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Sur-Gard Receiver Integration for C•CURE 9000 v2.90 Release Notes

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This document provides information about the installation of the C•CURE 9000 Sur-Gard Receiver integration v2.90 on both server and client machines. Read this document before you install the product. In case of discrepancy, the information in this document supersedes the information in any document referenced herein.

Product: C•CURE 9000 Sur-Gard Receiver Integration

- Integration Software Version: 5.6.37.0

This driver release is qualified with C•CURE 9000, and when installed on:

- victor Unified Systems v3.91 (C•CURE v2.90 and victor v5.6)

Overview

The Sur-Gard Receiver Integration provides seamless integration of C•CURE 9000 with Sur-Gard Receiver. You can monitor your systems using C•CURE 9000 Monitoring Station. Building upon the lineage of Sur-Gard monitoring station receivers, the single-line IP receiver is designed for proprietary applications such as college or university campuses, gated communities or condominiums, dealers monitoring account system status, private corporate security, or government facilities. This integration works on TCP/IP communication.

Features

The Sur-Gard Receiver Integration supports the following features:

- All intrusion activities are logged in the security journal, allowing both intrusion and security events to be reviewed together in future investigative reporting.
- Supports Security Industry Association (SIA) and Contact ID (CID) communication protocol.
- Supports TCP/IP communication.
- Supports Alarms from the Receiver.
- Supports Create, Edit or Delete receiver objects.
- Supports Create, Edit or Delete alarm point objects for Zones and Partitions.
- Supports Receiver and Alarm Point Ribbon buttons.
- Supports Time Zone Synchronization for the receiver.
- Supports Activate and Deactivate alarm points.
- Supports Receiver and Alarm Point objects under Device List and Site List:
  - Add Receiver and Alarm Point objects to *Maps*.
  - View Receiver and Alarm Point annunciations on *Maps*.
  - Alarm Point import
- Supports Alerts for Receiver and Alarm Point.
- Supports Object association for Receiver and Alarm Point.
- Supports Reports for Receiver and Alarm Point.
- Supports User Role (Default and User Defined) for Receiver and Alarm Point

Johnson Controls

- Supports Activate and Deactivate manual actions on Alarm Points
- Supports Receiver object – Find in Journal, Find on *Map*
- Supports Alarm Point object - Find in Journal, Find on *Map*
- Supports Installation on victor remote client
- Supports **Alarm Categories** - Use the **Alarm Categories Editor** to add categories like Partitions, Zones, and Panels.
- Supports **Alarm Configuration** - Use the **Alarm Configurations Editor** to configure new alarms and existing alarms.
- Supports **Message Delivery tab in Receiver Editor** - Use the Message Delivery tab to select message delivery and message filtering options.
- Supports use of the **Alarm Point Editor** to select multiple alarms for a single Alarm Point. Select alarm categories from the **New Category** drop-down.
- Supports multiple receiver configurations.
- Supports CSV and XML import of Alarm Points.
- Supports TLS 1.2 for security.
- Supports Alarm Port field edit in Sur-Gard receiver configuration.
  Note:
  - Alarm Port field allows to enter the port values only from 1025 to 65535.
  - If the Alarm Port number for the existing Sur-Gard receiver in C•CURE 9000 application is changed then the Sur-Gard driver service needs to stop and start again to see the updated communication status.

Qualified Hardware and Firmware

The C•CURE 9000 Sur-Gard Receiver Integration supports the following:

- SG-System I: v1.14.01.002
- SG-CPM5: v1.22.01.001

Software Requirements

The C•CURE 9000 Sur-Gard Receiver Integration requires the following software:

- C•CURE 9000 Security and Event Management System v2.90

Contents of the Installation Package

The following table lists the contents of the Sur-Gard Receiver Integration installation package:

Table 1: Installation Package

File	Description
Sur-Gard_Integration.exe	Installation program for the Sur-Gard Receiver integration software
CC9K-Sur-Gard-v2-9UM8200-1191-1173Ben.pdf	Sur-Gard Receiver Integration for C•CURE 9000 – User Guide
CC9K-Sur-Gard-v2-9RN8200-1191-1174Den.pdf	Sur-Gard Receiver Integration for C•CURE 9000 – Release Notes

Supported Installation Types

The C•CURE 9000 Sur-Gard Intrusion Integration supports the following installation types:

- Unified Standalone
- C•CURE 9000 Standalone

- Unified Enterprise
- C•CURE 9000 Enterprise

Installation

See the *Sur-Gard Receiver Integration for C•CURE 9000 - User Guide* for information.

