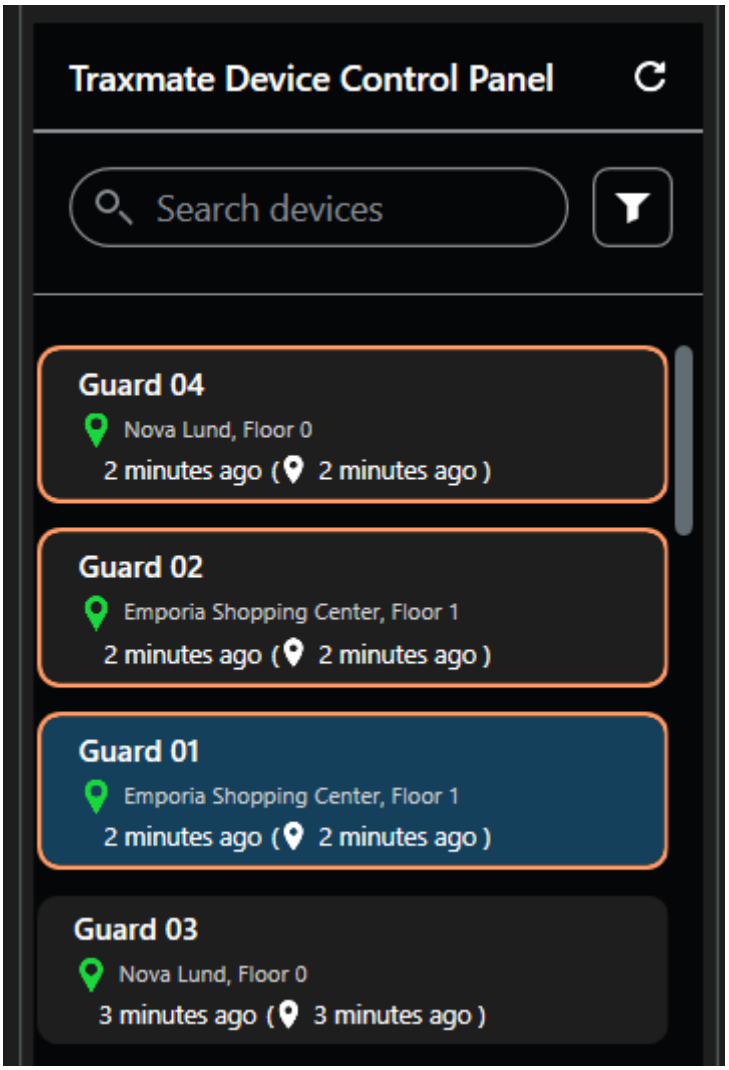

Figure 4 Traxmate Device Control Panel with device list

- **Device list** shows all devices known to Traxmate, with their current location (site, building, floor) and a recency indicator for the last alarm and last position update.
- **Search and filter** tools help operators quickly find a specific device among many.
- **Refresh** updates the list on demand; the list also updates automatically as devices move.
- Clicking a device selects it on the map, centers the view on it, and opens the device card.

Device card

Selecting a device opens the device card with detailed live information and the device's alarm history.

- **Alarm feed** lists the device's recent alarms and events (for example geofence crossings), newest first.
- **Acknowledge** marks an alarm as handled by the operator.
- **Details** opens the full alarm information.
- **Battery and accuracy** show the device's current battery level and positioning accuracy.
- **Tracks** display the device's historical movement trails on the map.

