



Avigilon Control Center™ System Video Integration Guide

for Software House C•CURE® 9000

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Introduction

The Avigilon Control Center (ACC) system integration with the Software House C•CURE 9000 software allows users to use the C•CURE interface to access ACC software features. Specifically, users can view live and recorded video, view events, control PTZ devices and export video from the ACC software through the C•CURE 9000 software.

What's New

- New integration software using the ACC Web Endpoint service.
- Support for Software House C•CURE 9000 version 2.90.

Be aware that the video analytics features only apply to cameras that support self-learning video analytics.

Requirements

Vendor	Requirements
Avigilon	ACC Server software 7.12.4 or later
Avigilon	ACC Client software 7.12.4 or later
Avigilon	Web Endpoint software 7.12.4 or later
Avigilon	C•CURE Integration license: ACC-CCURE-VIDEO-2.90
Avigilon	Avigilon integration executable file: CcureVideoIntegration-1.3.4.exe
Software House	C•CURE 9000 version 2.90
Software House	C•CURE Integration Software License: CC9000-AVIGILON

ACC Server and Client Requirements

Make sure the ACC Server and Client meet the system requirements listed on the Avigilon website: avigilon.com/support-and-downloads/for-software/acc/system-requirements/.

Upgrading the Integration Software

Note: If you were running version 2.70 or older of the ACC system integration with C•CURE, you will have to uninstall that integration before installing the new 2.90 integration.

If you are uninstalling the previous version of the integration software, you may also want to upgrade the Avigilon Control Center software and the C•CURE 9000 software to use all of the new features.

Upgrade/install the software components in the following order:

1. C•CURE 9000 software
2. ACC Server software
3. ACC to C•CURE 9000 integration software

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

All C•CURE 9000 services and components must be turned off before the integration can be installed. The Avigilon integration software with C•CURE 9000 must be installed on the C•CURE 9000 system server.

New Installations

- Install the C•CURE Integration license (ACC-CCURE-VIDEO-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 C•CURE to ACC video integration.
- Web Endpoint should be running on the ACC Server. Before adding the integration, configuration needs to be enabled by adding `enableAllRoutes: true` and `enableWebRtc: true` to the following file and then restarting Web Endpoint:

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

- Install the C•CURE to ACC integration executable file (CcureVideoIntegration-1.3.4.exe) on the same server as the C•CURE Server software as well as any ACC Client workstations that require access to the integration.

Note: Use the same user account that was used to install the C•CURE server software.

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.

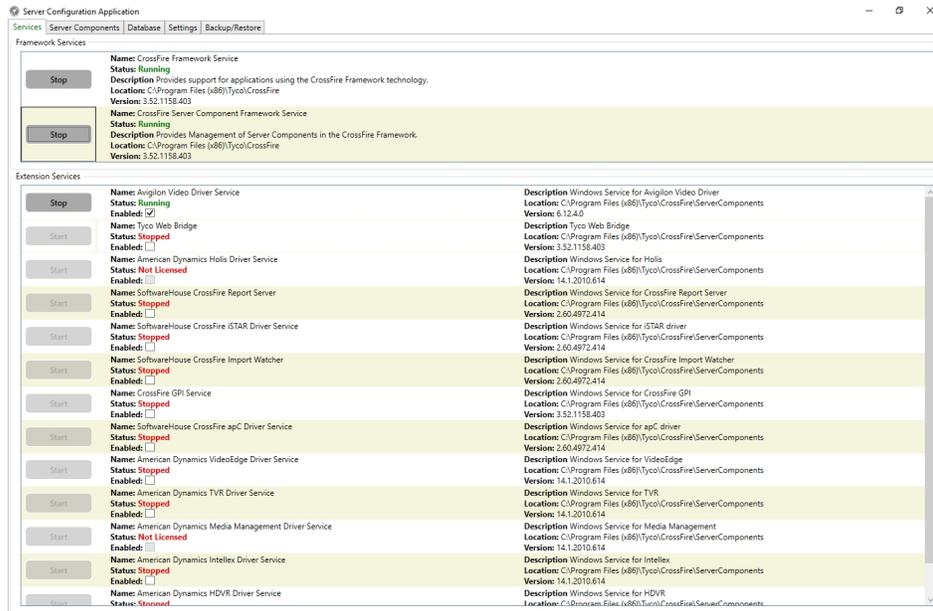
Checking the License in C•CURE

1. In the C•CURE License Manager, select the **C•CURE 9000** tab.
2. Check that *Avigilon Control Center* is listed in the Licensed Features list.

