

# SOFTWARE HOUSE

*From Tyco Security Products*

**C•CURE 9000**  
Version 2.80

**Sur-Gard Receiver Integration Guide**  
REVISION A0



# SOFTWARE HOUSE

C•CURE and Software House are registered trademarks of Johnson Controls.

The trademarks, logos, and service marks displayed on this document are registered in the United States [or other countries]. Any misuse of the trademarks is strictly prohibited and Johnson Controls will aggressively enforce its intellectual property rights to the fullest extent of the law, including pursuit of criminal prosecution wherever necessary. All trademarks not owned by Johnson Controls are the property of their respective owners, and are used with permission or allowed under applicable laws.

Product offerings and specifications are subject to change without notice. Actual products may vary from photos. Not all products include all features. Availability varies by region; contact your regional sales representative.

Software version: 2.80

Document Number: 8200-1191-1103

Revision Number: A0

Release Date: July 2019

This manual is proprietary information of Software House. Unauthorized reproduction of any portion of this manual is prohibited. The material in this manual is for information purposes only. It is subject to change without notice. Software House assumes no responsibility for incorrect information this manual may contain.

© 2019 Johnson Controls.

All rights reserved.

# Table of Contents

<b>Preface</b>	<b>v</b>
Finding More Information .....	vi
Conventions .....	vii
Software House Customer Support Center .....	viii
<b>Chapter 1 - Introduction</b>	<b>1-9</b>
Overview and Features .....	1-10
Architecture .....	1-11
<b>Chapter 2 - Installation</b>	<b>2-12</b>
Installation Overview .....	2-13
Before You Begin .....	2-13
Getting the Integration Software .....	2-14
Installation .....	2-15
Running the Setup Program .....	2-15
Upgrading the Sur-Gard Receiver Integration .....	2-19
Sur-Gard Receiver Configuration File .....	2-20
SyncTime .....	2-20
Starting the Server Services .....	2-21
Uninstall .....	2-22
Uninstalling C•CURE 9000 Sur-Gard Receiver Integration .....	2-22
<b>Chapter 3 - Receiver Configuration</b>	<b>3-23</b>
Accessing the Sur-Gard Receiver Tree .....	3-24
Creating a Sur-Gard Receiver Template .....	3-25
Configuring the Receiver .....	3-26
Accessing the Sur-Gard Receiver Editor .....	3-26
General Tab .....	3-26
Message Delivery Tab .....	3-28
Triggers Tab .....	3-29
Status Tab .....	3-31

State Images Tab .....	3-32
Maintenance Mode .....	3-34

## **Chapter 4 - Receiver Alarm Configuration 35**

Alarm Categories Editor .....	36
Accessing the Alarm Categories Editor Dialog Box .....	37
Adding Alarm Categories .....	37
Removing Alarm Categories .....	37
Alarm Configurations Editor .....	38
Accessing the Alarm Configurations Dialog Box .....	39
Modifying Existing Alarms .....	39
Configuring New Alarms .....	39
Deleting Alarm Configurations .....	40

## **Chapter 5 - Receiver Alarm Points Configuration 5-41**

Configuring the Sur-Gard Receiver Alarm Points .....	5-42
Accessing the Alarm Point Editor .....	5-42
General Tab .....	5-43
Triggers Tab .....	5-44
Status Tab .....	5-46
State Images Tab .....	5-47
Configuring SIA Event Codes for Alarm Point Deactivation .....	5-49

## **Appendix A - Troubleshooting and Journal Log Messages 50**

Troubleshooting .....	51
Journal Log Messages .....	54
Journaling .....	55

## **Index 56**

# Preface

The *Sur-Gard Receiver Integration Guide* is for new and experienced security system users who want to learn to use this product for the Security Management System.

In this preface

Finding More Information .....	vi
Conventions .....	vii
Software House Customer Support Center .....	viii

## Finding More Information

You can access C•CURE 9000 manuals and online Help for more information about C•CURE 9000.

### Manuals

C•CURE 9000 software manuals are available in Adobe PDF format on the C•CURE 9000 DVD.

You can access the manuals if you copy the appropriate PDF files from the C•CURE 9000 Installation DVD English\Manuals folder.

The available C•CURE 9000 and Software House manuals are listed in the *C•CURE 9000 Installation and Upgrade Guide*, and appear as hyperlinks in the online.pdf file on the C•CURE 9000 DVD English\Manuals folder.

These manuals are also available from the Software House Member Center website (<http://www.swhouse.com/TechnicalLibrary/TechLibSW.aspx>).

### Online Help

You can access C•CURE 9000 Help by pressing F1 or clicking Help from the menu bar in the Administration/Monitoring Station applications.

## Conventions

This manual uses the following text formats and symbols.

Convention	Meaning
<b>Bold</b>	This font indicates screen elements, and also indicates when you should take a direct action in a procedure. Bold font describes one of the following items: <ul style="list-style-type: none"> <li>• A command or character to type, or</li> <li>• A button or option on the screen to press, or</li> <li>• A key on the keyboard to press</li> <li>• A screen element or name</li> </ul>
<a href="#">blue color text</a>	Indicates a hyperlink to a URL, or a cross-reference to a figure, table, or section in this guide.
<i>Regular italic font</i>	Indicates a new term.
<text>	Indicates a variable.

The following items are used to indicate important information.

### NOTE

Indicates a note. Notes call attention to any item of information that may be of special importance.

### TIP

Indicates an alternate method of performing a task.



Indicates a caution. A caution contains information essential to avoid damage to the system. A caution can pertain to hardware or software.



Indicates a warning. A warning contains information that advises users that failure to avoid a specific action could result in physical harm to the user or to the hardware.



Indicates a danger. A danger contains information that users must know to avoid death or serious injury.

## Software House Customer Support Center

### Telephone Technical Support

During the period of the Agreement, the following guidelines apply:

- Software House accepts service calls **only** from employees of the Systems Integrator of Record for the installation associated with the support inquiry.

### Before Calling

Ensure that you:

- Are the Dealer of record for this account.
- Are certified by Software House for this product.
- Have a valid license and current Software Support Agreement (SSA) for the system.
- Have your system serial number available.
- Have your certification number available.

Hours	Normal Support Hours	Monday through Friday, 8:00 a.m. to 8:00 p.m., EST. Except holidays.
	Emergency Support Hours	24 hours/day, seven days a week, 365 days/year. Requires Enhanced SSA "7 x 24" Standby Telephone Support (emergency) provided to Certified Technicians. For all other customers, billable on time and materials basis. Minimum charges apply – See MSRP.
Phone	For telephone support contact numbers for all regions, see <a href="http://www.swhouse.com/support/contact_technical_support.aspx">http://www.swhouse.com/support/contact_technical_support.aspx</a> .	



## Introduction

This chapter introduces to integration between the Software House C•CURE 9000 and the Sur-Gard Receiver.

In this chapter:

Overview and Features .....	1-10
Architecture .....	1-11

## Overview and Features

The C•CURE 9000 Sur-Gard receiver Integration provides integration with the Sur-Gard System, allowing customers to monitor their 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, and government facilities. The receiver calendar stamps all alarm data it receives before transmitting it to an alarm receiving automation system through TCP/IP. Alarm data can also be transmitted directly to a printer using the parallel printer port and be viewed on the LCD screen on the front of the receiver. The scope of this integration includes only TCP/IP communications.

These units also support the standard SIA and CID protocol for communications to the application software and supported with this integration.

Features include:

- Security Industry Association (SIA) and Contact ID (CID) protocols are supported for communication between the Sur-Gardreceiver, and in C•CURE 9000.
- Supports multiple receiver configurations.
- Supports Alarm Category configuration.
- CSV and XML import of Alarm Points are supported.

## Architecture

The objective of the C•CURE 9000 Sur-Gard Receiver Integration software is to provide a standard interface between the Intrusion panels and C•CURE 9000. The receiver receives events from different kinds of intrusion panels and sends to the application software (C•CURE 9000 server). Intrusion panels and the receiver communicate through telephone dial up, GSM or IP, and then the events get exchanged between panel and the receiver in the form of SIA protocol or ContactID protocol format. Application software establishes TCP/IP communication with the receiver on port number 1025, then the hand shaking packets get exchanged between receiver and software continuously till there are events in the receiver to be sent to the software. Application software parses the received events and log journal messages to the system monitoring station.

You can access the Sur-Gard Integration interface on C•CURE 9000 Administration Client by clicking **Hardware Pane**. You can access an existing Sur-Gard or create a new one in the **Hardware Pane**.

**Figure 1:** Sur-Gard Integration Architecture

Installation

This chapter provides instructions on how to install the Sur-Gard receiver Integration software.

In this chapter

Installation Overview .....2-13

Getting the Integration Software .....2-14

Installation .....2-15

Upgrading the Sur-Gard Receiver Integration .....2-19

Sur-Gard Receiver Configuration File .....2-20

Starting the Server Services .....2-21

Uninstall .....2-22

## Installation Overview

Install C•CURE 9000 on your target computer before you install C•CURE 9000 Sur-Gard Receiver Integration software. For information on how to install C•CURE 9000, see the *C•CURE 9000 Installation and Upgrade Guide*.

The Sur-Gard Receiver Integration has client and server components similar to the C•CURE 9000 system. You must install the client components on every computer that runs C•CURE 9000 client applications and the server components on the server computer.

A wizard prompts you to install the C•CURE 9000 Sur-Gard Receiver Integration software. Perform the basic installation process on each computer in your C•CURE 9000 system. Close all the C•CURE 9000 and the anti virus applications on the client workstations before the installation.

[Table 1](#) lists the steps to install and register the C•CURE 9000 Sur-Gard Receiver Integration software on each computer in your C•CURE 9000 system.

