Bosch C•Cure 9000 Intrusion Integration

en Installation and User Manual

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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 intrusion integration with the C•Cure 9000 application (Bosch plug-in) provides the ability to configure and monitor Bosch intrusion panels in C•Cure 9000. You can add Bosch panels, import panel entities, send commands to panel, configure triggers, execute panel actions when the alarm is activated, and monitor panel events via journaling.

This User Guide provides information that is specific to Bosch plug-in for intrusion.

Features

- Add / Edit / Delete Bosch panel
- Connect and import panel entities (Areas/Points/Doors/Outputs)
- Configure and save panel entities into C•Cure 9000
- Send entity commands to panel (Area/Point/Door/Output)
- Journal and monitor panel events
- Configure Trigger/Actions for entities and execute actions

3 Limitations

- This integration supports only IP-based Bosch panels.
- The Bosch panels cannot be configured/programmed remotely from C•Cure 9000. Use the Bosch Remote Programming Software (RPS) to configure the panel remotely.
- Bosch panel user management is not supported.
- Bosch panel can only support 3 simultaneous remote automation connections. (Note that one automation connection is reserved for the Bosch Intrusion Server component for monitoring purposes. This leaves only two remote client connections).

4 Installation

This section provides instructions for installing the C•Cure 9000 intrusion 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.

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."

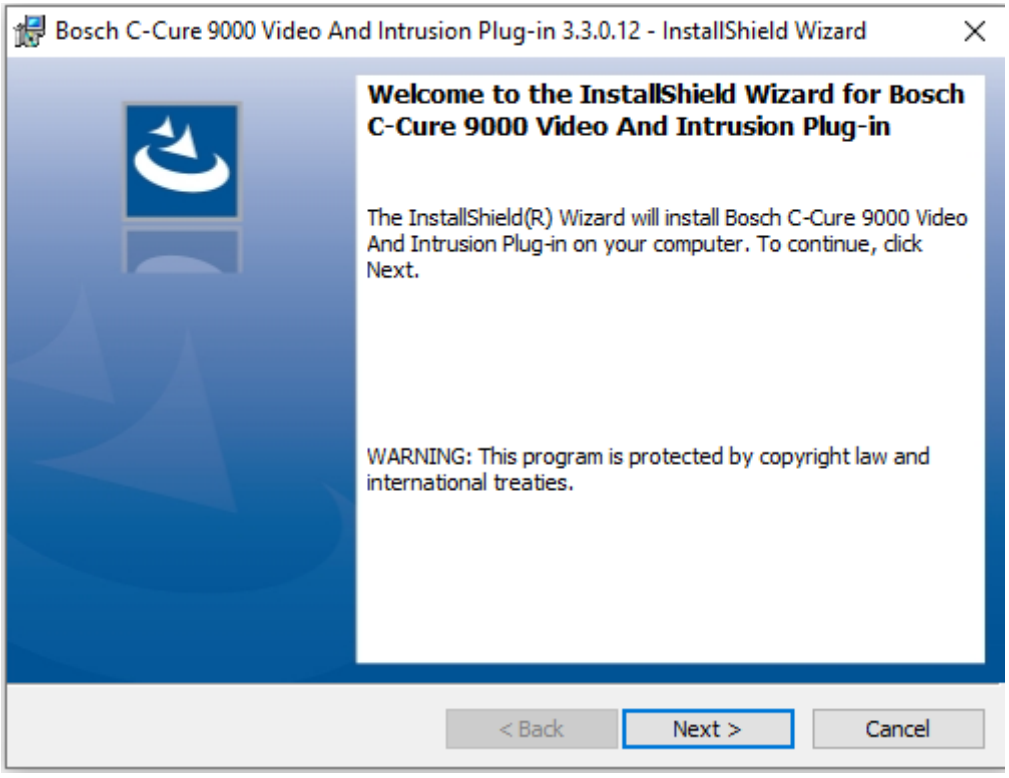
Pre-Installation Steps

To perform the installation, you must have:

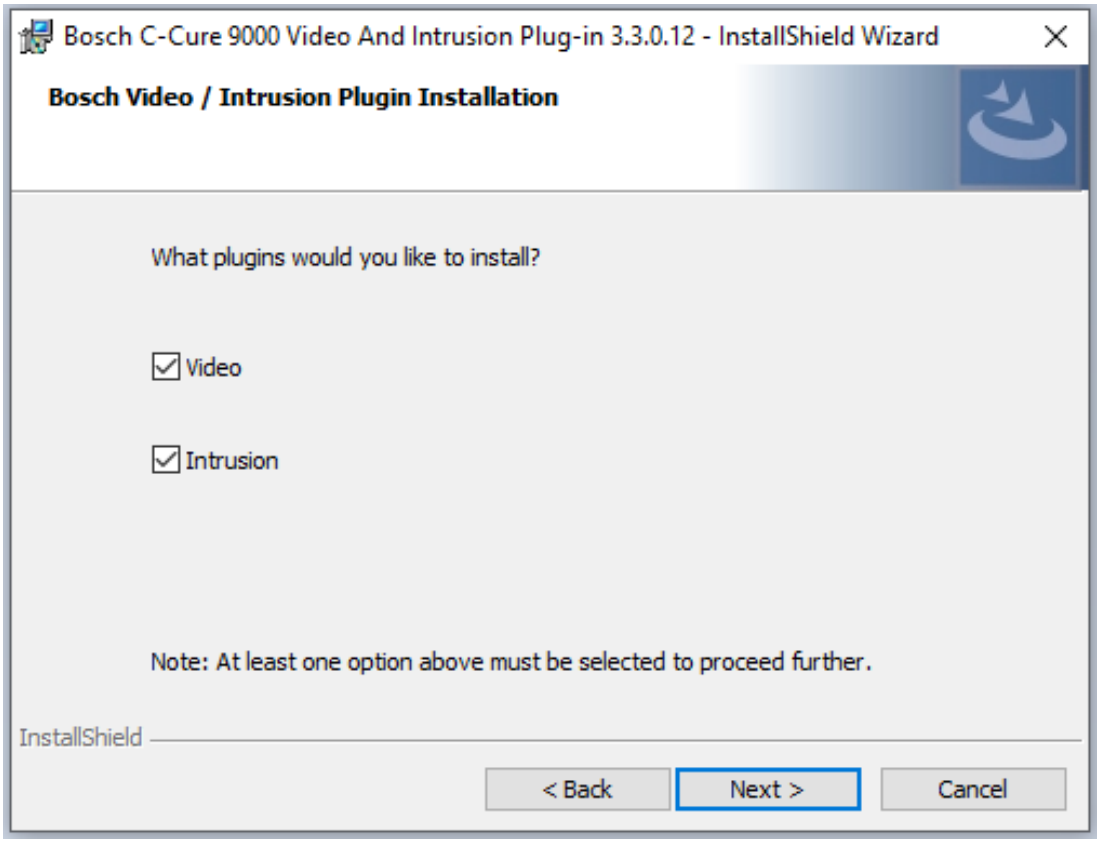
- The appropriate Windows permissions
- Membership in the local Administrators group or equivalent privileges
- A Bosch Intrusion integration license, procured from Software House and installed on the C•Cure 9000 server

Installation Steps

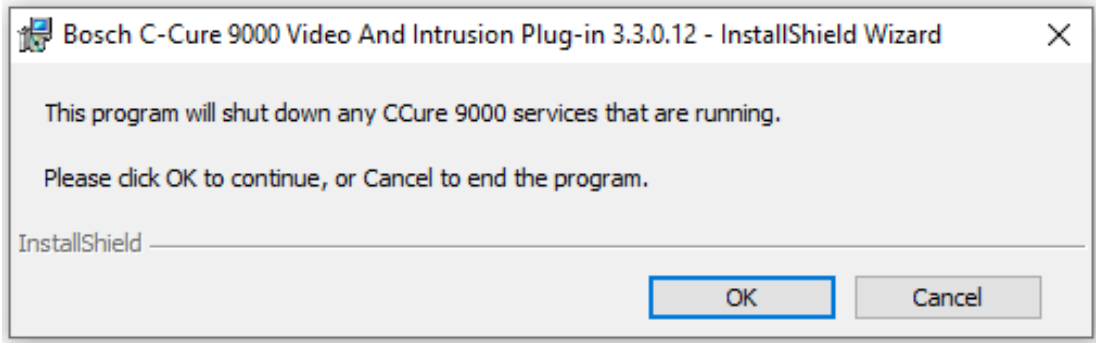
1. Right-click the `Bosch_CCURE_Plugin_Setup.exe` file.
2. Run the file in Administrator mode.
   - The installation program determines if the correct version of C•Cure 9000 is installed on your system.
   - If the installed version is not the correct one, then a message is displayed stating that a supported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



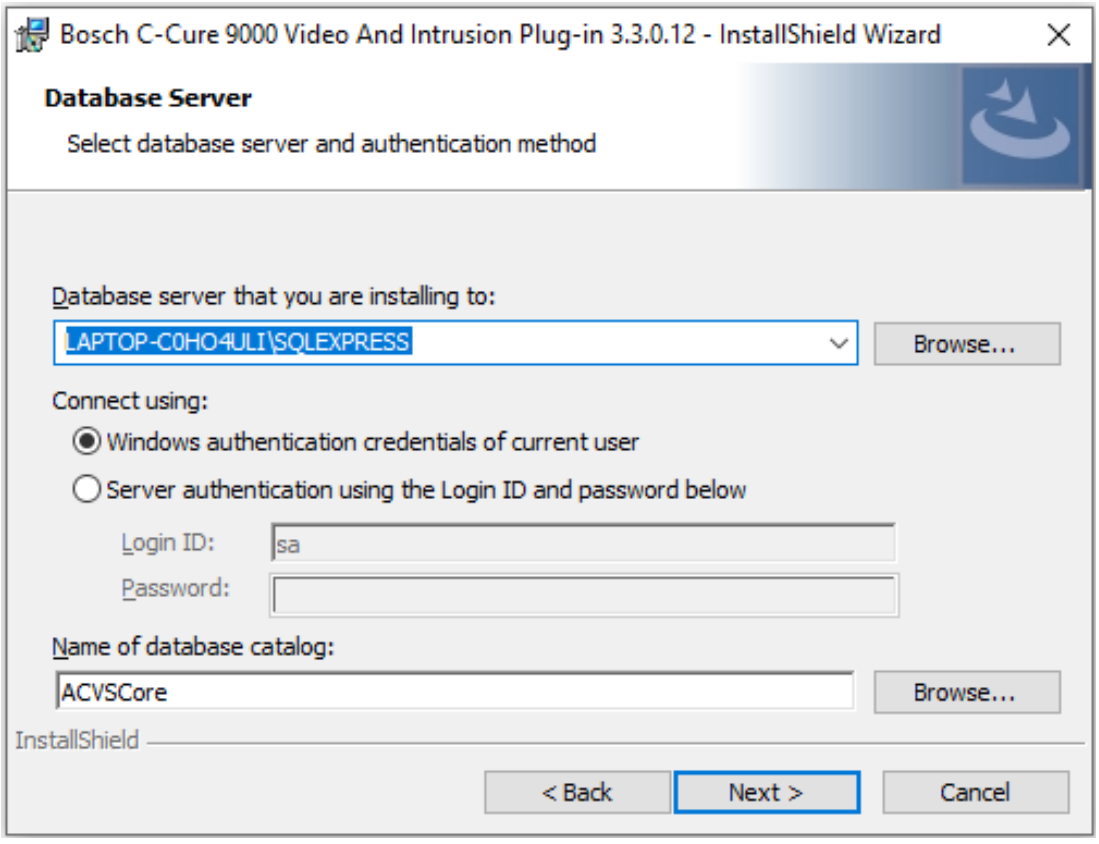
3. If you need only the Intrusion option, then deselect the Video option and click **Next**.



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



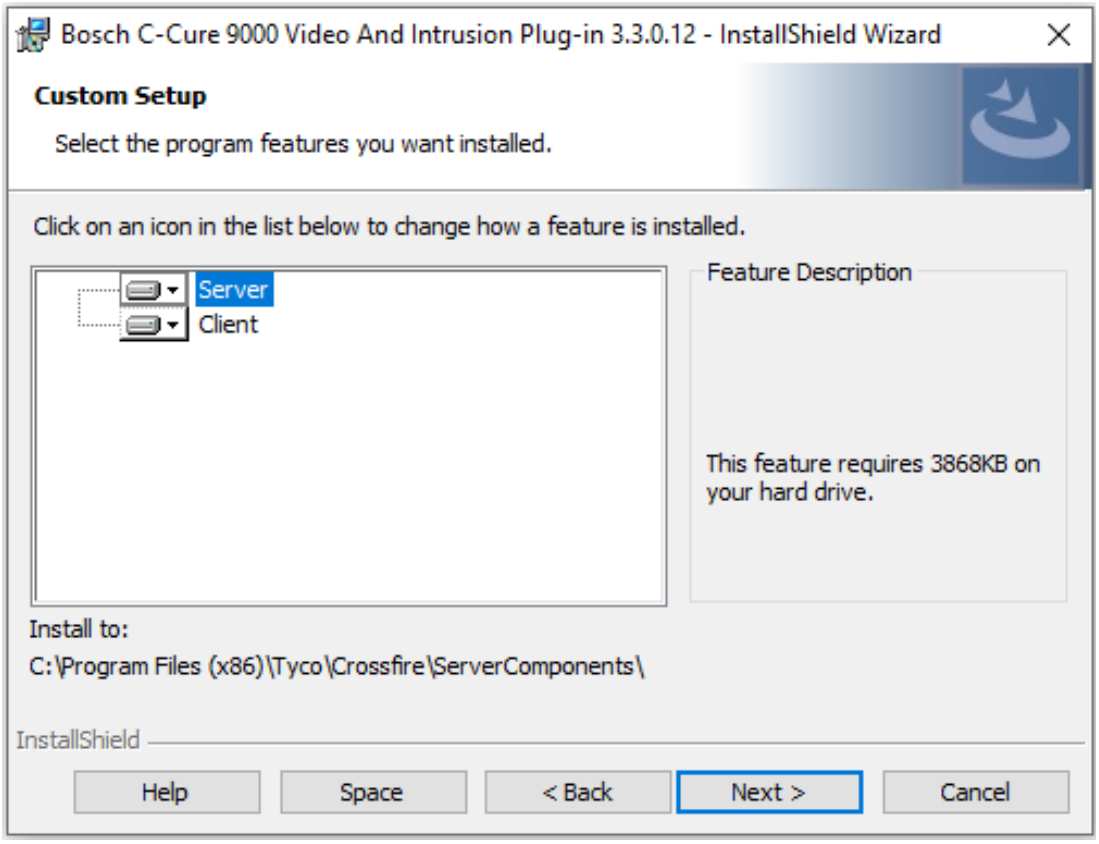
5. Browse to and select the C•CURE database server and provide the connection ' authentication details.
6. Click **Next** after the C•CURE database server is selected and the connection authentication details are provided.



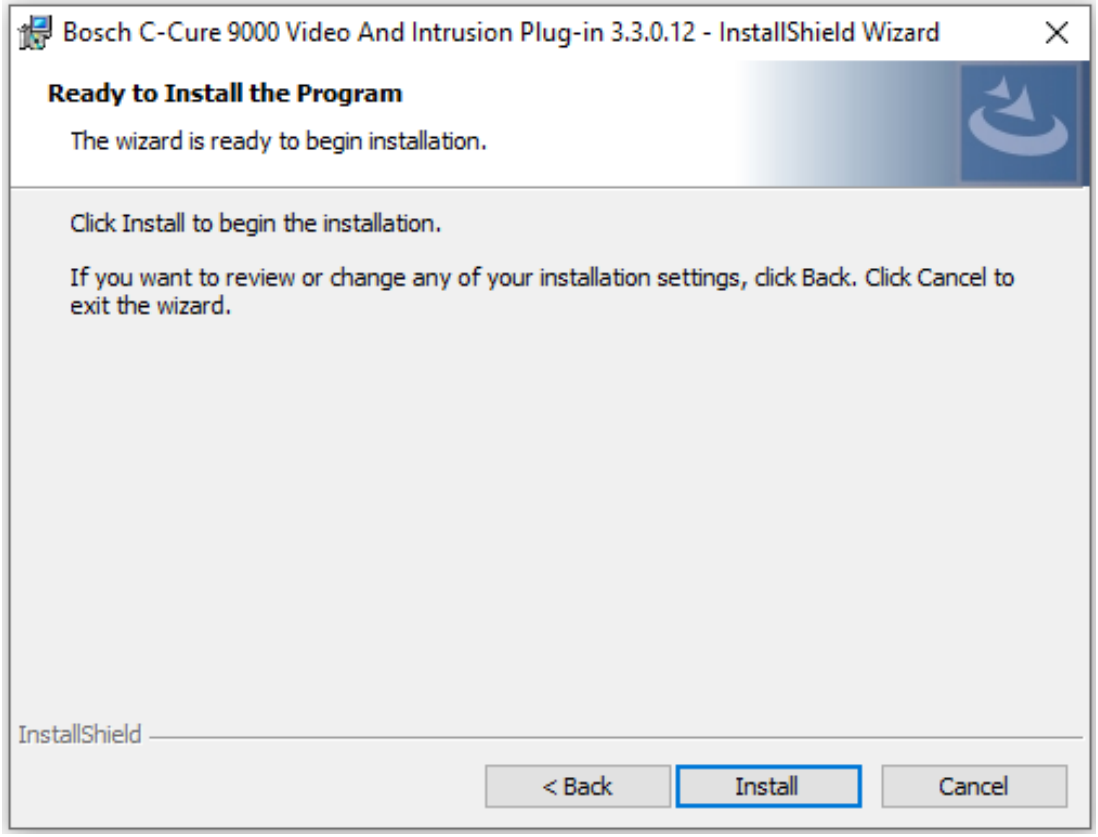
7. The installer program determines if the system is a C•CURE server or a client. If installing on a C•CURE server machine, then it displays a dialog with the Server and Client Plug-in options to be installed.

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).

