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Avigilon Control Center™ System Integration Guide

ACC™ Alarm Gateway for Software House C•CURE® 9000

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Introduction

The CCURE to ACC Alarm Gateway integration allows events triggered in the CCURE system to be monitored and recorded through the Avigilon Control Center (ACC) system.

Requirements

Vendor	Requirements
Avigilon	ACC Server software 7.12.0.16 and later
Avigilon	ACC Client software 7.12.0.16 and later
Avigilon	Web Endpoint software 7.12.0.16 and later
Avigilon	CCURE integration NVR license: `ACC-CCURE-ALARM-2.90`
Avigilon	Avigilon integration executable file: `CcureAlarmGateway-1.0.0.exe`
CCURE	CCURE Software House version 2.9

For More Information

For more information about the procedures outlined in this guide, refer to the following specific software documentation:

- *Avigilon Control Center Client User Guide*
- *Avigilon Control Center Server User Guide*
- *C•CURE Help*
- *C•CURE Server Management Application User Guide*
- *C•CURE Licensing User Guide*

Installation

New Installations

- Servers
  - Install the CCURE Integration NVR license (`ACC-CCURE-ALARM-2.90`) from Avigilon on one of the servers in your Site.
  - Be aware that you must connect directly to this Avigilon server to use the CCURE to ACC Alarm Gateway.
  - Web Endpoint should be running on the ACC Server. Before adding the integration, configuration needs to be enabled by adding `enableAllRoutes: true` to the following file and then restarting Web Endpoint:

    `C:\ProgramData\Avigilon\WebEndpoint Config\WebEndpoint.config.yaml`

    > **Important:** Configuration settings added to the `WebEndpoint.config.yaml` file are sensitive to indentation and spacing. Ensure that configuration settings are added to the far left in the file with no extra spacing or indentation before, after, or between the key and the value of a setting. There should only be one space between the key and the value.
    >
    > `enableAllRoutes: true`

  - Install the CCURE to ACC Alarm Gateway executable (`CcureAlarmGateway-1.0.0.exe`) on the same server as the CCURE Server software.
- Client
  - Install the Avigilon Control Center Client software on every workstation that requires access to the integration.

Checking the Avigilon License

After you have installed all the required software, check that the Avigilon license was applied correctly.

1. Open the Avigilon Control Center Client.
2. Click ▤ and select Site Setup.
3. Click **License Management**. The License Management dialog box appears.

   The dialog box must show *Integration Support > Yes* or the software was not properly licensed.

Configuration

Adding an Integration User in the Avigilon Control Center Software

To protect the security of the Avigilon Control Center software, add a user in the ACC Client software specifically for connecting the integration. The user you add will be used to connect the ACC system to the Avigilon integration software. See the *Avigilon Control Center Client User Guide* for more details.

The integration user does not need to have any access permissions, just a username and password for connecting the Avigilon Control Center to the Gateway integration.

Be aware that the integration user must be added to all Avigilon alarms as an Alarm Recipient to map alarms for the integration.

In the Avigilon Control Center Client software, complete the following steps:

1. In the Site Setup tab, select the Site then click **Users and Groups**.
2. Click **Add User**.
3. Select the **Member Of** tab to assign the user to a group. The group must have the **View Site Health** permission.
4. In the **General** tab, enter a **Username:**.
5. In the Password area, complete the following fields:
   - **Password:** enter a password for the user.
   - **Confirm Password:** re-enter the password.
   - **Password never expires:** you may want to select this check box so that you do not need to update the Avigilon Control Center password for the integration.
6. Click **OK**.

Adding Avigilon Control Center Alarms

Alarms are manually created in the Avigilon Control Center Client software. Create the Avigilon alarms you want mapped to events in the CCURE software, then assign the required cameras and settings for the alarm.

