



Avigilon Control CenterTM System Integration Guide

for Vigilant ClientPortal

© 2021, Avigilon Corporation. All rights reserved. AVIGILON, the AVIGILON logo, AVIGILON CONTROL CENTER and ACC are trademarks of Avigilon Corporation. Other names or logos mentioned herein may be the trademarks of their respective owners. The absence of the symbols ™ and ® in proximity to each trademark in this document or at all is not a disclaimer of ownership of the related trademark. Avigilon Corporation protects its innovations with patents issued in the United States of America and other jurisdictions worldwide (see [avigilon.com/patents](https://www.avigilon.com/patents)). Unless stated explicitly and in writing, no license is granted with respect to any copyright, industrial design, trademark, patent or other intellectual property rights of Avigilon Corporation or its licensors.

This document has been compiled and published using product descriptions and specifications available at the time of publication. The contents of this document and the specifications of the products discussed herein are subject to change without notice. Avigilon Corporation reserves the right to make any such changes without notice. Neither Avigilon Corporation nor any of its affiliated companies: (1) guarantees the completeness or accuracy of the information contained in this document; or (2) is responsible for your use of, or reliance on, the information. Avigilon Corporation shall not be responsible for any losses or damages (including consequential damages) caused by reliance on the information presented herein.

Avigilon Corporation
avigilon.com

INT-Vigilant-A

Revision: 1 - EN

20211103

Table of Contents

- Introduction 4
 - Requirements 4
 - For More Information 5
- Configuring the ACC System 6
- Configuring Vigilant ClientPortal 7
 - Adding a New System User 7
 - Configuring a New System 8
- Configuring the ACS System 9
- Verifying the Integration 10

Introduction

The Avigilon Control Center (ACC) system integration with Vigilant ClientPortal allows businesses to integrate their License Plate Recognition (LPR) camera systems with law enforcement systems by sharing their license plate information collected by ACC with Law Enforcement Archival Reporting Network (LEARN). This allows law enforcement agencies to respond quickly and accurately to an incident, ensuring a safer outcome for all.

The integration involves the following:

1. ACC performs LPR and sends the following data to Avigilon Cloud Services (ACS):
 - License plate number
 - Image of license plate
 - Image of the vehicle
 - Name of the camera
 - GPS location associated with the camera
 - Date and time of the license plate recognition read
2. ACS receives the data and sends it to Vigilant ClientPortal.

Note: ACS does not retain the data.

3. ClientPortal then shares the data with the law enforcement agency's LEARN account.

Note: There are multiple law enforcement agencies on the LEARN platform, and the user selects the agencies with which the data is shared. See the *ClientPortal Reference Guide* on [VigilantSolutions.com](https://www.vigilant-solutions.com) for more information.

Requirements

Vendor	Requirements
Avigilon	ACC Server software 7.14.2 or later
Avigilon	ACC Client software 7.14.2 or later
Avigilon	ACC 7 Standard or Enterprise edition license License Plate Recognition (LPR) feature licensed for your ACC site with the LPRv2 plugin installed on each server in the site.
Avigilon	ACS Web Client 3.26 or later

Vendor	Requirements
Vigilant Solutions	ClientPortal 5.2 or later A ClientPortal Site Administrator account.

Make sure the ACC Server and Client meet the system requirements listed on avigilon.com/products/acc/system-requirements.

For More Information

For more information about the procedures outlined in this guide, refer to the following documents:

- *Avigilon Control Center Client User Guide*
- *Avigilon Control Center Server User Guide*
- *Vigilant ClientPortal Reference Guide*

Configuring the ACC System

Sign in to your ACC site and ensure that your site is connected to an active ACS organization.

The License Plate Recognition (LPR) feature must be licensed for your ACC site with the LPRv2 plugin installed on each server in the site. You need one or more cameras set up to capture license plates in ACC. See [License Plate Recognition](#) in the [ACC Client User Guide](#) to learn more.

Note: The cameras do not have to be Avigilon LPC cameras. Any camera with a clear view of license plates and at least seventy-five horizontal pixels on a standard 1-foot license plate can be used.