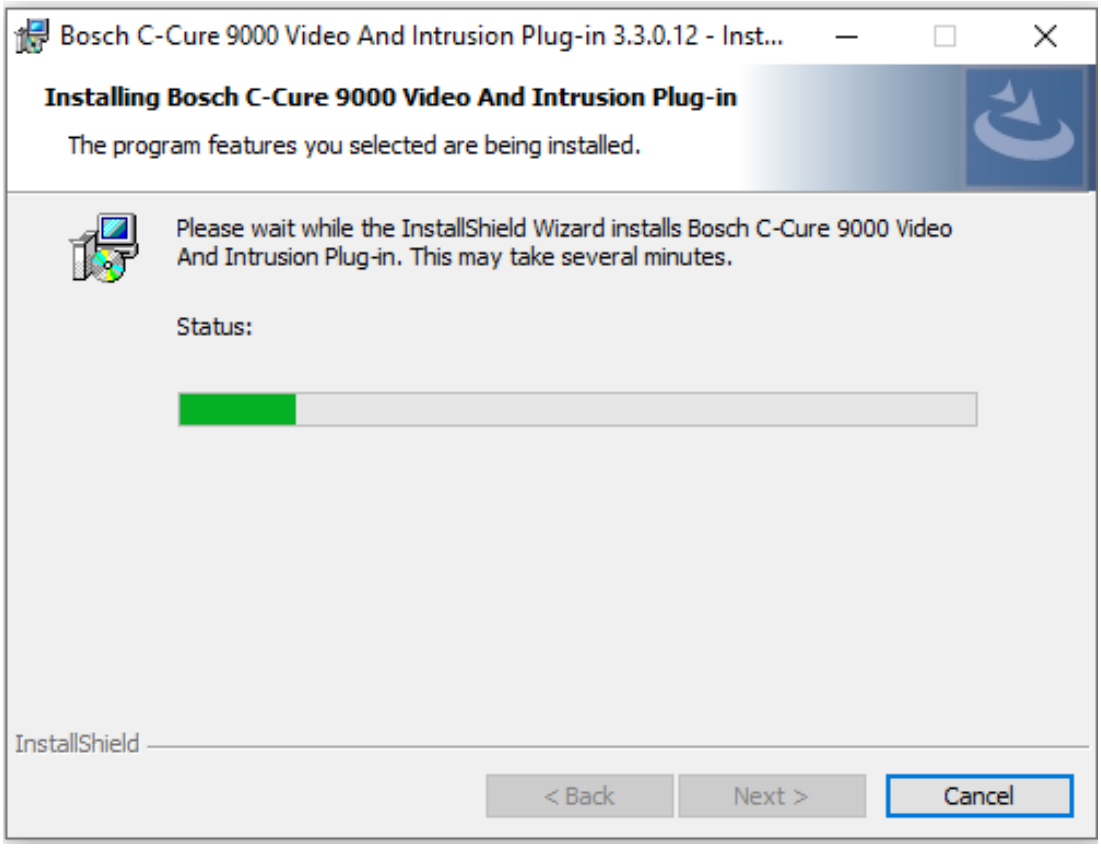
8. Click **Next**.



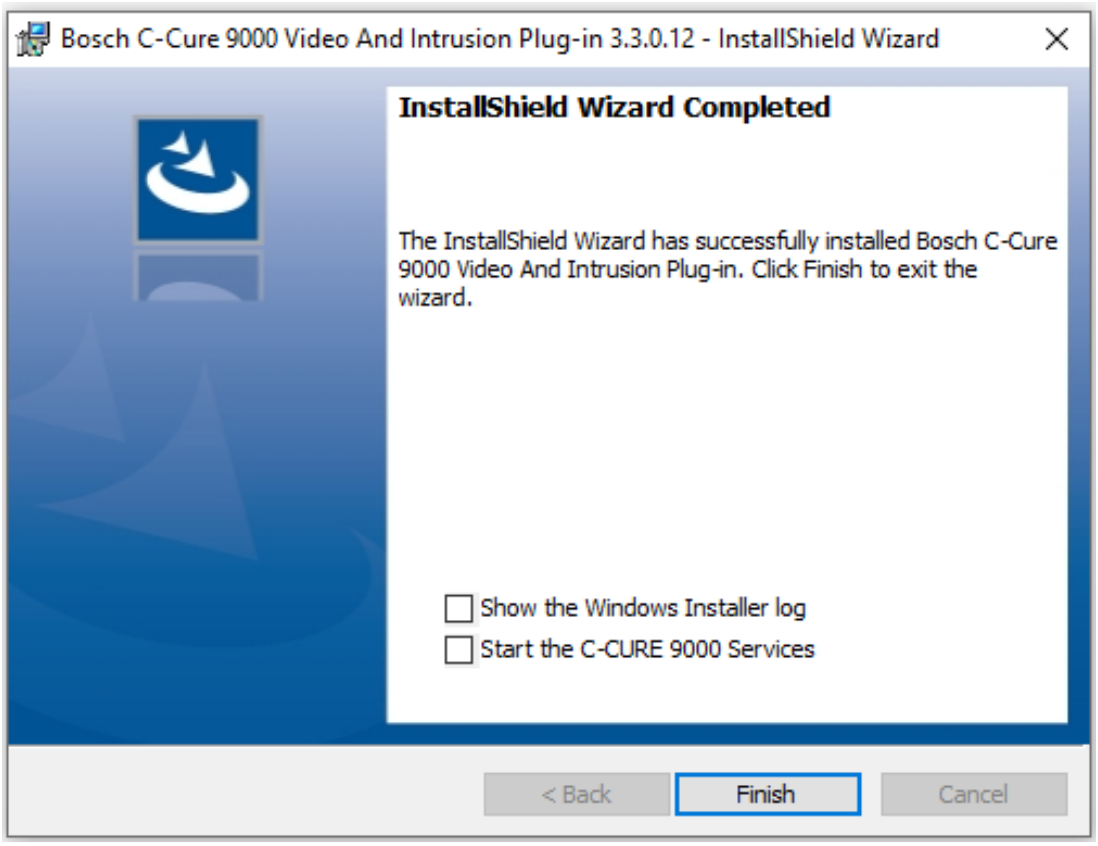
9. Click **Install** to proceed with the Plug-in installation.



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



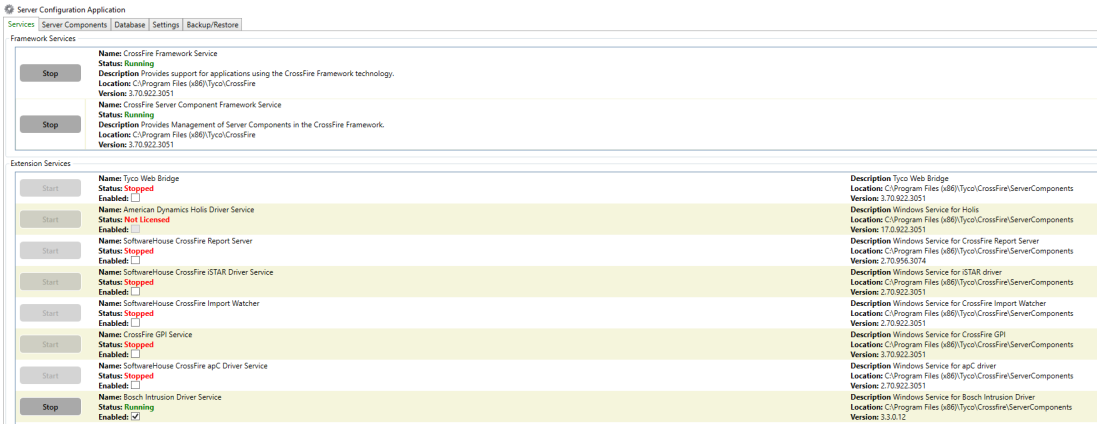
11. Enable the checkbox `Start the C•CURE 9000 Services` to start the CrossFire services.
12. Click **Finish** to complete the installation.



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 that the Bosch Intrusion Driver Service is listed under the Extension Services, and then click the check box **Enabled**.
5. Click **Start** to start the Bosch Intrusion Server Component. The Bosch Intrusion Driver Service status should change to Running (Green). This completes the post installation steps and the Bosch C•Cure intrusion plug-in is ready to use.



5 Overview

The Bosch intrusion plug-in needs five types of objects:

- Panel objects
- Area objects
- Point objects
- Door objects
- Output objects

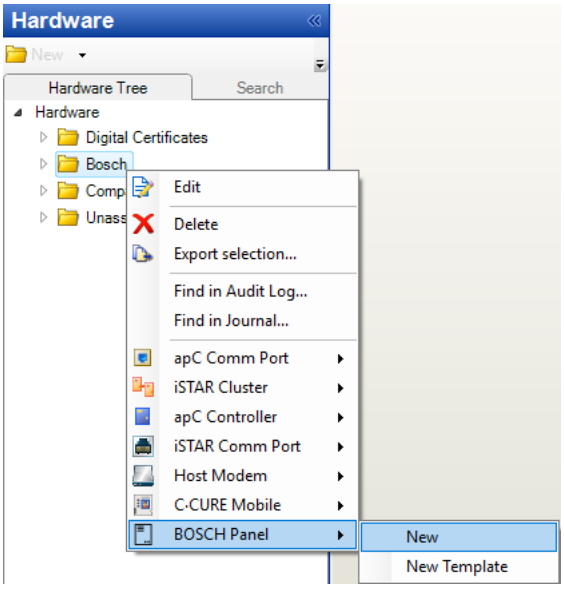
These objects are accessible through the Hardware pane. The Navigation drop-down list includes the Bosch Panel object. This object is only available if the integration is properly licensed with C•Cure 9000.

- Name: Hardware pane (Existing)
- Icon:  BOSCH Panel

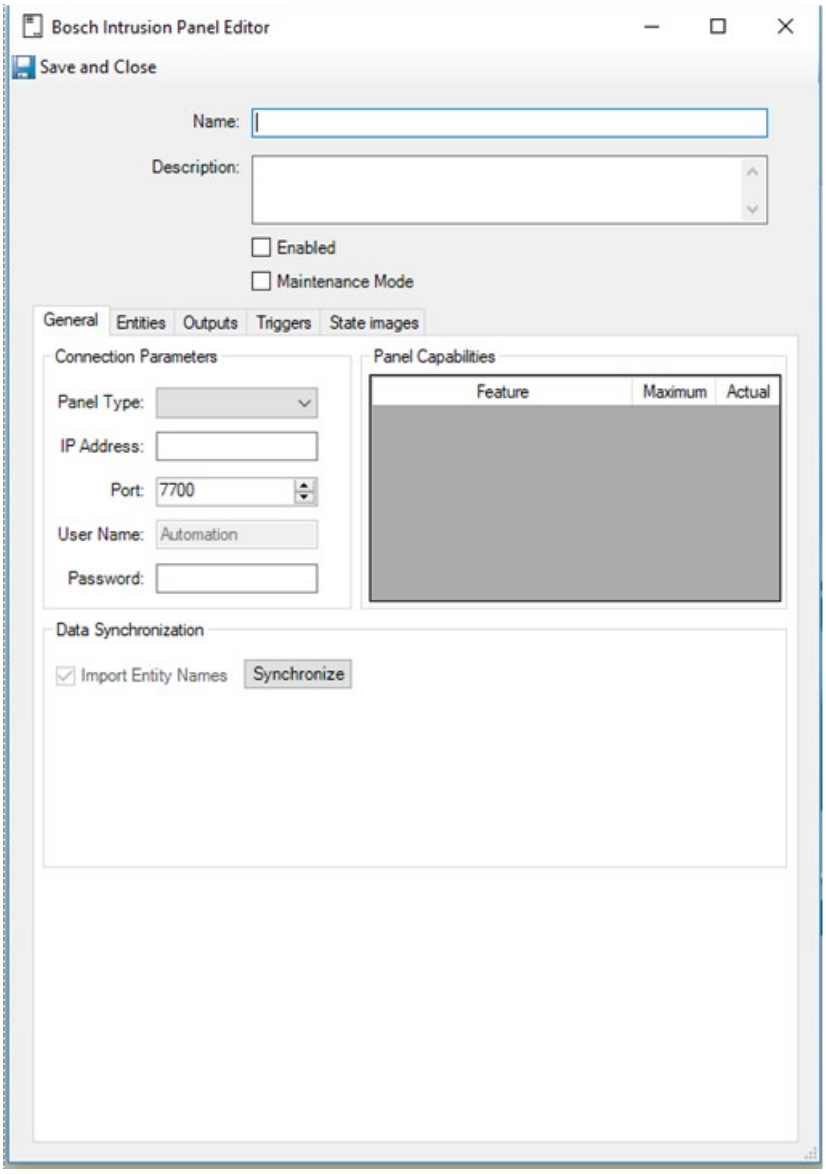
The Bosch Intrusion Panel Editor allows you to configure, connect, and import various objects associated with panels. You can associate the panel object with entities (areas, points, doors, outputs) objects, alarm objects, and server actions objects.

6 Creating a Bosch Panel

1. From the Hardware navigation pane, right-click and create the folder for e.g. Bosch or a user-defined folder.
2. Right-click the Bosch or the user-defined folder. From Bosch Panel, click **New** to open the editor for creating the Bosch Panel, as in the screenshot that follows.



The Bosch Intrusion Panel Editor appears.



3. Fill in the fields that follow:

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.

The following validation rules apply to the name:

– The name of the object must be unique.
– An error message indicates that a duplicate name has been used.
– The object name is not case-sensitive.

Description

Fill in the **Description** field:

– Supports up to 500 characters
– Does not have a default value.

Enabled

The Enabled check box allows you to enable or disable the Bosch Panel for C•Cure 9000.

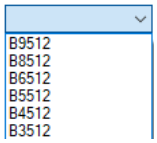
When the Bosch Panel status is marked as Disabled, the state is shown as Unknown. No communication happens with the Bosch C•Cure 9000 drivers.

Maintenance Mode

Use the Maintenance Mode check box to limit information about the object displayed on the Monitoring Station. By turning on, the activity associated with the object will not be shown at the Monitoring Station. By turning off, the activity associated with the object will be shown at the Monitoring station.

Panel Type

The Panel Type displays the supported Bosch Panels. You can select any of the Bosch Intrusion Panel type.



Panel Capabilities

The Panel Capabilities provide an overview of the Panel capabilities. The Panel capabilities are displayed dynamically upon the selection of the Panel Type.

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 Intrusion Panel IP Address field:

– The IP Address must be a valid IPv4 Address Format.

Notice!

Invalid IP Address

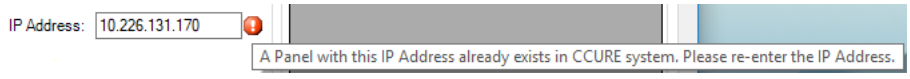
An error icon appears, indicating that the IP Address is invalid.

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

Notice!

Duplicate IP Address

An error icon appears, indicating that there is a duplicate IP address.



Port

The Port edit box allows you to specify the communication port. The default value is 7700.

User Name

Note that the value in the field is not configurable. The default username is Automation.

Password

Use the Password field to configure the password used by the Bosch Panel. The default automation password is Bosch_Auto.

Click **Import Entity Names** to import the entity names. By default, when configuring a new panel, the checkbox will be turned on and not user-configurable. It will be user-configurable only for a saved panel object in edit mode.

Note: The next chapter, "Importing Panel Data," describes how to use the **Synchronize** button.

Click **Save and Close** to close the current Bosch Panel Edit dialog box and to save all changes in the C•Cure 9000 database.
Proceed to the next chapter to import panel data.

7 Importing Panel Data

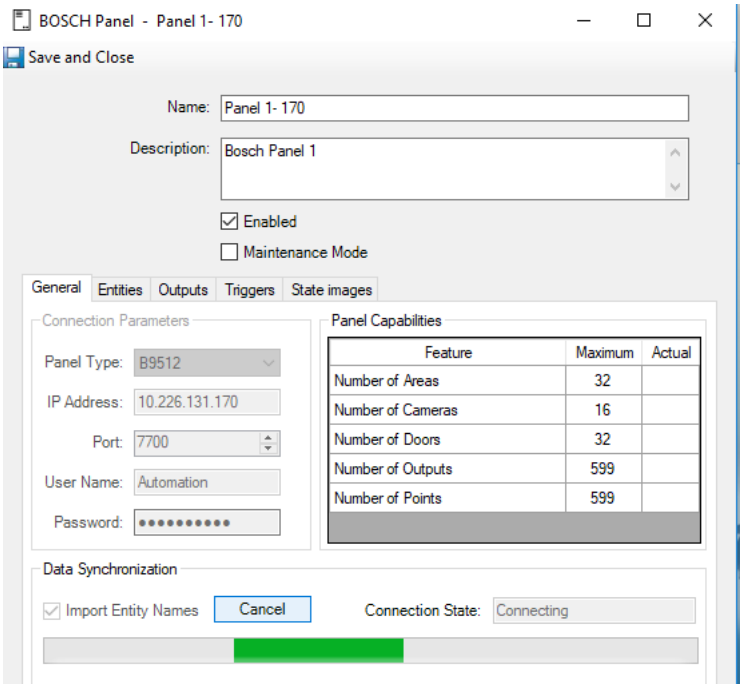
1. Click **Synchronize** to do both of the actions that follow:

– Establish a connection to the intrusion panel.

– Import the panel data/entities (Areas, Points, Doors, and Outputs) for the panel with the IP address specified in the IP address field.