1. In the ACC Client software, open the site Setup tab and click .
2. In the Alarms dialog box, click **Add**.
3. On the Select Alarm Trigger Source page, select **External Software Event** from the Alarm Trigger Source: drop down list. Click after you complete each page.
4. On the Select Linked Devices page, select the cameras to link to this alarm, and set the **Pre-Alarm Record Time:** and **Recording Duration:**.

5. On the Select Alarm Recipients page, select the ACC software user that was added for the integration. You can also add any other groups or users that need to be notified when this alarm is triggered.

6. (Optional) If you would like to trigger an action when an alarm is acknowledged, select **Activate selected digital output(s) on alarm acknowledgment** check box.

   a. Select the digital outputs to be activated and specify the duration.

   b. Select **Require user confirmation before activating digital output(s)** check box if the user needs to confirm the alarm before the digital output action is initiated.

7. Enter a name for the alarm and set the alarm priority. The alarm name is used to identify the alarm during the integration.

8. Ensure **Enable alarm** check box is selected then click .

Configuring the Alarm Gateway Component

The Alarm Gateway is composed of two parts: a Windows service that runs automatically in the background, and a Configuration Tool software that is used to map alarms between the two systems.

Configuring the Server Settings

Configure the Alarm Gateway to access the two applications.

The Configuration Tool remembers the server configurations, so you do not need to repeat this procedure if the settings remain the same.
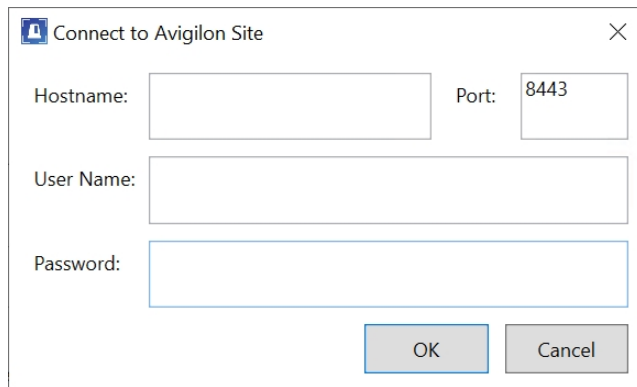
1. Open the configuration application. **All Programs** or **All Apps > Avigilon > Avigilon Ccure Alarm Integration**.
2. The **Configure Connections** window opens when connecting for the first time. If it doesn't, click **Configure Connections** on the Configuration Tool window.

3. Click **Add** to add the Avigilon Server.

- In the following dialog box, enter the Avigilon server Hostname, Port, User Name and Password, then click **OK**. The Port should be **8443**.

Use the username and password created in the Avigilon configuration. See *Adding an Integration User in the Avigilon Control Center Software* on page 3.

If your server is part of a Site, the alarms from the entire Site will be added to the integration.

4. In the CCURE area:

- The CCURE alarm integration will automatically use your default credentials to connect.

> **Tip:** The default credentials are the current user's Windows credentials.

- If you want to use different credentials, uncheck the **Use Default Credentials** checkbox and enter the **CCure User** and **CCure Password** that you prefer to use.

5. Click **Connect** to test the connection.

6. Click **Done** to close the Configure Connections window.

Once the Alarm Gateway is linked to the Avigilon system, alarms created in the Avigilon Control Center are automatically populated in the Configuration Tool.

