BOSCH

Bosch C-Cure 9000 Video Integration

en Installation and User Manual

Table of contents

1   Support

1.1   Bosch Contact Information

Bosch Security Systems, Inc.
Email: Integrated.Solutions@us.bosch.com

1.2   Software House Contact Information

Software House
–   Technical Support: 1-800-507-6268 (choose option 3, then option 1)

2   Introduction

Overview

The Bosch video integration with C•Cure 9000 application (Bosch Video plug-in) provides the ability to configure Bosch video servers and cameras in the C•Cure 9000 system. The operator can display video views, video tours, perform PTZ control, and trigger alarm events or camera actions when the camera alarm is activated.

This User's Guide provides information that is specific to the Bosch Video plug-in. It is intended to be a supplement to the C•Cure 9000 User's Guide. Refer to the C•Cure 9000 User's Guide in conjunction with this document.

Features

– Live video
– Video playback
– Status events monitoring
– PTZ (domes only)
– Panoramic cameras
– ONVIF cameras (video only)
– UHD (4K) cameras
– Video alarms
– Video views (maximum of 16 cameras)
– Presets
– Views of live and recorded video from multiple cameras via pop-up windows
– PTZ presets based on event, alarm input
– Display of a maximum of 4 live video windows based on events
– Live and recorded video in one template
– IVA overlays and IVA alarms
– Audio alarms from cameras

3   Limitations

This section provides additional information about what you should do to configure this integration properly.

1. For upgrades: After upgrading the corresponding Bosch plug-in from v2.30 to 2.4x/2.50 or later, you must manually re-import the cameras for every Bosch Video Server in the system. This step is needed to support the new database schema changes for existing devices. After the cameras are imported for all Bosch Video Servers and saved, you must manually stop and start the Bosch Driver service.

2. For installations that are upgrading to Video Recording Manager (VRM) 3.60 and later versions, you must manually re-import the cameras for every Bosch Video Server in the system. The VRM 3.60 and later versions will generate new track IDs and do not retain the existing track IDs. This step is needed to resynchronize the VRM track identifiers for cameras configured in the C•Cure 9000 system. Note that the new VRM track identifiers will be synchronized in the C•Cure 9000 database based on the camera's IP address.

3. For new Bosch Video Server configurations: After the new Bosch plug-in is installed, you can add the Bosch Video Servers and import the cameras for each server. Once the cameras are imported for all Bosch Video Servers and saved, you must manually stop and start the Bosch Video Driver service.

4. After saving Bosch Video Server configuration changes (for example, network settings, camera import, global camera settings, camera alarm settings, etc.) for an existing device, you must manually stop and restart the Bosch Video Driver service.

5. For DIVAR IP 2000 EZ, the default connection settings will not work until the RCP+ port (1756) is added to the firewall rules for incoming traffic on the recorder itself. The workaround is to uncheck the Default Communication Settings, change the protocol to HTTP, and then leave the default settings for HTTP protocol.

6. ONVIF cameras are only supported through the Bosch Video Streaming Gateway (VSG) connected to VRM. It means that C•Cure 9000 would be able to show the live or playback video streams only and cannot control ONVIF PTZ cameras as well as receive the ONVIF Events/Alarms from those cameras.

7. BVMS camera port forwarding is not supported.

8. The installer does not prevent the Bosch Plug-in driver installation on the MAS system.

4   Installation

This section provides instructions for installing the C•Cure 9000 video integration from Bosch onto a C•Cure 9000 server or client system.

Installation Overview

Before installing the Bosch plug-in, you must first install the C•Cure 9000 software on your target machine.

Similar to the C•Cure 9000 system, the Bosch plug-in has a client and server components.

i	**Notice!** Installation Location You must install the Bosch plug-in in the same folder as C•Cure 9000. Also, you must have administrator privileges to do the install. Otherwise the system displays the error message: "The system administrator has set policies to prevent this installation."

Pre-Installation Steps
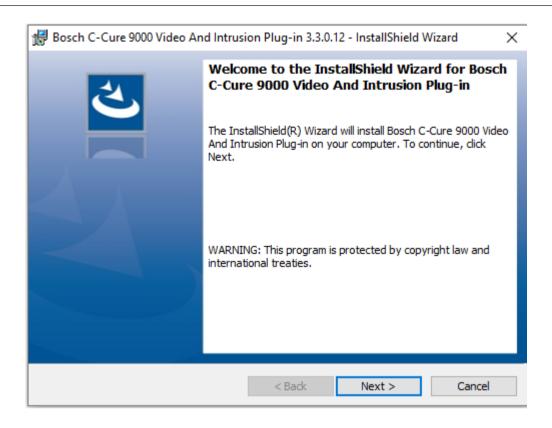
To perform the installation, you must have:
– The appropriate Windows permissions
– Membership in the local Administrators group or equivalent privileges
– A Bosch Video integration license, procured from Software House and installed on the C•Cure 9000 server

Refer to the Microsoft Operating System documentation or your system administrator for more information.
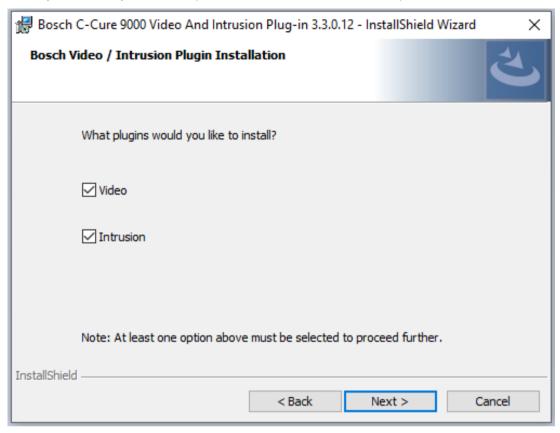
Installation Steps