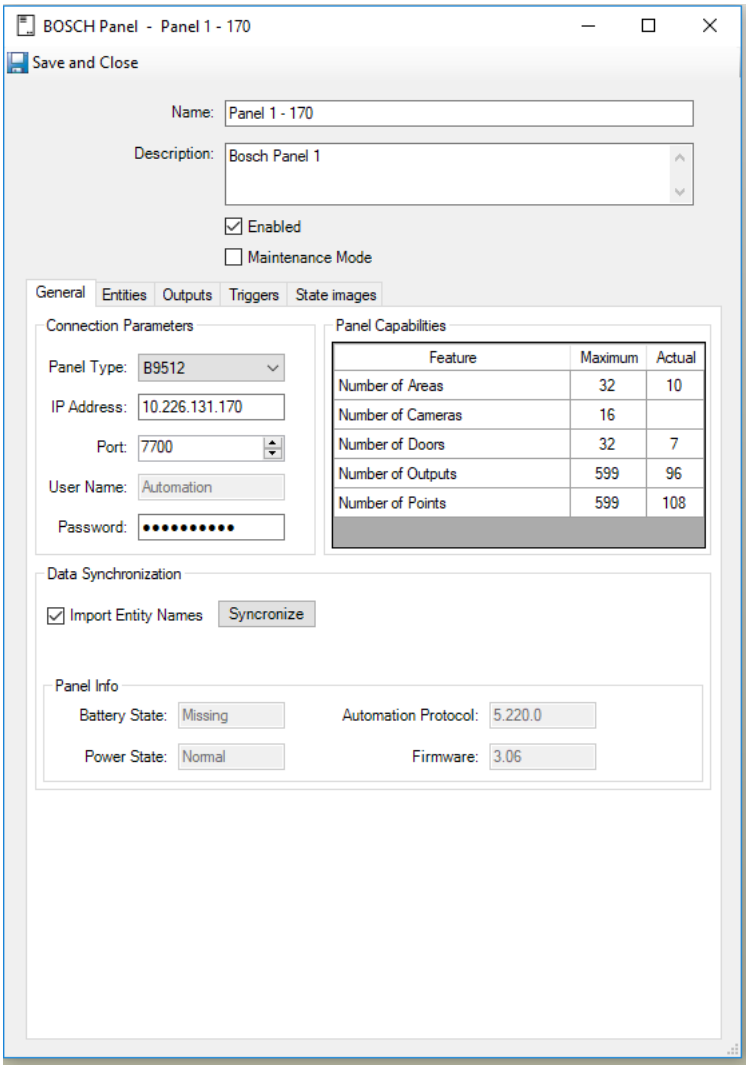
2. The label of the button changes to **Cancel** and the value in the field **Connection State** shows as Connecting.

Note: When you click **Cancel**, you cancel the import operation.



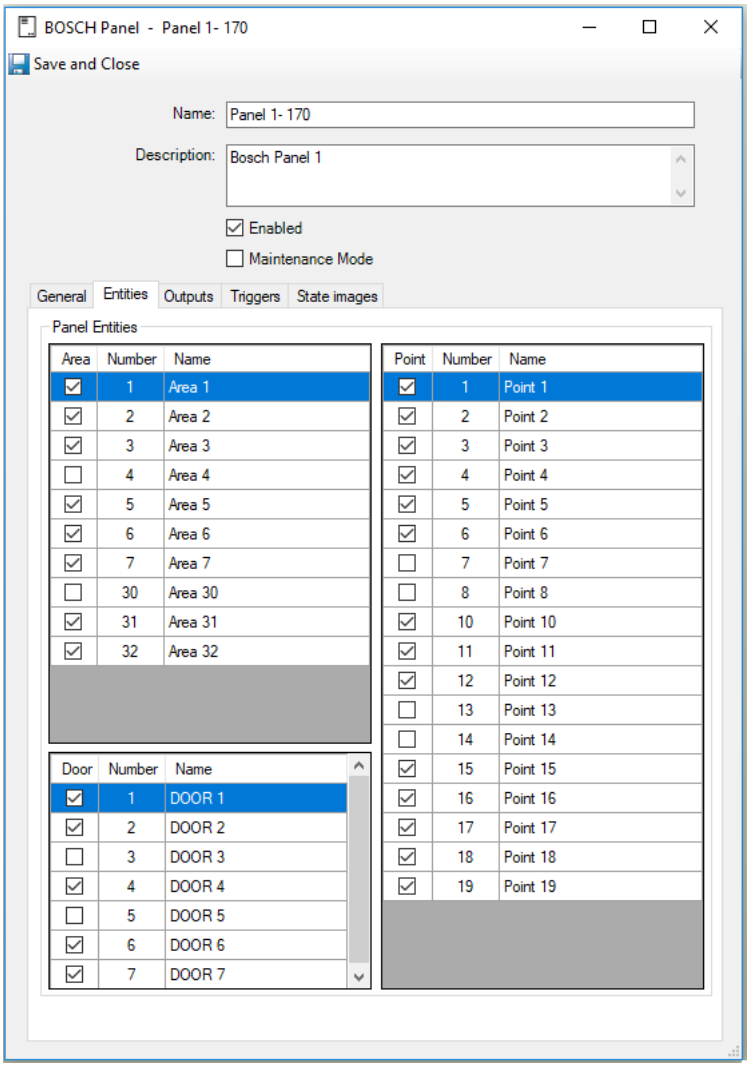
3. After C•Cure 9000 successfully establishes connection to the panel, the value in the field **Connection State** changes to Connected.

4. C•Cure 9000 displays information or allows configuration in various tabs. The Panel Info section of the **General** tab displays information about the Battery State, the Power State, the Automation Protocol, and the Firmware of the panel. The **Entities** tab displays the Areas, Points, and Doors. The **Outputs** tabs displays the outputs. The **Triggers** tab displays common actions that are available for all entities (Panel, Area, Point, Door, and Output). The **State images** tab shows the association of the panel state images with the panel states.



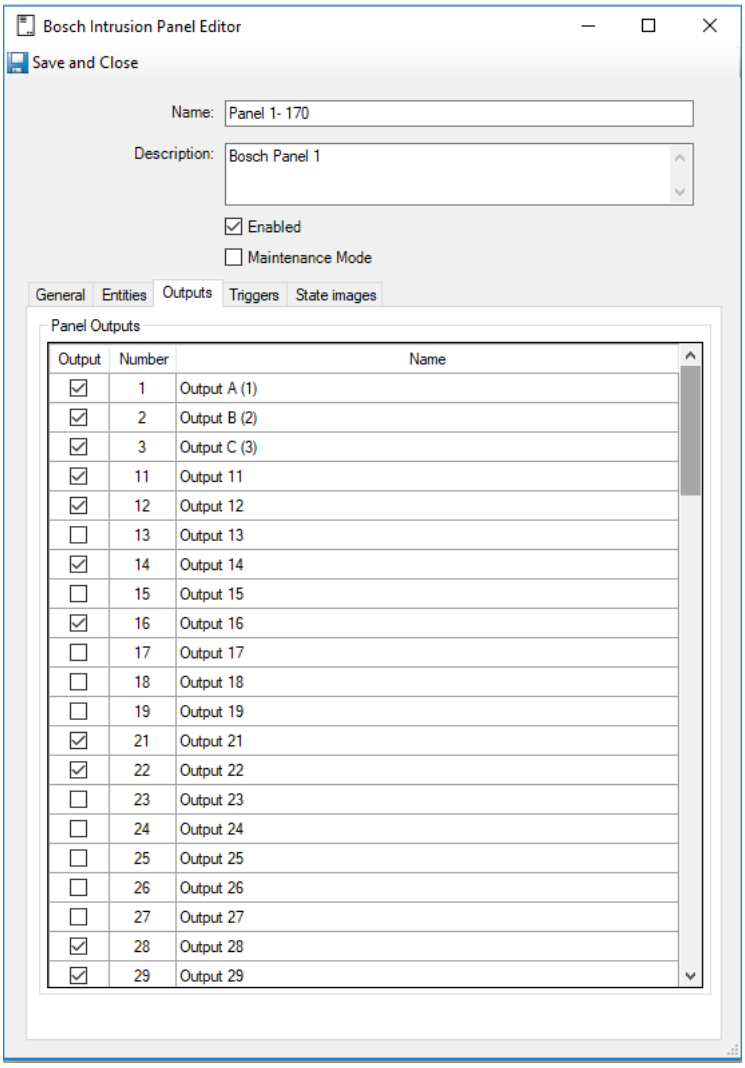
7.1 Entities

The **Entities** tab displays the panel areas, points, and doors, as in the screenshot that follows. Note that the Points are updated dynamically based on Area selection.
In the screenshot that follows, C•Cure 9000 displays only the Points associated with Area 1. To show Points associated to Area 2, you must select Area 2 manually.
Deselect the Area to deselect all the Points associated with the Area.
Note: Double-click the header row of the first column in each grid to toggle between select / deselect all.



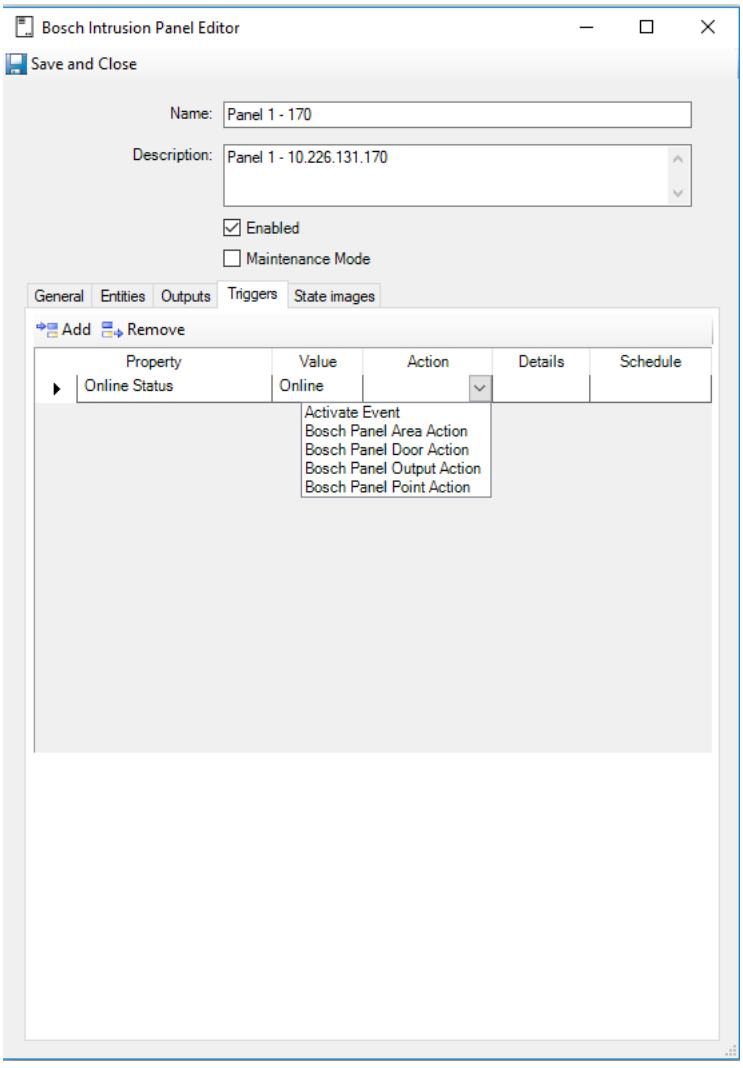
7.2 Outputs

The **Outputs** tab displays the panel outputs, as shown in the screenshot that follows.



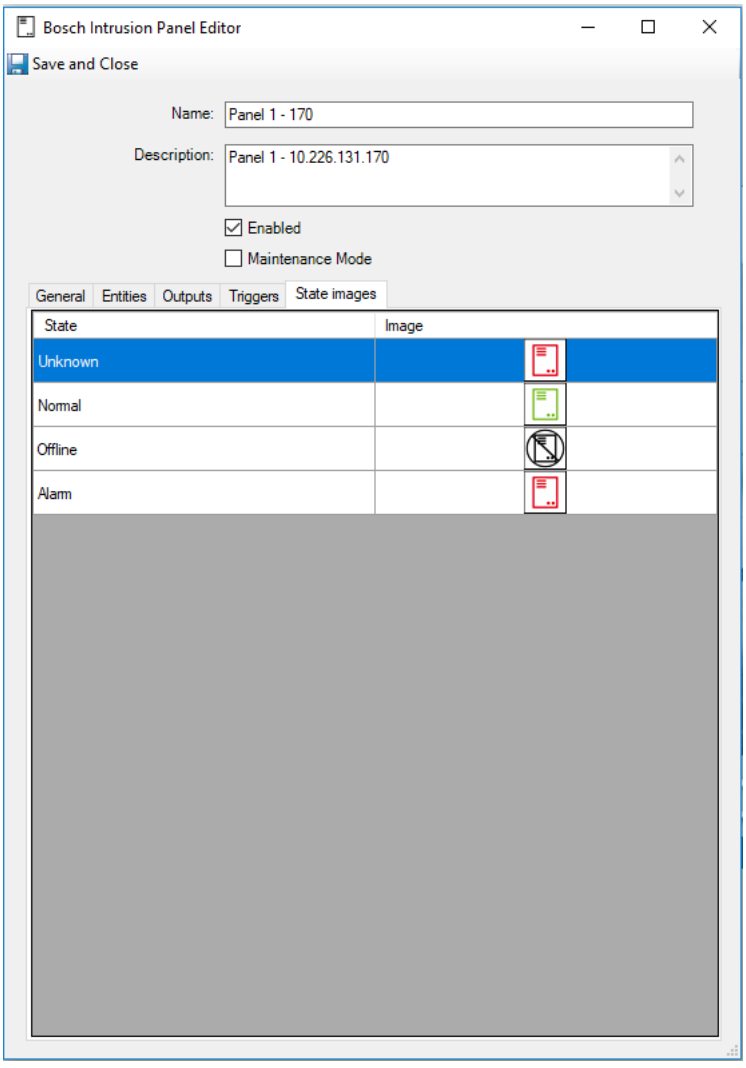
7.3 Triggers

The **Triggers** tab displays common actions that are available for all entities (Panel, Area, Point, Door, and Output).
Below are the Bosch Panel entity actions available for the Panel Online Status property. Any action could be configured for the available property. These common actions are described in detail in a separate section. Refer to section 8.0 for details.



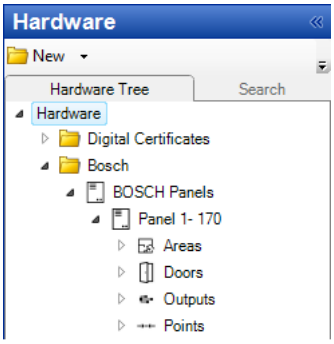
7.4 State Images

The **State images** tab shows the association of the panel state images with the panel states. The associated panel state image show in the Monitoring station as part of the message when the panel state change message is reported.

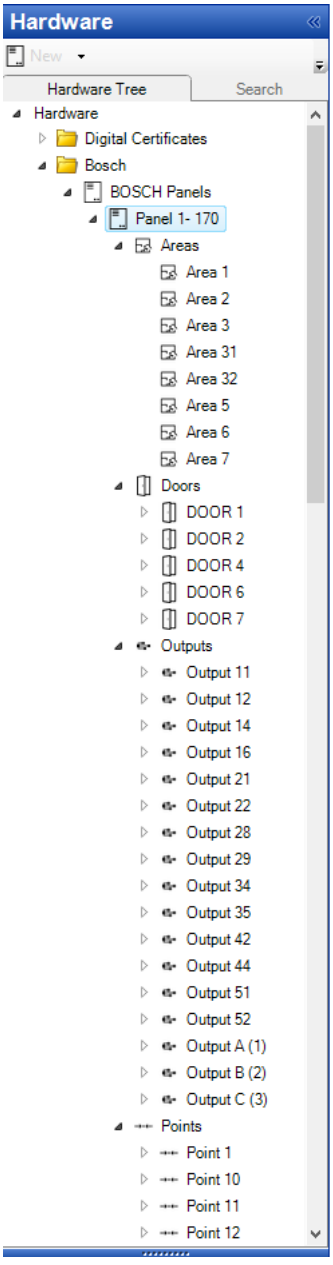

Bosch Intrusion Panel Editor
Save and Close
Name:
Panel 1 - 170
Description:
Panel 1 - 10.226.131.170
Enabled
Maintenance Mode
General
Entities
Outputs
Triggers
State images
State
Image
Unknown
Normal
Offline
Alarm

8 Saving Panel Data

1. Click **Save and Close** to save the panel configuration into C•Cure 9000. Once saved into C•Cure 9000, the panel along with its entities appear in the tree view, as shown in the screenshot that follows.

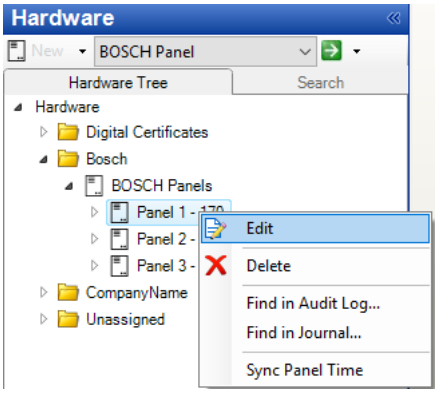


2. Expand the Areas, Doors, Outputs, and Points folder to display the respective Areas, Doors, Outputs, and Points that you (or another user) configured and saved.


Hardware
New
Hardware Tree
Search
Hardware
Digital Certificates
Bosch
BOSCH Panels
Panel 1- 170
Areas
Area 1
Area 2
Area 3
Area 31
Area 32
Area 5
Area 6
Area 7
Doors
DOOR 1
DOOR 2
DOOR 4
DOOR 6
DOOR 7
Outputs
Output 11
Output 12
Output 14
Output 16
Output 21
Output 22
Output 28
Output 29
Output 34
Output 35
Output 42
Output 44
Output 51
Output 52
Output A (1)
Output B (2)
Output C (3)
Points
Point 1
Point 10
Point 11
Point 12

9 Editing a Bosch Intrusion Panel

You can edit the panel configuration by right-clicking the panel and selecting **Edit**.