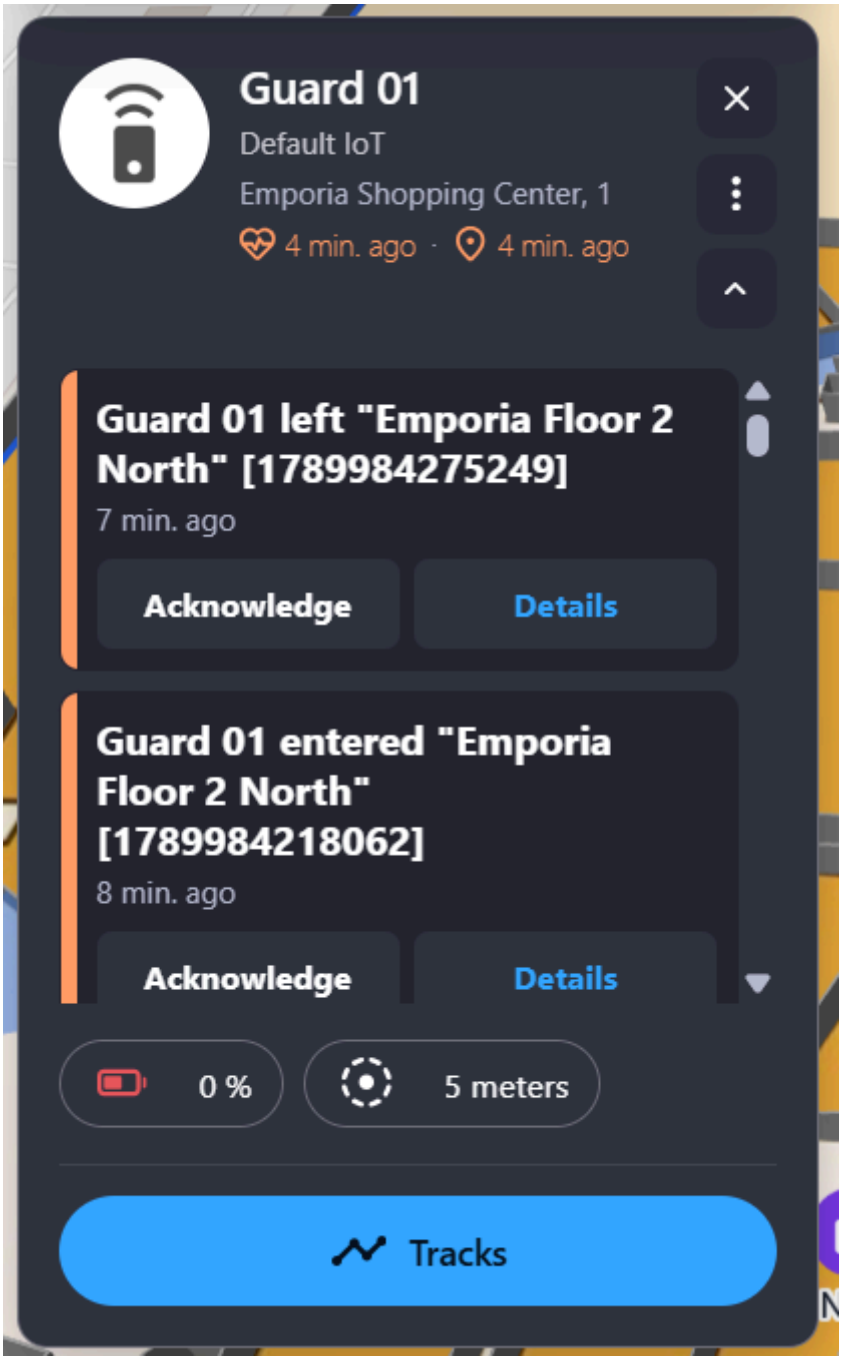

Figure 5 Device card with alarm feed, acknowledge actions, battery level, accuracy, and tracks

3.4 Points of interest and camera popups

The map can display points of interest (POIs) — stores, restaurants, toilets, elevators, ATMs, and other landmarks — using either the built-in icon set or customer-uploaded custom map markers.

Clicking a mapped camera on the map opens a camera popup directly over the map. The popup shows the mapping information — which building, floor, and room the camera is mapped to — and a **Watch Live** action that opens the camera's live video stream in the Smart Client without leaving the map view.

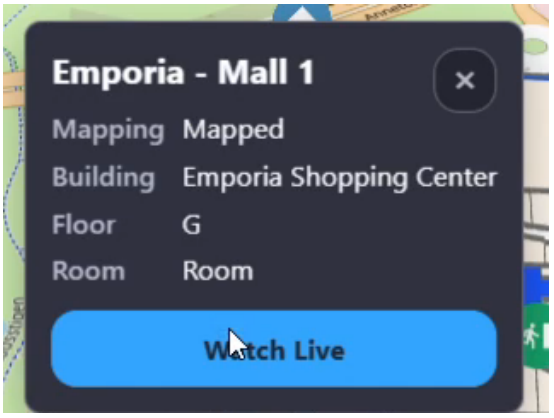

Figure 6 Camera popup with mapping information and Watch Live

3.5 Camera mapping

The Cameras dialog lets administrators map Milestone cameras to physical locations — building, floor, and room — so that cameras appear as clickable markers on the map.

