

Release Notes for victor v5.4.1 Sur-Gard Receiver Integration v5.4.13.0

Document Revision A0

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This document provides important information about the unified integration software for the Sur-Gard Receiver. Read this document before you install the software.

Product: Unified Sur-Gard Receiver Integration Software

- Integration Software : v5.4.13.0

This driver release is qualified with victor when installed on:

- victor only Systems v5.4.1

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1. Overview

The Sur-Gard Receiver Integration provides seamless integration of the unified victor Application Server with industry-leading receivers from Sur-Gard. You can view all critical security and intrusion events in one station.

2. Features

The Sur-Gard Receiver Integration offers 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
- Security Industry Association (SIA) and Contact ID (CID) communication protocol support
- TCP / IP communication
- Alarms from the Receiver
- Create, Edit or Delete receiver objects

- Create, Edit or Delete alarm point objects for Zones and Partitions
- Receiver and Alarm Point Ribbon buttons
- Time Zone Synchronization for the receiver
- Activate and Deactivate alarm points
- 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
- Alerts for Receiver and Alarm Point
- Object association for Receiver and Alarm Point
- Reports for Receiver and Alarm Point
- User Role (Default and User Defined) for Receiver and Alarm Point
- Activate and Deactivate manual actions on Alarm Points
- Receiver object – Find in Journal, Find on *Map*
- Alarm Point object - Find in Journal, Find on *Map*
- Installation on victor remote client
- **Alarm Categories** - Use the **Alarm Categories Editor** to add categories like Partitions, Zones and Panels.
- **Alarm Configuration** - Use the **Alarm Configurations Editor** to configure new alarms and existing alarms.
- **Message Delivery tab in Receiver Editor** - Use the Message Delivery tab to select message delivery and message filtering options.
- Use the **Alarm Point Editor** to select multiple alarms for a single Alarm Point. Select alarm categories from the **New Category** drop-down.
- Supports localization for Portuguese and Spanish.

3. Qualified Hardware and Firmware

The victor Sur-Gard Receiver Integration supports the following:

- SG-System I: v1.14.01.002

4. Software Requirements

The Sur-Gard Receiver Integration requires the following software:

- victor unified client version: v5.4.1

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
Sur-Gard_Integration.exe	Installation program for the Sur-Gard Receiver Integration software
victor-Surgard-v5-4-1-UM-8200-1147-1207-A0-en.pdf	Sur-Gard Receiver Integration Guide
victor-Surgard-v5-4-1-RN-8200-1147-1206-A0-en.pdf	Release Notes for Unified Sur-Gard Receiver Integration

6. Supported Installation Types

Following installation types are supported for victor Sur-Gard Receiver Integration:

- victor Standalone
- victor Enterprise

7. Pre-Installation

Prerequisites to install Sur-Gard Receiver Integration on the victor Application Server:

1. You must have appropriate Windows permissions.
2. You must be a member of the local Administrators group or have equivalent privileges.
3. You must install the victor Application Server with the following options:
 - victor Application Server
 - Sur-Gard

Prerequisites to install Sur-Gard Receiver Integration on the clients:

1. You must have appropriate Windows permissions.
2. You must be a member of the local Administrators group or have equivalent privileges.
3. You must install Administration Workstation, Monitoring Station and victor client.

8. Installation

Follow the steps to install the Sur-Gard Receiver Integration on the server and remote clients:

Note: You must install the Sur-Gard Receiver Integration in the same folder as unified victor/ C-CURE 9000.

1. Open the **Sur-Gard.exe** file.
2. The Install Wizard begins. The Sur-Gard Receiver Integration **Welcome** screen appears.
3. Click **Next** and follow the Install Wizard prompts.
4. On the License Agreement, select **I accept the terms in the license agreement** and then click **Next**.
5. Click **Finish** to complete the installation.

Note: You cannot install the Sur-Gard Receiver Integration server components on Unified MAS environment.

9. Post-Installation

Perform the following steps after installation:

1. Launch the **Server Configuration Application**:
 - a. On the taskbar, click the **Start** button and then click **All Programs**.
 - b. Click **Tyco**, right-click the **Server Configuration** and then click **Run as Administrator**. The **Server Configuration Application** page opens.
2. Start the **Sur-Gard Services**:
 - a. On the **Server Configuration Application** page, click the **Services** tab.
 - b. Ensure that both Crossfire Framework Service and Crossfire Server Component Framework Service are running.
 - c. In the **Extension Services** area, locate the **Sur-Gard Driver Service**. Select the **Enabled** check box and then click the **Start** button. The status of the Sur-Gard Driver Service changes to **Running**.

3. Launch the victor client:
 - a. On the taskbar, click the **Start** button and then click **All Programs**.
 - b. Click **victor**.

10. Upgrading the Sur-Gard 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`.

Follow the steps to upgrade the Sur-Gard Integration:

- Upgrade victor v5.2 to v5.4.1, and then install the Sur-Gard Integration.
- Upgrade victor v5.3 to v5.4.1, and then install the Sur-Gard Integration.

11. Scalability

This driver is qualified with 2 receivers per server.

12. Language Support

This driver supports the following languages:

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

13. Compatibility Matrix

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

Table 2: Compatibility Matrix	
victor version 5.4.1	
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
victor License option	ADVC-SURGARD
Enterprise certified	Yes
Redundancy certified	Yes (everRun MX)
Supported Server OS	All OS supported by victor server
Supported Client OS	All OS supported by victor Client
Supported SQL	All SQL supported by victor server

14. Known Issues and Limitations

This section describes the Sur-Gard Receiver known limitations.

- To upgrade this driver to the current version, you must use the same User Account that you used to install the earlier version of the Sur-Gard Receiver Integration.
- Serial port connection is not supported.
- The receiver does not support the **Disabled** communication status. If the receiver is disabled, the **Offline** status is displayed.
- This integration does not provide the 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 launch the Sur-Gard installer from the **Add Remove Programs** menu, the installer is slow to launch.
- If you install the Sur-Gard Receiver Integration driver 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.
- Migration of a standalone machine with a Sur-Gard Receiver Integration to SAS is not supported.

15. Defects Fixed

No defects in this release.

16. End of Release Notes

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