Adding CrossFire Events

When adding CrossFire events to CCURE, follow the instructions in CCURE's documentation for creating the events, and make sure that the following Acknowledgement options are selected so they can be properly mapped to ACC alarms:
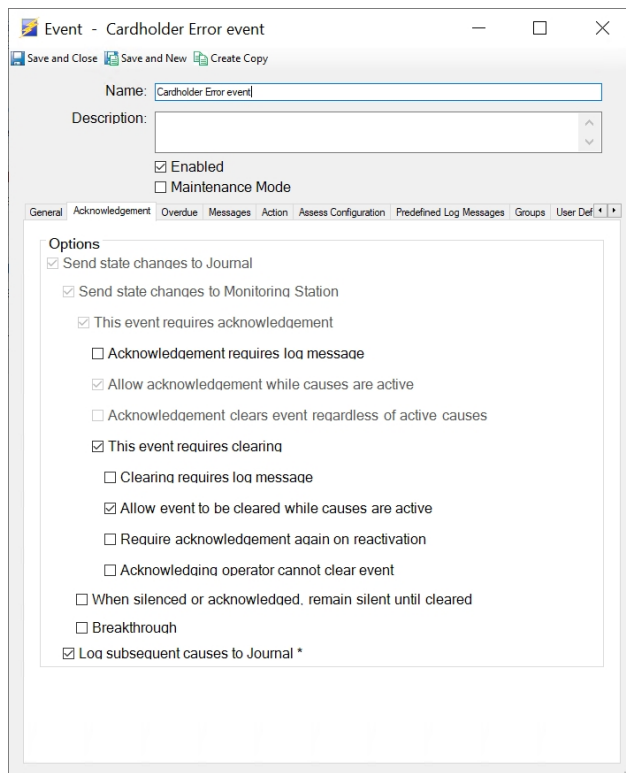
- Send state changes to Journal
- Send state changes to Monitoring Station
- This event requires acknowledgement
- Allow acknowledgement while causes are active
- This event requires clearing
- Allow event to be cleared while causes are active
- Log subsequent causes to Journal

Mapping Alarms

In the Configuration Tool is a list of all the current alarm mappings, and all the available alarms from the Avigilon Control Center software and the CCURE software.

If the Configuration Tool is not already open, select **All Programs** or **All Apps** > **Avigilon** > **Avigilon Ccure Alarm Integration**.
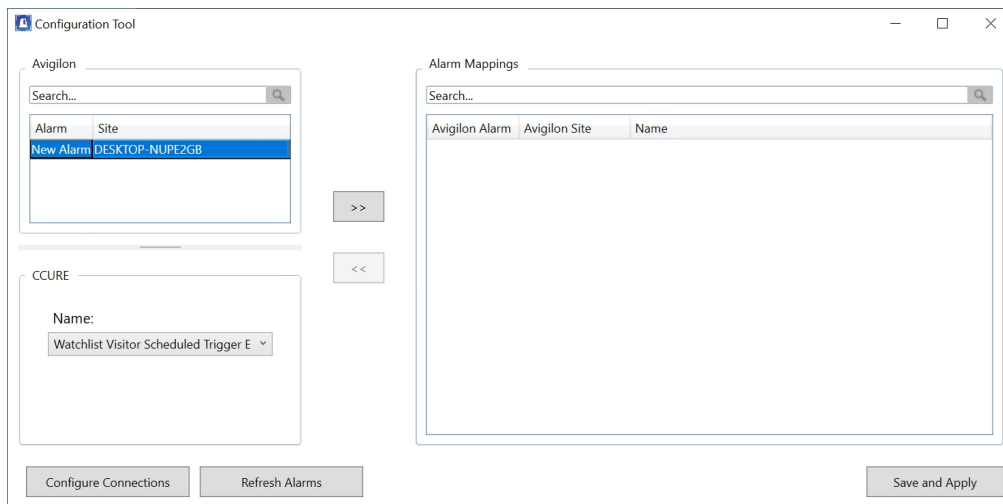
To map alarms together, complete the following steps:

1. In the Avigilon area, select an Avigilon Control Center alarm from the list.

> **Tip:**
> - Click **Refresh Alarms** to refresh the list of ACC alarms.
> - Use the **Search** bar at the top of the list to find specific alarms.

2. In the CCURE area, select the related Event **Name** that will trigger an alarm for the integration.

3. Click **>>** to map the alarms together.

   To modify an alarm mapping, highlight the alarm mapping in the Alarm Mappings list and click **<<** to unmap the alarm. Make the required changes then click **>>** to map the changes.