1. Right-click the `Bosch_CCURE_Plugin_Setup.exe` file.
2. Run the file in Administrator mode.
   – The installation program determines if the correct version of C•Cure 9000 is installed on your system.
   – If the installed version is not the correct one, then a message is displayed stating that a supported version of C•Cure 9000 is needed.
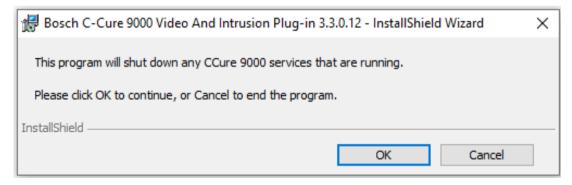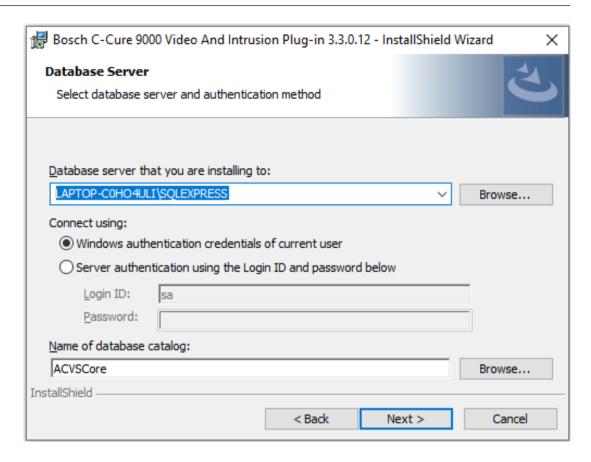
1.   If you need only the Video option, then deselect the Intrusion option and click **Next**.

1.   The Install Wizard warns that the running C•Cure 9000 services will be shut down.
     Click **OK** to continue.

1.   Browse to and select the C•CURE database server and provide the connection
     authentication details.
2.   Click **Next** after the C•CURE database server is selected and the connection
     authentication details are provided.

1. The installer program determines if the system is a C•CURE server or a client. If installing on a C•CURE server machine, then it displays a dialog with the Server and Client Plug-in options to be installed.
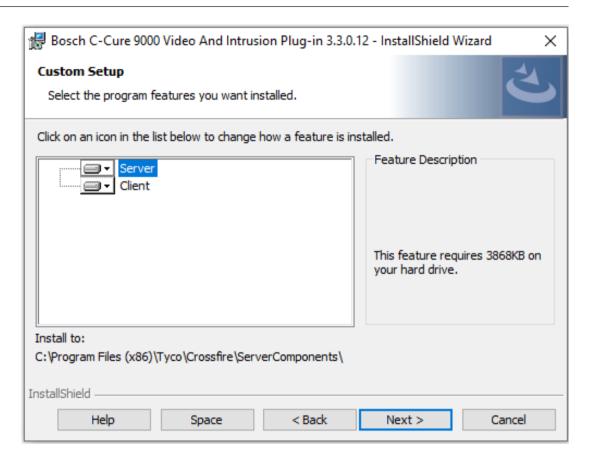
> **Notice!**
> Default selections
> Both Bosch and Software House recommend that you take the default selections during the installation process (for example, a Server installation should include both Client and Server options whereas on a client machine it will have only the client option).
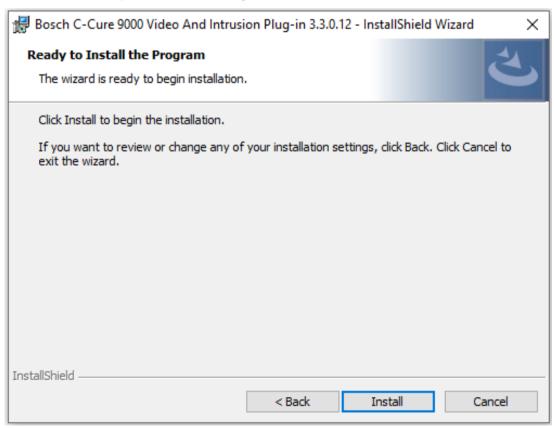
1. Click **Next**.
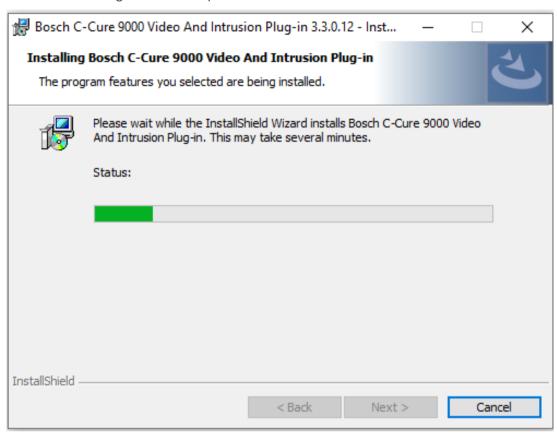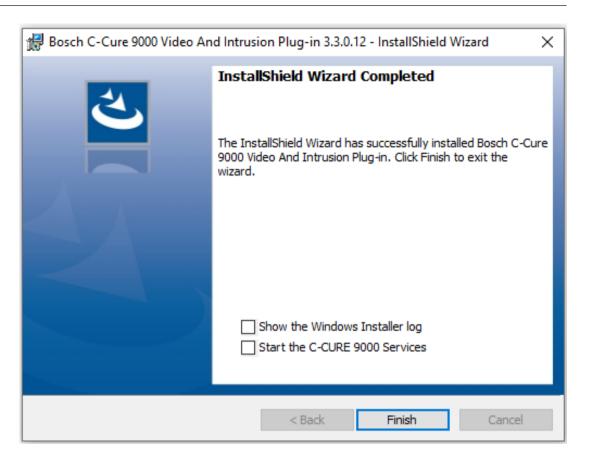
1. Click **Install** to proceed with the Plug-in installation.

