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Software House C-Cure Connector Installation Guide

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Software House C-Cure Connector Installation Guide by Resolver Inc.™

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C-Cure Connector System Requirements

The following are the specific system requirements for the **C-Cure connector**:

- Windows 8.1 or 10.
- 4GB of memory.
- 2Ghz dual-core process.
- Installation and configuration of Connect and the Dispatch connector.

The C-Cure connector also requires the installation of a plugin. The plugin requirements vary depending on the version of C-Cure installed on your system. Refer to the Software House documentation for your version of C-Cure for more information.

For more information on the Connect requirements, including system and browser requirements, see the [Connect Installation Guide](#).

Introduction

Connect is a module developed by Resolver that allows data to be shared between your security systems and Dispatch. The **C-Cure connector**, and its plugin, are tools that work in conjunction with Connect, specifically allowing your Software House C-Cure system to send data to Connect, which then sends the data to Dispatch.

Important Notes About This Guide

This guide covers how to install and configure the C-Cure connector and its plugin. Before completing the steps in this guide, you must install and configure Connect and the Dispatch connector by following the instructions in the [Connect Installation Guide](#).

If you're installing the Lenel connector, see the [Lenel OnGuard Connector Installation Guide](#). For information on editing the connectors, registering and mapping devices, and creating rules, see the [Connect User's Guide](#).

Before You Begin

Who Should Use This Guide

This guide provides instructions on installing and configuring the C-Cure connector and its plugin. For more information on installing and configuring Connect and the Dispatch connector, see the [Connect Installation Guide](#).

For more information on using Connect once it's been fully installed and configured, see the [Connect User's Guide](#).

Notes, Tips & Warnings

Throughout this guide, you'll see the following symbols:

	Indicates a NOTE .
	Indicates a TIP .
	Indicates a WARNING .

Install the C-Cure Connector & Plugin

As part of the connector configuration process, you will need to log into Connect and register the connector to obtain a connector ID. As such, ensure you have login credentials for a Dispatch user account that's authorized to access Connect prior to completing the steps below. See the [Dispatch Administrator's Guide](#) for more information on creating user accounts



It's recommended the connector is installed on the same machine as the C-Cure source system, however, the plugin **must** be installed on the same machine as the source system.

To install the C-Cure connector and plugin:

1. Double-click the **Connect Setup** folder in the Perspective download package.
2. Double-click the **Connector-CCure.exe** file to open the InstallShield Wizard.
3. Follow the steps in the wizard until the installation is complete. This will install the C-Cure connector and plugin.
4. Using Google Chrome, navigate to `https://<servername>/session`.
5. Enter your Dispatch user name and password in the **User Name** and **Password** fields.

Resolver Login

User Name

Password

LOGIN

The **Connect** login screen.

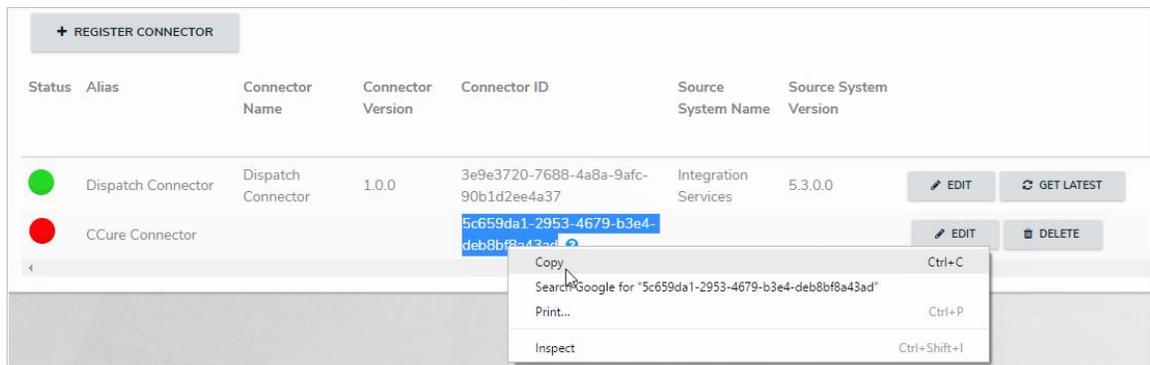
6. Click **Login** to display the **Connectors** page.
7. Click **Register Connector**.
8. Enter a name for the connector in the **Connector Alias** field, then click **Save**.



The screenshot shows a dialog box titled "Register Connector" with a close button (X) in the top right corner. Below the title is a label "Connector Alias" followed by a text input field containing the text "CCure Connector". At the bottom of the dialog, there are two buttons: "SAVE" with a floppy disk icon and "CANCEL" with an X icon.

The **Register Connector** screen.

9. Highlight the ID code in the **Connector ID** column beside the new connector, right-click it, then select **Copy** to copy the code to your clipboard.



Copying the **Connector ID** to the clipboard.

10. Navigate to the location where the connector was installed. By default, it can be found at
`C:\Program Files\Resolver Inc.\Connect\Connector CCure`.
11. Right-click the **appsettings.json** file, then select **Open with** to open the file with Notepad.

12. Paste the **Connector ID** obtained in step 9 between the quotation marks after "**ConnectorID**":

```
{  
  "Connector": {  
    "ConnectorID": "5c659da1-2953-4679-b3e4-deb8bf8a43ad",  
    "InstanceID": "1"  
  },  
}
```

Pasting the C-Cure Connector ID in the **appsettings.json** file.



Ensure your changes match the settings configured in the Connect **appsettings.json** file and are entered within the quotations marks after the semi-colon for each setting (e.g. "VirtualHost": "00.00",).