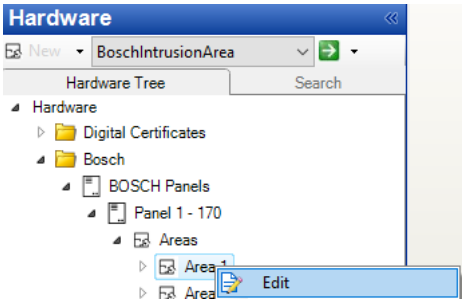
10 Editing Bosch Entities

Every Bosch Entity has its own editor. The following are the entity editors:

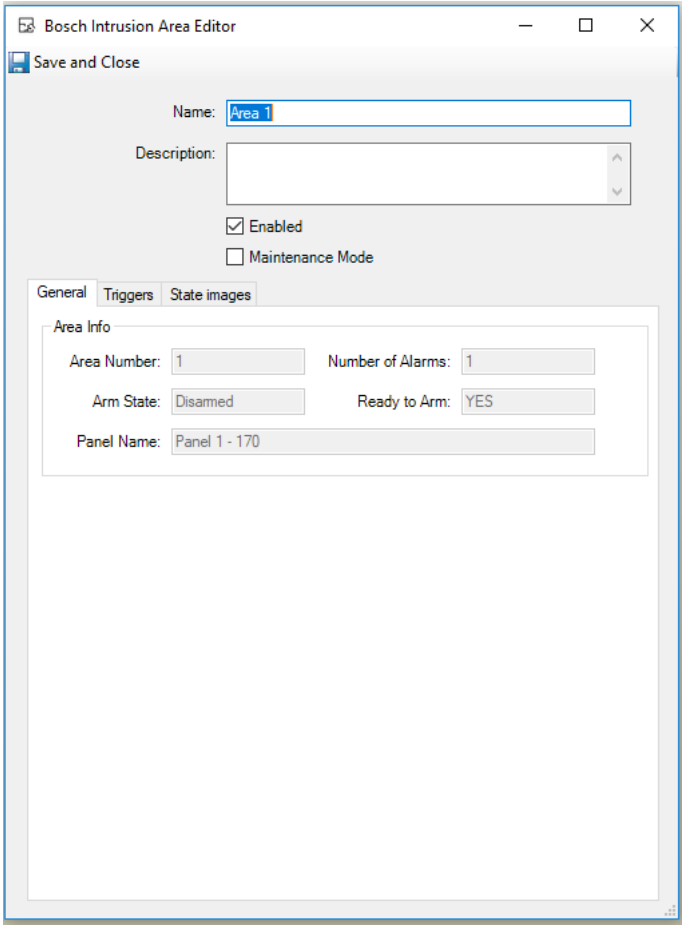
- Area Editor
- Door Editor
- Output Editor
- Point Editor

10.1 Editing Areas

From the tree view, right-click the corresponding Area and then click **Edit** to display the Area Editor, as in the screenshot that follows.

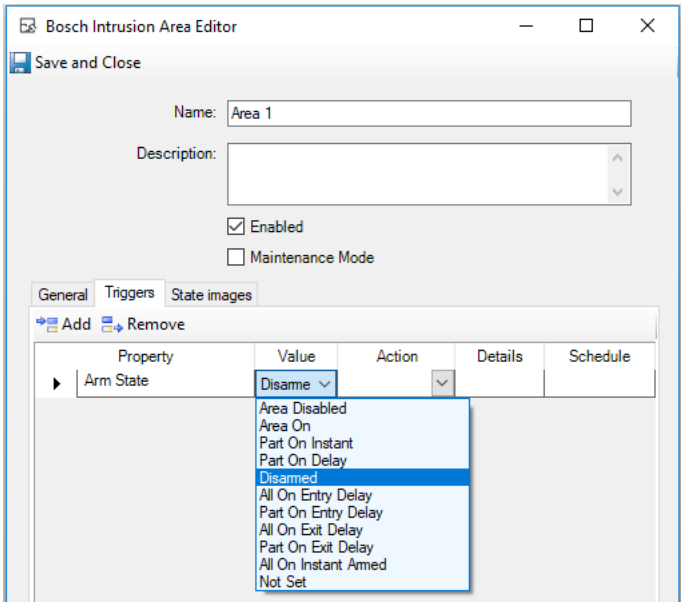


The Bosch Intrusion Area Editor window appears. The **General** tab displays the Area information. All fields in Area Info group box are read-only.



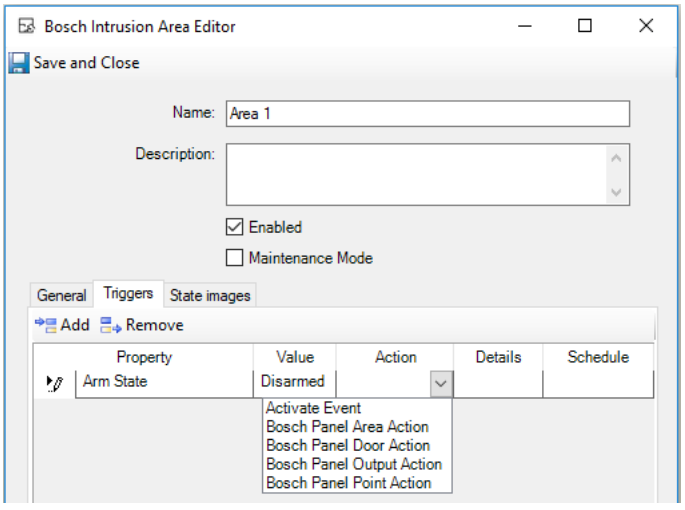
Triggers tab

The Area Triggers tab is as in the screenshot that follows.



Complete any of the actions that follow:

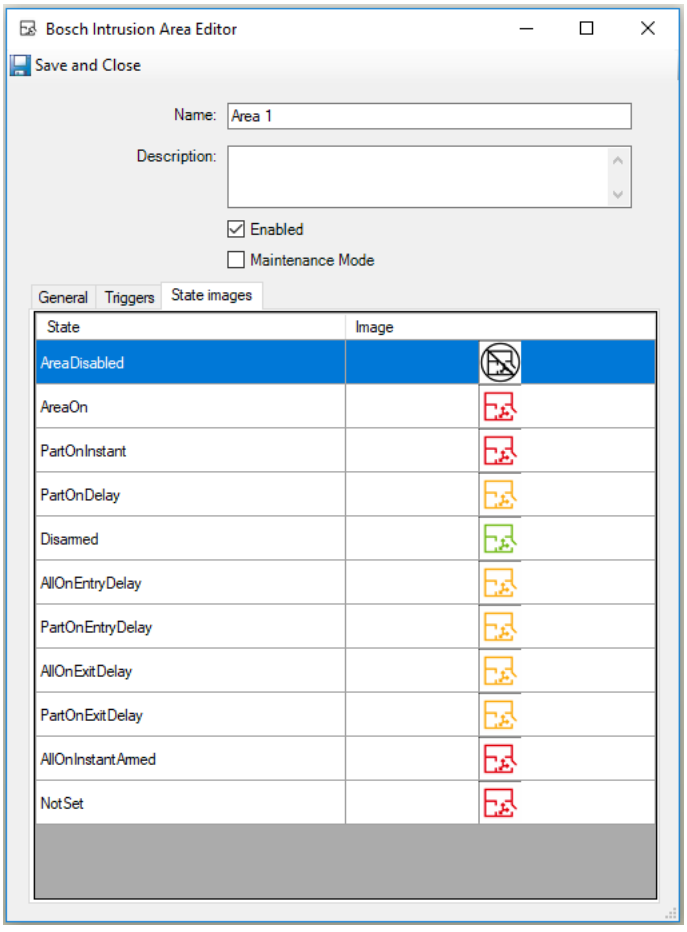
1. Click **Add** to add triggers.
2. Click **Remove** to remove triggers.
3. Configure the Property with a Value and associate an Action that will execute when the *property state changes set to the value*. (For Area, the available Property is Arm State.) Select the available Values and Actions from the drop-down list as in the screenshot that follows.



4. Click **Save and Close** to save the configured triggers.

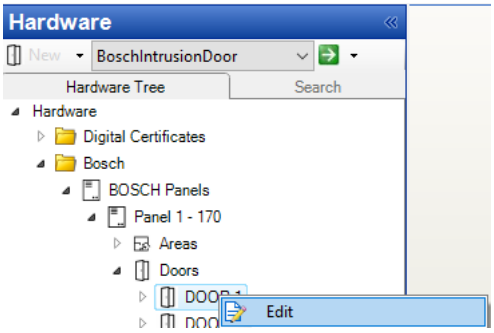
State images tab

The **State images** tab displays the association of the area state images with the area states. The associated area state image will be displayed in the Monitoring station as part of the message when the area state change is reported.

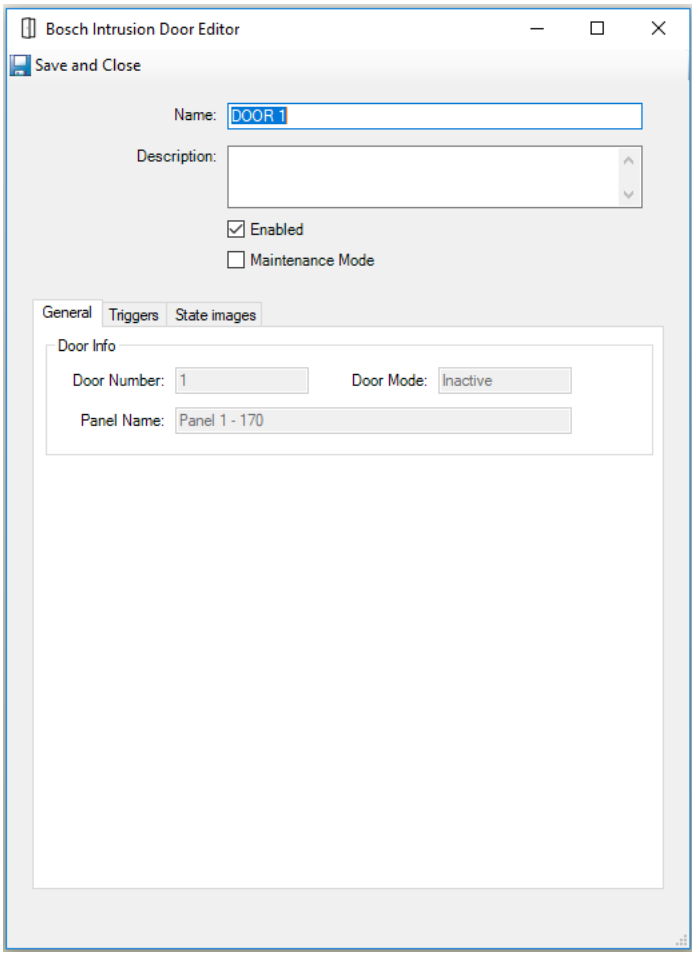


10.2 Editing Doors

From the tree view, right-click the corresponding Door and then click Edit to display the Door Editor, as in the screenshot that follows.

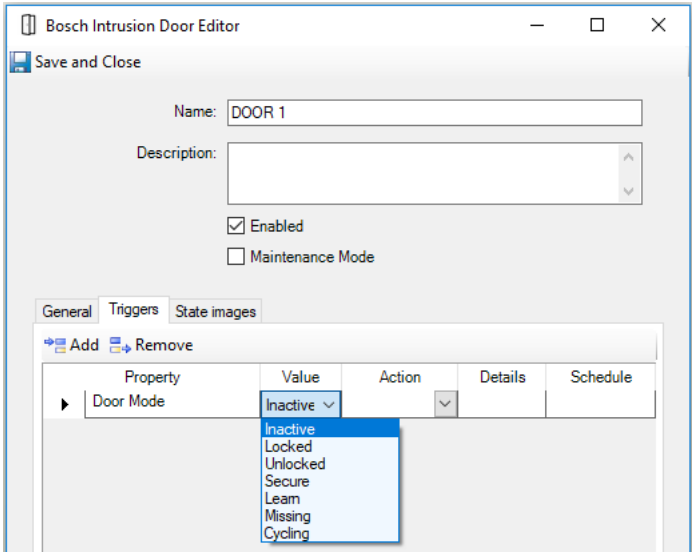


The Bosch Intrusion Door Editor window appears. The **General** tab displays the Door information. All fields in the Door Info group box are read-only.



Triggers tab

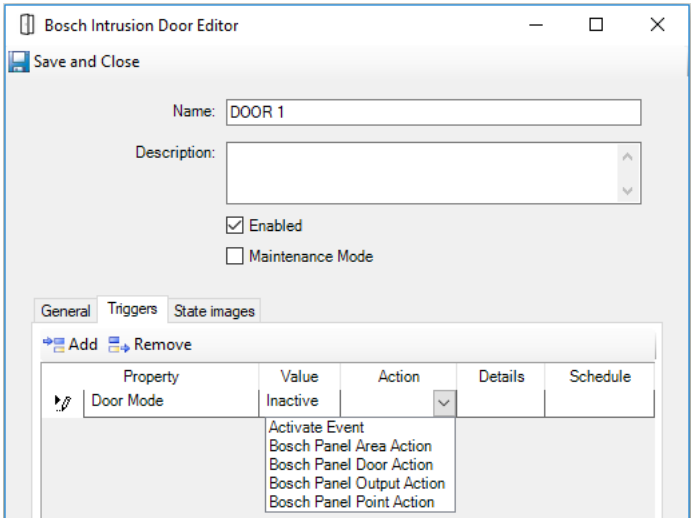
The Door Triggers tab is as in the screenshot that follows.



Complete any of the actions that follow:

1. Click **Add** to add triggers.
2. Click **Remove** to remove triggers.

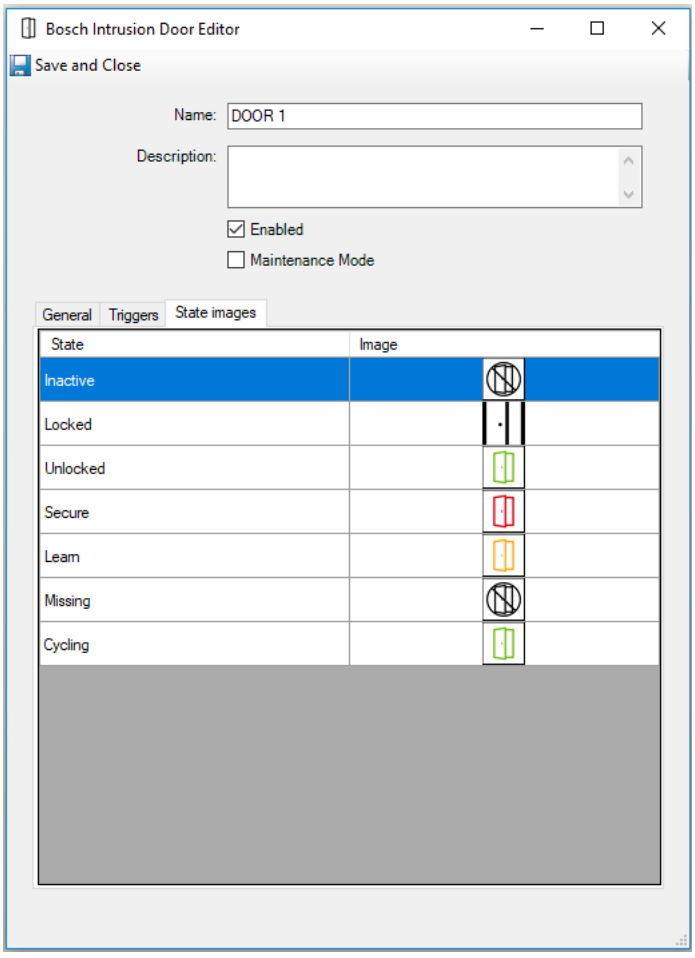
3. Configure the Property with a Value and associate an Action that will execute when the *property state changes set to the value*. (For Door, the available Property is Door Mode.) Select the available Values and Actions from the drop-down list as in the screenshot that follows.



4. Click **Save and Close** to save the configured triggers.

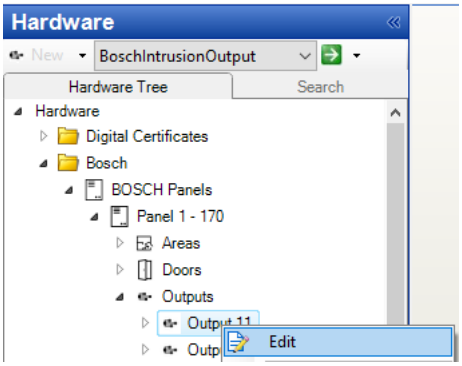
State images tab

The **State images** tab displays the association of the door state images with the door modes. The associated door state image will be displayed in the Monitoring station as part of the message when the door mode change is reported.

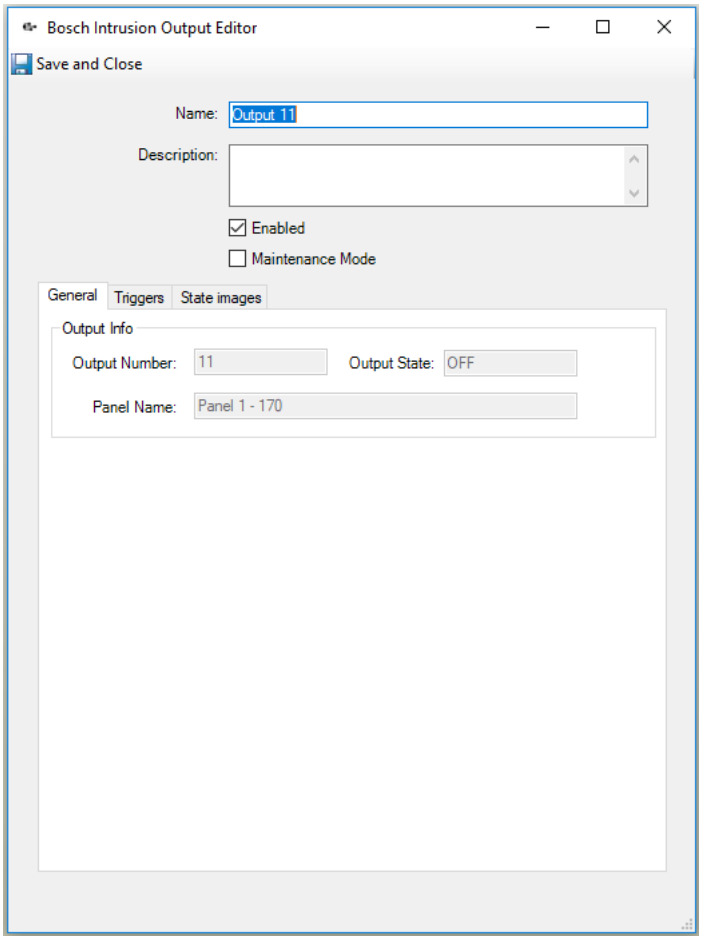


10.3 Editing Outputs

From the tree view, right-click the corresponding Output and then click Edit to display the Output Editor, as in the screenshot that follows.