1.   The Bosch Plug-in installation proceeds as shown below.

1.   Enable the checkbox `Start the C•CURE 9000 Services` to start the CrossFire services.
2.   Click **Finish** to complete the installation.

Note: If the checkbox to start the C•Cure 9000 Services is not selected during installation, then use the Server Configuration Application to start the CrossFire services.
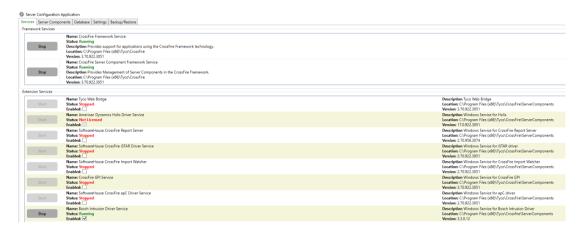
Post-Installation Steps

1.   From the Start Menu, select **Start > All Programs > Software House > Server Configuration** to open the C•Cure 9000 Server Configuration Application.
2.   Restart the CrossFire services and the Server Component Framework services.
3.   Verify the license for the Bosch plug-in by running C•Cure 9000 Licensing utility on the C•Cure 9000 server.
4.   Under the Services tab, verify the Bosch Video Driver Service is in the list, and then select **Start** to start the Server Component.
5.   When the service Status changes from Disabled (Red) to Enabled (Green), the Bosch C•Cure video plug-in is ready to use.

Migration Steps

If the C•Cure 9000 Bosch Integration driver version is installed on the system, uninstall it before proceeding with the installation of the latest version of the Bosch C•Cure 9000 Video plug-in. (Refer to the Read me file for the Bosch C•Cure 9000 Video plug-in version information).

1.   Uninstall the existing Bosch plug-in. Follow the Un-installation Steps to uninstall the Bosch plug-in.
2.   Install the corresponding Bosch plug-in based on the C•Cure 9000 version. Follow the Installation steps to install the corresponding Bosch plug-in.

Note: The Bosch plug-in supports the direct upgrades that follow:
−   C•Cure 9000 v2.30 to v2.4x database schema
−   C•Cure 9000 v2.30 to v2.50 database schema
−   C•Cure 9000 v2.4x to v2.50 database schema
−   C•Cure 9000 v2.50 to v2.70 database schema
−   C•Cure 9000 v2.60 to v2.70 database schema

5   Overview

The Bosch plug-in needs two types of objects: video server objects and video camera objects. These objects are accessible through the Video pane. The Navigation drop-down list includes two Bosch objects: Bosch Video Server and Bosch Video Camera.

These objects are only available if the integration is properly licensed with C•Cure 9000.

– Name: Video pane (existing)
– Icons:

 Bosch Video Server

 Bosch Video Camera

6 Bosch Video Server

Overview
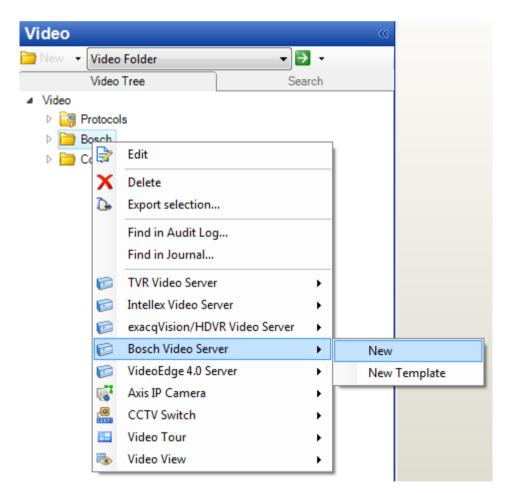
This section describes how to create and configure a Bosch Video Server.

Bosch Video Server Editor allows you to create Bosch Server objects; you can associate the server object with camera objects, alarm objects, and server actions objects.

6.1 Accessing the Bosch Video Server Editor
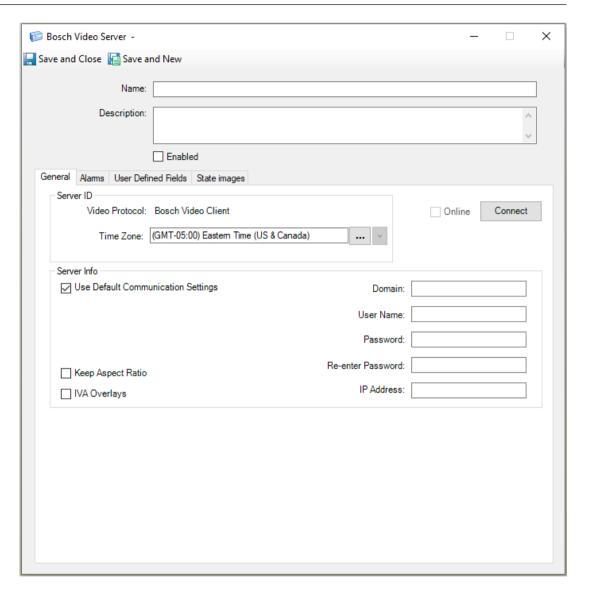
To access the Bosch plug-in for the video server:

– From the video navigation pane, right click the folder "Company Name" or a user-defined folder.
– In the context menu, select **Bosch Video Server > New** to open the editor and create a Bosch Video Server object.