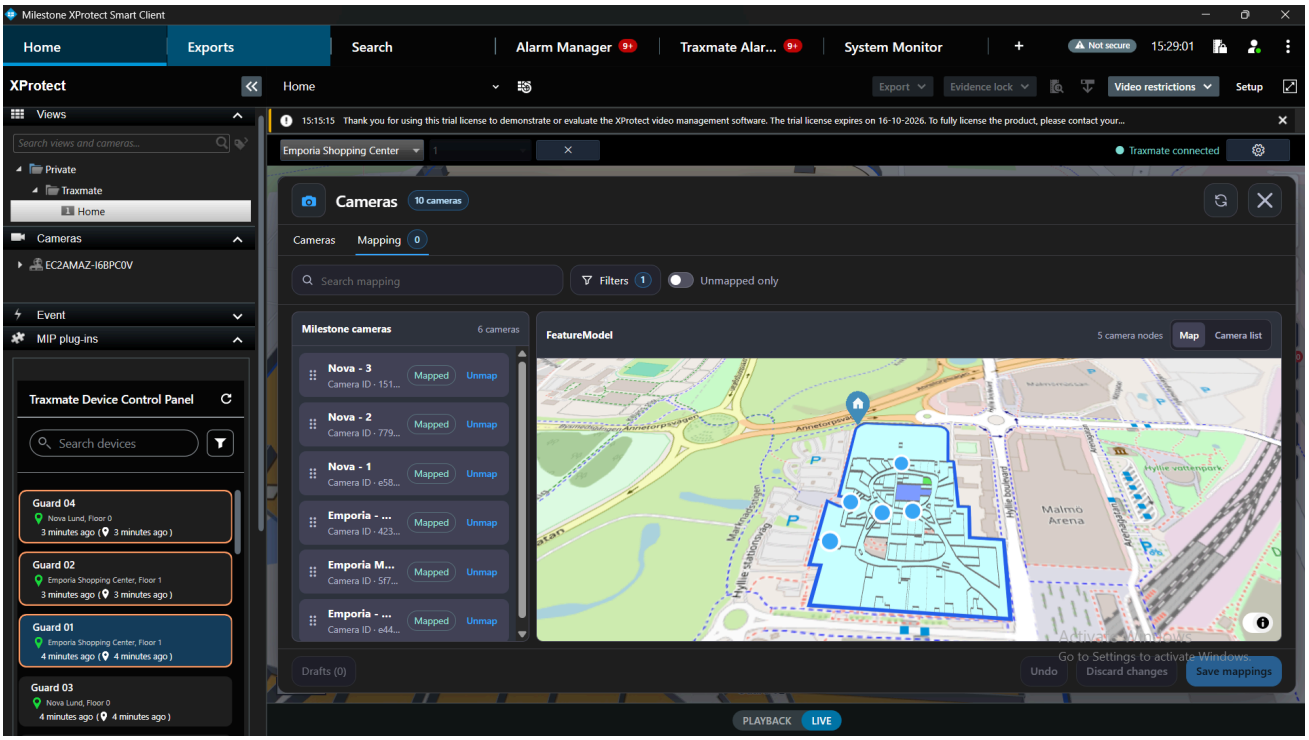

Figure 7 Cameras dialog with camera-to-map mapping

- **Camera list** shows all Milestone cameras with their current mapping status (Mapped / Unmapped).
- **Map** — click a camera, then click its position on the map to place it. Use the building and floor selectors to switch levels while mapping.
- **Unmap** removes a camera's position.
- **Filters** and **Unmapped only** narrow the list while working through large camera sets.
- **Drafts, Undo, Discard changes** — mapping edits are collected as drafts until you commit them with **Save mappings**.

3.6 Geofences

Geofences are named areas — drawn on the map or on a building floor — that trigger alarms when devices enter or leave them. The Geofences dialog reviews and manages all geofences.

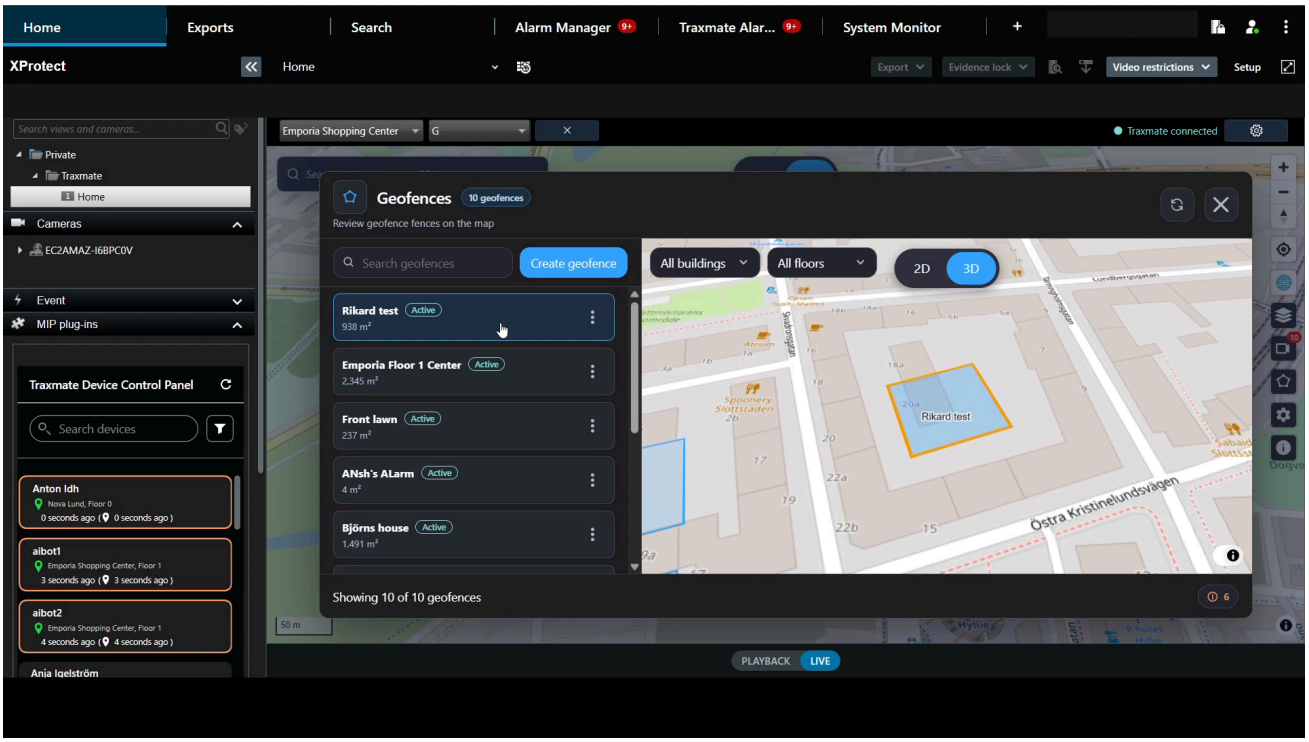

Figure 8 Geofences dialog with geofence list and 2D/3D review

- **Geofence list** shows every geofence with its status (Active) and area size, with search to filter by name.
- **Create geofence** draws a new area directly on the map.
- **All buildings / All floors** selectors scope the view; geofences can be floor-specific.
- **2D / 3D** review shows each geofence area on the map or as a volume in the 3D building view.
- Entering or leaving a geofence raises an alarm in the plug-in and the Traxmate Alarms tab (see section 3.7).

3.7 Alarms and the Traxmate Alarms tab

Alarm notifications

When a device raises an alarm — panic button, man-down, geofence crossing, and similar — the plug-in shows an immediate toast notification in the Smart Client, even while the operator is working in other views.

