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ITv2 Integration for C•CURE 9000 v2.80 Release Notes

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This document provides important information about the installation of the ITv2 Integration for C•CURE 9000 v2.80 on both server and client machines. In case of discrepancy, the information in this document supersedes the information in any document referenced herein.

Read this document before you install the product.

Product: C•CURE 9000 ITv2 Integration
- Integration Software Version: 5.4.221.0

This driver release is qualified with C•CURE 9000 when installed on:
- victor Unified Systems v3.81 (C•CURE v2.80 and victor v5.4.1)

Overview

The C•CURE 9000 ITv2 Integration provides an advanced integration with the DSC PowerSeries Neo and Pro Panels. You can monitor and configure Neo and Pro devices, hardware, and alarms from the C•CURE 9000 Monitoring Station and Administration Station.

Features

Major features supported by C•CURE 9000 ITv2 Integration are as follows:

- DSC PowerSeries Neo and Pro Panels.
- Filter Status messages: Enables events buffer.
- Maintenance Mode is used to limit information, about an object, displayed on the Monitoring Station.
- Synchronization of the following objects from the panel:
    - Partition
    - Zones
    - Output
    - Virtual Zones
    - Users
- Synchronization of the following objects to the panel:
    - Partition
    - Zones
    - Output
    - Virtual Zones
    - Users
- Actions to control the Neo or Pro objects from C•CURE 9000:
    - Partition: Arm, Disarm, System Test
    - Zone: Bypass or Reset
    - Output: Activate or Deactivate.
- Creation and application of Templates for the panel.
- Alarm Filtering, Virtual Keypad, Audit, and Journal log.
- Instant scheduling of Events and Actions.

Johnson Controls

- Supports TLS 1.2 for security.

Software Requirements

The C•CURE 9000 ITv2 Integration requires the following software:
- C•CURE 9000 Security and Event Management System: v2.80

Qualified hardware and firmware

The C•CURE 9000 ITv2 Integration supports the following hardware and firmware:

Table 1: Neo Versions Supported

Hardware Version	Hardware Model	Firmware Version Supported
UA621 REV03	HS2016 / HS2032 / HS2064 / HS2128 / HS2128E	v01.12.01.13 / v01.14.01.10 / v1.20.01.31 / v1.21.01.01 / v01.30.01.08 / v01.30.01 / v1.31.01.01 / v1.35.01.07
UA601 Rev03	TL280 / TL280R / TL2803G	v04.11.04.31
UA628 Rev03	HS2LCD	v01.10.01.51 / v01.11.01.1 3 / v1.20.01.29 / v1.30.01.04 / v1.35.01.03
UA685 Rev01	TL280 / TL280R / TL2803G / TL280E / TL280RE	v5.00.04.27 / v05.20.01.29 / v05.02.04.0 3 / v5.03.04.04 / v5.41.04.01

Table 2: Pro Versions Supported

Hardware Version	Hardware Model	Firmware Version Supported
UA718Rev03	HS3128PCB / HS3248PCB	v1.30
UA628 Rev03	HS2LCD	v2.30

- Expansion Module: Output expander / Zone expander (HSM2108/HSM2208).
- Wireless Module: HSM2HOST / PG4984 / PG4945.

Installation package contents

The table below lists the contents of the installation package:

Table 3: Contents of installation

File	Description
DSC_ITv2-5.4.221.0.exe	Installation program for the ITv2 Integration software
CC9K-ITv2-v2-8-UM-8200-1191-1111F-en.pdf	ITv2 Integration for C•CURE 9000 v2.80 - User Guide
CC9K-ITv2-v2-8-RN-8200-1191-1110H-en.pdf	ITv2 Integration for C•CURE 9000 v2.80 - Release Notes

Supported installation types

The ITv2 Integration for C•CURE 9000 supports the following installation types:

- Unified Standalone
- C•CURE 9000 Standalone
- Unified Enterprise
- C•CURE 9000 Enterprise

Installation

For installation instructions, refer to the *ITv2 Integration for C•CURE 9000 - User Guide*.

