

Release Notes for C•CURE 9000 v2.80 Sur-Gard Receiver Integration v5.4.13.0

Document Revision A0

July 2019

This document provides information about the installation of the C•CURE 9000 Sur-Gard Receiver integration v2.80 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: 5.4.13.0

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

- victor Unified Systems v3.81 (C•CURE v2.80 and victor v5.4.1)

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1. 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.

2. What's New

This version of the driver supports the Maintenance Mode.

Maintenance Mode is used to limit information, about an object, that is displayed on the Monitoring Station. Maintenance Mode only affects what is reported at the Monitoring Station.

3. Qualified Hardware and Firmware

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

- SG-System I: v 1.14.01.002

4. Software Requirements

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

- C•CURE 9000 Security and Event Management System v2.80

5. Contents of the Installation Package

Table 1: Installation Package lists the contents of the Sur-Gard Receiver Integration installation package:

Table 1: Installation Package

File	Description
SurGard_Integration.exe	Installation program for the Sur-Gard Receiver integration software
CC9K-Surgard-v2-8-UM-8200-1191-1103-A0-en.pdf	C•CURE 9000 Sur-Gard Receiver Integration Guide
CC9K-Surgard-v2-8-RN-8200-1191-1102-A0-en.pdf	Release Notes for C•CURE 9000 Sur-Gard Receiver Integration

6. 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

7. Installation

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

8. Upgrading the Sur-Gard Receiver Integration

Caution:

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

To upgrade the Sur-Gard Receiver integration to v2.80:

- Upgrade C•CURE 9000 v2.60 to v2.80, and then install the Sur-Gard Receiver Integration.
- Upgrade C•CURE 9000 v2.70 to v2.80, and then install the Sur-Gard Receiver Integration.

9. Scalability

This driver is qualified with 2 receivers per server.

10. Language Support

This driver supports the following languages:

- English (US)
- French
- German
- Portuguese
- Spanish

11. Compatibility Matrix

Table 2: Compatibility Matrix lists the Compatibility Matrix for the Sur-Gard Receiver Integration:

Table 2: Compatibility Matrix	
C•CURE 9000 version 2.80	
Partner	Surgard
Partner Product	Surgard System SG1 Supported Alarm Formats – SIA, CIA
Partner Product version	1.14.01.002
Integration driver version	5.4.13.0
C•CURE 9000 License option	CC9000-SURGARD
Enterprise certified	Yes
Redundancy certified	Yes (everRun MX)
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

12. 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.

13. Defects Fixed

No defects in this release.

14. End of Release Notes

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