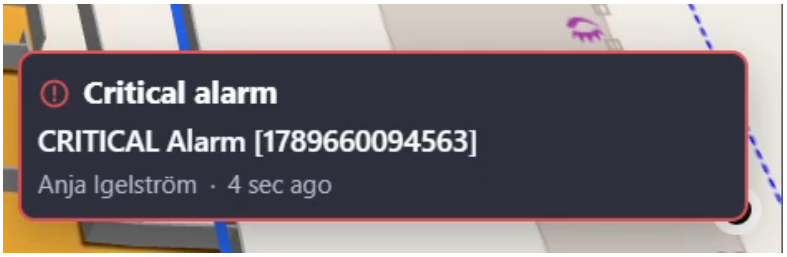

Figure 9 Critical alarm toast notification

Toast notifications are color-coded by severity (for example *Critical* and *Warning*) and include the alarm type, the source device or person, and the time since the alarm was raised.

Traxmate Alarms tab

The plug-in adds a dedicated **Traxmate Alarms** tab to the Smart Client's top-level navigation, next to the built-in Milestone Alarm Manager. Traxmate alarms are thereby handled with the same workflows as native Milestone alarms.

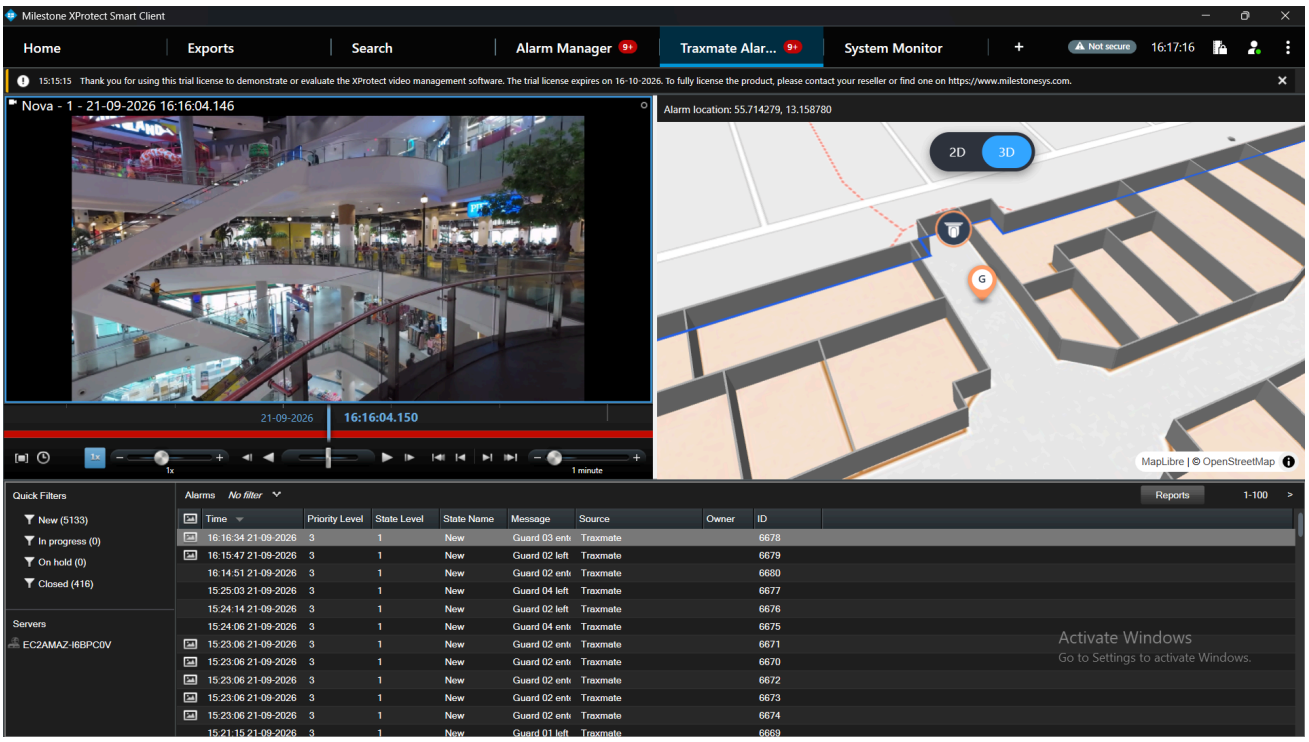

Figure 10 Traxmate Alarms tab with the alarm list, quick filters, and reports

- **Alarm list** shows every Traxmate alarm with time, priority level, state level, state name, message, source, owner, and ID.
- **Quick filters** (New, In progress, On hold, Closed) organize the alarm handling workflow, with live counts per state.
- **Reports** export the alarm material for compliance and post-incident review.

Alarm detail view

Selecting an alarm in the list opens the alarm detail view, combining video and location side by side.

- **Left panel** — the recording from the camera nearest to the alarm, with playback controls for reviewing the moments before and after the event.
- **Right panel** — the alarm location on the map, with the position address or coordinates, in 2D or 3D.