6.2 Entering Data in the Bosch Video Server

This section describes how to enter data in the Bosch Video Server.

Save and Close

Click **Save and Close** to close the current Video Server Edit dialog and to save all changes in the C•Cure 9000 database.

Save and New

Click **Save and New** to save the current Video Server and open a new editor. This will create a new Bosch Video Server with default values populated in the UI controls.

Name

Fill in the mandatory **Name** field and obey the conditions that follow:
– Maximum of 100 characters (not case-sensitive)
– The name of the Bosch Video Server object must be unique
Note: An error message is displayed to indicate the use of a duplicate name.

Description

Fill in the **Description** field:
– Supports up to 500 characters
– Does not have a default value.

Enabled

Check or uncheck the **Enabled** check box to enable or disable the Bosch Video Server for C•Cure 9000.

When the Bosch Video Server status is marked as Disabled, the state is shown as Unknown. No communication happens with the Bosch C•Cure 9000 drivers.

Every Bosch Video Server will be routinely polled to check if the Bosch Video Server is online. If the Bosch Video Server is disabled, the Bosch Video Server will not be polled until it is enabled back again.

Time Zone

Use **Time Zone** to specify a time zone for the Bosch recorder. Time zone information is used to make playback requests for a camera. By default, the Video Server Edit dialog will automatically populate the current Time Zone for the PC currently in use.

Notes:
–   It is assumed that time is synchronized across the C•Cure 9000 server, C•Cure clients, and the Bosch Video Server using an external solution.
–   Time is normally synchronized using the NTP server.
–   In the Bosch plug-in, the Time Zone is used only for video to be retrieved.

Online

The read-only **Online** check box will be checked if the connection to the recorder is successful.

Connect

Click **Connect** to establish a connection to the Video Server specified in the IP address field using the login credentials set in the username and password fields.
–   Clicking **Connect** when the Video Server is disabled will display the error message below.

–   If the connection is successful, the read only **Online** check box will be checked and the **Import Cameras** button will be enabled.

Import Cameras

Click **Import Cameras** to connect to the Bosch Video Server to request a list of all available cameras. The cameras are imported and compared to any existing cameras.

i	**Notice!** Button visibility This button is visible once the recorder connection is successful (Online).

Existing camera configurations are retained.

Users can add the newly detected cameras as well as delete invalid camera configurations that are part of the C•Cure 9000 configuration, but not available on the video recorder.

–   Newly added cameras are added to the Bosch Video Server.

–   Each newly imported camera creates a Bosch Video Camera object.

During the camera information import the progress indicator is shown under **Import Cameras** to indicate the ongoing process.

A message is displayed to indicate when the import is completed.

An error message is displayed if the connection to the Video Server IP Address cannot be established after clicking **Import Cameras**. The error message will provide details as to why the connection to the remote server failed.

Notes:

–   **Import Cameras** will be enabled only when the Video server is enabled and the Online check box is checked.

–   During camera import, the camera name and camera description will be imported from the Bosch video server.

Server Info

Use the **Server Info** settings-group to define all settings necessary to establish a connection to the Bosch Video Server.

Domain

The **Domain** field is not used by Bosch Video Server and should be left empty. Only the actual IP addresses of the Bosch Video Servers are supported.

User Name

Fill in the **User Name** field to configure the username for the Bosch Recorder.

–   Minimum value = None

–   Maximum value = 50 characters

Password / Re-Enter Server Password
Fill in the **Password / Re-Enter Server Password** fields to configure the password used by the Bosch Recorder.
–   Minimum value = None
–   Maximum value = 1024 characters

IP Address
The **IP Address** field only supports valid IP Address format for IPv4:
IPv4 - AAA.BBB.CCC.DDD
The following validation rules apply to the Bosch Video Server IP Address field:
–   The IP Address must be a valid IPv4 Address Format.

> **ℹ️ Notice!**
> Invalid IP Address
> An error icon appears, indicating that the IP Address is invalid.

–   The IP Address must be unique in the C•Cure 9000 application.

> **ℹ️ Notice!**
> Duplicate IP Address
> An error icon appears, indicating that there is a duplicate IP address.

Keep Aspect Ration
Check **Keep Aspect Ration** to define the displayed output for all channels in a specific Bosch Video Server. This is a global setting applicable to all channels of a particular Video Server.
Note: Keep Aspect Ratio is unchecked by default.

IVA Overlays
Check **IVA Overlays** to enable the IVA Overlays on all live and playback video windows for all video channels associated with the Bosch Video Server. This is a global setting applicable to all channels associated with the Video Server.
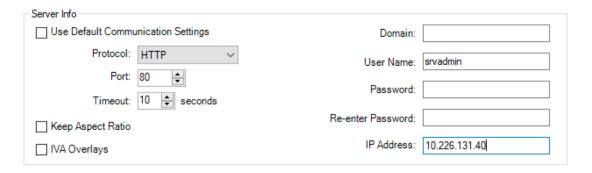**Note**: IVA Overlays is unchecked by default.