Upgrading the ITv2 integration

Caution:

If you have made any changes in the configuration file: `ITV2Configuration.xml`, ensure that you back up the file before upgrading. The configuration file is located at `Tyco\CrossFire\ServerComponents`.

The 2.80 ITv2 driver supports the following upgrade scenarios:

- Upgrade from 2.60 to 2.80
- Upgrade from 2.61 to 2.80
- Upgrade from 2.70 to 2.80

To upgrade the ITv2 driver from a version earlier than v2.60 to v2.80, follow an incremental upgrade path to get to version 2.60.

Note: You must upgrade the C•CURE 9000 installation before you upgrade the ITv2 Integration.

For example,

- If the current driver is a C•CURE v2.40 compatible driver, upgrade incrementally to a C•CURE v2.60 compatible driver, and then upgrade to a C•CURE v2.80 compatible driver to maintain data integrity.
- If the current driver is a C•CURE v2.50 compatible driver, upgrade incrementally to a C•CURE v2.60 or v2.70 compatible driver, and then upgrade to a C•CURE v2.80 compatible driver to maintain data integrity.

Scenario 1:

To upgrade the ITv2 Integration from v2.60 to v2.80:

1. Upgrade the C•CURE 9000 to v2.80.
2. Run the ITv2 Integration installer.

Scenario 2:

To upgrade the ITv2 Integration from driver version 5.0.69.0: v2.61/v2.70 to v5.4.221.0: v2.80:

1. Upgrade the C•CURE 9000 to v2.80.
2. Run the ITv2 Integration installer.

Scenario 3:

To upgrade the ITv2 Integration from driver version 5.0.207.0 and above: v2.61/v2.70 to v5.4.221.0: v2.80:

1. Upgrade the C•CURE 9000 to v2.80.

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2. Run the ITv2 Integration installer.

Scenario 4:

To upgrade the ITv2 Integration from v2.80 earlier integration builds to v2.80 integration build v5.4.221.0:

1. Run the ITv2 Integration installer.

Note:

1. During upgrade scenarios 1 and 2, the installer removes the following Personnel UDF's that are specific to the ITv2 integration:
   - Supervisor_
   - Duress_Code_
   - Zone_Bypass_
   - Remote_Access_
   - Bell_Squawk_
   - One_Time_Use_

   The installer copies the contents of these UDFs to the `dbo.ITV2User` table in the database before it removes them.

2. During the 1 and 2 upgrade scenarios, in tables `[Access].[UdfFieldDef]` and `[dbo].[UdfFieldDef]`, the installer removes the records with the following fields in the database.
   - Supervisor
   - Duress Code
   - Zone Bypass
   - Remote Access
   - Bell Squawk
   - One Time Use

Scalability

This driver is qualified with the following panels:

- DSC Power Series Neo - 500 panels per server
- DSC Power Series Pro - 50 panels per server

Note: The DSC Power Series Pro Panel support 4 times the number of Partitions (Total of 8 Partitions in Neo versus 32 in Pro Series) and double the number of zones (Total of 128 Zones in Neo and up to 248 Zones in Pro Series). The performance numbers for the DSC Power Series Pro Panels are run with a fully loaded set of Zones and Partitions per Panel. The actual number of Panels which is possible to support at customer sites may depend on the capacity usage of the Partition Zone association per Panel.

Language support

This driver supports the English (US) language.

Compatibility matrix

The table below lists the Compatibility Matrix for the ITv2 integration.