**Table 1:** Standard Installation Tasks

Task	See...
1. Install C•CURE 9000.	<i>C•CURE 9000 Installation and Upgrade Guide</i> .
2. Close any open applications and disable virus checking software.	
3. Perform the Pre-installation steps.	<a href="#">Before You Begin on Page 2-13</a> NOTE: Stop the Crossfire service if C•CURE is already installed.
4. Get the Sur-Gard Receiver Integration software.	<a href="#">Getting the Integration Software on Page 2-14</a>
5. Install the Sur-Gard Receiver Integration software.	<a href="#">Installation Overview on Page 2-13</a>
5. Verify the license for Sur-Gard Integration by running the License program on your server.	<i>C•CURE 9000 Installation and Upgrade Guide</i>
6. Start the Server services and the Sur-Gard Driver Service.	<a href="#">Starting the Server Services on Page 2-21</a>

## Before You Begin

You should perform the following pre-installation steps described below:

### Pre-installation Steps

- If you are installing Sur-Gard Receiver Integration on a corporate network, be sure to coordinate with your corporate network administrator.
- To perform the installation, you must have the appropriate Windows permissions. You must be in the local Administrators group, or have equivalent privileges. See the Microsoft Operating System documentation or your system administrator for more information.

## Getting the Integration Software

The Sur-Gard Receiver Integration software is located on the C•CURE 9000 2.30 DVD in the **Integrations\Intrusion\Sur-Gard** folder, and can also be downloaded from the Software House website.

---

### To Download the Sur-Gard Receiver Integration Software from the Software House Website

1. Open a browser and navigate to [www.swhouse.com](http://www.swhouse.com).
2. Select **Products**, and then select **Software Downloads** in the list.
3. When the login page opens, log in. If you do not have account, you must create one.
4. On the Software Downloads page, select the “**Software House Connected**” link.
5. Select **Intrusion** from the list.
6. When the Intrusion Driver Downloads list is displayed on the right hand of the page, select the Sur-Gard Receiver driver link for the version of C•CURE 9000 that you have installed.
7. Unzip the files to folder on your local computer, or to a shared drive on the network.

## Installation

You can install C•CURE 9000 Sur-Gard Receiver Integration software on a local computer from a shared drive over a network.

### To Install the Sur-Gard Receiver Integration from a Local Drive( DVD or Download)

1. Log into the Server or Client with Administration privileges.
2. Insert the C•CURE 9000 2.40 DVD into the system drive, or navigate to where you have downloaded the software.
3. Navigate to the **Integrations\Intrusion\Sur-Gard** folder.

### To Install the Sur-Gard Receiver Integration from a Network Drive

1. Log into the Server or Client machine with the Administration privileges.
2. Map the shared drive (download area where you copied the Sur-Gard Receiver software integration folder).

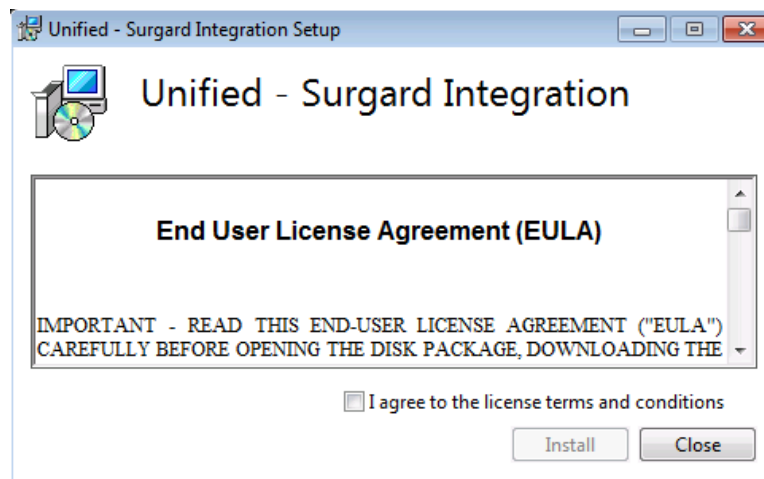
## Running the Setup Program

### To Run the Installation Program

1. Open the **Sur-Gard** folder and double-click on the **Sur-Gard \_Integration.exe** file.

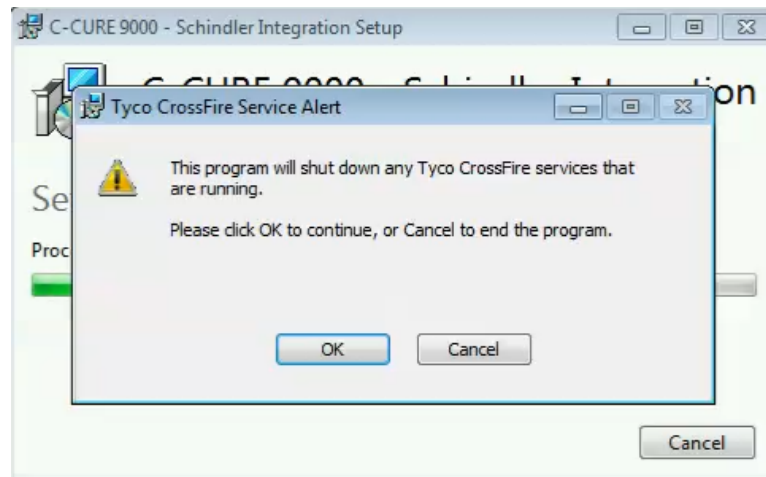
The **End User License Agreement** dialog box, as shown in [Figure 2](#) on [Page 2-15](#), appears.

**Figure 2:** License Agreement Dialog Box



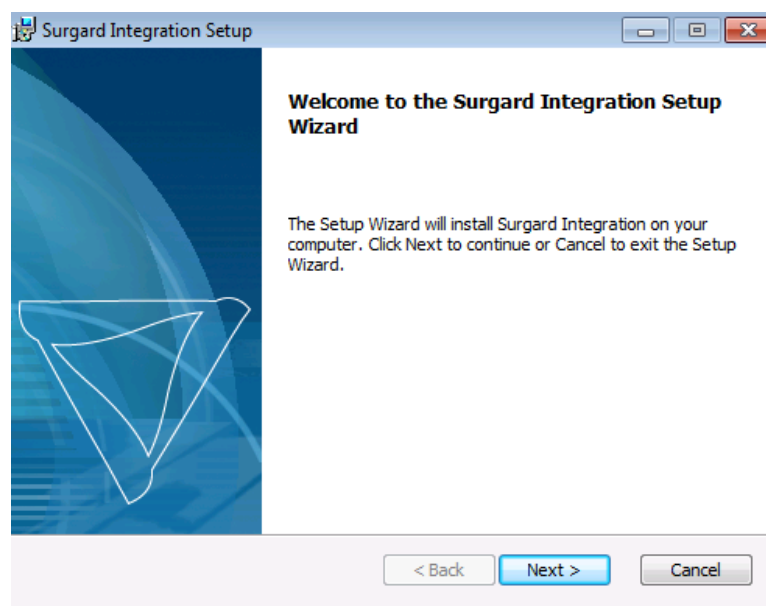
2. Select the **I agree to the license terms and conditions** check box, and then click **Install**.  
For server installations running CrossFire service, the **Tyco CrossFire Service Alert** dialog box, as shown in [Figure 3](#) on [Page 2-15](#), appears.

**Figure 3:** Tyco CrossFire Service Alert Dialog Box



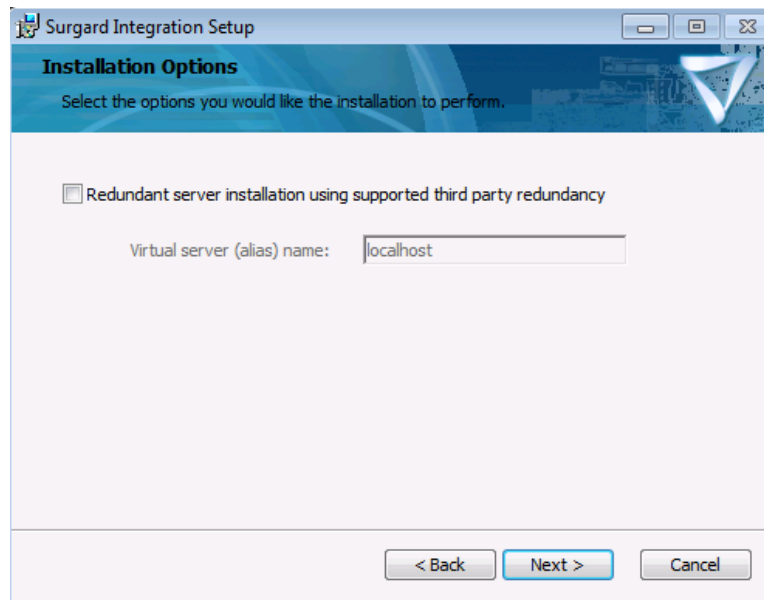
3. Click **OK** to continue with the installation.  
The **Welcome to the Integration Setup Wizard**, as shown in [Figure 4](#) on [Page 2-16](#), appears.

**Figure 4:** Welcome to the Integration Setup Wizard

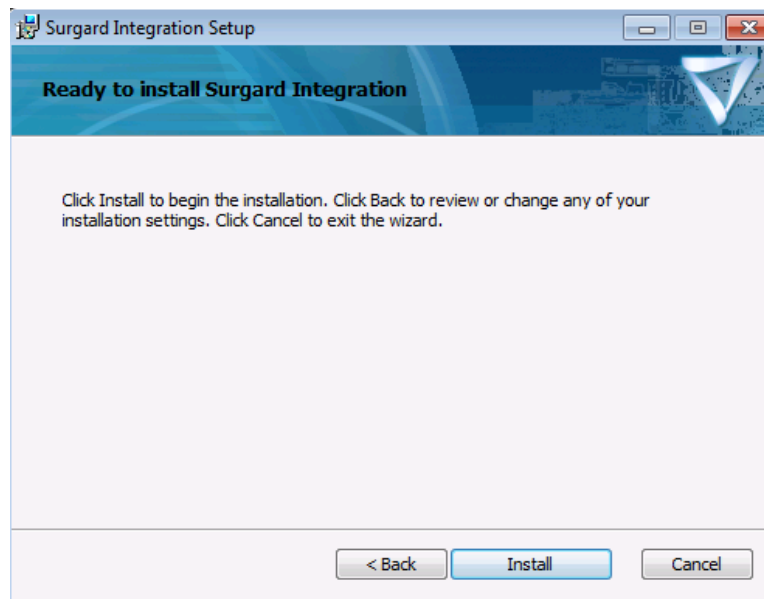


4. Click **Next** to install the Integration.  
The **Installation Options** dialog box, as shown in [Figure 5](#) on [Page 2-17](#), appears.