Use Default Communication Settings
Check **Use Default Communication Settings** to define how the connection to the Bosch Video Server will be established.
Note: Use Default Communication Settings is checked by default.

Disabling the Use Default Communication Settings check box for a particular Bosch Video Server will display three additional settings, allowing the specification of the Bosch Video Server communication settings.

Protocol

Use the **Protocol** drop-down list to select one of the supported communication protocols for the Bosch Video Server. The following protocols are currently supported:
–   RCPP: Default protocol for all VRM-based Bosch Video Recorders.
–   HTTP: Default protocol for all Bosch DVRs.
–   HTTPS: Alternative secured version of HTTP.
Note: For the DIVAR IP 2000 EZ, Use Default Communication Settings will not work until the RCP port 1756 is enabled in the recorder's firewall rules for incoming traffic. As a workaround, turn off Use Default Communication Settings and select the HTTP(S) protocol with the default port number.

Port

Use the **Port** edit box to specify the communication port for the selected communication protocol.

Timeout

Use the **Timeout** edit box you to specify the communication timeout interval for Bosch Video Server connection.
Note: The default value is 10 seconds.

Global Camera Settings

The **Global Camera Settings** section is optional and applicable (visible) for the VRM-based Bosch Video Servers only. The Global Camera Settings options will be visible only after the Bosch Video Server object is connected to the VRM-based device. Bosch DVRs do not support such settings.

Use Global Camera Password

Check the **Use Global Camera Password** check box to set the global camera password in one place instead of setting passwords individually for each camera. The default value is false. **Note**: This password is associated with the service user on the camera.

Streaming Protocol

Use the **Streaming Protocol** drop-down list to select one of the supported streaming protocols for the Bosch Video Server. The protocols that follow are currently supported:
–   UDP: Default protocol for the live video streams.
–   TCP: Default protocol for the playback video streams.

6.3   Creating a Bosch Video Server

–   In the Navigation pane of the C•Cure 9000 Administration Station, click **Video** to open the Video pane.
–   Expand the Video tree.
–   Right-click the Company Name Folder and select **Bosch Video Server > New**.
    –   The Bosch Video Server editor opens, allowing you to create a configuration.
–   Click **Save and Close** to save and exit after finishing your configuration.

6.4   Accessing a Bosch Video Server

–   Click **Video** to open the Video pane.
–   Expand the Video tree.
–   Expand the Company folder by clicking the small arrow to the left of the folder.
–   Right-click the Bosch Video Server that you want to access.
–   Select **Edit** from the context menu to open the Bosch Video Server editor with the general tab available.

Note: You can also open the Bosch Video Server editor by double-clicking its name.

6.5   Deleting a Bosch Video Server

–   In the Navigation pane of the C•Cure 9000 Administration Station, click **Video** to open the Video pane.
–   Expand the Video tree.
–   Open the Company folder by clicking small arrow to the left of the folder.
–   Right-click the Bosch Video Server that you want to delete.
–   Select **Delete** from the context menu.
    –   A message box appears stating, "Are you sure you want to delete the selected Bosch Video Server?"
–   Click **Yes** in the message box to delete the Bosch Video Server.
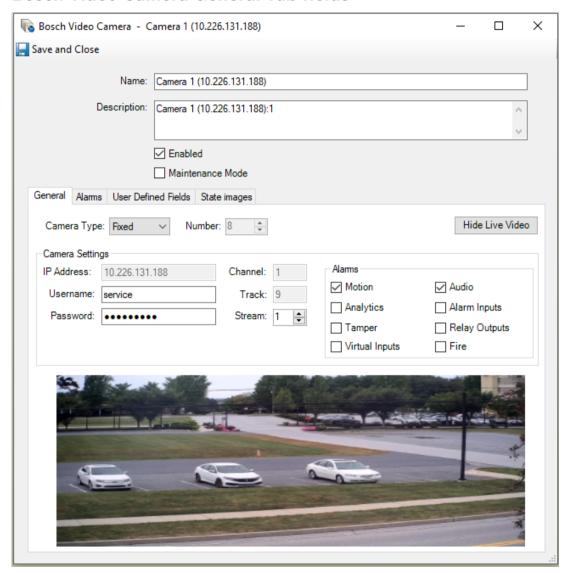
7 Bosch Video Camera

Overview

This section describes how to configure a Bosch Video Camera.

The Bosch Video Camera editor lets you modify some of the Bosch Camera object settings. Some settings are read-only and cannot be changed.

Note: All Bosch Video Camera objects must be initially imported through the Import Cameras button on the Bosch Video Server edit dialog and can no longer be created manually

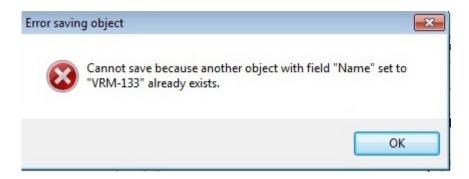## 7.1 Bosch Video Camera General Tab fields

Save and Close

Click **Save and Close** to close the current Video Camera Edit dialog and to save all changes in the C•Cure 9000 database.