4. Repeat the previous steps until all the required alarms have been mapped.

5. Click **Save and Apply**. The integration alarm gateway is updated with all the new or changed mappings.

Backing Up Mapped Alarms

After you finish mapping all the alarms in the Configuration Tool, you can choose to back up a copy of the mappings.

1. Navigate to `C:\Program Files\Avigilon\Avigilon Ccure Alarm Integration\`

> **Note:** The file path may be different depending on how your system is configured.

2. Copy and paste the `CcureAlarmConfig.xml` file to a backup location.

Restoring Mapped Alarms

When you have a backup copy of the mapped alarms, you can restore the mapped alarms any time.

1. Locate your backup copy of the `CcureAlarmConfig.xml` file.
2. Copy and paste the backup `CcureAlarmConfig.xml` file into `C:\Program Files\Avigilon\Avigilon Ccure Alarm Integration\`
3. Open the integration Configuration Tool. The restored mappings should be displayed in the Alarm Mappings list.
4. Click **Save and Apply** to update the integration alarm gateway and apply the alarm mapping changes.

Monitoring Alarms

Once devices and events from the CCURE system have been mapped to the Avigilon Control Center system, you can begin to use the integration.

To monitor alarms in the Avigilon Control Center Client software, the user must have permission to see live video. For other details about monitoring alarms, see the *Avigilon Control Center Client User Guide*.

Troubleshooting

If the following troubleshooting solutions do not resolve the issue, contact Avigilon Technical Support: **avigilon.com/support**.

Configuration Tool Does Not Show CCURE XFEvents

After you login to the CCURE system in the Configuration Tool, the CCURE events lists remain empty.

Check the following:

- Check that you logged in with the correct CCURE username and password. The Gateway accesses the CCURE system through the internal CCURE account, so you must login using your CCURE credentials.

ACC Alarms Are Not Triggered

When access control events are activated in the CCURE system, the mapped Avigilon Control Center alarm is not triggered.

There may be a connection issue between the Avigilon system and the CCURE software, check the following:

- Check that the Avigilon server is turned on.
- Check that the Avigilon server is on the same network as the CCURE server.
- Check that the Avigilon server hostname, port, username and password were entered correctly in the Configuration Tool.
- Check that the Avigilon service is running, and the additional configuration has been made. For more information, see *New Installations* on page 2.
- Check that the Avigilon username is listed as an Alarm Recipient in all the alarms needed for the integration. For more information, see *Adding Avigilon Control Center Alarms* on page 3.
- Check that the CrossFire Framework service is running.
- Check that the CrossFire Server Component Framework service is running.
- Check that the Configuration Tool has a username and password entered for connecting to the CCURE system.

Mapped ACC Alarms Displayed as Unknown

Mapped alarms in the Configuration Tool are labeled in red as **Unknown**. The ACC Server that the integration is connected to displays an **Error** status in the Configure Connections dialog box.

This issue occurs if the ACC Server has rebooted or is offline.

Perform the following steps to ensure the integration functions correctly:

1. Check that the ACC Server is online and connected to the local network.
2. When the ACC Server is back online, open the Configuration Tool and click **Configure Connections**.
3. If the ACC Server is online, the server status is **Ready**. If it is not, check the server connectivity again.
4. Close the Configure Connections dialog box. The Configuration Tool should now display the correct alarm names.
5. Click **Save and Apply** to ensure the alarm mappings are active.

If the mapped alarms are still not displayed, restart the CrossFire Framework service and CrossFire Server Component Framework service.

Limited Number of Connections

Depending on your CCURE license, you may receive an error message about a limited the number of connections. Some CCURE licenses contain a limited number of client connections. The Alarm Gateway integration works optimally with 2 available client connections. If you only have 1 CCURE connection available, you will not be able to run the Alarm Gateway and Admin Tool at the same time, but you will be able to run one of the tools if the other is closed.

To solve this, you can either use 1 tool at a time, free up connections to use for the integration, or upgrade your CCURE license with additional connections.