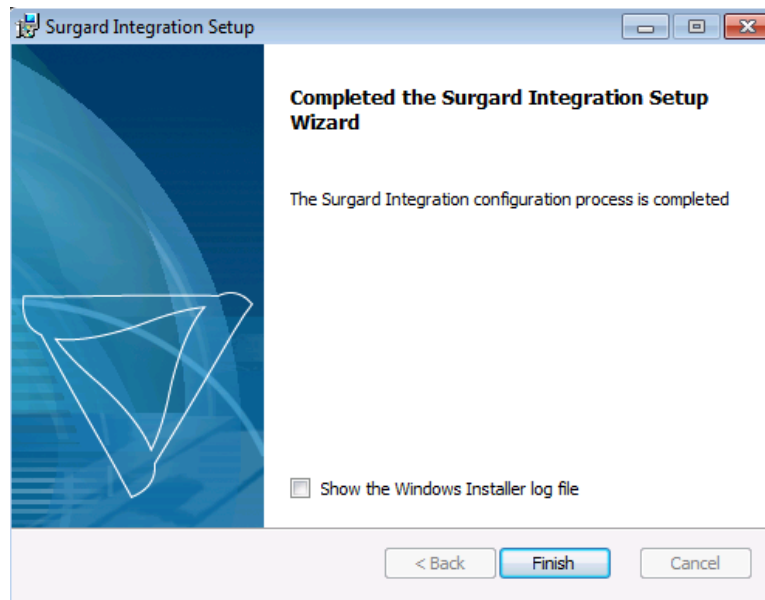
**Figure 5:** Installation Option Dialog Box

5. If you choose to enable the driver for redundancy, select the **Redundant server installation using supported third party redundancy** check box and enter the Virtual sever (alias) name. Otherwise, just click **Next**. The **Ready to Install the Integration** dialog box, as shown in [Figure 6](#) on [Page 2-17](#), appears.

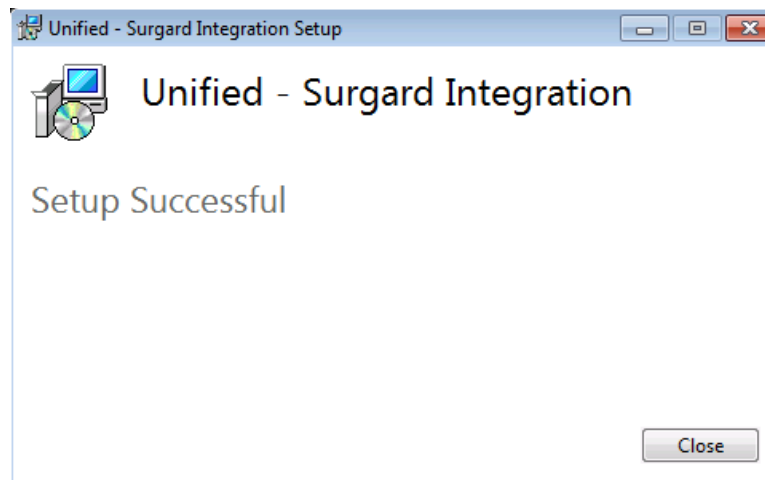
**Figure 6:** Ready to Install the Integration Dialog Box

6. Click **Install** to start the installation or click **Back** to modify the installation settings.

After a few minutes, the **Completed the Integration Setup Wizard** appears, as shown in [Figure 7](#) on [Page 2-18](#). If you select **Cancel**, installation will roll back to clean state.

**Figure 7:** Completed the Integration Setup Wizard

7. Click **Finish** to exit the Setup Wizard.  
The **Setup Successful** dialog box, as shown in [Figure 8](#) on [Page 2-18](#), appears.

**Figure 8:** Setup Successful Dialog Box

8. Click **Close** to exit the Installation.

**NOTE**

For the redundant environment, if you have not provided the Virtual sever (alias) name during installation or want to modify the Virtual sever (alias) name after installation, do the following:

1. Navigate to the folder `.../Tyco/CrossFire/ServerComponents`.
2. Open the **Surgard Receiver Driver Service.exe** file,
3. Scroll down to the client section and for all the **<endpoints>** change the **localhost** to the required Virtual sever (alias) name except for the endpoint name="TraceViewerURI".

## Upgrading the Sur-Gard Receiver Integration

- To upgrade the Sur-Gard Receiver integration from 2.20 to 2.40, upgrade C•CURE 9000 v2.20 to C•CURE 9000 v2.40 and then install the Sur-Gard Receiver 2.40 integration.
- To upgrade the Sur-Gard Receiver integration from 2.30 to 2.40, upgrade C•CURE 9000 v2.30 to C•CURE 9000 v2.40 and then install the Sur-Gard Receiver 2.40 integration.
- To upgrade the Sur-Gard Receiver integration from 2.30 R2 to 2.40, upgrade C•CURE 9000 v2.30 R2 to C•CURE 9000 v2.40 and then install the Sur-Gard Receiver 2.40 integration.

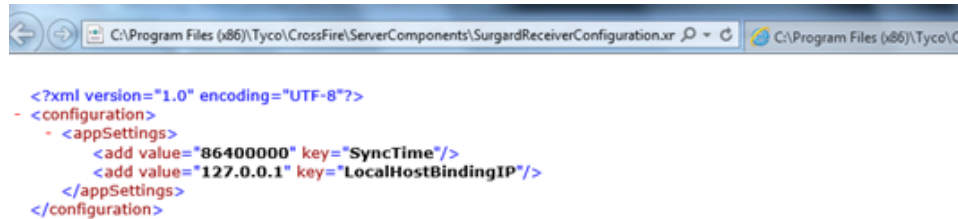
## Sur-Gard Receiver Configuration File

This section describes the Sync Time element that can be changed in the Sur-Gard Receiver Configuration file.

### NOTE

Changes to the configuration file requires a driver restart.

The driver installation configuration file, **SurgardReceiverConfiguration.xml**, is installed in Tyco\CrossFire\ServerComponents.



### NOTE

LocalHostBindingIP is not supported on Sur-Gard receivers.

## SyncTime

The default value is 86400000 milliseconds, which means that the receiver will synchronize time with the C•CURE 9000 server every 24 hours if the “Synch Time” checkbox is selected in the **Receiver Editor General** tab.

### Example:

To synchronize time every 4 hours, the **SyncTime** element in configuration file will need to be changed to 14,400,000 milliseconds.

If you are experiencing "Time out of Sync" issues, you can change this setting to try to resolve the issue.

## Starting the Server Services

Before configuring the Sur-Gard Receiver integration object, the CrossFire Framework Service, CrossFire Server Component Framework Service, and the Sur-Gard Receiver Integration Service must be running.

### To Start the Server Services

1. From the Start Menu, select **Start>All Programs>Tyco>Server Configuration**. The Server Configuration Application opens.
2. Click the **Services** tab.
3. If the Status is displayed as “Stopped” for the **CrossFire Framework Service** under Framework Services, click **Start**.
4. If the Status is displayed as “Stopped” for the **CrossFire Server Component Framework Service** under Framework Services, click **Start**.
5. After the CrossFire Framework Service and CrossFire Server Component Service displays a status of “**Running**”, click the **Server Components** tab.
6. If the Status is displayed as “Stopped” for the **Sur-GardDriver Service** in Extension Services, click in the **Enabled** check box and then click **Start**.
7. When the status of the Sur-Gard Driver Service changes to **Running** you can use the Sur-Gard Driver Integration software.

### NOTE

By default the Sur-Gard Receiver Service will be installed in **Automatic** mode. For a Redundancy System Sur-Gard Driver Service has to be set to **Manual** mode.

## Uninstall

The Uninstall removes all software components that were installed on the computer by the Sur-Gard Receiver integration installation. Once the uninstall process completes, the computer will be in “clean” state.

This section describes how to uninstall the Sur-Gard Receiver System integration from the Server computer and Client computers of your security system on a Windows 7 operating system. For additional operating systems, please refer to your Microsoft Windows documentation for instructions to access the Add and Remove programs.

### NOTE

Uninstalling this integration does not automatically removes objects that were configured in the C•CURE 9000 using it. Before you proceed with this uninstall, you **MUST** manually remove the objects from C•CURE 9000 to avoid potential issues with functions, such as partition deletion.

Unless you intend to reinstall the integration and continue using it, please ensure that the objects are deleted before removing the integration.

### NOTE

Please be advised that the Sur-Gard Receiver integration will shut down and restart the Server Services. Therefore, the Sur-Gard Receiver integration uninstall should be planned accordingly.

## Uninstalling C•CURE 9000 Sur-Gard Receiver Integration

### To Uninstall C•CURE 9000 Sur-Gard Receiver Integration

1. From the Windows Start menu, select **Control Panel> Programs>Programs and Features**.
2. Right-click the **C•CURE 9000 Sur-Gard Integration** and select **Uninstall**.  
The **Modify Setup** dialog box appears.
3. Click **Uninstall**.  
The **Tyco CrossFire Service Alert** dialog box appears only for server installations running CrossFire service.
4. Click **OK** in the Tyco CrossFire Service Alert dialog box to continue with the uninstall.  
The **Welcome to the Sur-Gard Integration Setup Wizard** dialog box appears.
5. Click **Next** to continue the uninstallation.  
The **Ready to remove the Sur-Gard integration** dialog box appears.
6. In the **Ready to remove the Sur-Gard integration** dialog box, select the **Drop the Sur-Gard Integration database tables** check box to delete the database used in the Sur-Gard integration configuration.
7. Click **Remove** to remove the Sur-Gard Integration.  
After a few minutes, the **Completed the Sur-Gard Integration Setup Wizard** appears.
8. Click **Finish** to exit the uninstall program.  
The **Setup Successful** dialog box appears.

## Receiver Configuration

This chapter provides information about configuring the Sur-Gard Receiver in the C•CURE 9000.