Table 4: Compatibility matrix

C•CURE 9000 version 2.80	
Partner	DSC

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Partner Product	PowerSeries Neo and Pro
Partner Product version	• Hardware version: UA628 REV03, Keypad Model: HS2LCD, and Firmware version: v01.10.01.51, v01.11.01.13, v1.20.01.29, v1.30.01.04, v1.33.01.02, and v1.35.01.03 • Hardware version: UA601 REV03, Communicator Model: TL280/TL280R/TL2803G, and Firmware version: v04.11.04.31 • Hardware version: UA685 REV01, Communicator Model: TL280E/TL280RE, and Firmware version: v5.00.04.27, v05.02.04.03, v5.03.04.04, v5.40.04.07 and v5.41.04.01 • Hardware version: UA621 REV03, DSC Neo Panel Model: HS2016, HS2032, HS2064, HS2128, HS2128 E, and Firmware version: v01.12.01.13, v01.14.01.10, v1.20.01.31, v1.21.01.01, v01.30.01.08, v1.31.01.01, v1.33.01.05, and v1.35.01.07 • Expansion Module: Output expander/Zone expander (HSM2108/HSM2208) • Wireless Module: HSM2HOST/PG4984/PG4945 • Hardware version (Pro Panel): UA718 Rev03, Hardware Model: HS3128PCB / HS3248PCB, and Firmware version: v1.30 • Hardware version (Pro Panel): UA628 Rev03, Hardware Model: HS2LCD, and Firmware version: v2.30
Integration driver version	5.4.221.0
C•CURE 9000 License option	CC9000-Neo
Enterprise Certified	Yes
Redundancy Certified	No
Supported Server OS	All OS supported by C•CURE 9000 server
Supported Client OS	All OS supported by C•CURE 9000 Client
Supported SQL	All SQL supported by C•CURE 9000 server

Known issues and limitations

This section describes the C•CURE 9000 ITv2 Integration known limitations.

- This version of the ITv2 Integration is not tested for redundancy.
- After installing the ITv2 integration with the Connection Strings Encrypted checkbox selected, Crossfire services failed to start.
  Note: The following are the recommended steps for installing/upgrading the ITv2 Integration:
    1. Disable the check-box Connection Strings Encrypted in the Database tab under Server Configuration Application.
    2. Install the ITv2 Integration.
    3. Enable the check-box Connection Strings Encrypted again.
- One panel can be associated with only one alarm filter.
- If you install the ITv2 Integration on remote clients, the Integration Setup dialogue box appears, and you may be prompted to select an Installation Option for Redundancy sever. Ignore this message and click **Next** to continue with installation. If you select the Redundancy server installation using supported third-party redundancy check box, provide the virtual server location, and then click **Next**; this selection is ignored and there is no functional impact.

- The ITv2 Integration with C•CURE 2.40 onwards does not support EMC AutoStart or RepliStor products due to their End-Of-Life status.
- Migration of a standalone machine with ITv2 Driver to SAS is not supported.
- Apply template feature will not be successful, until the panel capabilities (like number of zones/partition/output/user) are extracted from the panel.
    - **Workaround**: Synchronization from Panel before applying template.
- ITv2 driver stop will not be successful, if the synchronization/configuration read of more than 200 panels are in progress.
    - **Workaround**: Restart the driver and there will be no impact on the functional.
- Duress Code Attribute (DCA) write to the panel will not be successful if Duress Code option is not enabled in panel programming.
    - **Workaround**: Enable Duress Code option in Panel programming. Refer to the Panel User manual.
- Bulk Output activate will not be successful if the Partition Assignment tab output is not proper.
    - **Workaround**: Assign output to the enable partition.
- Zones removal from partition are not getting reflected in the Partition-Zone Assignment tab on partition editor.
    - **Workaround**: After Zone removal, sync from panel to be performed to reflect the exact configuration of the panel.
- Master User modification is not allowed through the integration.
- Panel access code length and C•CURE PIN length requires to be same to read and write the user information.
- During Status synchronization of 500 Neo panels, first batch synchronization takes fifty percent of the complete sync process time.
- When trying for 500 Neo panels to bring online, panels start loading online gradually instead of being loaded immediately.
- Output labels write to the panel is not supported.
- When Partition status is changed to **Arm,** the status image is not getting updated in C•CURE **Monitoring Station.**
- If multiple intrusion integrations (such as ITv2, DMP, Galaxy, Sur-Gard and Bosch) are installed on the system, then performing the uninstallation of individual intrusion integration with the option **Database Drop** selected is not recommended as this will cause the other intrusion integrations to malfunction.
- If multiple intrusion integrations (such as ITv2, DMP, Galaxy, Sur-Gard and Bosch) are installed on the system, then performing the upgrade of individual intrusion integration is not recommended. User must perform the upgrade of all the intrusion integrations at the same time.
- After upgrading ITv2 integration v2.60, 2.61 or v2.70 to ITv2 integration v2.80, Crossfire services failed to start.
  This issue is caused due to invalid SQL database references. Database Connection Strings for namespaces are set with SQL server name as '.'. For more information, see the following table:

Namespace	Provider	Connection String	Status
ACVS.Enterprise.Common.Audit	System.Data.Sql Client	DATA SOURCE=.;INITIAL CATALOG=ACVSAudit;INTEGRATED SECURITY=TRUE	INVALID
ACVS.Enterprise.Common.Even tManagement	System.Data.Sql Client	DATA SOURCE=.;INITIAL CATALOG=ACVSCore;INTEGRATED SECURITY=TRUE	INVALID

To resolve this issue, complete the following procedure:

1. After you upgrade the ITv2 integration, open the Server Configuration Application.
2. Navigate to the **Database** tab.
3. Update the Connection String for each namespace. See the following table for more information:

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Namespace	Provider	Connection String
ACVS.Enterprise.Common.Audit	System.Data.SqlClient	DATA SOURCE=<SQL Server Name>;INITIAL CATALOG=ACVSAudit;INTEGRATED SECURITY=TRUE
ACVS.Enterprise.Common.Event Management	System.Data.SqlClient	DATA SOURCE=<SQL Server Name>;INITIAL CATALOG=ACVSCore;INTEGRATED SECURITY=TRUE

4. After you update the namespaces with the correct SQL Server name, the namespaces' status updates to **VALID**.
5. Re-start the CrossFire services.

- In virtual keypad partitions are not sorted in alphabetical order.
- While assigning **Personnel** to ITv2 Panel's user (under ITv2 Panel-->User tab), if you click the browse button then the **Personnel** from all the C•CURE **Partitions** (including **Default Partition**) gets listed and, also allowed to assign.
  - o **Workaround**: It is recommended to select the **Personnel** belonging to C•CURE **Partition** same as of ITv2 Panel's Partition.
- This version of driver has fixes for C•CURE **Partition** assignment issue for ITv2 Objects. Hence after upgrading to this version of driver perform the **Sync from Panel** on ITv2 Panel, so that all objects have correct C•CURE Partitions assigned to them.
- After upgrading from previous versions to this version of driver, if ITv2 Panel needs to be moved from one C•CURE **Partition** to another, then perform the **Sync from Panel** on ITv2 Panel before moving the ITv2 Panel, so that all objects have correct C•CURE Partitions assigned to them.
- After upgrade, when **Resynchronize** operation is performed on the ITv2 installer, then the installer requests for the source file.
  - o **Workaround**: Select v2.8 ITv2 installer to proceed with **Resynchronize** operation.
- In multiple driver scenario, the status of ITv2 Panel may show as **Offline**.
  - o **Workaround**: Repair the driver to get back the status of ITv2 Panel as **Online**.
- The following list of Alarm Filter categories were not tested in the Alarm Filter functionality due to lack of information on simulating the Alarm/Event notifications:
  - o Receiver Events
  - o Wireless Device Events
  - o Alternate Communicator
  - o Maintenance OPenClose Events
  - o Fire Alarm

Defects Fixed

The following table lists the defects fixed in this version of the software:

Table 5: General Fixes

Category	SPAR Number	SPAR Description
Driver	835822	ITv2 Alarm Filter does not prevent ITv2 Alarms and Messages from getting published in the C•CURE 9000 Journal database.

End of Release Notes

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