

Sur-Gard Receiver Integration for victor v6.0 Release Notes

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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: v6.0.17.17

This driver release is qualified with victor when installed on:

- victor Unified Systems v4.00 (C●CURE v3.00 and victor v6.0)

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.

What's New

Following is the new enhancement in this version of release:

- Supports Alarm Port field edit in Sur-Gard receiver configuration.

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.
- 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
 - 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 victor 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 victor Sur-Gard Receiver Integration supports the following:

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

Software Requirements

The Sur-Gard Receiver Integration requires the following software:

- victor Application Server: v4.00
- victor unified client: v6.0

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
UM-vUC-Surgard-v6-0-A163816J13-B-en.pdf	Sur-Gard Receiver Integration for victor v6.0 – User Guide
RN-vUC-Surgard-v6-0-A163816J0L-B-en.pdf	Sur-Gard Receiver Integration for victor v6.0 – Release Notes

Supported Installation Types

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

- victor Standalone
- victor Enterprise

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 victor client.

Installation

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

Before installing the Sur-Gard Receiver Integration, follow the below steps:

1. Close the victor Unified Client.
2. Open the Server Configuration Application and stop the following server services:
 - CrossFire Framework Service
 - CrossFire Server Component Framework Service
3. Close the Server Configuration Application.

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

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. Select the **I accept the terms in the license agreement** check box, 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.

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 **Windows** icon and navigate to **Tyco**.
 - b. Click **victor Unified Client**.

Upgrading the Sur-Gard Integration

The 6.0 Sur-Gard driver supports the following upgrade scenarios:

- Upgrade from v5.4.1 to v6.0
- Upgrade from v5.6/v5.7 to v6.0

To upgrade the Sur-Gard driver from a version earlier than v5.4.1 to v6.0, follow an incremental upgrade path to get to v5.4.1.

You must upgrade the victor installation before you upgrade the Sur-Gard Intrusion Integration. For example:

- If the current driver is a victor v5.2 compatible driver, upgrade incrementally to a victor v5.4.1 compatible driver, and then upgrade to a victor v6.0 compatible driver to maintain data integrity.
- If the current driver is a victor v5.3 compatible driver, upgrade incrementally to a victor v5.4.1 or v5.6/v5.7 compatible driver, and then upgrade to a victor v6.0 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 victor 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 victor v6.0 compatible driver before you can start the Sur-Gard driver.

Follow the steps below to upgrade the Sur-Gard integration from v5.4.1 or v5.6/v5.7 to v6.0.

1. Use the victor installer or the Unified installer to upgrade victor to v6.0.
Note: Click **Later** on the prompt that appears after you upgrade victor. Do not click **Reboot**.
2. Run the SUR-GARD Integration installer.
3. Reboot the machine

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 of the Sur-Gard Receiver Integration:

Table 2: Compatibility Matrix

victor version 6.0	
Partner	Sur-Gard
Partner Product	Sur-Gard System SG1 and SG-CPM5 Supported Alarm Formats – SIA, CID
Partner Product version	<ul style="list-style-type: none">v1.14.01.002v1.22.01.001
Integration driver version	6.0.17.17
victor License option	ADVC-SURGARD
Enterprise certified	Yes
Redundancy certified	No
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

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 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.
- This version of release does not support configuration of any alarm points with 4x2 alarm format.
- If **Connection Strings Encrypted** checkbox is selected at victor v5.4.1/v5.6/v5.7 then after upgrading to v6.0 and, when v6.0 compatible Sur-Gard Integration is installed, **Connection Strings Encrypted** check box is de-selected.
 - Workaround:** Enable the check-box **Connection Strings Encrypted** again.
- When upgrade is performed from victor v5.4.1/v5.6/v5.7 with multiple Integrations and, post victor 6.0 upgrade, then upgrade of all Integrations is mandatory. If any of the Integrations is not

upgraded, then it may lead to malfunctioning of other integration services or CF services. User must perform the upgrade of all the integrations.

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	832192	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

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