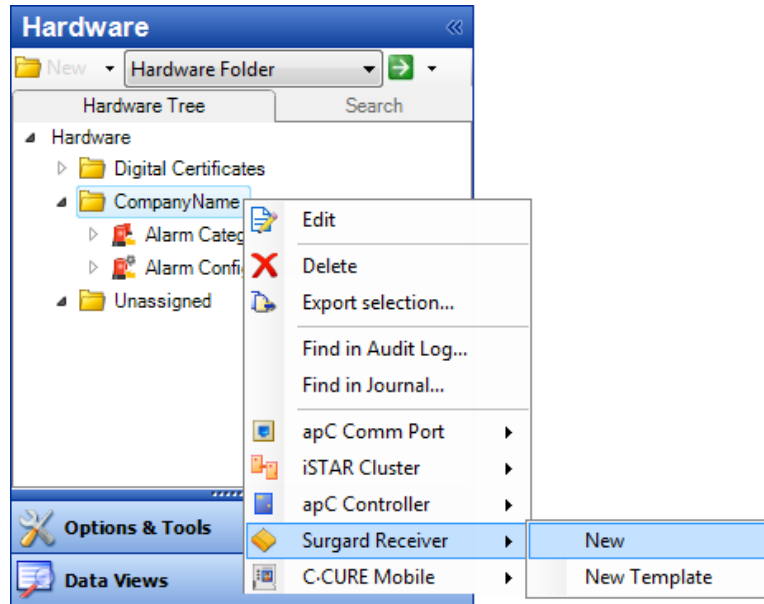
In this chapter

Accessing the Sur-Gard Receiver Tree .....	3-24
Creating a Sur-Gard Receiver Template .....	3-25
Configuring the Receiver .....	3-26

## Accessing the Sur-Gard Receiver Tree

This section shows you how to access the Sur-Gard configurations in the C•CURE 9000 Hardware tree. The folder called Company Name contains the Sur-Gard receiver.

**Figure 9:** Sur-Gard Tree





## Creating a Sur-Gard Receiver Template

You can create a new Sur-Gard Receiver template to store commonly used settings for multiple Sur-Gard Receiver. You can use this template with the stored field settings for reference to create similar Sur-Gard Receiver.

### To Create a Sur-Gard Receiver Template

1. In the **Navigation** pane of the Administration Workstation, click **Hardware** to open the **Hardware** pane.
2. Right-click the Sur-Gard Receiver folder in the Hardware Tree. Select **Sur-Gard Receiver>New Template** from the context menu to open the Sur-Gard Receiver (Template) Editor in **General** tab.
3. See [Configuring the Receiver](#) on [Page 3-26](#)

#### NOTE

The IP Address and Alarm Port fields are disabled.

4. Click **Save and Close** to save the new Sur-Gard Receiver template. Alternatively, if you want to save this template and then create a new one, click **Save and New**  
The saved Sur-Gard Receiver template appears under Templates on the context menu.

## Configuring the Receiver

The Sur-Gard Receiver Editor, shown in [Figure 10](#) on [Page 3-27](#), allows you to configure receive and transmit alarm data to C•CURE 9000 monitoring station.

See the following for more information:

- [Accessing the Sur-Gard Receiver Editor](#) on [Page 3-26](#)
- [General Tab](#) on [Page 3-26](#)
- [Message Delivery Tab](#) on [Page 3-28](#)
- [Triggers Tab](#) on [Page 3-29](#)
- [Status Tab](#) on [Page 3-31](#)
- [State Images Tab](#) on [Page 3-32](#)

### Accessing the Sur-Gard Receiver Editor

---

#### To Access the Sur-Gard Receiver Editor

1. In the **Navigation** pane of the Administration Workstation, click **Hardware** to open the **Hardware** pane.
2. Right click **Company Name** folder and create **Sur-Gard Receiver** folder.
3. Right-click the Sur-Gard Receiver folder in the Hardware Tree and select **Sur-Gard Receiver>New** from the context menu. The **Sur-Gard Receiver** Editor opens, as shown in [Figure 10](#) on [Page 3-27](#).  
By default, the **Sur-Gard Receiver** Editor opens with the **General** tab.

### General Tab

The General tab, shown in [Figure 10](#) on [Page 3-27](#), allows you to set up the timezone and communication for the receiver.

Figure 10: Receiver Editor - General Tab

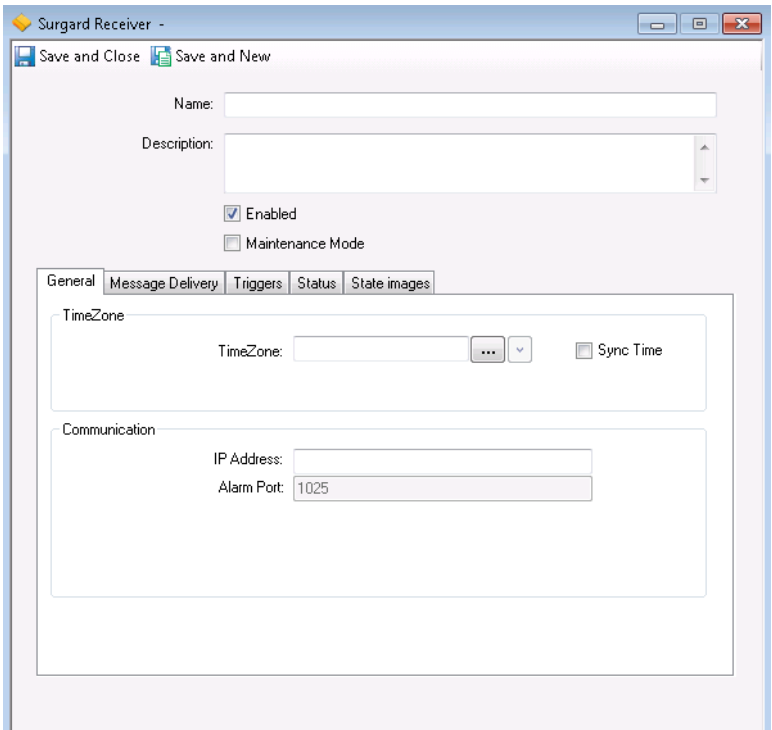



Table 2 on Page 3-27 for definitions of the fields and buttons on the Sur-Gard Receiver **General** tab.

Table 2: Receiver Editor - General Tab

Fields/Buttons	Descriptions
Name	Enter a unique name, up to 100 characters long, to identify the receiver.
Description	Enter a description, up to 500 characters, to identify the receiver
Enabled	If enabled, C•CURE 9000 attempts to communicate with the receiver.
Maintenance Mode	Select the <b>Maintenance Mode</b> check box to limit information about the object, that is displayed on the Monitoring Station. Maintenance Mode only affects the information reported at the Monitoring Station. For more information see, <a href="#">Maintenance Mode</a> .
<b>Time Zone</b>	
Time Zone	Click browse  and select the appropriate time zone of the receiver location from the Time Zone browsing window, for example, (GMT - 6.00) Central America.
Sync Time	Select or Deselect the checkbox to turn the driver's time synchronization commands on and off. The Sync time value is passed from the Configuration file (SurgardReceiverConfiguration.xml or ). The default value is 86400000 milliseconds. When the time is synchronized, it will be displayed in the receiver screen. Path: \..\\CrossFire\\ServerComponents

Fields/Buttons	Descriptions
<b>Communication</b>	
IP Address	Enter the IP address of the receiver, for example, 10.51.62.123.
Alarm Port	This field is read-only. The receiver communicates with port number 1025.

### To Configure the Receiver's General Tab

1. Enter a unique Receiver name in the **Name** field.
2. Enter a textual description (optional) in the **Description** field.
3. Click on  in the TimeZone field to select the Timezone.
4. Select or deselect the Sync time.
5. Enter the IP address of the Receiver.
6. Ensure that the **Enabled** checkbox is selected.
7. Click on the **Message Delivery** tab.

## Message Delivery Tab

The Message Delivery tab, shown in [Figure 11](#) on [Page 3-28](#), allows selection of message delivery and message filtering options.

**Figure 11:** Receiver Editor - Message Delivery Tab

Surgard Receiver -

Save and Close Save and New

Name:

Description:

☒ Enabled  
☐ Maintenance Mode

General Message Delivery Triggers Status State images

Message Delivery Options

Journal Options

☒ Journal to Database ☒ Monitoring Station

Message Filter Options

☒ Report all messages  
☐ Report all messages for alarm points

Table 3 on Page 3-29 describes actions and the selections that must be made in the Message Delivery tab for those actions. If the selections are not correct, then the action will not take place.

**Table 3:** Receiver Editor - Message Delivery Tab Action Descriptions

Action	Selection(s) in Dialog Box
Journal all activities.	<ul style="list-style-type: none"> <li>• Journal to Database</li> <li>• Monitoring Station</li> <li>• Report all messages</li> </ul>
Alarm Point Messages are only sent to the database.	<ul style="list-style-type: none"> <li>• Journal to Database</li> <li>• Report all messages for alarm points.</li> </ul>
Alarm Point Messages are only sent to the Monitoring Station.	<ul style="list-style-type: none"> <li>• Monitoring Station</li> <li>• Report all messages for alarm points.</li> </ul>
All configured and non-configured alarms are journaled to the database and the Monitoring Station.	Report all messages.
No journaling, other than online/offline messages and receiver specific messages.	None.

## Triggers Tab

The Triggers tab allows you to select triggers and events, which are configured procedures used for activating security actions. A Trigger automatically executes a specified Action when a particular predefined condition occurs. The Trigger is usually used to activate an Event which activates an action.

For information about configuring Events, see the *C•CURE 9000 Software Configuration Guide*.

See Table 4 on Page 3-30 for definitions of the Triggers tab fields and buttons.