Enabling the Integration in C•CURE

After you check the licenses, you must enable the integration in the C•CURE software.

1. Open the C•CURE Server Configuration application.
2. Select the **Services** tab.



3. If the CrossFire Service and Server Component Framework are not running, click **Start**.
4. Launch the Windows Services console. In the Windows Start menu search bar, enter `services.msc`.
5. In the Services list, find the Avigilon Video Driver Service, right-click it and select **Start**.
The service status should change to *Running*.

Avigilon Configuration

Once the required licence and software have been installed, configure the ACC software for the integration.

See the *Avigilon Control Center Client User Guide* for more information about each of the required configurations.

Assigning Logical IDs to Cameras

In the Avigilon Control Center Client software, assign a logical ID to each camera. The integration software only allows you to access cameras with a logical ID. By default, cameras do not have a logical ID.

1. In the ACC Client software, right-click a camera in the System Explorer and select **Setup**.
2. In the camera Setup tab, click **General**.
3. In the General dialog box, enter a Logical ID: for the camera. The logical ID must be unique number.

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 user must have the following permissions to enable all the integration features:

- View live images
 - Use PTZ controls
 - Lock PTZ controls
 - Trigger manual recording
- View recorded images
 - Export images
 - View images recorded before login
- Setup sites
 - Setup external notification settings

This user will be used to connect the ACC system to the C•CURE software.

In the ACC Client software, complete the following steps:



1. In the Setup tab, select the site then click .
2. In the Groups tab, click **Add Group**.
3. In the following dialog box, select to copy the **Standard Users** group permissions.
4. In the Edit Group dialog box, give the new group a name then select the recommended permissions for the integration.
Make sure only the required permissions are selected.
5. Click **OK** to save the new group.
6. Select the Users tab then click **Add User**.
7. In the Add/Edit User dialog box, enter a **Username**.
8. 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 ACC software password for the integration.
9. Select the Member Of tab and select the check box beside the group you created earlier in this procedure.
The other two columns display the permissions linked to the selected group.
10. Click **OK**. The user is added to the system.

C•CURE Configuration

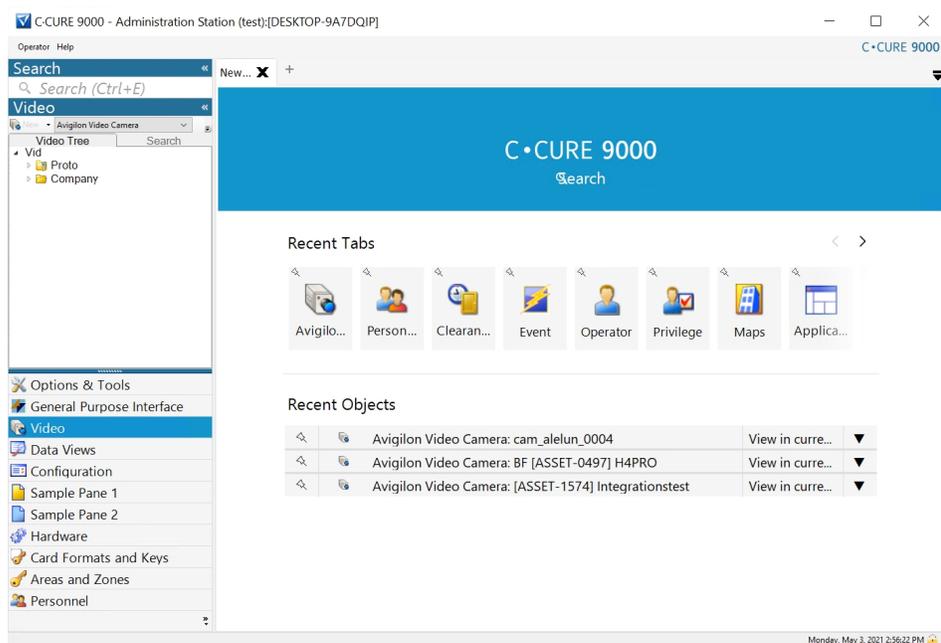
After the Avigilon Control Center configurations are complete, configure C•CURE to use the integration.