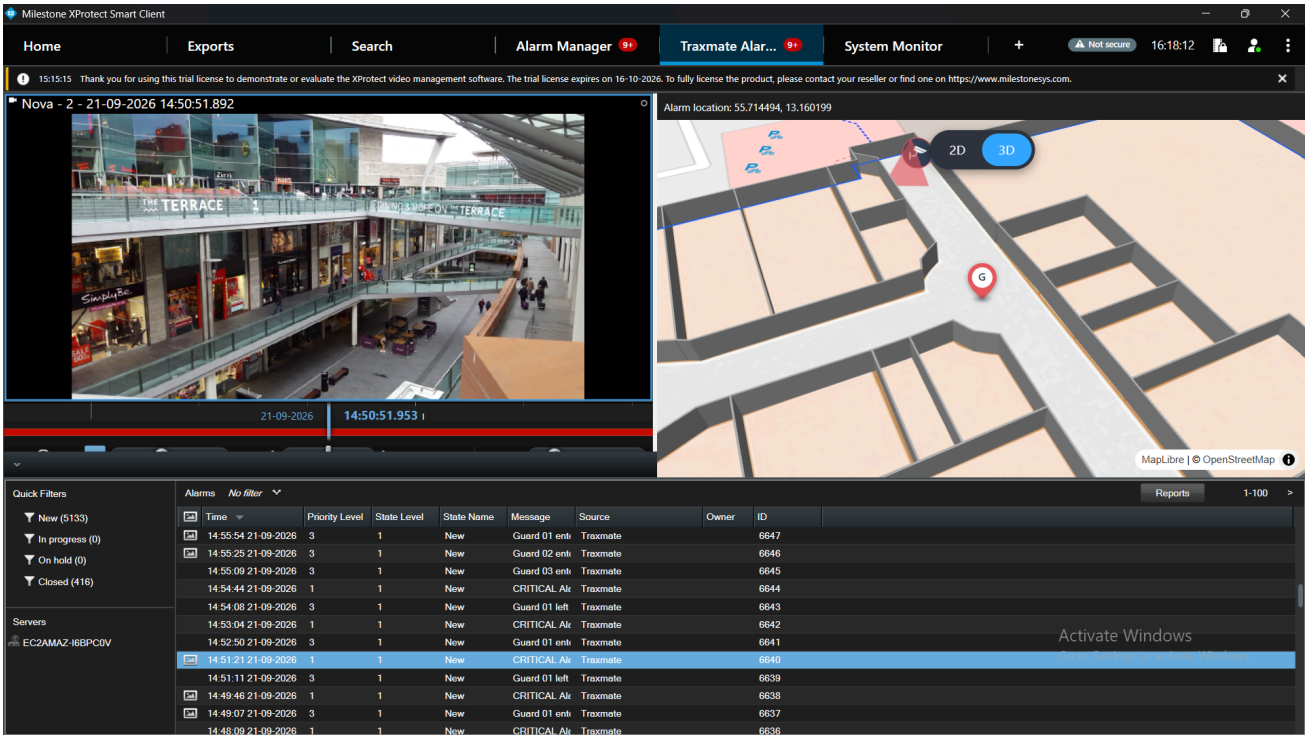

Figure 11 Alarm detail view with related camera recording (left) and the alarm location in 3D (right)

3.8 Map settings

The map settings dialog (gear icon in the map toolbar) controls how the map, layers, and 3D assets are rendered for the operator.

- **Map & View** — basemap selection (OpenStreetMap, Google Maps, Mapbox), alarm notification options such as *Highest-priority alarms first*, and **Live Trailing**: show recent movement behind devices, with a configurable trailing period, device scope, and direction arrows.
- **Layers** — show or hide map layers such as POIs, camera markers, and geofences.
- **3D Appearance** — wall heights, global 3D object scale, room floor colors, and custom wall heights per building.

Reset all restores the default settings. Changes apply when you press **Apply**.