Name

Fill in the mandatory **Name** field and obey the conditions that follow:

– Maximum of 100 characters (not case-sensitive)
– The name of the Bosch Video Server object must be unique

Note: An error message is displayed to indicate the use of a duplicate name.

An error message is displayed to indicate that a duplicate name has been used.

Notes:
–   The Bosch Video Camera name is used as an index to connect to the camera.
–   The camera name will not be imported to the Bosch Video Server record if it exceeds a
     length of 100 characters.

Description

Fill in the **Description** field:
–   Supports up to 500 characters
–   Does not have a default value.

Enabled

Check or uncheck the **Enabled** check box to enable or disable the Bosch Video Camera in
C•Cure 9000.
–   If the check box is unchecked, the camera's cameo presentation will not be displayed in
     the Camera Editor screen.
Note: Enabled is checked by default.

Maintenance Mode

Check or uncheck the **Maintenance Mode** check box to enable or disable the
Monitoring Station messages associated with the camera.
–   If checked, no messages associated with the camera will be shown at the
     Monitoring Station.
–   If unchecked, the messages associated with the camera will be shown at the
     Monitoring Station.
Note: Maintenance Mode is unchecked by default.

Camera Type

Use the **Camera Type** drop-down control to define the type of camera being configured.
The options that follow are available:
–   Dome (PTZ)
–   Fixed (Default)

Notice!

Use with PTZ Cameras
For a dome type camera, the PTZ controls are visible in the Bosch Camera viewer screen.
For fixed cameras, the PTZ controls are not visible.

Number
The Number read only field displays the recorder's channel number associated with the Bosch Video Camera object.

PTZ Protocol
The **PTZ Protocol** is an optional field, which is available (visible) for IP Cameras only when the Camera Type is set to Dome. In that case, one of the available options (in most cases Bosch-Auto Dome [Bilinx]) must be selected to properly define the camera-controlling driver.
Note: This option is not necessary for PTZ cameras connected to DVRs.

Show Live Video & Hide Live Video
Click **Show Live Video** to verify the connectivity to the camera and to see the live video from that Bosch Video Camera.
Click the **Hide Live Video** button to stop streaming the live video.

IP Address
IP Address is a read only field which shows the source IP Address of the camera connected to a particular channel number on the Bosch Video Server.
Note: This field is empty for analog cameras connected to the DVRs.

Username
Fill in the **Username** field to enter a camera-username. If the Global Camera Password is enabled in the Server settings, then the username will be populated as per the Server settings (service).

Password
Fill in the **Password** field to enter a camera password. If the Use Server Global Password Settings is enabled in the Server settings, then the password will be populated as per the Server settings. You can use this field to specify the camera password if it is different from the Global Password.
Note: This field is not available for analog cameras recording to DVRs.

Channel
The read-only **Channel** field shows the source Channel number of the video source connected to a particular channel number on the Bosch Video Server.
Note: This field is always set to 1 for analog cameras connected to DVRs.

Track
The read-only **Track** field shows the Track number of a recorded video on the Bosch Video Server. This value is used for playback video streams requests.

Stream
Use the **Stream** field's selection arrows to choose which Stream to use for the live video windows. The default value is 1 and it only applies to the live video streams.

Use Server Global Password Settings
The Use Server Global Password Settings check box is optional and only available for IP Cameras. This field is not available for the analog cameras recording to DVRs.

If this option is selected, then the Global Password from the Bosch Video Server configuration page would be used for the camera connection.

The default value is true.

Alarms

In the **Alarms** section, click the checkboxes to enable or disable the alarms that can be recorded in C•Cure 9000 and displayed at the Monitoring Station when triggered by the camera. The alarms that follow are available:

– Motion
– Analytics
– Tamper
– Virtual Inputs
– Audio
– Alarm Inputs
– Rely Outputs
– Fire

Note: All alarms are unchecked by default.

7.2 Creating a Bosch Video Camera

Bosch Video Camera objects can only be created by importing cameras from the corresponding Bosch Video Server. The manual creation of the Bosch Video Camera objects is no longer supported.

7.3 Configuring a Bosch Video Camera

– Enter a unique name (maximum of 100 characters) in the Name field.
– Enter a textual description (maximum of 500 characters) in the Description field.
– Click **Enabled**.
– If required, enter the password in the Password field.
– Click **Display Live Video** to establish communication between the C•Cure 9000 and the Bosch video camera.

7.4 Deleting a Bosch Video Camera

– In the Navigation pane of the C•Cure 9000 Administration Station, click **Video** to open the Video pane.
– Expand the Video tree.
– Open the Company folder by clicking the small arrow to the left of the folder.
– Right-click the Bosch Video Camera that you want to delete.
– Select **Delete** in the context menu.
  – A message box appears stating, "Are you sure you want to delete the selected Bosch Video Camera?"
– Click **Yes** in the message box to delete the Bosch Video Camera.

7.5 Configuring Motion Alarms

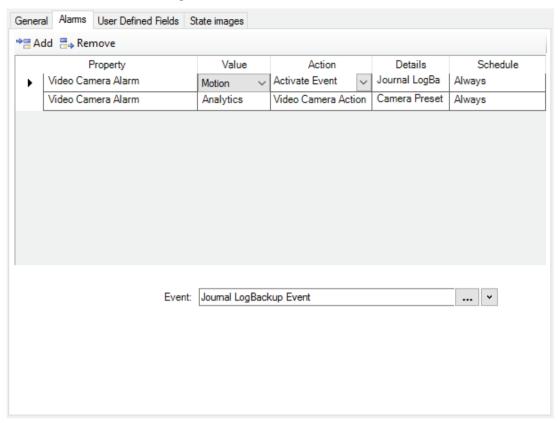This section describes how to configure the Motion Alarm actions on a Bosch Video Camera.