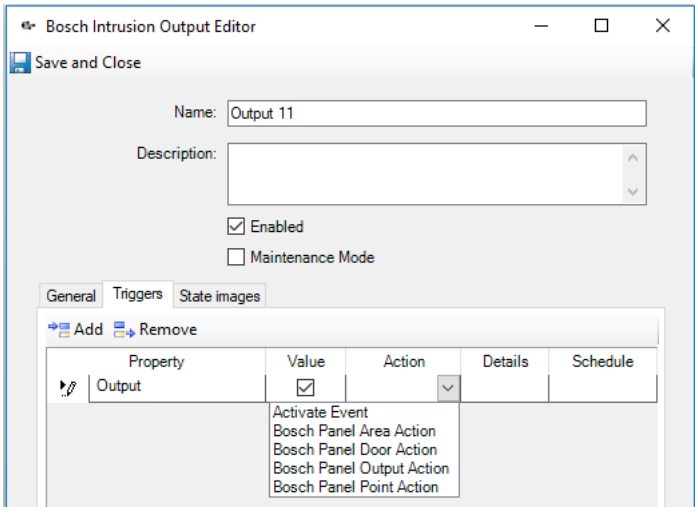
The Bosch Output Editor window appears. The General tab displays the Output information. All fields under Output Info group box are read-only.



Triggers tab

In the Output Triggers tab, complete any of the actions that follow:

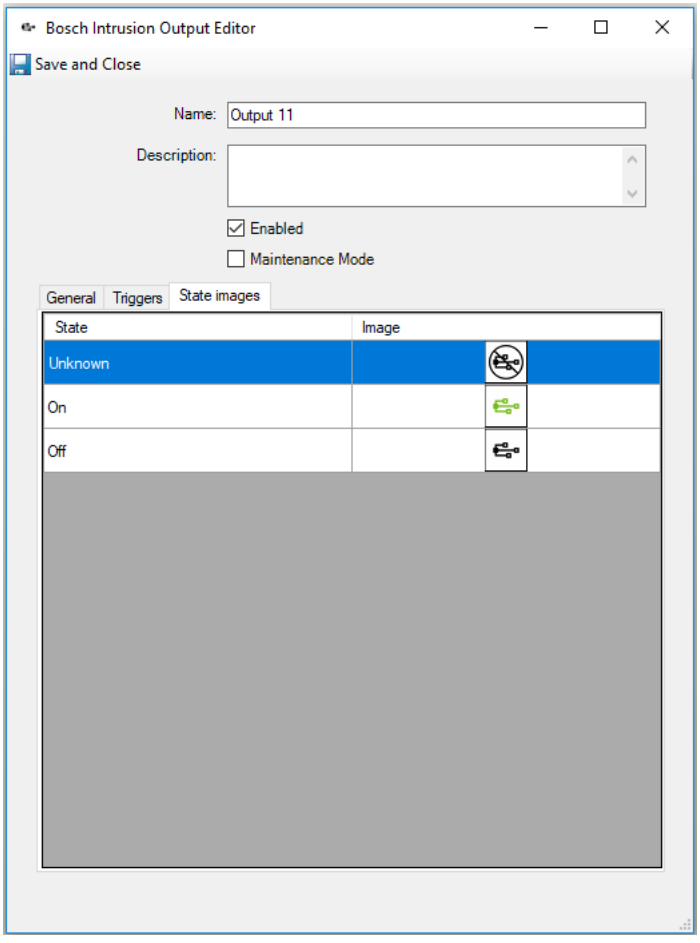
1. Click **Add** to add triggers.
2. Click **Remove** to remove triggers.
3. Configure the Property with a Value and associate an Action that will execute when the *property state changes set to the value*. (For Output, the available Property is Output.) Select the available Values and Actions from the drop-down list as in the screenshot that follows.



4. Click **Save and Close** to save the configured triggers.

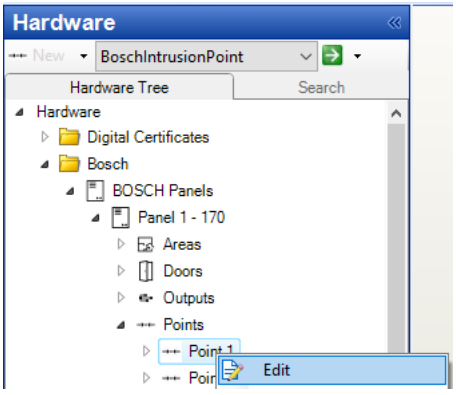
State images tab

The State images displays the association of the output state images with the output states. The associated output state image will be displayed in the Monitoring station as part of the message when the output state change is reported.

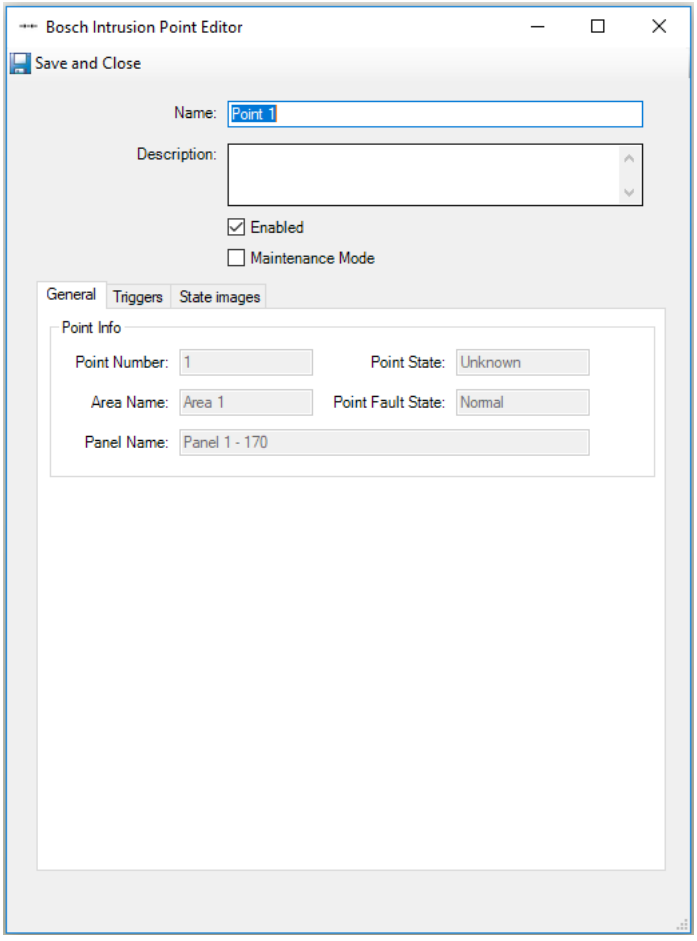


10.4 Editing Points

From the tree view, right-click the corresponding Point to display the Point Editor and then click Edit to display the Point Editor, as in the screenshot that follows.

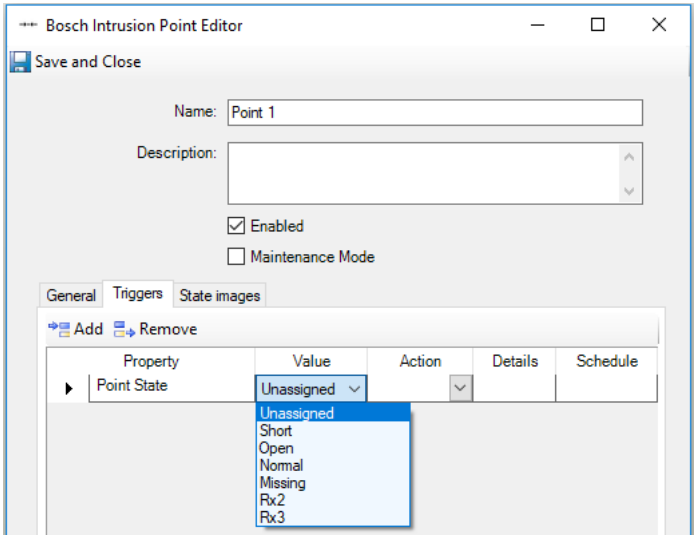


The Bosch Point Editor window appears. The **General** tab displays the Point information. All fields in the Point Info group box are read-only.



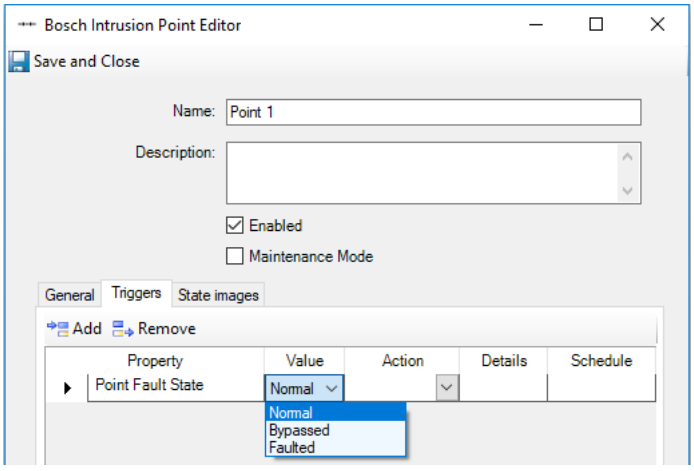
Triggers tab

The Point Triggers tab is as in the screenshot that follows.



Complete any of the actions that follow:

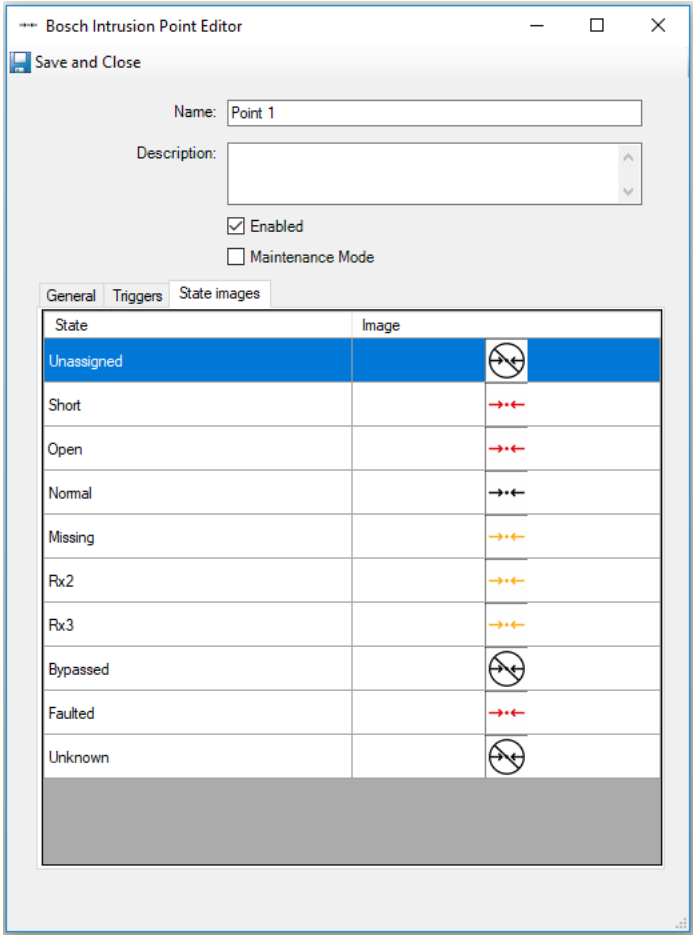
1. Click **Add** to add triggers.
2. Click **Remove** to remove triggers.
3. Configure the Property with a Value and associate an Action that will execute when the *property state changes set to the value*. (For Point, the available properties are Point State and Point Fault State.) Select the available Values and Actions from the drop-down list as in the screenshot that follows.



4. Click **Save and Close** to save the configured triggers.

State images tab

The **State images** tab displays the association of the point state images with the point states. The associated point state image will be displayed in the Monitoring station as part of the message when the point state change is reported.



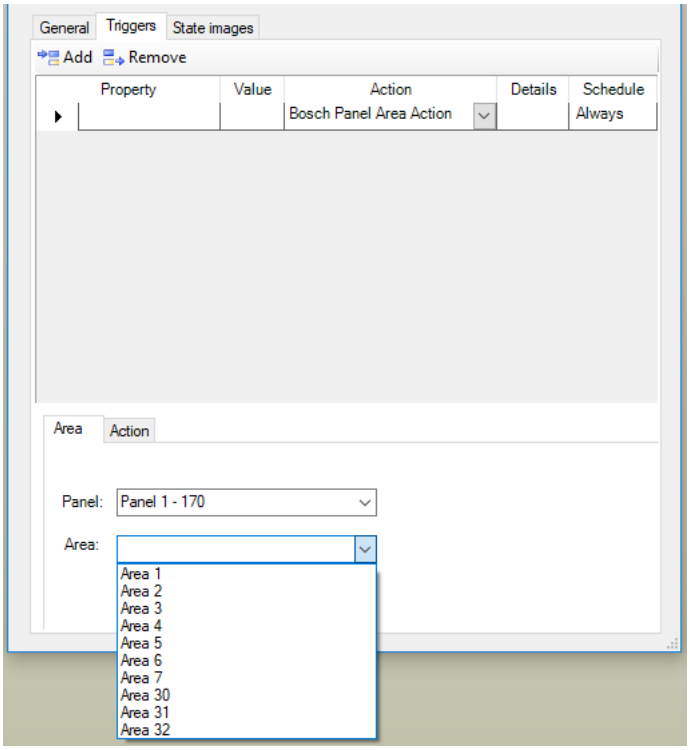
11 Configuring Panel Actions

You can configure panel actions for every entity:

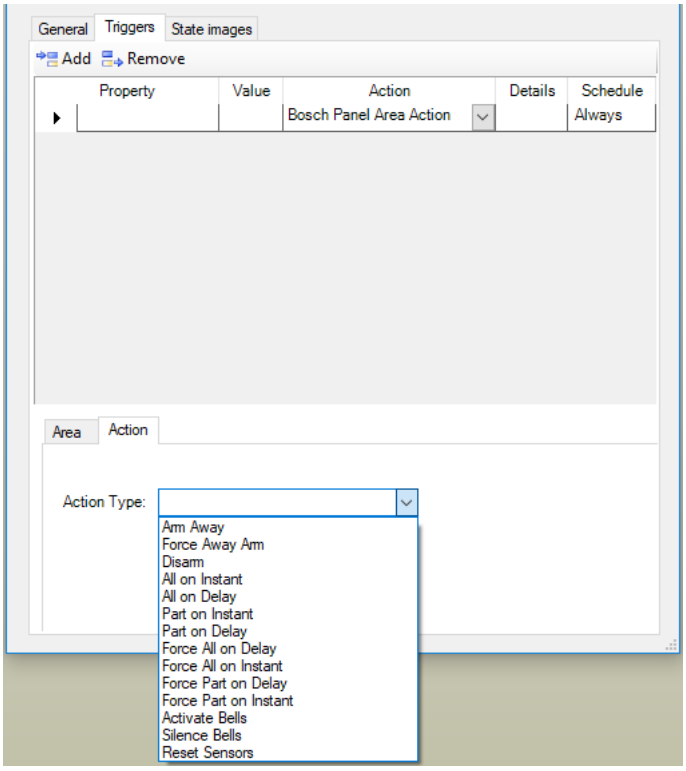
- Area
- Door
- Output
- Point

11.1 Configuring Panel Area Actions

The Bosch Panel Area action editor is as in the screenshot that follows.



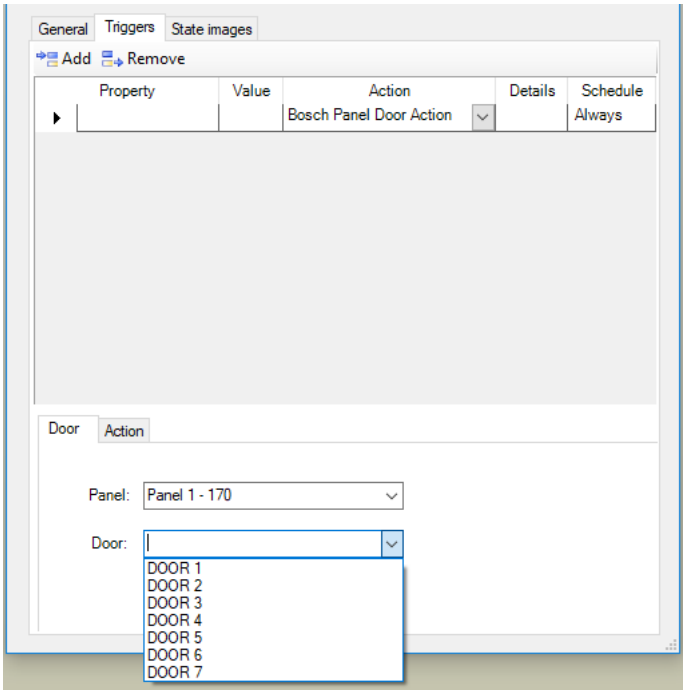
1. Select the Bosch Panel Area Action. The action item displays an editor.
2. Select from the drop-down list any of the panels and the areas configured in C•Cure 9000.
3. After you select the panel and the area, select from the options the action type to associate with the action, as in the screenshot that follows.