See the *C•CURE Help* for more information about each of the configurations.

Adding Avigilon Servers and Cameras

Note: The integration supports adding multiple ACC sites, but only one ACC server should be added to C•CURE from each ACC site that you are adding.

1. Open the C•CURE Administration Workstation.



2. Select the Video tab.
3. In the Video Tree pane, right-click **Company Name** and select **Avigilon Video Server > New**.

4. In the Video Server Editor, give the server a name and description.

Avigilon Video Server - Avigilon Site A

Save and Close Save and New

Name: Avigilon Site A

Description:

Enabled

General Alarms User Defined Fields State Images

Server ID

Video Protocol: Avigilon

Time Zone: ...

Import Camera

Online Connect

Server Info

Communication Port: 8443

Live Video Port: 5001

Alarm Port: 6000

Domain:

User Name: administrator

Password:

Re-enter Password:

IP Address: 127.0.0.1

Event Action Info

Poll Period: 100 second

Comm Fail Delay: 10 seconds

Per-second frame rate to use during recording: 1.0/0.8 fps

Time Sync at: 0 : 0 : 0 hh:mm:ss

5. Enter the username and password you created for the integration. For more information, see *Adding an Integration User in the Avigilon Control Center Software* on page 5.
6. Enter the IP address for the ACC Server with the integration license.

If the integration software was installed on the same server as the Administration Workstation software, enter the localhost IP address instead (typically 127.0.0.1).

Important: The **Alarm Port** is set to 6000 by default. This default setting is ok for the first ACC Server that you add to C•CURE, but any additional ACC Servers added will need a different **Alarm Port** set to avoid conflicts.

7. Select the **Enable** check box then click **Connect**.
8. Click the **Import Cameras** button when it becomes enabled.

Note: Only cameras that have logical IDs are imported into the C•CURE system. For more information, see *Assigning Logical IDs to Cameras* on page 5.

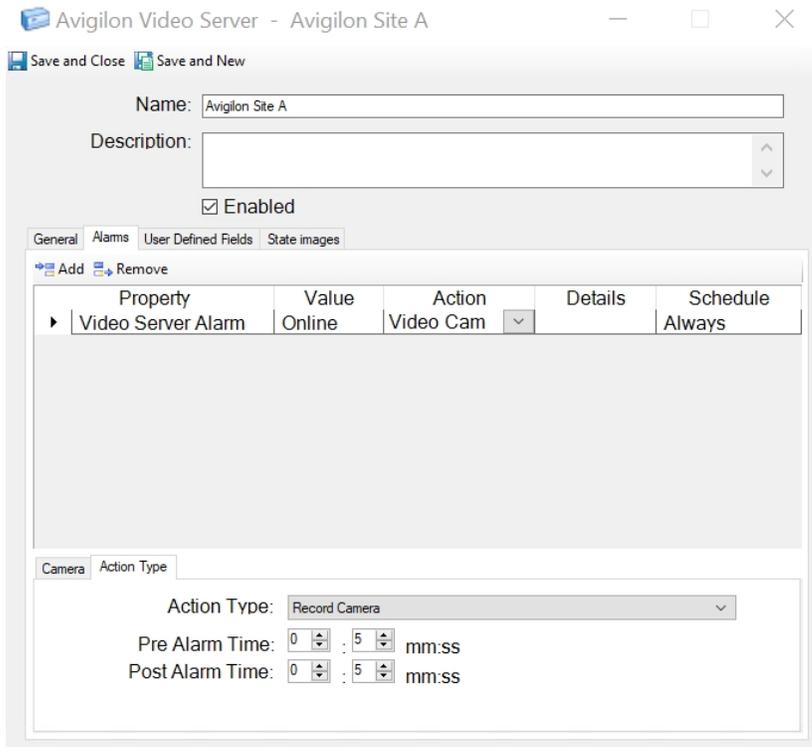
9. Click **Save and Close**.
10. Launch the Windows Services console. In the Windows Start menu search bar, enter `services.msc`.
11. In the Services list, find the Avigilon Video Driver Service, right-click it and select **Start**.