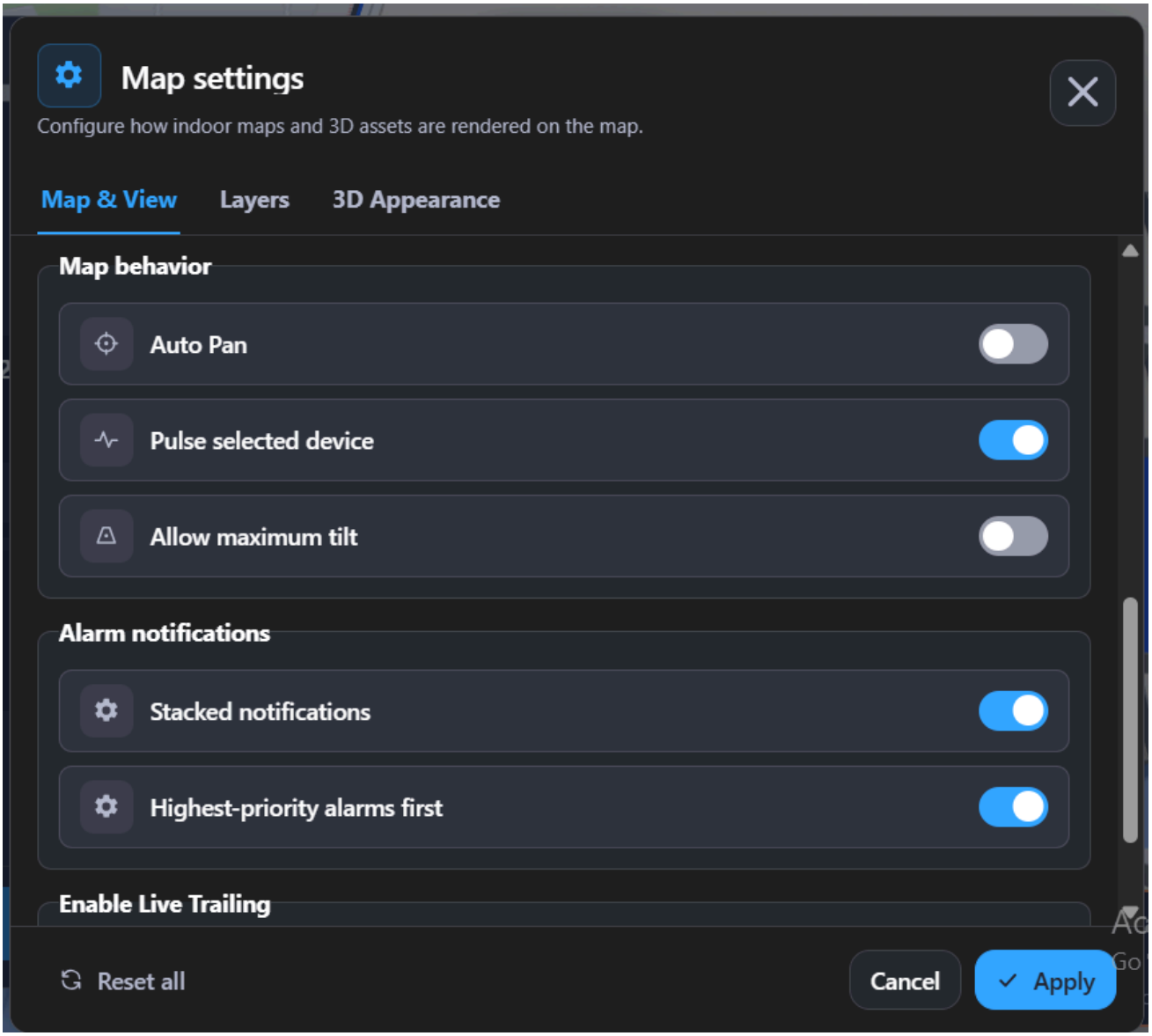

Figure 12 Map settings — Map & View with alarm notifications and live trailing options

3D appearance settings

Use the 3D Appearance tab to adjust wall heights, object scale, and room floor colors. Select **Apply** to save the changes.

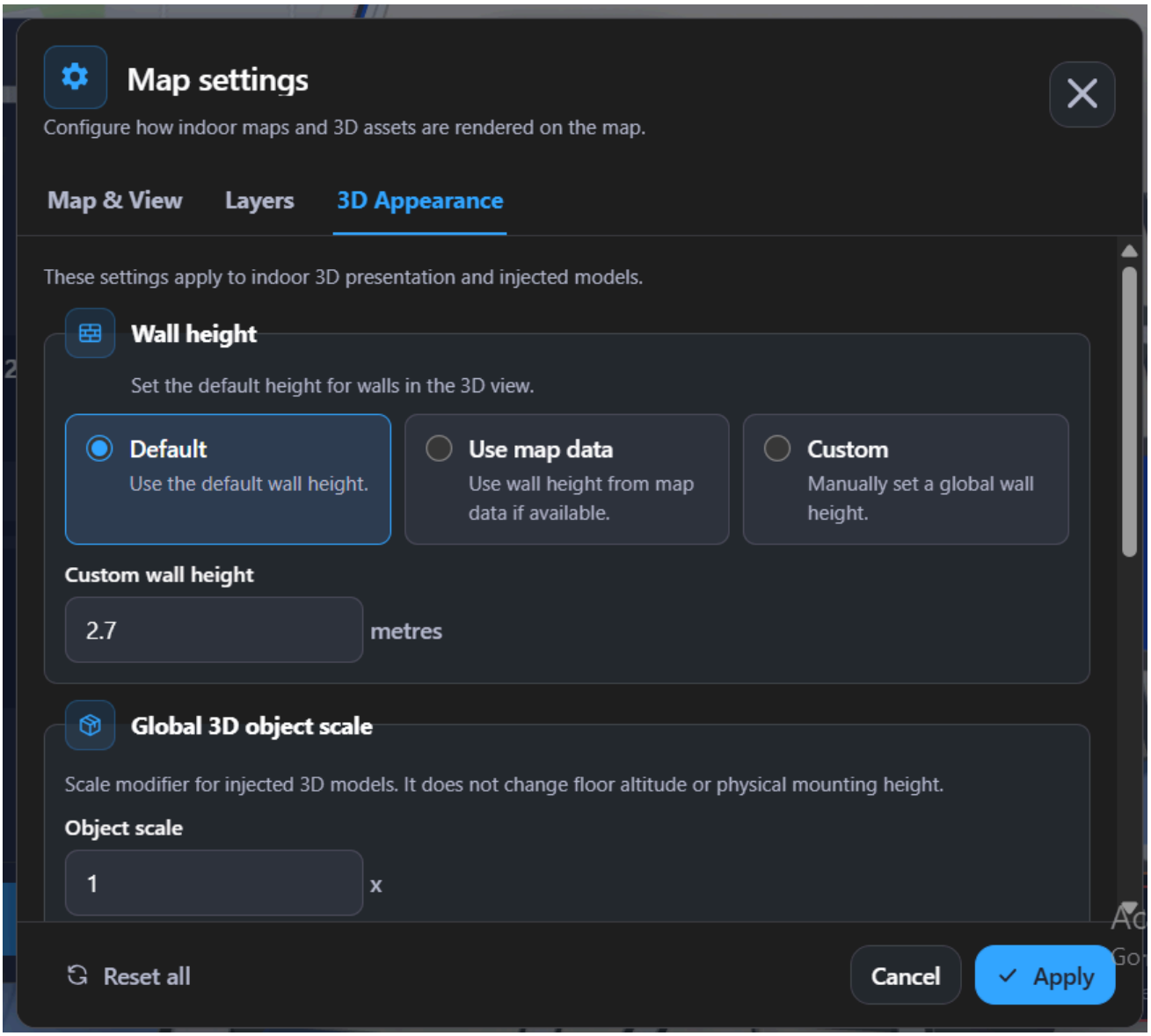

Figure 13 Map settings — 3D Appearance tab

4 Installation and configuration

This chapter describes the steps required to install and configure the TraxmatePlugin for Milestone XProtect®.

4.1 Prerequisites

Before installing, ensure the following requirements are met:

- A computer with **Windows Pro** and **Milestone XProtect (Corporate version)** installed.
- **Traxmate account** — login credentials to Traxmate.