1. If needed, configure another trigger.
2. Click **Save and Close** to save the configured triggers.

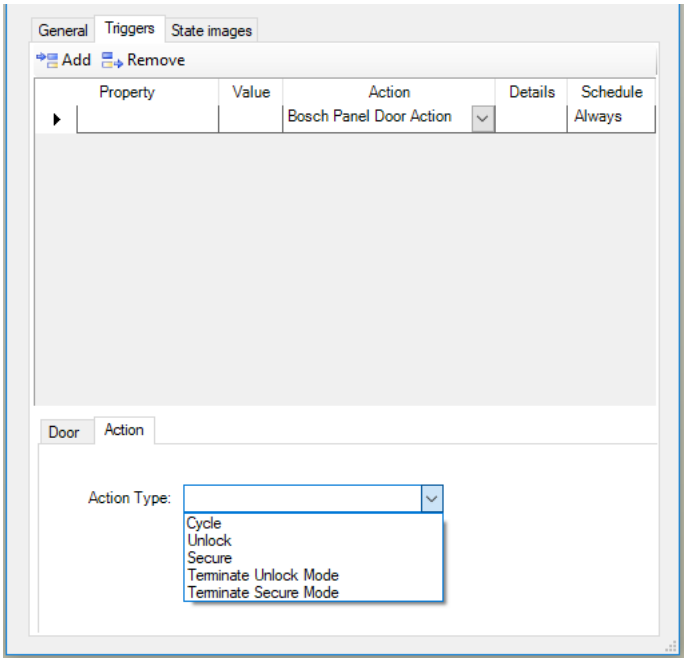
11.2 Configuring Panel Door Actions

The Bosch Panel Door action editor is as in the screenshot that follows.



1. Select the Bosch Panel Door Action. The action item displays an editor.
2. Select from the drop-down list any of the panels and the doors configured in C•Cure 9000.

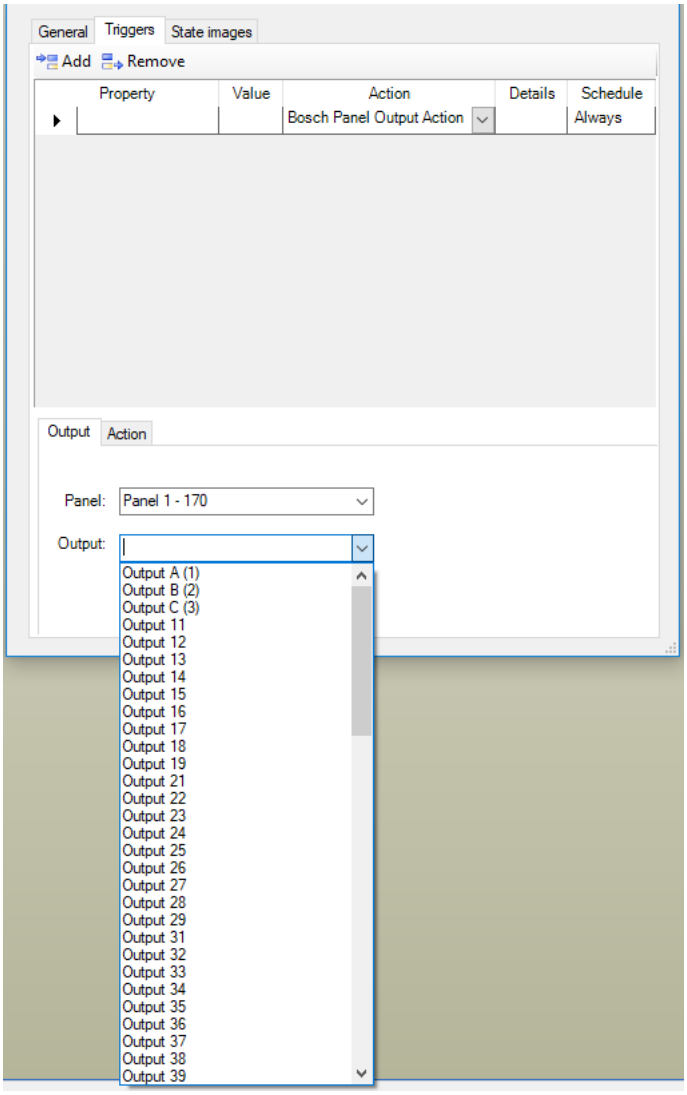
3. After you select the panel and the door, select from the options the action type to associate with the action, as in the screenshot that follows.



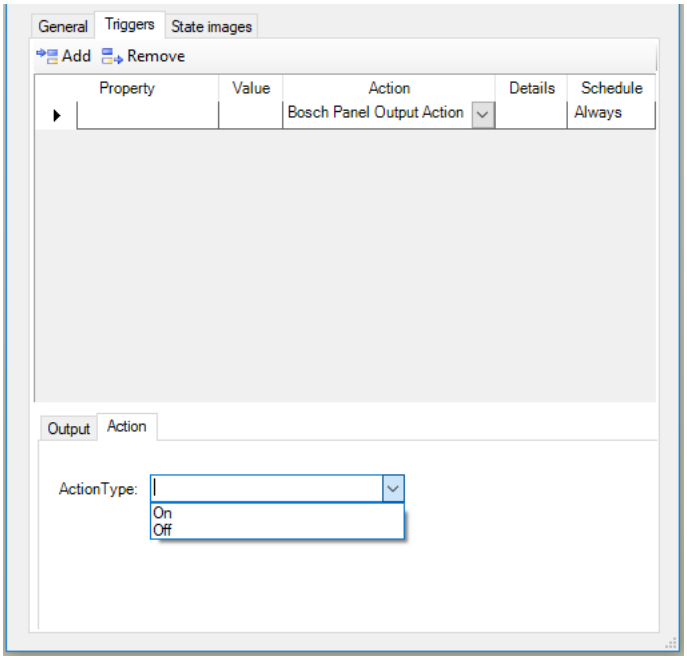
4. If needed, configure another trigger.
5. Click **Save and Close** to save the configured triggers.

11.3 Configuring Panel Output Actions

The Bosch Panel Output action editor is as in the screenshot that follows.



1. Select the Bosch Panel Output Action. The action item displays an editor.
2. Select from the drop-down list any of the panels and the outputs configured in C•Cure 9000.
3. After you select the panel and the output, select from the options the action type to associate with the action, as in the screenshot that follows.

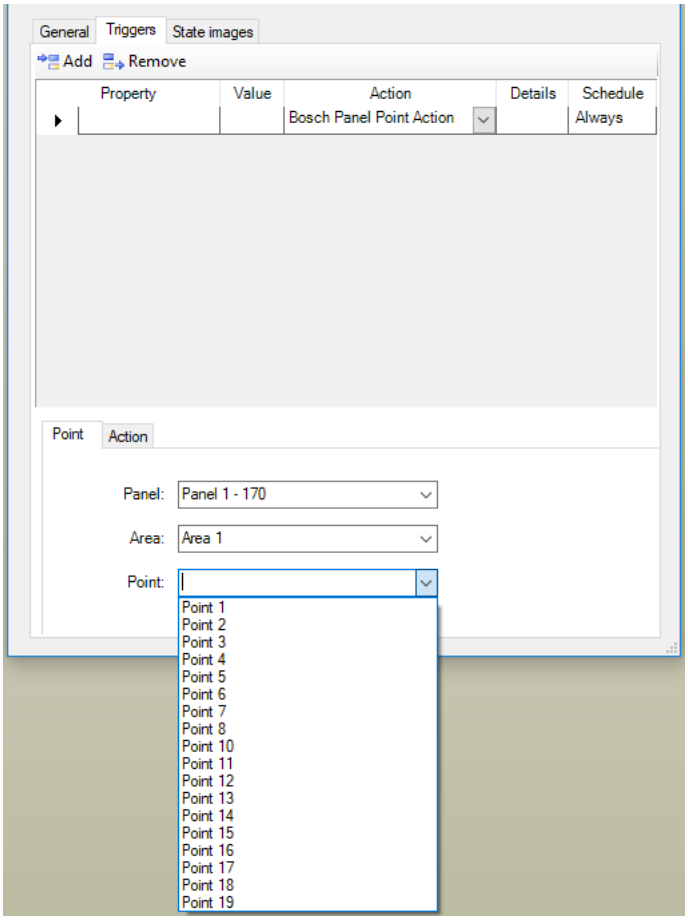


4. If needed, configure another trigger.
5. Click **Save and Close** to save the configured triggers.

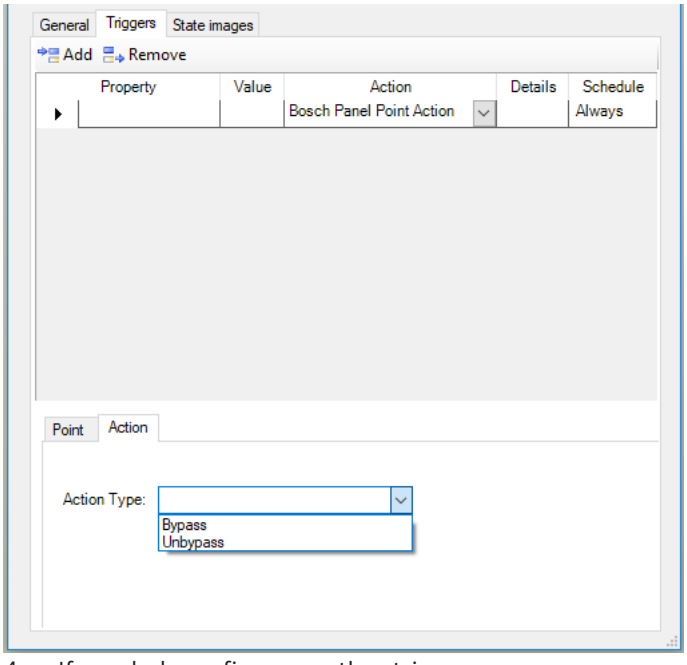
11.4 Configuring Panel Point Actions

The Bosch Output Point action editor is as in the screenshot that follows.

1. Select the Bosch Panel Point Action. The action item displays an editor.
2. Select from the drop-down list any of the panels, areas, and points configured in C•Cure 9000.



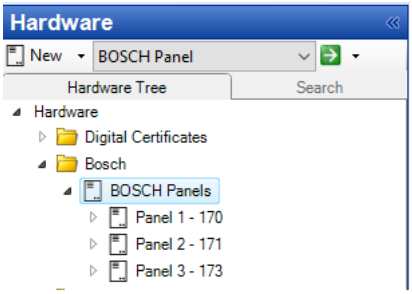
3. After you select the panel, area, and point, select from the options the action type to associate with the action, as in the screenshot that follows.



4. If needed, configure another trigger.
5. Click **Save and Close** to save the configured triggers.

12 Configuring Multiple Panels

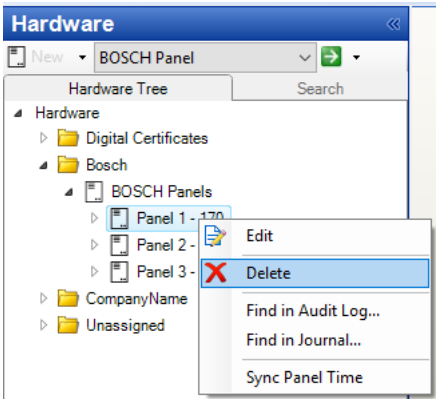
You can configure multiple Bosch panels in C•Cure 9000. (Refer to chapter "Creating a Bosch Panel" for panel configuration details.)
After you have configured multiple panels in C•Cure 9000, the panels appear as in the screenshot that follows:



You can expand the panel individually to see the entities configured under each panel.

13 Deleting a Bosch Intrusion Panel

You can delete the panel from the C-CURE system by right-clicking the panel and selecting **Delete**.



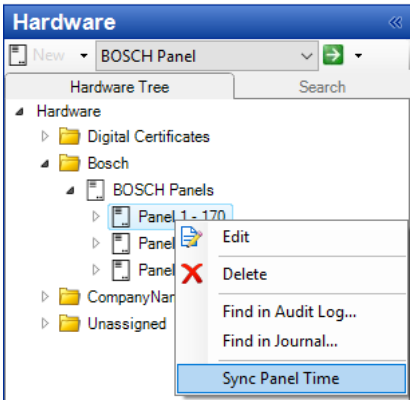
14 Executing Commands

From Administration Workstation client application you can send commands associated with the following entities:

- Panel
- Area
- Point
- Door
- Output

14.1 Executing Panel Commands

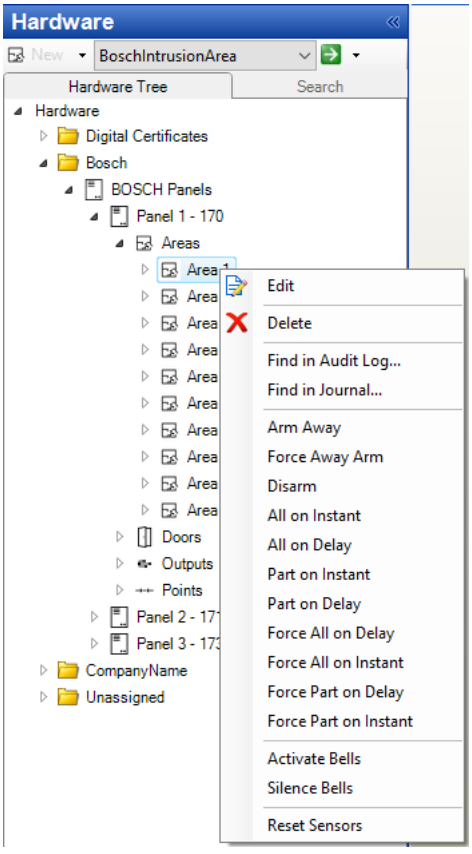
The following panel command is available for each panel that can be sent to the hardware panel. Right clicking on the respective Panel displays the menu as shown.



14.2 Executing Area Commands

The following area commands are available for each area that can be sent to the hardware panel. Right clicking on the respective area displays the menu as shown

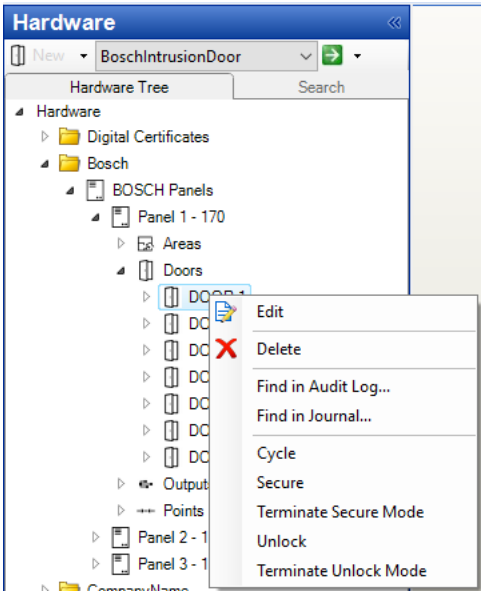
- Arm Away
- Force Arm Away
- Disarm
- All on Instant
- All on Delay
- Part on Instant
- Part on Delay
- Force all on Delay
- Force all on Instant
- Force Part on Delay
- Force Part on Instant
- Activate Bells
- Silence Bells
- Reset Sensors



14.3 Executing Door Commands

The following door commands are available for each door that can be sent to the hardware panel. Right clicking on the respective door displays the menu as shown.

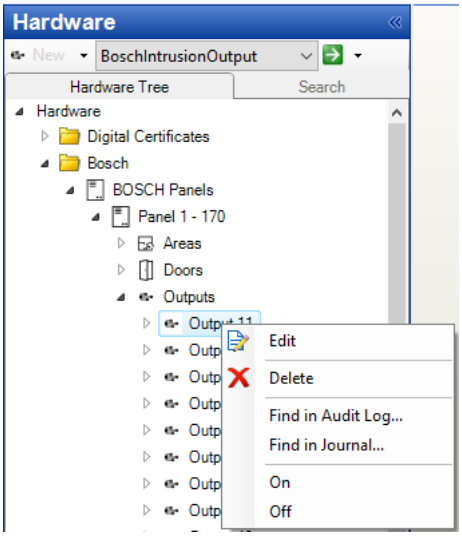
- Cycle
- Secure
- Terminate Secure Mode
- Unlock
- Terminate Unlock Mode



14.4 Executing Output Commands

The following output commands are available for each output that can be sent to the hardware panel. Right clicking on the respective output displays the menu as shown.

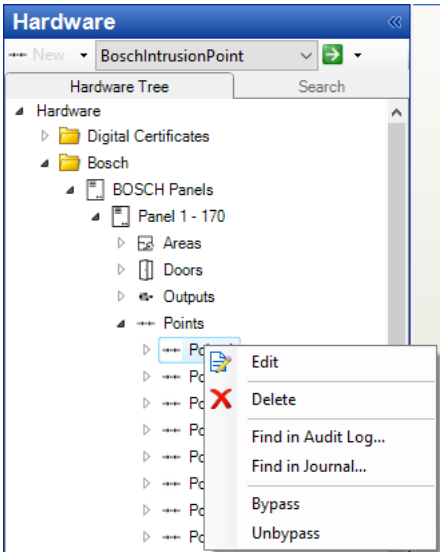
– On
– Off



14.5 Executing Point Commands

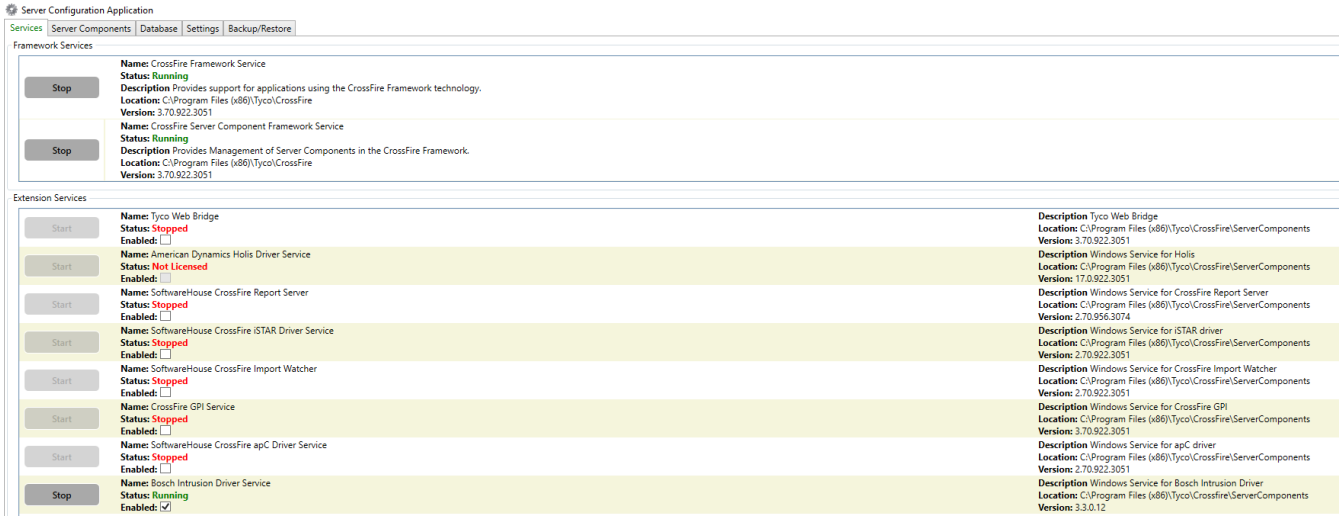
The following point commands are available for each point that can be sent to the hardware panel. Right clicking on the respective point displays the menu as shown.