Figure 12: Receiver Editor - Triggers Tab

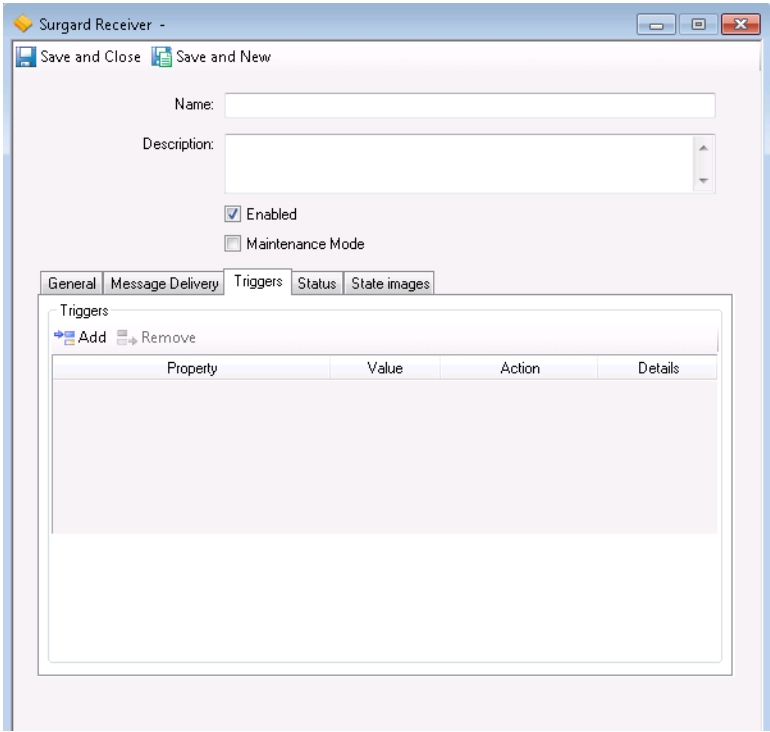






Table 4: Sur-Gard Receiver - Triggers Tab Definitions

Fields / Buttons	Descriptions
Property	Click inside the Property field. Click browse  select the property <b>Communication Status</b> for triggers .
Value	Select a value from the available options in the drop-down list: <ul style="list-style-type: none"> <li>• Online: Sur-Gard Receiver is online in this state.</li> <li>• Offline: Sur-Gard Receiver is offline in this state.</li> </ul> NOTE: The <b>Value</b> field is enabled only if the <b>Property</b> field is selected.
Action	Select one of the actions from the drop-down list: <ul style="list-style-type: none"> <li>• Activate Event: The type of event to be activated.</li> </ul>
Details	Displays details of the selected action. The details vary according to the selected action.           NOTE: The <b>Details</b> field is automatically updated with the <b>Event</b> option selected by you.


To Configure Triggers

1. Click **Add**.
2. Click  within the **Property** column to open the selection dialog box showing the Properties available.
3. Click a Property in the list to select it and add it to the **Property** column.

4. Click within the **Value** column to display a drop-down list of Values associated with the Property that you selected. Click a Value (**Online** or **Offline**) that you want to include as a parameter for the trigger to add it to the column.
5. Click within the **Action** column and select **Activate Event** as the parameter for the trigger to add it to the column. Event appears in the lower pane on the Triggers tab.
6. Click  in the Event field to open the Event Name Selection dialog box, or click  to create a new Event.
7. Click an Event in the list to select it.

---

### To Remove a Trigger

1. Click in the row selector  to select a Trigger row.
2. Click **Remove** to delete the selected row.
3. Click **Save and Close**.

---

### To Activate an Alarm Point

1. Perform one of the following:
  - a. Right-click **Alarm Point>Activate**.
  - b. In the Dynamic View, right-click **Alarm Point>Activate**.

In the Dynamic View, right-click and select **Device** to verify that the Alarm Point belongs to the specified Receiver.

Manually activating and deactivating Alarm Points does not display messages in the Monitoring Station.

## Status Tab

The Status tab provides a read-only listing of critical information about the operational status of the Sur-Gard Receiver.

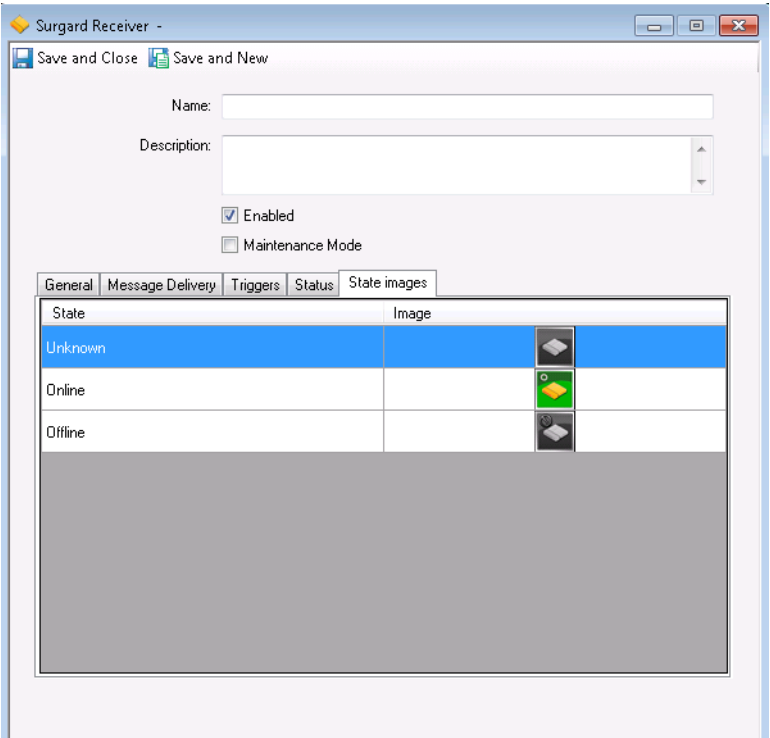
**Figure 13:** Receiver Editor - Status Tab

The screenshot shows a window titled "Surgard Receiver -" with a standard Windows-style title bar. Below the title bar, there are two buttons: "Save and Close" and "Save and New". The main area contains a "Name:" text box and a "Description:" text box. Below these, there are two checkboxes: "Enabled" (checked) and "Maintenance Mode" (unchecked). A tabbed interface is present with five tabs: "General", "Message Delivery", "Triggers", "Status" (selected), and "State images". The "Status" tab is active, showing a "Communication Status" section with a dropdown menu currently set to "Unknown".

## State Images Tab

The State Images tab provides a means to change the default images that are displayed on the C•CURE 9000 Monitoring Station to indicate Sur-Gard Receiver states.





See [Table 5](#) on [Page 3-33](#) for definitions of the States on the **State Images** tab.

**Table 5:** Receiver Editor - State Images Tab Definitions

Images	Description
Unknown	Displays the Sur-Gard Receiver unknown state when receiver is either not configured or not connected.
Online	Displays the state when Sur-Gard Receiver is online.
Offline	Displays the state when Sur-Gard Receiver is offline.

**To Customize a State Image**

1. In the State Images tab, double-click the existing image.  
A Windows Open dialog box appears, allowing you to browse for a folder in which you have placed replacement images.
2. When you locate the replacement image, select it and click **Open** to replace the default image with this image.
3. Click **Save and Close** to save the configuration.

**To Restore a State Image**

1. From the State Images tab, select an existing image.
2. Right-click the image and select **Restore Default**.
3. Click **Save and Close** to save the configuration.

## Maintenance Mode

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

A few examples for using the Maintenance Mode are:

- To prevent the display of information about:
  - Parts of the system being installed by an integrator
  - Hardware being serviced, requiring maintenance, or being tested.
- To only monitor information about hardware being serviced, requiring maintenance, or being tested.
- To view information about all objects, including those tagged to Maintenance Mode.

If you place an object in the Maintenance Mode, it does not prevent actions from occurring. For example, if an event assigned to an intrusion zone in Maintenance Mode activates an output that turns on the building-wide evacuation alarm, the activation of the output will still occur.

Maintenance Mode is only reported in Journal messages when an object is tagged to Maintenance Mode.

Operator Privilege and Application Layout Filtering assignments determine whether or not an object in Maintenance Mode is viewable as being in Maintenance Mode on the Monitoring Station. Operators with the appropriate privileges and Application Layout Filtering can view objects in Maintenance Mode.

# Receiver Alarm Configuration

This chapter provides information about configuring the Sur-Gard Receiver Alarms.

In this chapter:

Alarm Categories Editor .....	36
Alarm Configurations Editor .....	38

# Alarm Categories Editor

The Alarm Categories Editor, shown in [Figure 14](#) on [Page 36](#), allows you to add categories like partitions, zones, and panels. These categories are used to configure the alarms in the [Alarm Configurations Editor](#) on [Page 38](#).

**NOTE**

Alarm Categories should be configured before configuring the alarms.

See the following for more information:

- [Alarm Categories Dialog Box Definitions](#) on [Page 36](#)
- [Accessing the Alarm Categories Editor Dialog Box](#) on [Page 37](#)
- [Adding Alarm Categories](#) on [Page 37](#)
- [Removing Alarm Categories](#) on [Page 37](#)

Figure 14: Alarm Categories Editor Dialog Box

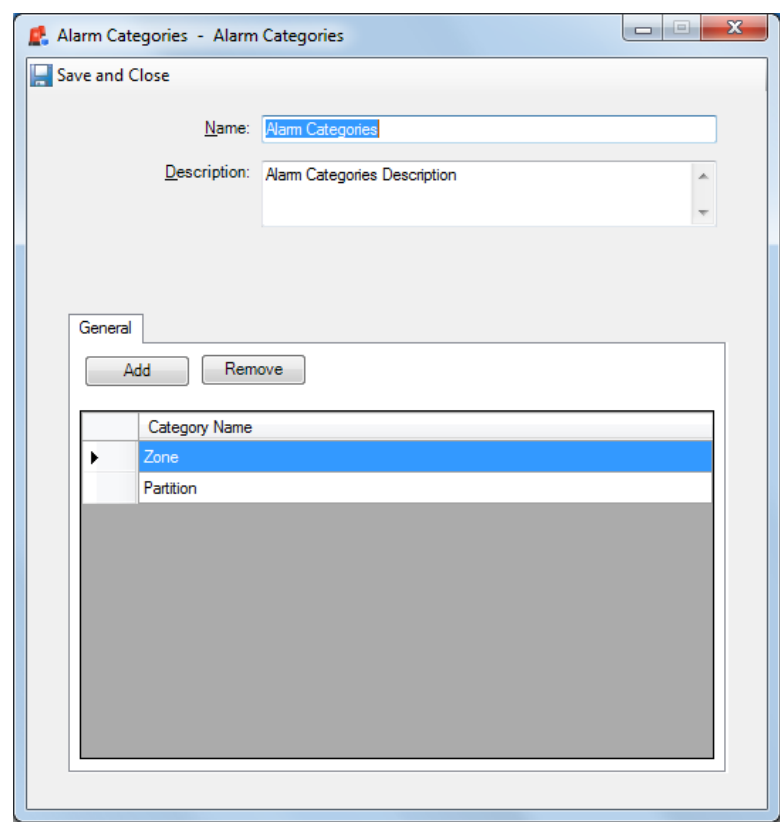


Table 6: Alarm Categories Dialog Box Definitions

Fields / Buttons	Descriptions
Name	Enter a unique name, up to 100 characters, to identify the Alarm Categories Configuration. NOTE: Alarm Categories is the default name.
Description	Enter a description, up to 500 characters (optional).