NOTE: If you registered on our website, you should have received an email with credentials for both SiteManager (V2) and Traxmate (V3). If you haven't received it, please contact our support team at support@traxmate.io

4.2 Package contents

The installation package is a ZIP file. Unzip it — it contains:

File	Description
`TraxmateXprotectPlugin_v1.3.1`	The Traxmate plugin folder.
`TraxmateXprotectPlugin_v1.3.1.exe`	The Traxmate Installer.

4.3 Installation steps

These steps cover the normal installation process, with Milestone XProtect Smart Client on your PC and Traxmate in the cloud. For an on-premise installation, configure the service addresses in AppSettings.txt as described in section 4.4 before signing in.

Step 1 — Run the TraxmateXprotectPlugin_v1.3.1.exe

1. Download the installation package and unzip it.
2. Run `TraxmateXprotectPlugin_v1.3.1.exe` and follow the steps in the installation wizard.
3. If the Milestone XProtect® Smart Client was **not** installed in the default directory, you must manually select the folder where it was installed using the dropdown menu in the installer.

Step 2 — Verify the installation

1. Open XProtect Smart Client.
2. Go to **Setup** and verify that **Traxmate Plugin** appears under **Systems Overview**.

Step 3 — Create a Traxmate view and sign in

1. Create a new view according to your preference.
2. Drag the **TraxmatePlugin** onto the view.
3. Log in with your Traxmate credentials on the sign-in screen.

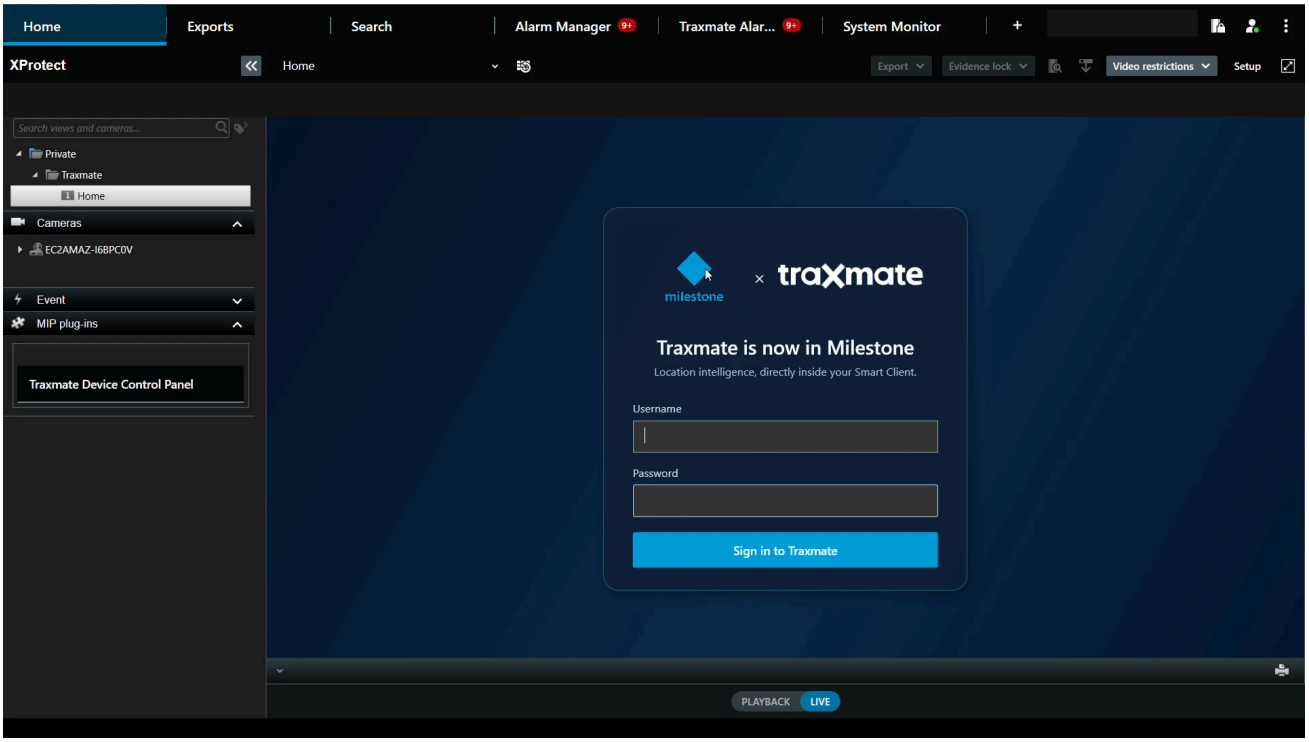

Figure 14 The Traxmate sign-in screen in the Smart Client

4. After a short while you will see a list of your cameras and/or trackers that are powered on and configured to send data to Traxmate. Click any of the items to see them on the map.

The plug-in version number is displayed on the sign-in screen.

Step 4 — Create events in XProtect Management Client (if prompted)

When you first open the Traxmate plug-in view in XProtect® Smart Client, a pop-up notification may appear informing you that the required Traxmate events have not yet been created in the XProtect Management Client. This is expected on a fresh installation, and the pop-up displays the exact event name you need to create.

Step 4a — Open XProtect Management Client

1. Launch the Milestone XProtect® Management Client and log in with your administrator credentials.
2. In the left panel, expand **Rules and Events** and click **User-defined Events**.

Step 4b — Create the required event

1. Right-click anywhere in the User-defined Events list and select **Add New**.
2. Enter the event name exactly as shown in the pop-up and click **Save**.
3. Once the event is created, return to XProtect® Smart Client and reopen the Traxmate plug-in view.