– Bypass
– Unbypass



15 Start/Stop the Server Configuration Application

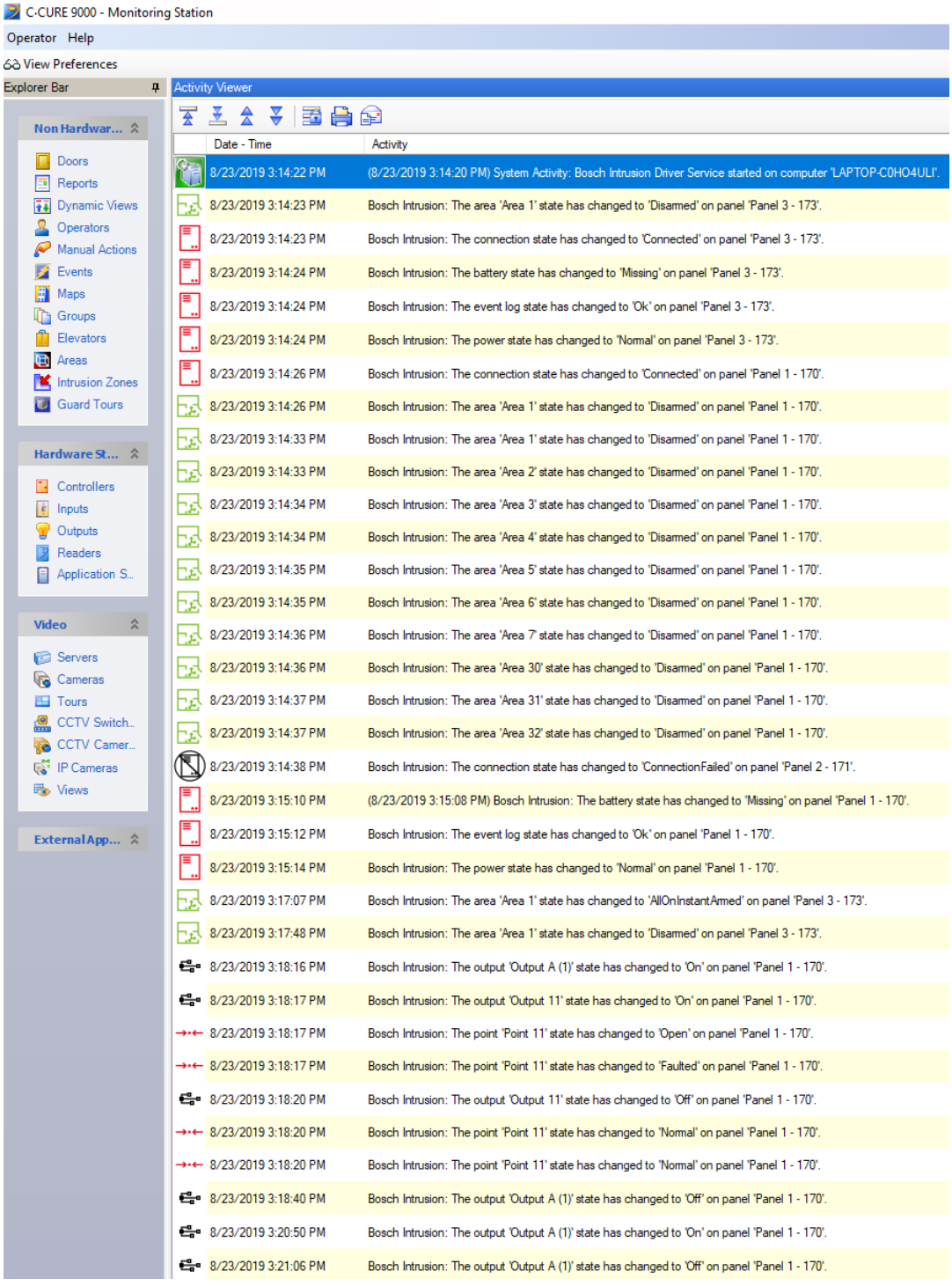
After you install the Bosch plugin, the Bosch Intrusion Server service will be listed under the CCURE Extension services as in the screenshot that follows.



You can start the Bosch Intrusion Server service by clicking **Start** beside the service. You can stop the Bosch Intrusion Server service by clicking **Stop** beside the service.

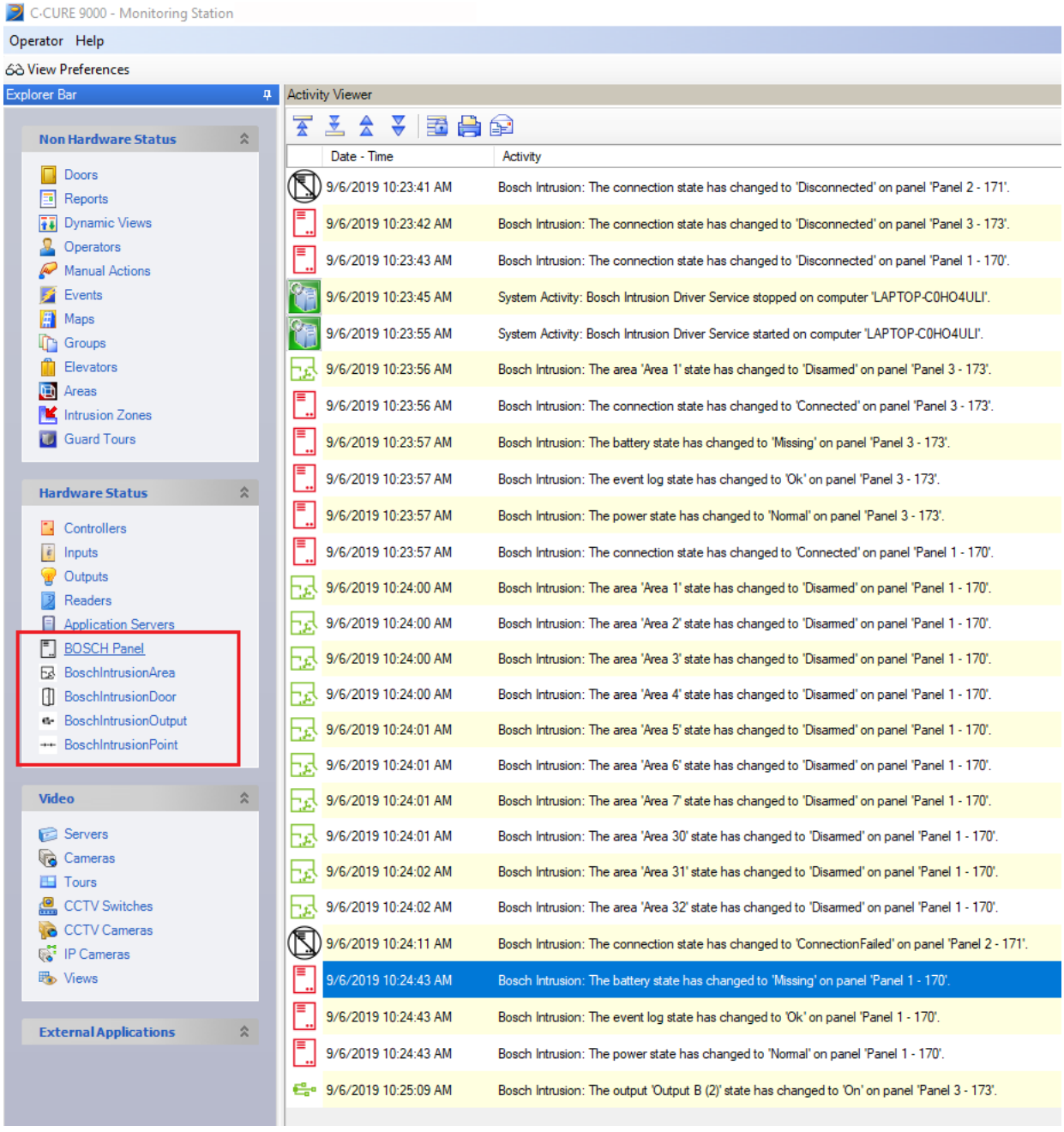
16 Monitor Station Messages

The Monitoring station displays messages about the changes to the state of each entity in the C-CURE system.



16.1 Displaying Entity objects in Monitoring Station

You can configure the Monitoring Station's Display Layout to display the intrusion entity objects, as highlighted below in red in the Explorer Bar under Hardware Status. Please refer to the C-CURE user manual for adding the Hardware objects.



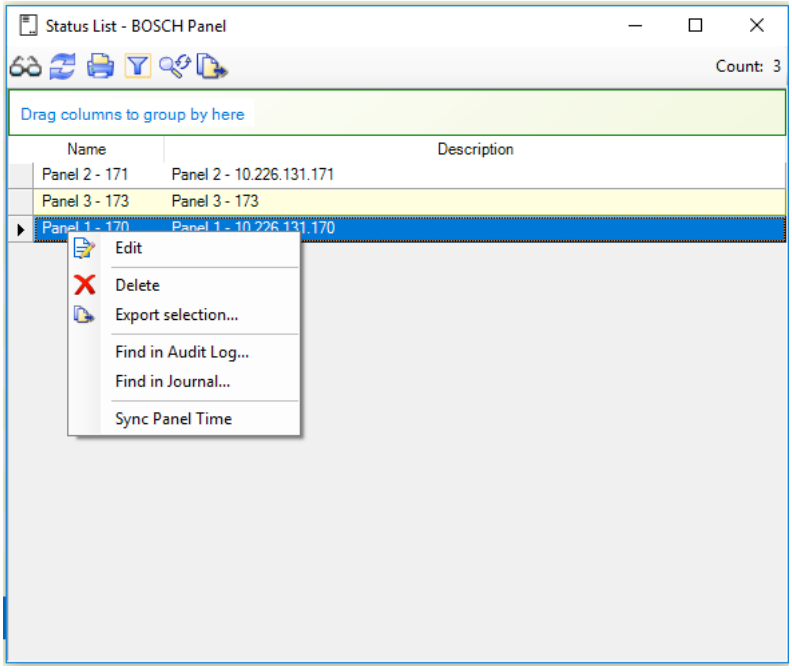
16.2 Executing Entity Operations from Monitoring Station

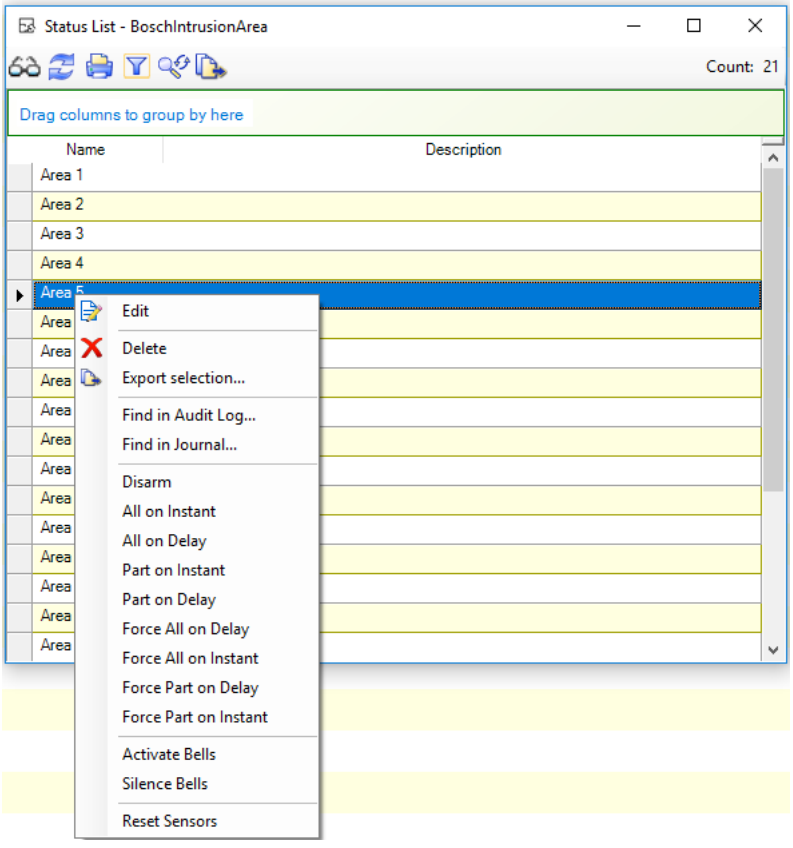
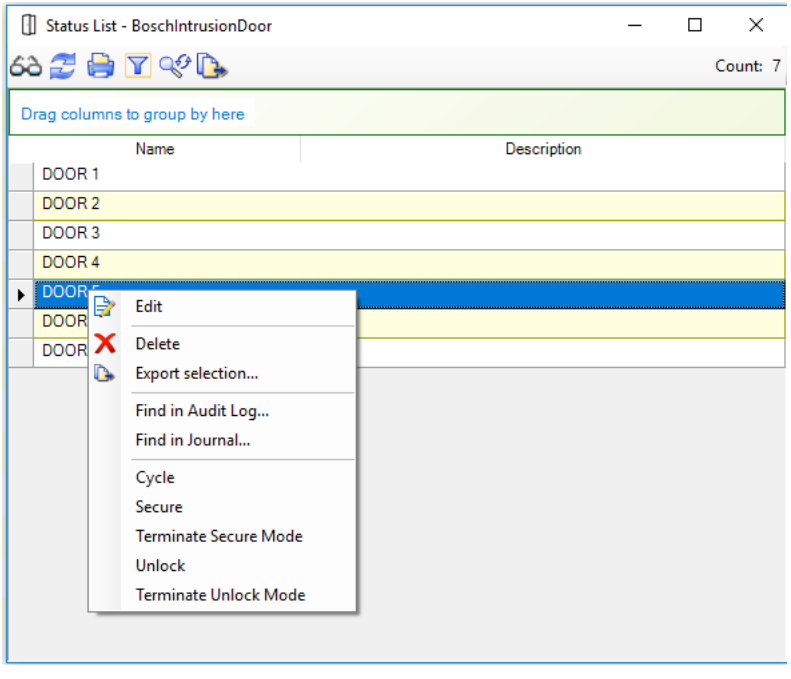
There are two ways to execute entity operations from Monitoring Station:

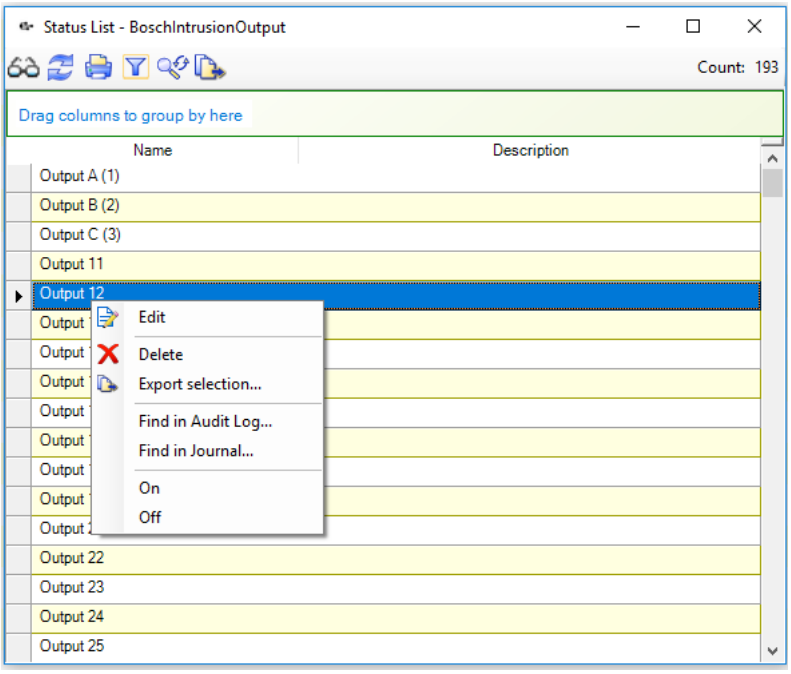
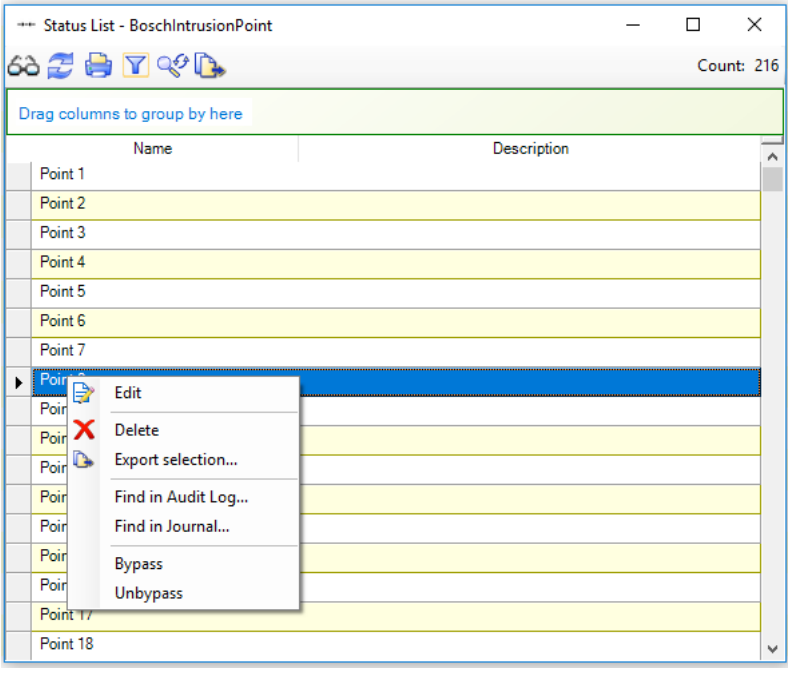
1. Clicking any intrusion entity object in the Explorer Bar under Hardware Status.
2. Selecting and right-clicking the monitoring station message displays the operation menu based on the entity object.