The new server and all cameras connected to the Site are added to the Video Tree pane of the

Adding Server Alarms

You can create a server alarm that is triggered by the ACC Server software online or offline status.

1. Open the C•CURE Administration Workstation.
2. In the Video Tree pane, right-click the Avigilon server and select **Edit**.
3. In the Video Server Editor, select the Alarms tab then click **Add**.

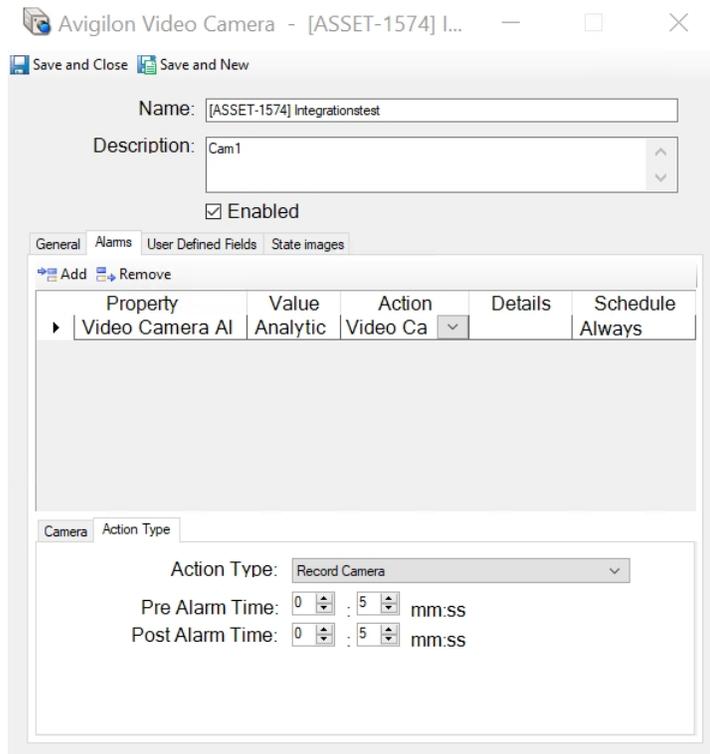


4. In the Property column, select **Video Server Alarm**.
5. In the Values column, select what triggers the alarm — when the server becomes **Offline** or **Online**.
6. In the Action column, select how you want C•CURE to respond to the alarm.
7. If you selected **Video Camera Action**, select the Action Type tab and select the server and camera that will perform the action.
8. In the Schedule column, select when the alarm can be triggered.
9. Click **Save and Close**.

Adding Camera Alarms

You can add a camera alarm that is triggered by a camera event, like motion detection or video analytics events configured in the ACC software.

1. In the C•CURE Administration Workstation, right-click a camera in the Video Tree pane and select **Edit**.
2. In the Video Camera Editor, select the **Alarms** tab then click **Add**.



3. In the Property column, select **Video Camera Alarm** or **Videoloss**.
4. In the Value column, select what triggers the alarm.
 - If you selected the Video Camera Alarm property, select **Motion** or **Analytics**.
 - If you selected the Videoloss property, click the Value column setting. When the check box appears, mark the check box for *True* or clear the check box for *False*.
5. In the Action column, select how you want C•CURE to respond to the alarm.
6. On the bottom half of the window, select any available options to further define the selected Action setting.
7. In the Schedule column, select when the alarm can be triggered.
8. Click **Save and Close**.

Using the Integration

Now that the integration has been installed and configured, you can use the C•CURE system to monitor video and alarms detected by cameras connected to the ACC system.

See the *C•CURE Help* for more information about using the different features in the C•CURE system.

Exporting Video

When you display recorded video in the C•CURE 9000 software, you can also export the video you are watching from the same window.