Fields / Buttons	Descriptions
Add	Add a new category.
Remove	Removes a category.
Category Name	The name of the category. Zone and Partition are the default category names.

## Accessing the Alarm Categories Editor Dialog Box

### To Access the Alarm Categories Editor Dialog Box

1. Click on the **Company Name** folder.
2. Click on **Alarm Categories**.
3. Right-click on the **Alarm Categories** sub-folder and select **Edit**.

The Alarm Categories dialog box opens with Zone and Partition listed as the default categories.


## Adding Alarm Categories

### To Add New Alarm Categories

1. Click **Add**, to add a row for the new Alarm Category.
2. Click on the row under the **Category Name** column.
3. Enter a name for the new Alarm Category.
4. Repeat step 1 through Step 3 until done with adding new categories.
5. Click **Save and Close**.

## Removing Alarm Categories

### To Remove Alarm Categories

1. Click  in the row that contains the Alarm Category that you want to remove.
2. Click **Remove**.
3. Click **Save and Close**.

**NOTE** Once you remove an Alarm Category it will also be removed in the Alarm Configuration dialog box as a category selection.

# Alarm Configurations Editor

The Alarm Configurations Editor, shown in [Figure 15](#) on [Page 38](#), allows you to configure existing alarms and add new alarms.

See the following for more information:

- [Accessing the Alarm Configurations Dialog Box](#) on [Page 39](#)
- [Modifying Existing Alarms](#) on [Page 39](#)
- [Configuring New Alarms](#) on [Page 39](#)
- [Deleting Alarm Configurations](#) on [Page 40](#)

Figure 15: Alarm Configurations Editor

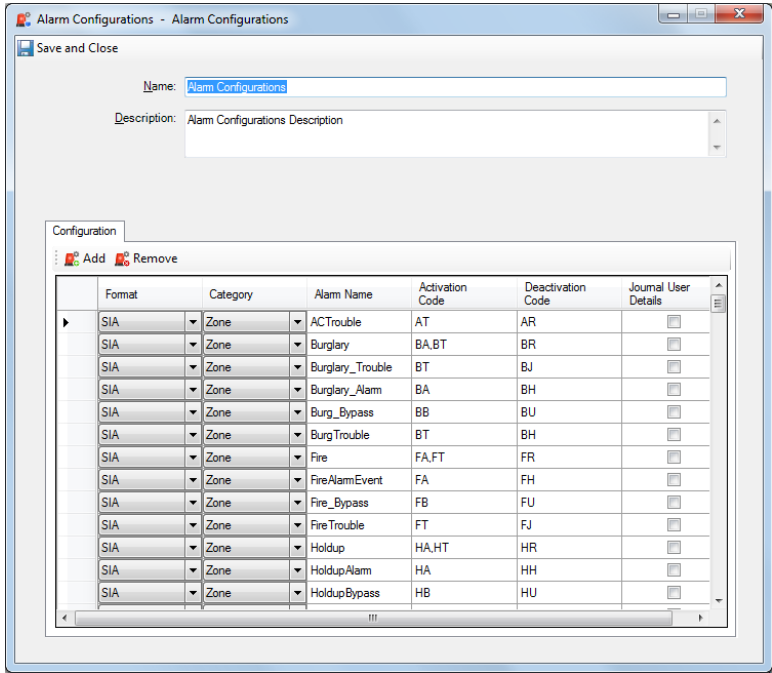


Table 7: Alarm Configurations Editor Dialog Box Definitions

Fields / Buttons	Descriptions
Name	Enter a unique name, up to 100 characters, to identify the Alarm Configuration. NOTE: Alarm Configuration is the default name.
Description	Enter a description, up to 500 characters (optional).
Format	The Alarm Protocol to use: <ul style="list-style-type: none"><li>• SIA - Security Industry Association</li><li>• CID - Contact ID</li></ul>
Category	The Alarm Category. NOTE: These categories are derived from the configurations in the <a href="#">Alarm Categories Editor</a> on <a href="#">Page 36</a>

Fields / Buttons	Descriptions
Alarm Name	The name of the alarm.
Activation Code/ Deactivation Code	The code used for activation and deactivation of the alarm.
Journal User Details	If selected, user information is available in the message displayed when the alarm is activated or deactivated.
Add	Adds a row for a new Alarm Configuration.
Remove	Deletes an Alarm Configuration.

## Accessing the Alarm Configurations Dialog Box

### To Access the Alarm Configurations Dialog Box

1. Click on the **Company Name** folder.
2. Click on **Alarm Configurations**.
3. Right-click on the **Alarm Configurations** sub-folder and select **Edit**.  
The Alarm Configurations dialog box opens.

## Modifying Existing Alarms

### To Modify Existing Alarms

1. Click on the row with the alarm that you want to edit.
2. Make the configuration changes.
3. Click **Save and Close**.

## Configuring New Alarms

### To Configure a New Alarm

1. Click **Add** to add a new row for the new alarm configuration.  
The new row is added to the end of the alarm list.
2. Select the protocol from the **Format** drop-down list.
3. Select the a category from the **Category** drop-down list.

#### NOTE


Categories in the list are derived from the Alarm Category configuration. For more information, see [Alarm Categories Editor](#) on [Page 36](#)

4. Enter an name for the alarm in the **Alarm Name** field.
5. Enter a code to activate the alarm in the **Activation Code** field.

6. Enter a code to deactivate the alarm in the **Deactivation Code** field.
7. Click in the **Journal User Details** checkbox, optional, to display user information in the message displayed when the alarm is activated or deactivated.
8. Click **Save and Close**.

## Deleting Alarm Configurations

### To Delete an Alarm Configuration

1. Click  in the row that contains the Alarm Configuration that you want to remove.
2. Click **Remove**.
3. Click **Save and Close**.



# Receiver Alarm Points Configuration

This chapter provides information about configuring the Sur-Gard Receiver Alarm Points.

In this chapter

Configuring the Sur-Gard Receiver Alarm Points .....	5-42
Configuring SIA Event Codes for Alarm Point Deactivation .....	5-49

## Configuring the Sur-Gard Receiver Alarm Points

The Alarm Point Editor, shown in [Figure 16](#) on [Page 5-43](#), is used to configure the Sur-Gard Receiver Alarm Points.

See [Table 8](#) on [Page 5-43](#) for descriptions of the Alarm Point **General** tab fields and buttons

See the following for more information:

- [Accessing the Alarm Point Editor](#) on [Page 5-42](#)
- [General Tab](#) on [Page 5-43](#)
- [Triggers Tab](#) on [Page 5-44](#)
- [Status Tab](#) on [Page 5-46](#)
- [State Images Tab](#) on [Page 5-47](#)

### Accessing the Alarm Point Editor

---

#### To Access the Alarm Point Editor

1. In the **Navigation** pane of the Administration Workstation, click **Hardware** to open the **Hardware** pane.
2. Right-click on the Sur-Gard Receiver. Select **Alarm Point >New** from the context menu to open the Alarm Point Editor. By default, the Alarm Point Editor, shown in [Figure 16](#) on [Page 5-43](#), opens with the General tab exposed.

General Tab

Figure 16: Alarm Point Editor - General Tab

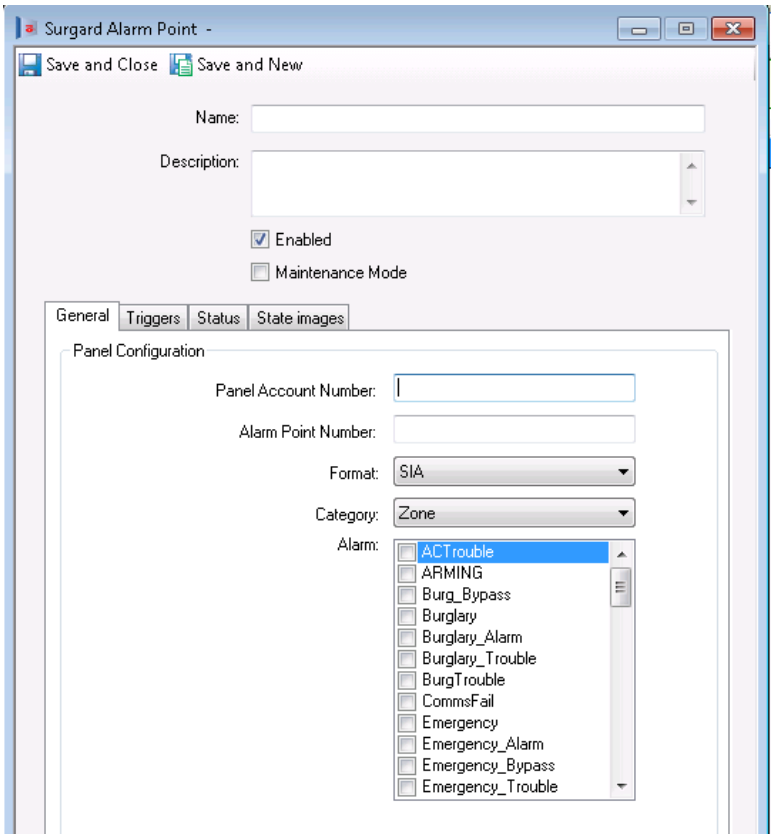


Table 8: Alarm Point Editor - General Tab Definitions

Fields/Buttons	Descriptions
Name	Enter a unique name, up to 100 characters long, to identify the Alarm Point
Description	Enter a description, up to 500 characters, to identify the Alarm Point.
Enabled	If enabled, C•CURE 9000 attempts to communicate with Alarm Point.
Maintenance Mode	Select the Maintenance Mode check box to limit information about the object that is displayed on the Monitoring Station. Maintenance Mode only affects the information reported at the Monitoring Station. For more information see, <a href="#">Maintenance Mode</a> .
<b>Panel Configuration</b>	
Panel Account Number	Enter the Panel Account Number. This number should be unique per receiver.
Alarm Point Number	Enter the point number, or partition number, of the Alarm (optional).