Upgrading the Sur-Gard Receiver Integration

The 2.90 Sur-Gard driver supports the following upgrade scenarios:

- Upgrade from 2.70 to 2.90
- Upgrade from 2.80 to 2.90

To upgrade the Sur-Gard driver from a version earlier than v2.70 to v2.90, follow an incremental upgrade path to get to version 2.70. You must upgrade the C•CURE installation before you upgrade the Sur-Gard Intrusion Integration. For example:

- If the current driver is a C•CURE v2.50 compatible driver, upgrade incrementally to a C•CURE v2.70 compatible driver, and then upgrade to a C•CURE v2.90 compatible driver to maintain data integrity.
- If the current driver is a C•CURE v2.60 compatible driver, upgrade incrementally to C•CURE v2.70 or v2.80 compatible driver, and then upgrade to a C•CURE v2.90 compatible driver to maintain data integrity.

Caution

- If you have made any changes in the configuration file - `Sur-Gard Receiver Driver Service.exe`, ensure you back up the file before upgrading. The configuration file is located at `…\Tyco\CrossFire\ServerComponents`.
- If you upgrade C•CURE and reboot your system before you upgrade the Sur-Gard integration, the Sur-Gard driver is stopped. You must upgrade the Sur-Gard integration to a C•CURE v2.90 compatible driver before you can start the Sur-Gard driver.

To upgrade the Sur-Gard integration to v2.90, complete the following procedure:

1. Use the Unified installer to upgrade to C•CURE 9000 v2.90.
   Note: Click **Later** on the prompt that appears after you upgrade C•CURE. Do not click **Reboot**.
2. Upgrade the Sur-Gard integration.
3. Reboot the machine.

Note: An installation or upgrade may cancel prematurely because of the following reasons:

- The remote database system is not accessible.
- A time out occurs when the setup program tries to stop the Crossfire Services

If an installation or upgrade is canceled prematurely, restart the process.

Scalability

This driver is qualified with 2 receivers per server.

Language Support

This driver supports the following languages:

- English (US)

- French
- German
- Portuguese
- Spanish

Compatibility Matrix

The following table lists the Compatibility Matrix for the Sur-Gard Receiver Integration:

Table 2: Compatibility Matrix

C•CURE 9000 version 2.90	
Partner	Sur-Gard
Partner Product	Sur-Gard System SG1 and SG-CPM5 Supported Alarm Formats – SIA, CIA
Partner Product version	• v1.14.01.002 • v1.22.01.001
Integration driver version	5.6.37.0
C•CURE 9000 License option	CC9000-SUR-GARD
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 Sur-Gard Receiver known limitations.

- To upgrade the Sur-Gard Receiver integration to the current version, the User Account that was used to install the earlier version must be used.
- Serial port connection is not supported.
- In communication status of the receiver, disabled status is reported as **Offline** status.
- This integration does not provide communication status of intrusion panels.
- If you uninstall the Sur-Gard driver in a redundancy environment, you must stop the C•CURE 9000 services manually.
- If you install the Sur-Gard Receiver 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 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.
- Sur-Gard driver does not have the heartbeat mechanism. If a network cable is unplugged from a server that is running the Sur-Gard driver, the **Sur-Gard Receiver Offline** status is not reported in the Monitoring Station. However, after the network cable is plugged in, the alarms generated during the offline period are reported in the Monitoring Station.
- The Sur-Gard Receiver 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 a Sur-Gard Receiver Integration to SAS is not supported.

Defects Fixed

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

Table 3: General Fixes

Category	SPAR Number	SPAR Description
Driver	843645	Alarms can be seen in Journal DB when user unselect both the options of Journal to DB & Monitoring station in Message Delivery tab in Surgard Receiver.

End of Release Notes