1. Display recorded video in the C•CURE software.
2. In the recorded video controls area, click **Export Recording**.
3. In the Avigilon Video Export dialog box, enter the Start Time and End Time of the video to be exported.
4. Click **Export**. The Save As dialog box opens.
5. Browse to the location you want to save the file, enter a file name, and click **Save**.

You will get a confirmation message that the video export was saved successfully.

Note: Video exporting currently only supports exporting in the MP4 file format.

Troubleshooting

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

Known Limitations

Listed below are the known limitations of the Avigilon integration with C•CURE 9000. The issues may be resolved in future versions of the integration software.

- Unable to configure or use Preset and Pattern 0 in triggered alarms or events.
- After updating the older integration, the old installation must be manually removed from Windows Add/Remove Program.
- When a server goes offline and online again, there can be a delay before it reconnects.
- There may be a delay when shutting down the integration via the Crossfire Server Component Framework.
- When it is not running, the Avigilon Video Driver Service may show as an *Invalid Service* in the C•CURE Server Configuration Application. You can ignore this message and run the service anyway by starting it in the Windows Services console.
- The Windows Event Viewer may capture a permission-related error log event with *IntegrationLogger.xml*. This is likely due to the fact that the *IntegrationLogger.xml* file belongs to the administrator and a non-admin user is attempting to use the integration. If non-admin users require using the integration, the workaround is to delete the *IntegrationLogger.xml* file and let it be re-created.

Avigilon Integration Software Does Not Install

When you try to install the Avigilon integration with C•CURE, an error message appears. The integration may continue to install but the installation is unsuccessful and you are unable to locate any instance of Avigilon Control Center in the C•CURE system.

This issue typically occurs when the user installing the integration does not have access to the C•CURE database.

To resolve this issue, uninstall the integration software, stop all C•CURE services and components, then reinstall it through the user account that installed the C•CURE server software.

Avigilon Video Driver Server Not Available

When you try to enable the integration in the C•CURE software (as described in *Enabling the Integration in C•CURE* on page 3) the Avigilon server component is not listed.

Check that the following integration requirements were met and the integration was installed correctly:

- You have an integration license from Avigilon and Software House.
- Both the ACC Server software and the C•CURE Server software are installed on the same network.
- When you installed the integration software, all C•CURE services and components were turned off.
- You installed the latest version of the Avigilon integration with C•CURE 9000 found on the Avigilon website: <https://www.avigilon.com/support/software/integrations/>

Camera is not Imported

After you've added the Avigilon server and cameras to the C•CURE software, a camera that you require is not listed in the Video Tree pane.

There are typically two reasons why the camera does not appear in the C•CURE software:

1. The camera does not have a logical ID.
 - Perform *Assigning Logical IDs to Cameras* on page 5.
2. The camera is connected to an ACC Server that has not been added to the C•CURE software. You can correct this by performing one of the following:
 - Add the ACC Server to the C•CURE software. For more information, see *Adding Avigilon Servers and Cameras* on page 7.
 - Connect the camera to a server that has already been connected to the C•CURE software.
In the ACC Client software, disconnect the camera from its current server then connect it to the server that is linked to C•CURE. You may need to import cameras from the server to C•CURE again — for more information, see *Adding Avigilon Servers and Cameras* on page 7.

Cameras Can only Be Imported in Bulk Once

Users may only import cameras in bulk once. After that the cameras need to be imported individually. This is due to a known limitation in the C•CURE integration caused by duplicate names and logical ID's in the site. Importing cameras more than once results in the following error:

```
Cannot save because another object exists with same configuration.
```

A workaround would be to remove any duplicate names and logical ID's before another import.

Video Is Displayed But Video Alarms Are Not Occurring

While you monitor video, you observe a motion event but the related alarm does not activate.

The integration service may not have started correctly. Reboot the service:

1. Open the C•CURE Server Configuration Application.
2. Select the Services tab.

3. If the CrossFire Service and Server Component Framework are not running, click **Start**.
4. Launch the Windows Services console. In the Windows Start menu search bar, enter `services.msc`.
5. In the Services list, find the Avigilon Video Driver Service, right-click it and select **Start**.