Fields/Buttons	Descriptions
Format	Select a format from the drop-down list.
Category	Select the Alarm category from the drop-down list.
Alarm	Allows selection of multiple alarms for a single alarm point.

### To Configure the Alarm Point General Tab

1. Enter a unique Alarm Point name in the **Name** field.
2. Enter a textual description (optional) in the **Description** field.
3. Enter the **Alarm Point Number** (Optional).
4. Select the **Format** from the drop-down list.
5. Select a **Category** from the drop-down list.
6. Select the Alarm(s) from the **Alarm** list.
7. Click on the **Triggers** tab.

### Triggers Tab

The Triggers tab, shown in [Figure 17](#) on [Page 5-45](#), allows you to select triggers and events, which are configured procedures used for activating security actions. A Trigger automatically executes a specified Action when a particular predefined condition occurs. The Trigger is usually used to activate an Event which activates an action.

For information about configuring Events, see the *C•CURE 9000 Software Configuration Guide*.

See [Table 9](#) on [Page 5-45](#) for definitions of the fields and buttons.

Figure 17: Alarm Point Editor - Triggers Tab

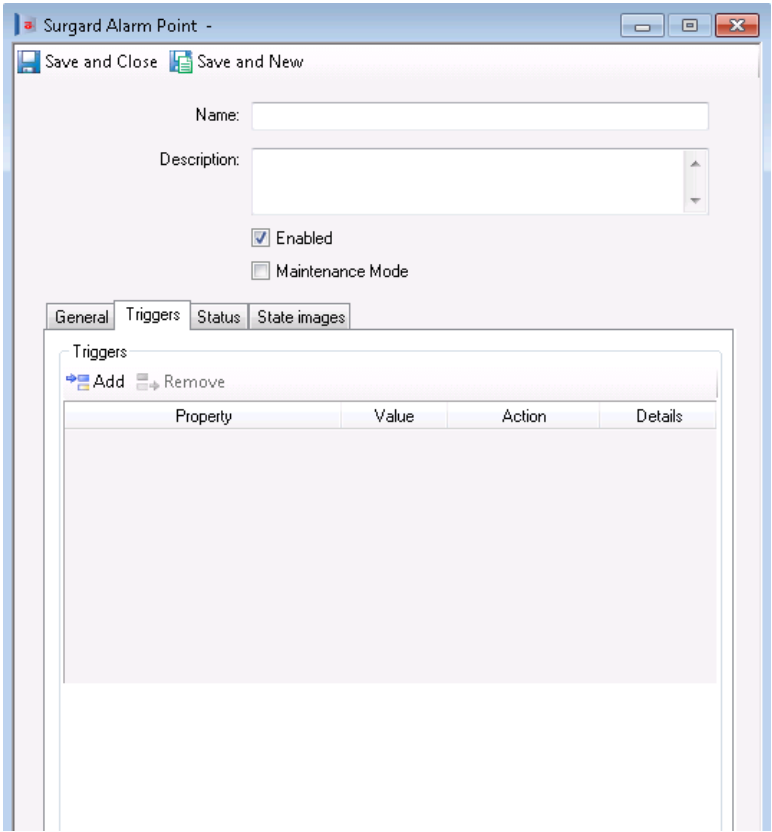






Table 9: Alarm Point Editor - Triggers Tab Definitions


Fields / Buttons	Descriptions
Property	Click inside the Property field. Click browse  select the property <b>Communication Status</b> for triggers .
Value	Select a value from the available options in the drop-down list: <ul style="list-style-type: none"><li>• Online: Sur-Gard Receiver is online in this state.</li><li>• Offline: Sur-Gard Receiver is offline in this state.</li></ul> NOTE: The <b>Value</b> field is enabled only if the <b>Property</b> field is selected.
Action	Select one of the actions from the drop-down list: <ul style="list-style-type: none"><li>• Activate Event: The type of event to be activated.</li></ul>
Details	Displays details of the selected action. The details vary according to the selected action. NOTE: The <b>Details</b> field is automatically updated with the <b>Event</b> option selected by you.

To Configure Triggers for an Alarm Point

1. Click **Add**.
2. Click  within the **Property** column to open the selection dialog box showing the Properties available.

3. Click a Property in the list to select it and add it to the **Property** column.
4. Click within the **Value** column to display a drop-down list of Values associated with the Property that you selected. Click a Value Online or Offline) that you want to include as a parameter for the trigger to add it to the column.
5. Click within the **Action** column and select **Activate Event** as the parameter for the trigger to add it to the column. Event appears in the lower pane on the Triggers tab.
6. Click  in the Event field to open the Event Name Selection dialog box, or click  to create a new Event.
7. Click an Event in the list to select it.

### To Remove a Trigger

1. Click in the row selector  to select a Trigger row.
2. Click **Remove** to delete the selected row.
3. Click **Save and Close**.

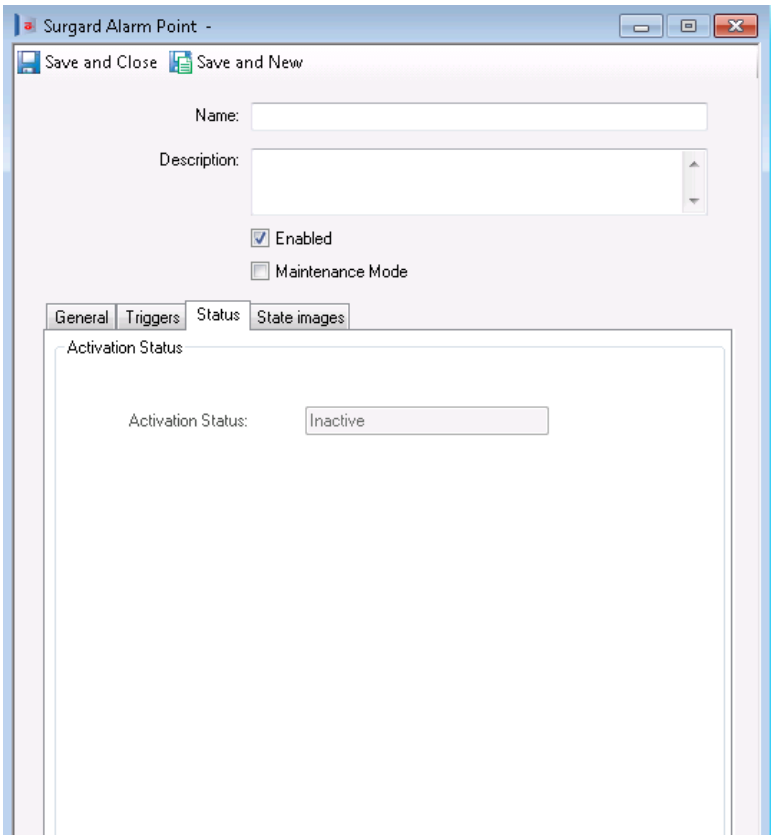
#### NOTE

If C•CURE 9000 is out of sync with the Receiver, then status messages from the panel are not communicated. To overcome this, an option is provided for Alarm Point to activate and deactivate from the Hardware tree and Dynamic view. This changes the status in C•CURE 9000 and will not download it to the receiver.

### Status Tab

The Status tab, shown in [Figure 18](#) on [Page 5-47](#), provides a read-only listing of critical information about the operational status of the Sur-Gard Receiver.

Figure 18: Alarm Point Editor - Status tab



State Images Tab

The State Images tab, shown in [Figure 19](#) on [Page 5-48](#), provides a means to change the default images that are displayed on the C•CURE 9000 Monitoring Station to indicate Sur-Gard Receiver states.

See [Table 10](#) on [Page 5-48](#) for descriptions of the State mages.

definitions of the images.

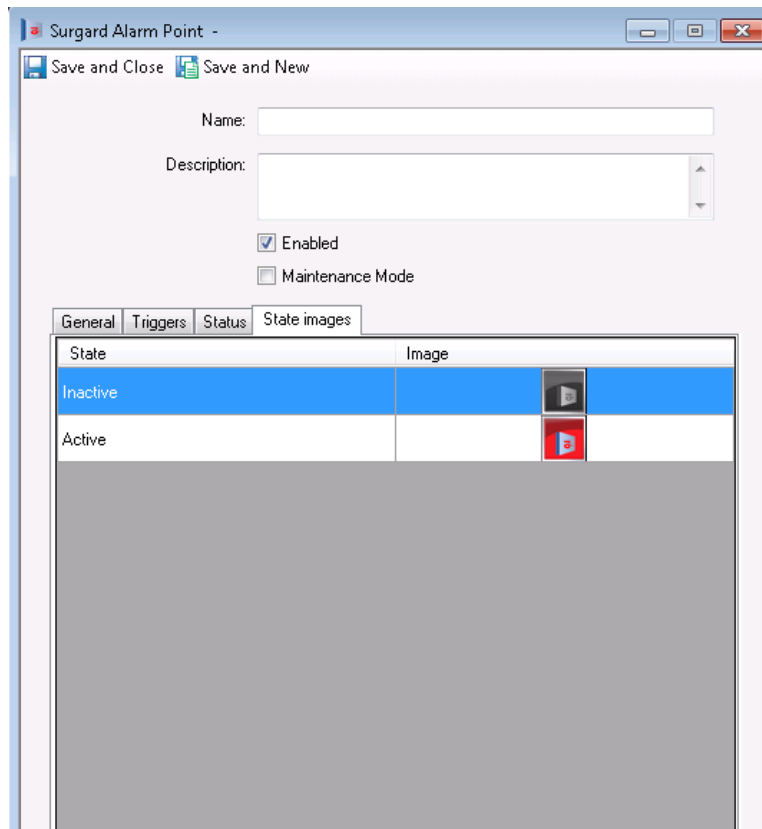
**Figure 19:** Alarm Point Editor - State Images Tab**Table 10:** Alarm Point Editor - State Image Tab Definitions

Image	Descriptions
Active	Displays active state when the Alarm Point is active.
Inactive	Displays inactive state when the Alarm Point is inactive.

