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OTIS Elevator integration for C•CURE v2.80 Release Notes

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This document provides important information about the installation of the C•CURE 9000 OTIS Elevator Integration v2.80 on both server and client machines. Read this document before you install the product.

Product: C•CURE 9000 OTIS Elevator Integration
- Integration Software Version: 2.80.89.0

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

Overview

The OTIS Compass Elevator System Integration along with the C•CURE 9000 system provides security to particular floors in a multi-level building by ensuring that only those who are authorized may go to a particular floor, or exit from that floor. Access to particular floors is determined by swiping a card to a card reader. The card reader is located outside the elevator car, either near Destination Entry Computer (DEC) or inside DEC. The card reader accesses the personnel privilege assigned to a specific OTIS Elevator access configuration outside of the elevator.

Features

The C•CURE 9000 OTIS Elevator Integration offers the following features:

New Features supported in this version of release:
- Supports Multicast and Unicast Heartbeat Types.
- Supports Interface Control Document (ICD) Version 2.2 and Version 3.1.
  Note: It is recommended to configure all OTIS DES hardware with same ICD versions.
- Provides Reason Codes for denied floor access.
- Supports 6 DES per C•CURE Server and 25 DECs per DES.
- OTIS Configuration user interface to configure ICD version and Heartbeat Type.

Existing Features:

- Supports secured access to particular floors of multi-level building by ensuring that only the authorized personnel can enter or exit on that floor.
- Supports Interface Control Document (ICD) Version 1.0, 2.0, and 3.0.
- Supports the following Operational Modes, which can also be scheduled:
  - Mode 1 - Default Floor Only
  - Mode 2 - Access to Authorized Floors
  - Mode 3 - User Entry of Destination Floor
  - Mode 4 - User Entry of Default Floor
- Provides floor selection messages for a DEC.
- Provides a Destination Entry Server (DES) Audit display that shows the elevator activity of Personnel.
- Supports front and rear door configuration.

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- Supports the use of card swipe on the inbuilt reader of the DEC.
- Schedule-based floor access for all personnel.
- Supports DEC PIN code entry. When this feature is enabled the customer can use PIN code entry to navigate to floors in the building without needing to swipe their card.
- C•CURE 9000 event configuration based on elevator communication status.
- Remote monitoring using the C•CURE 9000 Monitoring Station.
- Each elevator group supports 255 floors, and the front and rear doors of each elevator cab.
- Each elevator system supports up to 240 DEC devices.
- Supports default floor configuration.
- Secure or unsecure floors through Events, Schedules, or Operator menus.
- Supports the assigning of an exemption group who can access secured floors.
- Maintenance mode, which is used to limit information about an object, displays on the Monitoring Station.
- Supports TLS 1.2 for security.

Software and hardware requirements

The C•CURE 9000 OTIS Elevator System Integration product requires the following software and hardware:
- C•CURE 9000 Security and Event Management System and Software House iSTAR Controllers
- OTIS Simulator version AP131468BAK
- OTIS DEC (physical device: PN- XAA23505A) version AAA31526AAA

Installation package contents

The table below lists the contents of the installation package:

Table 1: Contents of installation

File	Description
OTIS_Integration.exe	Installation program for the OTIS Elevator System integration software
CC9K-OTIS-v2-8-UM-8200-1191-1099-D0-en.pdf	C•CURE 9000 OTIS Elevator System Integration Guide
CC9K-OTIS-v2-8-RN-8200-1191-1095-D0-en.pdf	C•CURE 9000 OTIS Elevator System Integration Release Notes

Supported installation types

The C•CURE 9000 OTIS Integration supports the following installation types:
- Unified Standalone
- C•CURE 9000 Standalone
- Unified Enterprise
- C•CURE 9000 Enterprise

Installation

For installation instructions, refer to the *C•CURE 9000 v2.80 OTIS Elevator System Integration Guide*.

Upgrading the OTIS Intrusion integration

Caution:

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

The 2.80 OTIS 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 OTIS driver from a version older than v2.60 to v2.80, follow an incremental upgrade path to get to version v2.60.
Note: You must upgrade the C•CURE 9000 installation before you upgrade the OTIS 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 v 2.50 compatible driver, upgrade incrementally to a C•CURE v 2.60 or v2.70 compatible driver, and then upgrade to C•CURE v2.80 compatible driver to maintain data integrity.

To upgrade the OTIS Integration, complete the following procedure:
1. Use the C•CURE 9000 Unified Installer install the following upgrades to your target system: Upgrade to C•CURE 9000 v2.80.
2. Run the OTIS Integration installer.

Scalability

This driver is qualified with 6 DES per server and 25 DECs per DES.

Language support

This driver supports the English (US) language.

Compatibility matrix

The table below lists the Compatibility Matrix for the OTIS Elevator integration.