The installation is now complete — devices and cameras should appear on the Traxmate map.

4.4 On premise configuration

The deployment settings are held in `AppSettings.txt` in the `TraxmatePlugIn` folder. Use the service addresses supplied by your deployment administrator.

The following example uses internal placeholder hostnames. Replace them with your deployment addresses. Keep each setting on its own line; do not include Markdown links or escape characters.

```
BaseUrl=https://traxmate.example.internal
ApiBaseUrl=https://traxmate.example.internal/api
AuthBaseUrl=https://traxmate.example.internal/api
WebsocketBaseUrl=wss://traxmate.example.internal/api/ws
MapImageBaseUrl=https://traxmate.example.internal
MapsServiceBaseUrl=https://maps.example.internal
TileBaseUrl=https://tiles.example.internal
IndoorSuiteApiBaseUrl=https://indoorsuite.example.internal
GoogleMapsApiKey=
MapboxAccessToken=
Basemap=osm
BaseStyleUrl=
```

The service URLs above are examples, not public Traxmate endpoints. Empty values indicate that no value is supplied in this example; they do not define fallback behavior.

Service endpoints

Setting	Purpose
`BaseUrl`	Base address of the Traxmate deployment.
`ApiBaseUrl`	Traxmate API endpoint.
`AuthBaseUrl`	Authentication API endpoint.
`WebsocketBaseUrl`	Secure WebSocket endpoint for live updates.
`MapImageBaseUrl`	Base address for map image resources.
`MapsServiceBaseUrl`	Maps service endpoint.
`TileBaseUrl`	Map tile service endpoint.
`IndoorSuiteApiBaseUrl`	Indoor Suite API endpoint.

Map provider settings

Setting	Configuration example
`GoogleMapsApiKey`	Empty in this example. Supply the appropriate key when using Google Maps.
`MapboxAccessToken`	Empty in this example. Supply the appropriate token when using Mapbox.
`Basemap`	`osm` in this example.
`BaseStyleUrl`	Empty in this example. Supply a base map style URL when using a custom style.

Deployment checks

- Confirm that the Smart Client workstation can resolve and reach the configured service hosts.
- Use HTTPS and WSS addresses with certificates trusted by the workstation.
- Confirm that the network proxy or firewall permits secure WebSocket connections.
- Keep API keys and access tokens out of screenshots and support attachments.
- After configuring the plug-in, verify sign-in, live device updates, indoor maps, and the selected basemap.

5 Troubleshooting and FAQ

5.1 Troubleshooting

Symptom	Likely cause and resolution
Traxmate Plugin does not appear under Systems Overview	The plug-in was installed to the wrong folder. Re-run `TraxmateXprotectPlugin_v1.3.1.exe` and manually select the folder where XProtect Smart Client is installed (section 4.3, Step 1).
The event pop-up appears every time the plug-in view opens	The user-defined event was not created, or the name does not match exactly. Recreate the event in the Management Client with the exact name shown in the pop-up (section 4.3, Step 4).
Cannot sign in to Traxmate	Verify your Traxmate credentials. If you registered on the website but did not receive the credentials email, contact support@traxmate.io.
Devices are visible in the list but not on the map	The device may be powered off or out of coverage. Check that the device is configured to send data to Traxmate and that the *Traxmate connected* indicator is green.
The map shows the wrong floor for a device	Floor level depends on the positioning data reported by the device. Allow a few position updates; the view switches automatically when a new floor is detected.
A camera does not appear on the map	The camera has not been mapped to a location. Use the Cameras dialog to map it to a building, floor, and room (section 3.5).
Watch Live does not open a video stream	Verify that the camera is online and streaming in the native Smart Client, and that your user has viewing rights for that camera.
No Traxmate location shown for an alarm in the Alarms tab	The alarm's source device had no recent position fix. The alarm remains fully usable; select another alarm to verify, and check the device's positioning status.
On-premise plug-in cannot reach Traxmate	Verify the service addresses, certificate trust, and network access. Check the service endpoints in `AppSettings.txt` against your deployment addresses (section 4.4).

5.2 FAQ

Which Milestone version is required? Milestone XProtect Corporate. See the release notes for the exact minimum version tested with each plug-in release.

Does the plug-in work with body-worn cameras and ordinary trackers? Yes. Any device that sends video or positioning data to Traxmate appears in the plug-in — body-worn cameras, smartphones, and IoT trackers.

Where does the version number of the plug-in appear? On the plug-in sign-in screen in the Smart Client. Please include it in any support request.

6 Support

For support, please contact us at:

Email: support@traxmate.io

Please include the version number of the plug-in in your support message. The version number is displayed on the plug-in sign-in screen in the Smart Client.

Current documented plug-in version: **v1.3.1**

7 Document History

Date	Revision	Comment
2025-09-17	Rev PA1	First internal draft
2025-09-25	Rev A	First public version of this specification for plug-in version 1.0.
2026-03-09	Rev B	Updated Installation Steps to match new installer.
2026-03-10	Rev C	Updated Installation Steps to include the creation of events. First public version of this specification for plug-in version 1.1.
2026-03-23	Rev D	Updated prerequisites
2026-04-09	Rev E	Updated according to Milestone verification review. Plug-in version updated to 1.1.6
2026-07-26	Rev F	Updated according to the status of Plug-in version 1.2.9
2026-09-18	Rev G	Updated according to the status of Plug-in version 1.3.1. Documentation redesign: added Alarms tab, geofences, camera mapping, 3D view, POIs, Device Control Panel and map settings. Customer document layout and screenshots. Troubleshooting and on-premise deployment configuration added.
2026-10-06	Rev H	Updated email to support and some other minor editorial changes.