Operation via Explorer Bar

Click the appropriate entity to display the list of all of that entity configured in C-CURE system. Right-click the entity to display the operations for that entity.

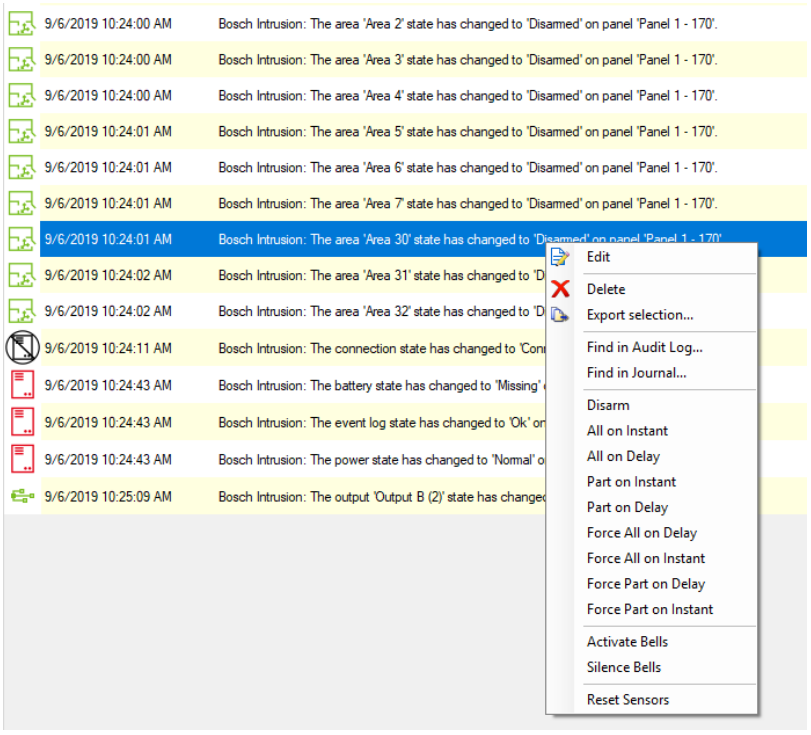
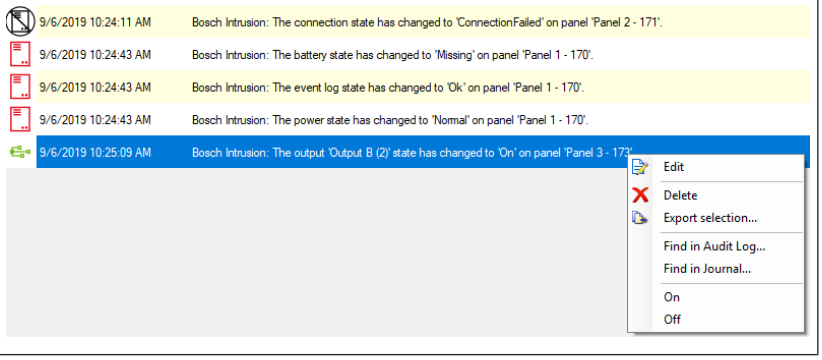
Entity	Screenshot
Panel	

Entity	Screenshot
Area	
Door	

Entity	Screenshot
Output	
Point	

Operation via Monitor Station Message

Select and right-click the monitoring station message to display the operation menu based on the entity object. Refer to the table that follows for examples.

Entity	Screenshot
Area operations	
Output operations	

17 Troubleshooting

Panel Integration

1. Can the Panel object be successfully created in C•CURE?
2. Does the customer network block ping requests?
3. If we ping the IP address of the panel do we get a response?
4. Can the panel entities be imported in C•CURE?
5. Does sending the panel command work from RPS or panel keypad?
6. Does the panel action tied to an event appear as activated in C•CURE's Monitoring Station application?

Alarm Notifications

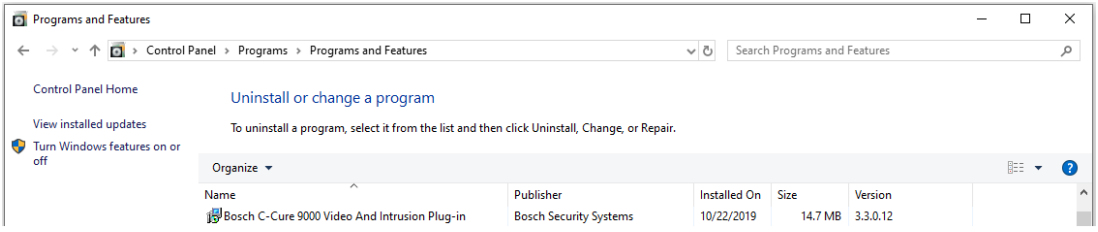
– If alarms notifications or actions for alarms are not working, then:

1. Stop the Bosch Intrusion Driver Service from the Server Configuration application.
2. Start the Bosch Intrusion Driver Service from the Server Configuration application.

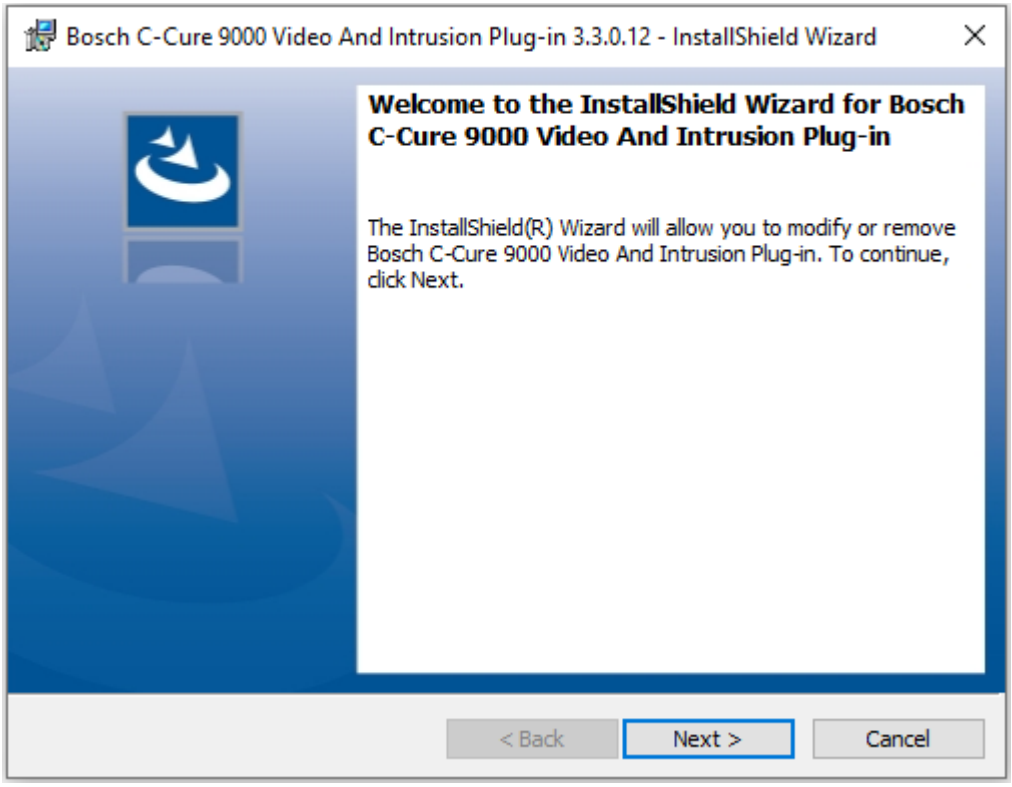
18 Uninstallation

Uninstallation Steps

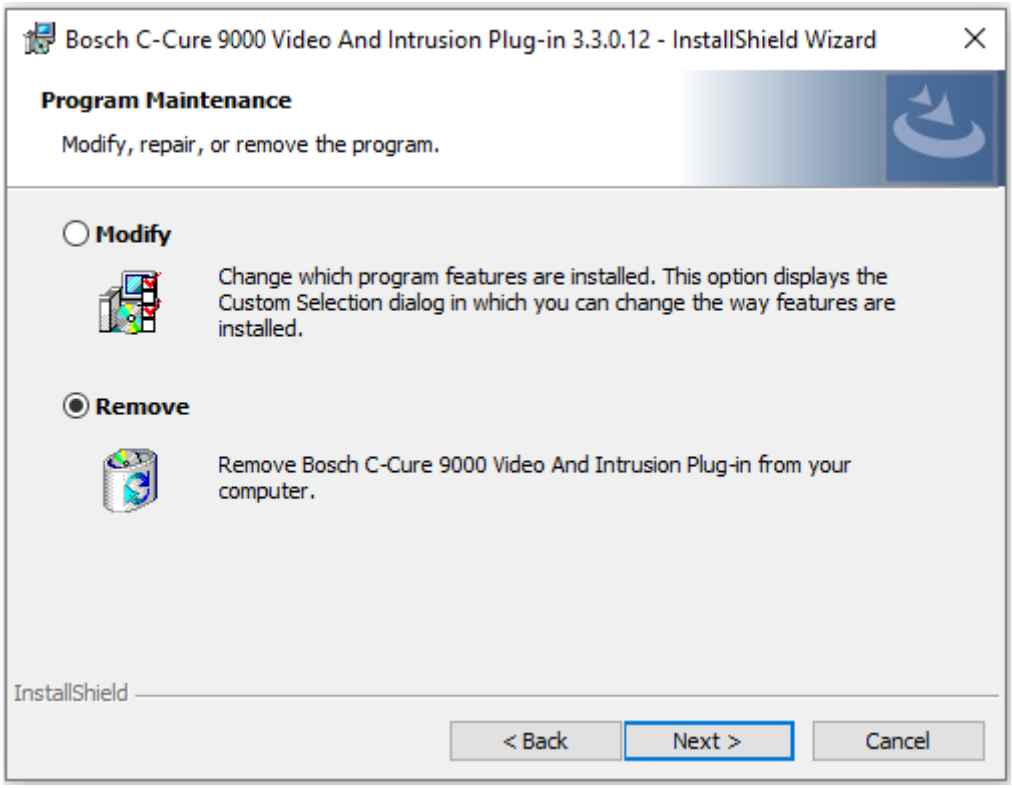
- Close the running C•CURE Administration Workstation application and C•CURE Monitoring Station application.
- Stop all Crossfire services and the Bosch Driver Service from C•CURE Server Configuration application.
- Close the C•CURE Server Configuration application.
- Navigate to **Control Panel > Programs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



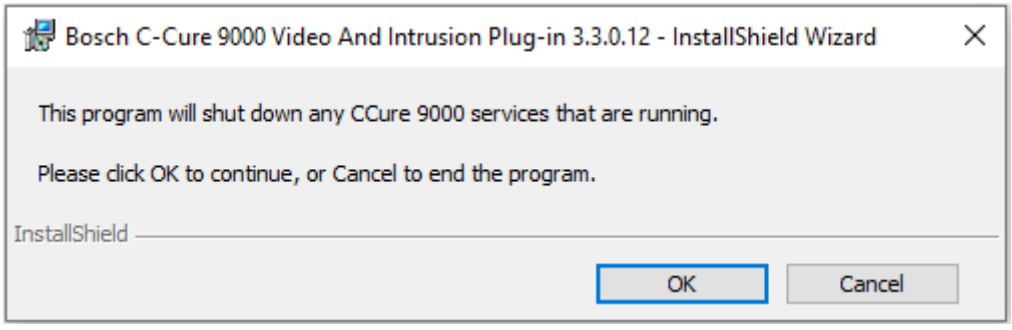
- Click **Change**.
- Click **Next** to uninstall the Bosch Plug-in.



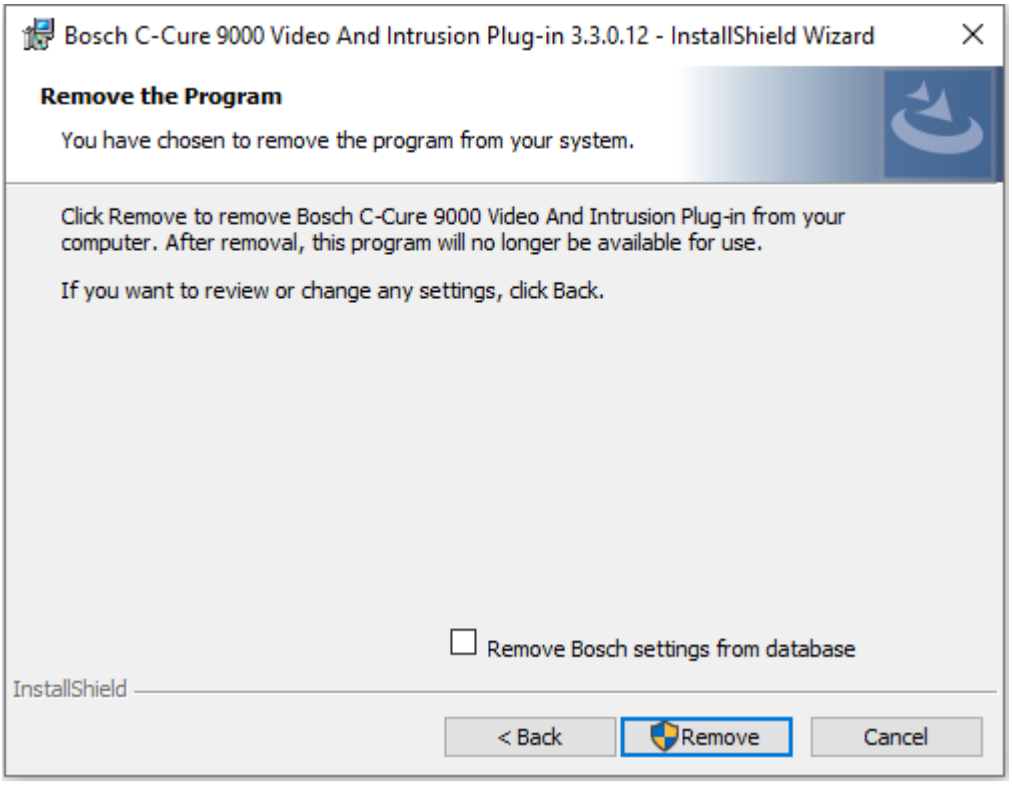
- Select **Remove** and click **Next**.



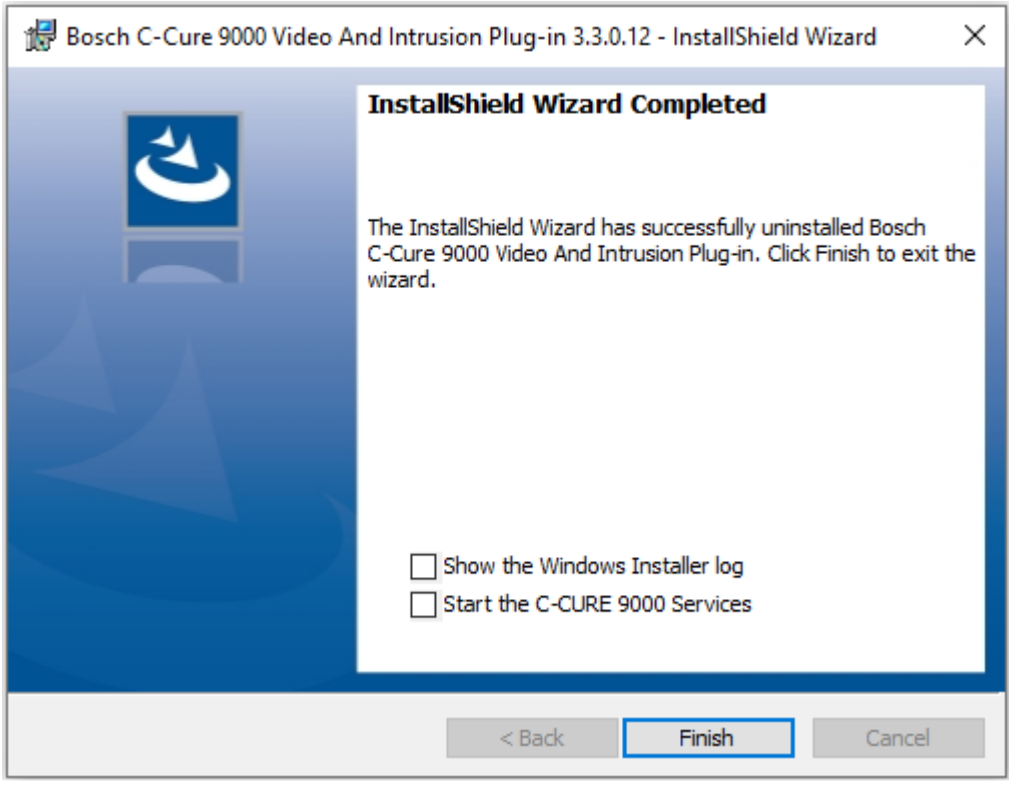
– Click **OK** to stop the C•CURE services, if they are in operation.



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.



Bosch Sicherheitssysteme GmbH
Robert-Bosch-Ring 5
85630 Grasbrunn
Germany
www.boschsecurity.com

Bosch Security Systems, Inc
1706 Hempstead Road
Lancaster, PA, 17601
USA