Once the cameras are set up, place the cameras on the Map view in ACC. This enables ACC to share GPS location data with ACS. See [Adding Cameras on a Map](#) in the [ACC Maps \(Preview\) User Guide](#) to learn more.

Important: If a camera is not placed on the Map view in ACC, the default camera GPS location will be 0.0/0.0. This may cause license plates to display incorrectly on ClientPortal and LEARN.

Configuring Vigilant ClientPortal

Vigilant ClientPortal configuration involves adding a new proxy System User and configuring a new System using your ClientPortal site administrator account. It is recommended that you add a proxy user that is different than the Site Administrator to avoid issues with simultaneous logins to ClientPortal with the same account.

Adding a New System User

Add a new proxy system user in ClientPortal that will be used to connect to ClientPortal from an ACS organization.

1. Log into your ClientPortal site administrator account.
2. Click **User Management**.
3. Click **Add User**.
4. Enter the required information in the following fields:
 - **Username** — Enter a username for the user.
 - **Password** — Password for the user.
 - **Confirm** — Confirm the password for the user.
 - **Name** — Name of the user.
 - **Address** — Address of the user.

Note: Use the billing address of the organization.

- **City** — City of the user.
- **State** — State or province of the user.
- **Zip/Postal** — Zip code or postal code of the user.
- **Phone** — Contact number of the user.
- **Email** — A valid email address of the user.

Note: This email is used to verify the user account.

The **Badge**, **Mobile** and **Description** fields are optional.

5. In the Profile Name section, select **Default User**.
6. Click **Save**.

Configuring a New System

1. Log into your ClientPortal Service site administrator account.
2. Click **Plate Search**.
3. Click **Site Management**.
4. Click **Fixed Camera Systems**.
5. Click **New**.
6. In the **System Name** field, enter a name for your system.

Note: All license plates from ACC will appear under this system once the integration is enabled.


7. Note down the **Site Name** that was created by the site manager.
8. Click **Save**.

To learn more about configuring Vigilant ClientPortal, see the *ClientPortal Reference Guide* on VigilantSolutions.com.

Important: You will need the **Username** and **Password** of the newly created proxy System User, the **System Name** and the **Site Name** values to connect to ClientPortal from an ACS organization. See *Configuring the ACS System* on the next page.

Configuring the ACS System

Make sure that your ACC site is set up with LPR, connected to an ACS organization and you have the newly added proxy System User information and the System information from *Configuring Vigilant ClientPortal* on page 7.

1. Log into your ACS organization.
2. Click Organization Management .
3. Click **Integrations** to navigate to the Integrations tab.
4. Click **Vigilant ClientPortal** to display the configuration page for the Vigilant ClientPortal integration.
5. Enter the following information as configured in ClientPortal:
 - **Username** — Username of the ClientPortal proxy system user.
 - **Password** — Password of the ClientPortal proxy system user.
 - **Site Name** — The ClientPortal account site name.
 - **System Name** — The ClientPortal account system name.
6. Select the **We consent for the license plate data to be transferred to Vigilant's servers to use with LEARN** check box.
7. Click **Connect**.

If the connection is successful, all your ACC sites connected to your ACS organization start sending license plate reads to Vigilant ClientPortal.

Verifying the Integration

If the integration is successful, all your ACC sites connected to your ACS organization start sending license plate reads to Vigilant ClientPortal. The following data is shared for each detected license plate:

- License plate number
- Image of license plate
- Image of the vehicle
- Name of the camera
- GPS location associated with the camera
- Date and time of the license plate recognition read

To verify that ClientPortal is receiving the license plate information as expected:

1. Log into your ClientPortal site administrator account. Do not log in with the proxy system user created in *Configuring Vigilant ClientPortal* on page 7.
2. Click **Plate Search**.
3. Click **License Plate Query**. The Search Plate page along with various Data Source Filters is displayed.
4. Use the **System** filter or search under the **System Name** created in *Configuring Vigilant ClientPortal* on page 7. You may also use other available filtering options to narrow down your search. See the *License Plate Query* section in the *ClientPortal Reference Guide* on VigilantSolutions.com for more information.
5. Click **Search**. The license plate reads from ACC are displayed in a table.