### To Customize the State Image

1. In the State Images tab, double-click the existing image.  
A Windows Open dialog box appears, allowing you to browse for a folder in which you have placed replacement images.
2. When you locate the replacement image, select it and click **Open** to replace the default image with this image.
3. Click **Save and Close** to save the configuration.

### To Restore a State Image

1. From the State Images tab, select an existing image.
2. Right-click the image and select **Restore Default**.
3. Click **Save and Close** to save the configuration.



## Configuring SIA Event Codes for Alarm Point Deactivation

SIA Deactivation event codes for alarm point varies for panel type and vendors. An XML configuration file is provided in the Sur-Gard receiver driver to configure deactivation codes. This configuration file has default deactivation codes that can be customized based on the panel.

Config file name and location: CrossFire\ServerComponents\SecurityIndustryAssociationEventCodes.xml

XML entry in config file

```
<add key="BR" value="BA,BT" />
```

key = is the deactivation SIA event code for Alarm point

value = Comma separated Activation SIA event codes for Alarm point

In the above example any Alarm point activation due to event code "BA" or "BT" will be restored with event code "BR".

Any changes to configuration file requires restart of Sur-Gard receiver driver.

# Troubleshooting and Journal Log Messages

This appendix describes some problems you may encounter and the steps to resolve them. It also includes Journal Log Messages, and information about Journaling.

Troubleshooting .....	51
Journal Log Messages .....	54
Journaling .....	55

# Troubleshooting

This section provides troubleshooting information for issues that may occur in the Surgard Integration.

## Problem

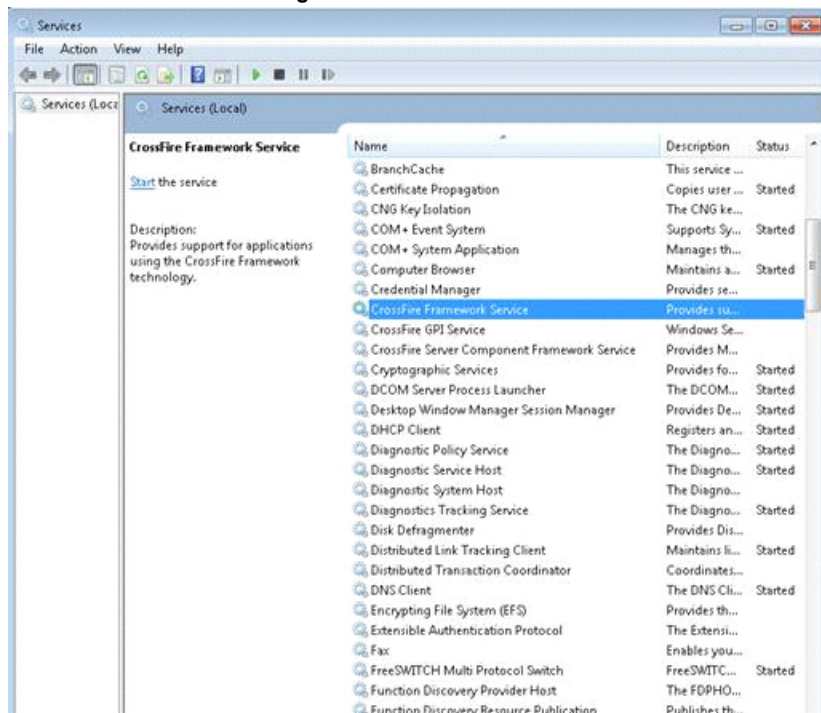
Sometimes the installation may fail if the CrossFire service does not stop on time and throws a time out error.

## Solution

Ensure that you have completed the following steps:

- Check if the CrossFire service is stopped from services panel in case of installation failure. Refer to [Figure 20](#) on [Page 51](#).
- Wait till the CrossFire service is stopped and then trigger the installation again. This will work fine as the service is stopped already.

**Figure 20: CrossFire Services**



## Problem:

Alarm Points are activated but on restoral not reflecting deactivation status in C•CURE 9000.

## Solution:

See [Configuring SIA Event Codes for Alarm Point Deactivation](#) on [Page 5-49](#)

## Problem:

During importing Alarm Points "Object Type 'ExternalObject' is not importable" error message is displayed.

**Solution:**

Validate property details configured in \*.csv file. Refer sample templates provided with the Installation Kit

**Problem:**

Alarm Points are not imported under Alarm Receiver.

**Solution:**

Validate the Receiver "DeviceID" and "DeviceGUID" details in \*.csv import file. Provide "ObjectID" and "GUID" details of the Receiver to "DeviceID" and "DeviceGUID" respectively. To derive the "ObjectID" and "GUID" of the Receiver, export the Receiver Object from C•CURE 9000 in XML format and check "ObjectID" and "GUID" property.

**Problem:**

Receiver driver will not work on Unified setup when installed in the sequence mentioned below:

1. Install Victor
2. Install Receiver driver
3. Install C•CURE 9000
4. Upgrade Receiver driver.

**Solution:**


After installing Victor, Receiver driver and C•CURE 9000 first upgrade IntrusionFrameWork and then upgrade Receiver driver.

**Problem:**

Victor server option is not selected in Custom Setup Dialog box while installing in the sequence mentioned below:

1. Install Victor.
2. Install Receiver driver.
3. Install C•CURE 9000.
4. Upgrade Receiver driver.

**Solution:**

Click  to the left of the Victor server and select "This feature, and all sub features, will be installed on local hard drives".

**Problem:**

Receiver and Alarm Point objects are not visible in C•CURE 9000 client which was created in the Victor client when installed in the sequence mentioned below:

1. Install Victor.
2. Install Receiver driver.
3. Create Receiver and Alarm Point Objects.
4. Install C•CURE 9000.
5. Upgrade IntrusionFrameWork.
6. Upgrade Receiver driver.

**Solution:**

After sixth step, as per the sequence mentioned above, repair Receiver driver.

**Problem:**

Receiver and Alarm Point objects are not visible in Victor client when C•CURE 9000 is uninstalled from a unified system.

**Solution:**

Repair Receiver driver after uninstalling the C•CURE 9000.

## Journal Log Messages

The following types of Sur-Gard messages will be logged to the C•CURE journal.

Message Type	Message description
Device Activity	Device online status messages (unknown, online, offline)
Device Activity	SIA messages
Device Activity	CID messages
System Activity	Start up driver messages
System Activity	Stop driver messages

**NOTE**

Alarms are received and saved in the Journal database even though the Alarm point is not configured, and you can search the alarm against the configured Sur-Gard receiver as primary object.

## Journaling

**Journaling shall be done in the following manner if the alarm point is configured:**

■ **Activation Messages**

1. Alarm Point 'Alarm Point Name' activation occurred on Receiver 'Receiver Name'.
2. Alarm Point 'Alarm Point Name' activation occurred by User 'User Code' on Receiver 'Receiver Name'.

**Deactivation Messages**

1. Alarm Point 'Alarm Point Name' deactivation occurred on Receiver 'Receiver Name'.
2. Alarm Point 'Alarm Point Name' deactivation occurred by User 'User Code' on Receiver 'Receiver Name'.

**Journaling shall be done in the following manner if the alarm point is not configured:**

If an alarm is not configured as alarm configuration, then instead of the name, the alarm code will be journaled.

- 'Alarm Code' is activated on panel account number #1234 at Receiver 'Receiver Name'
- 'Alarm Code' is restored on panel account number #1234 at Receiver 'Receiver Name'

If an alarm is configured as alarm configuration, then name of the alarm code will be journaled.

- 'Alarm Name' is activated on panel account number #1234 at Receiver 'Receiver Name'
- 'Alarm Name' is restored on panel account number #1234 at Receiver 'Receiver Name'

Sur-Gard specific alarm messages will be journaled in the following manner:

- 'Alarm message' on 'Receiver Name'

# Index

## A

Action 3-30, 5-45  
Administration Workstation 5-42  
Alarm 5-44  
Alarm Point 5-42  
Alarm Port 3-28  
antivirus 2-13  
Application software 1-11  
Architecture 1-11

## C

C•CURE 9000 2-13  
    starting server services 2-21  
Company Name 3-24  
ContactID 1-11  
Conventions used in this manual vii  
Customer Support Center viii

## D

Details 3-30, 5-45

## E

Emergency Support Hours viii  
exchanged 1-11  
Executable file 2-15

## G

General tab 5-42

## H

Hardware Pane 1-11

## I

Intrusion panels 1-11  
IP Address 3-28

## J

journal 54

## M

Message Type 54  
Monitoring Station 1-10

## N

Normal Support Hours viii

## O

Offline 3-33  
Online 3-33

## P

Panel Account Number 5-43  
port number 1-11  
Port Number 5-43  
Property 3-30, 5-45  
provide 1-11

## R

Receiver 1-11  
Receiver Template 3-25  
reference 3-25  
register 2-13

## S

server components 2-13  
Server Services  
    starting 2-21  
SIA protocol 1-11  
Starting C•CURE 9000 services 2-21  
store 3-25  
Sync Time 3-27

## T

TCP/IP 1-11  
Telephone Technical Support viii  
Time Zone 3-27  
Tree 3-26

## U

Uninstallation 2-22  
Unknown 3-33

## V

Value 3-30, 5-45



## W

workstations 2-13