Preconditions

The Motion or IVA Tracks must be configured and enabled directly on the cameras.

Note: This cannot be done from the C•Cure 9000 system.

Bosch Video Camera Alarms Tab fields

Select the Alarms tab to configure the Video Camera Alarms.

Add and **Remove**

Use the **Add** and **Remove** buttons to add new or remove existing Alarm processing actions for the selected Bosch Video Camera.

Property

Fill in the Property fields as follows:

–   Select Video Camera Alarm or Video loss in the Property field to define the alarm source.
–   Select Video Camera Alarm to properly report the Motion and IVA Alarms to the C•Cure 9000 system.

Value

In the **Value** field, select Normal, Motion, Analytics or Alarm to define the type of Video Camera Alarm.

Note: Only the Motion and Analytics options are currently supported.

Action

Use the **Action** field options Activate Event or Video Camera Action to define the type of action associated with the created Alarm handler.

–   Select Activate Event to choose a predefined event (for example: Journal Log Backup Event) as an Action associated with the created Alarm handler.
–   Select Video Camera Action to associate the Alarm processing with any Action related to the Video Cameras configured in the C•Cure 9000 system.

Details

The **Details** field contains the name of the selected Action.

Schedule
Use the **Schedule** field to specify the trigger-conditions for an Alarm handler (for example: Always, Nightly, etc.).

Server

The **Server** field is available in the Camera Tab, when the Video Camera Action is selected in the Action field. Use this field to select one of the already configured Servers (Bosch Video Recorders) in the C•Cure 9000 system.

Camera
Select a particular **Camera** to be associated with the created Alarm handler after selecting the Server.

Action Type

For the selected Server and Camera, specify the **Action Type** by switching to the Action Type tab. There are three Action Type options defined in the C•Cure 9000 system, but only two of them are currently supported: Record Camera and Camera Preset Command.
Note: The Camera Pattern Command is not supported.

Preset
Use the **Preset** field allows you to specify a particular PTZ camera preset, which should be called by the C•Cure 9000 system on the selected camera as part of the created Alarm handler.
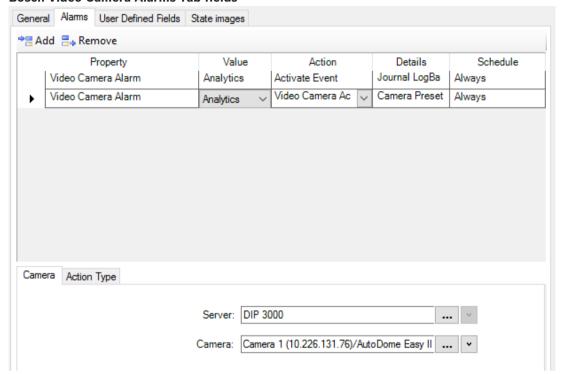
Motion Alarm messages in Activity Viewer

7.6   Configuring Analytics Alarms

This section describes how to configure the Analytics Alarm actions on a Bosch video camera.

Preconditions
–   The IVA Tracks must be configured and enabled directly on the cameras. This cannot be done from the C•Cure 9000 system.
–   The Analytics alarm also needs the IVA Alarms/Events enabled in the Global Camera setting on the Server editor, without which no alarms will show up in C•Cure 9000.

Bosch Video Camera Alarms Tab fields

–   Select the **Alarms** tab to configure the Video Camera Alarms.
–   Select Analytics in the **Value** field on the Video Camera Alarm line. This value defines the type of Video Camera Alarm.
–   Fill in the fields as described in step 3 of *Configuring Motion Alarms, page 26*.

Analytics and Motion Alarm messages in Activity Viewer

7.7   Configuring Audio Alarms

This section describes how to configure the Audio Alarm actions on a Bosch Video Camera.

Preconditions
–   The Camera must have an Audio source.
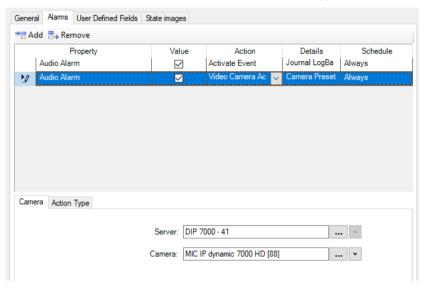–   The Camera Audio setting must be turned On.

– The Camera Audio Alarm setting must be turned On and the right frequencies must be set along with the Threshold and Sensitivity values.

Bosch Video Camera Alarms Tab fields
Select the Alarms tab to configure the Camera Audio Alarms.
The Value field contains a check box to enable/disable Audio Alarms. In this example, an action has been associated with the Audio alarm to trigger a camera preset.

Audio Alarm messages in Activity Viewer

8 Troubleshooting

8.1 General

Follow these steps to troubleshoot the Bosch C•Cure 9000 plug-in:

– Has the product been licensed correctly through Software House?
– Where there any errors during the connected partner's software installation?
– What is the version of the connected partner's driver (if applicable?)
– What is the version of C•Cure 9000 and patch/hot-fix level installed?
    – Is this version of the connected partner's software supported by the current version of C•Cure 9000 that the customer has installed?