Table 2: Compatibility matrix

C•CURE 9000 version 2.80	
Partner	OTIS
Partner Product	Elevator Integration/Destination Dispatch
Partner Product version	OTIS DEC version: AAA31526AAA OTIS Simulator version: AP131468BAK ICD versions: 1.0, 2.0, 2.2, 3.0, and 3.1 Heartbeat Type: Multicast and Unicast
Integration driver version	2.80.89.0
C•CURE 9000/victor License option	CC9000-OTIS
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 OTIS Elevator known limitations.

- To upgrade the driver to the current version, you must use the User Account that was used to install the earlier version of OTIS Elevator integration.
- If there are multiple clearances assigned to a personnel record, the landing matrix will display all clearances, including expired clearances associated with that personnel record.
- OTIS Elevator Integration does not include the following access control functions:
    - **Antipassback**
    - **Area Lockout**
    - **Area Configuration**
    - **Occupancy Counting**
    - **Intrusion Zones**
- The C•CURE 9000 Master Application Server (MAS) Client Monitoring Station does not display the title for OTIS objects present in the Group Dynamic View.
- When group manual actions are cancelled from the C•CURE 9000 MAS Client Activity Viewer, no actions are performed.
- Synchronized audit and journal log messages on a C•CURE 9000 MAS do not show the complete details of objects configured.
- For deactivated and cancelled manual actions, the operator icon is displayed instead of the manual action icon in the Journal Log Messages.
- Manual Actions performed on OTIS Landing objects in the C•CURE 9000 MAS Remote Client do not work.
- Validation of Parity bit is not supported during the processing of card read data received from OTIS DEC.
- You must select the ICD version manually. It is not automatically configured based on the system version in the Destination Entry Server (DES).
- You must reboot the DES after changing the ICD version. This ensures that C•CURE 9000 reflects the allowed floors in the DES.
- During an upgrade the ICD version is set as 3.1 and Heartbeat Type as Multicast. After the upgrade you must set the ICD version and Heartbeat Type to the appropriate values.
- The card format configured with the issue code field must be linked with the CHUID configured with the issue code field.
- Do not configure personnel with identical card numbers if card formats of same data length and format fields are associated with the DEC.
- If the OTIS driver is restarted during a bulk import of credentials, a scenario could occur where cards might not be admitted at DECs. If this occurs, wait for bulk import to finish and restart the driver.
- You must import mapped card formats to DEC while the OTIS driver is fully running. If you import these mapped card formats when the driver is not running, you have to remap the same card formats to the DEC again when the driver is running.
- The configuration of OTIS objects on your system does not migrate when you perform an upgrade of the integration driver from CCURE v2.20 or earlier. Following an upgrade, you must re-configure the OTIS objects on your system. The migration does not occur due to changes in design and database structures. Older versions of the driver were closely coupled with iSTAR objects. This made it difficult to configure and required extra licenses for the additional iSTAR inputs. This release of the driver uses specific elevator objects making it simple to configure and does not require extra licenses. As a result of this change, this new object structure makes it difficult to migrate from older versions to more recent versions of the driver since a direct mapping cannot be performed between these objects. If you require assistance during the upgrade process, contact Software House Technical Support.
- The OTIS Elevator Integration with C•CURE 2.40 onwards does not support EMC AutoStart or RepliStor products due to their End-Of-Life status. Also, OTIS Elevator integration does not support everRun MX.
- Migration of a standalone machine with an OTIS Driver to SAS is not supported.
- After changing the IP address of Elevator System you must restart the OTIS driver service.
- If you install the OTIS Elevator 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.

4

- If you select the Redundancy sever 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.
- When you install the OTIS integration, if the Connection Strings Encrypted option is enabled in the Server Configuration Application, Crossfire services fail to start. To avoid this issue, complete the following steps:
    1. In the Server Configuration Application, select the **Database** tab.
    2. Clear the **Connection Strings Encrypted** check box.
    3. Install the OTIS integration.
    4. In the Server Configuration Application, select the **Database** tab.
    5. Select the **Connection Strings Encrypted** check box.
- After upgrading OTIS integration v2.60, 2.61 or v2.70 to OTIS 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 '.'. Please refer below table.

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

To resolve this issue, complete the following procedure:

1. After you upgrade the OTIS integration, open the Server Configuration Application.
2. Navigate to the Database tab.
3. Upgrade the Connection Strings of namespaces as below,

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

4. After updating Namespaces with correct SQL Server details, status of namespaces will be updated as "Valid".
5. Perform Start action on crossfire services.
- This version of the OTIS integration is not tested for redundancy.
- Deployment of combination of ES integrations (OTIS, ThyssenKrupp, KONE and Schindler) on the same C•CURE 9000 system is not supported

Defects Fixed

No defect fixes in this version of release.

End of Release Notes

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