8.2 Live/Recorded/Event-driven Issues

– Can the Bosch Video server object be created successfully in C•Cure 9000?
– Does the customer's network block ping requests?
– If you ping the IP address of the video server, do you get a response?
– Can the cameras be imported into C•Cure 9000?
– Does recorded video work through the camera's browser page?
– Can a pre-position (preset) be activated directly through the camera's browser page?
– Does the camera action tied to an event appear as activated in the C•Cure 9000 monitoring application? Does the camera move to the pre-position (preset)?

8.3 Monitoring Station

If you are unable to view the video in monitoring station:

– Check if the system has any other Bosch software (for example, Bosch VRM, BVMS, etc.). A system that has the Bosch plug-in installed on it should not have any other Bosch software.
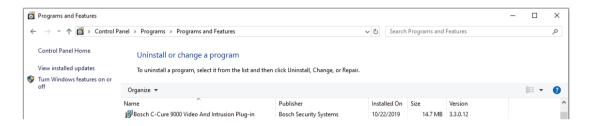
If any other Bosch software is present, do the following steps:

– Uninstall the software and the Bosch plug-in.
– Re-install the Bosch plug-in.
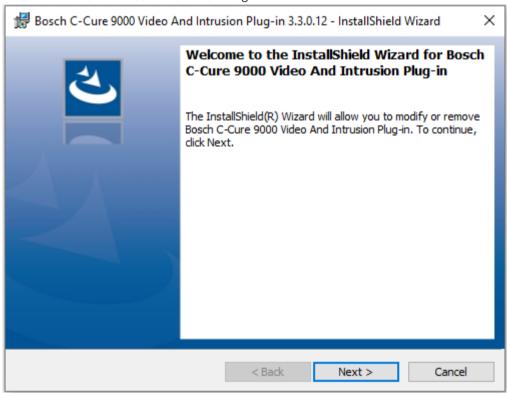   – You should be able to see video on Camera Editor.

9   Uninstallation
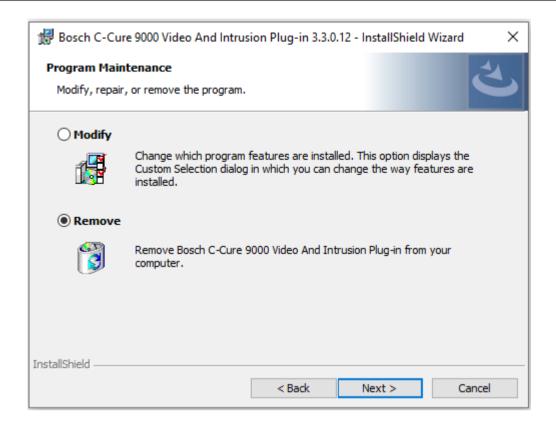
Uninstallation Steps

–   Close the running C•CURE Administration Workstation application and C•CURE
       Monitoring Station application.
–   Stop all Crossfire services and the Bosch Driver Service from C•CURE Server
       Configuration application.
–   Close the C•CURE Server Configuration application.
–   Navigate to **Control Panel > Programs > Programs and Features** and click the Bosch
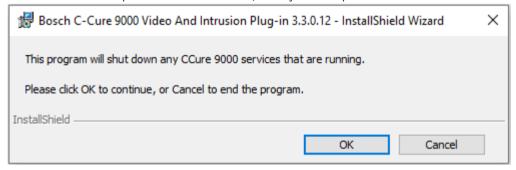   Plug-in as shown below.

–   Click **Change**.
–   Click **Next** to uninstall the Bosch Plug-in.
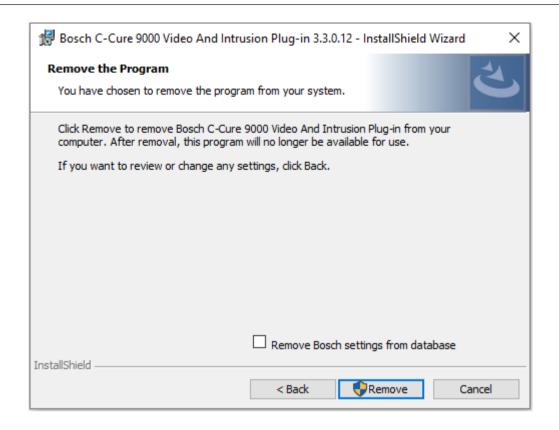

–   Select **Remove** and click **Next**.

– Click **OK** to stop the C•CURE services, if they are in operation.
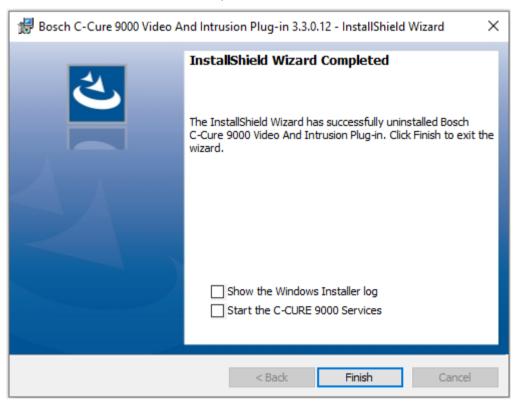

Note that by default, the option Remove Bosch setting from database will be unchecked to retain the Bosch database entries.

In order to remove the Bosch database entries, check the Remove Bosch setting from database check box and then click **Remove**. Otherwise, simply click **Remove**.

– Click **Finish** to exit the uninstall process.