13. Make edits to the remainder of the settings in the file:

- a. **CCureConnector:**

- i. **RootUrl:** Enter the IP address of the computer where the C-Cure connector is installed and running.
- ii. **PluginUrl:** Enter the IP address of the computer where the C-Cure plugin is installed and running.
- iii. **SharedSecret:** This is the shared ID between the C-Cure plugin and connector. If necessary, change the default value to an alternate shared key, ensuring the same key has been added in the **config.json** file for the plugin in step 19. c. below.

- b. **QueueClient:**

- i. **VirtualHost:** Enter the name of the RabbitMQ Virtual host name.

- ii. **HostName:** Enter the host name of the server where RabbitMQ is installed.
 - iii. **UserName:** Enter the username of the RabbitMQ user that has full access to the RabbitMQ virtual host instance.
 - iv. **Password:** Enter the password of the RabbitMQ user.
- b. **Logging** (optional):
- i. **LogLevel:** Enter one of the following log levels for **Default**, **System**, and **Microsoft** (note that if no values are entered for **System** and/or **Microsoft**, the values entered for **Default** will be applied):
 - **Debug:** The highest log value. This value is often used by developers and for troubleshooting.
 - **Information:** Useful to support staff by providing context to errors.
 - **Error:** Displays critical error logs.
- c. **Application Insights** (optional):
- i. **Instrumentation Key:** Enter the Azure ID to output the logs. This optional configuration allows you to include a monitoring tool for the Connect and connectors.

```
{
  "Connector": {
    "ConnectorID": "5c659da1-2953-4679-b3e4-deb8bf8a43ad",
    "InstanceID": "1"
  },
  "CCureConnector": {
    "RootUrl": "http://00.00.0.00:0000",
    "PluginUrl": "http://00.00.0.00:0000",
    "SharedSecret": "12345678-1234-123456789123"
  },
  "QueueClient": {
    "VirtualHost": "0.0AB",
    "HostName": "Host",
    "UserName": "User",
    "Password": "password"
  },
  "Logging": {
    "IncludeScopes": false,
    "LogLevel": {
      "Default": "Error",
      "System": "Error",
      "Microsoft": "Error"
    }
  },
  "ApplicationInsights": {
    "InstrumentationKey": ""
  }
}
```

A fully configured **appsettings.json** file for the C-Cure connector.

14. Click **File > Save** to save your changes, then close the file.



If you need to create another instance of the connector, make a copy of the **appsettings.json** file and change the **InstanceID** to 2. If additional connectors are required, continue making copies of the file and changing the **InstanceID** to next sequential number (3, 4, 5, etc.).

15. In the **Connect Setup** folder, double-click **SoftwareHouse.CrossFire.Server.ServerComponentTestHost.exe** to run the C-Cure plugin.

16. Double-click **Connect.Connectors.CCure.exe** to run the C-Cure connector. The connector is running correctly if a “Connector startup is complete” message is displayed in Command Prompt. If this message is not displayed, confirm the configuration settings in step 13 are correct.



The **Connect.Connectors.CCure.exe** file must always be running while using C-Cure connector. If it's not running, the C-Cure connector will display a **red** circle in the **Status** column in Connect, indicating the connector is not currently online.

```
C:\Users\Administrator\Desktop\CCure_274\Connect.Connectors.CCure.exe
dbug: Connect.Common.Queueing.QueueClient[0]
      Listening to queue dac2754b-26db-4c23-bd2e-5d9fede99d50/ack
info: Connect.Connectors.Common.DefinitionManager[0]
      Action endpoint 'ack' is running.
dbug: Connect.Common.Queueing.QueueClient[0]
      Listening to queue dac2754b-26db-4c23-bd2e-5d9fede99d50/close
info: Connect.Connectors.Common.DefinitionManager[0]
      Action endpoint 'close' is running.
dbug: Connect.Common.Queueing.QueueClient[0]
      Listening to queue dac2754b-26db-4c23-bd2e-5d9fede99d50/settingvalues
info: Connect.Connectors.Common.DefinitionManager[0]
      Listening for settings changes from the Connect server.
info: Connect.Connectors.Common.DefinitionManager[0]
      Connector definition has been sent to the Connect server.
dbug: Connect.Connectors.Common.DefinitionManager[0]
      Published health: <"ConnectorRunning":true,"ConnectionToSourceOK":true,"HealthTime":"2017-04-20T15:46:51.0827029Z">
dbug: Connect.Common.Queueing.QueueClient[0]
      Processing the queue item:
      []
info: Connect.Connectors.Common.DefinitionManager[0]
      Settings have been received from the Connect server.
info: ConnectorHost[0]
      Connector startup is complete.
```

A successfully running C-Cure connector after double-clicking the **Connect.Connectors.CCure.exe** file.

17. Navigate to the location where the C-Cure plug-in is installed. By default, it's `C:\Program Files (x86)\Tyco\CrossFire\ServerComponents`.
18. Right-click the **Config.json** file, then select **Open with** to open the file in Notepad.
19. Make edits to the following settings in the file:
 - a. **PluginBaseUri**: Enter the URI of the computer where the C-Cure plugin is installed and running.

- b. **ConnectorUri:** Enter the URI of the computer where the C-Cure connector is installed and running.
 - c. **SharedSecret:** If you changed the default value of the shared secret in the **appsettings.json** file in step 13. a. iii., enter the alternate shared secret.
 - d. **Log Level:** Enter how much information will be logged (e.g. Debug, Info, Warn, Error).
 - e. **TimeZone:** Enter the time zone where the C-Cure devices will be operating. The names of the time zones can be obtained the [Time Zone IDs](#) article on the Microsoft website.
20. Click **File > Save** to save your changes, then close the file.

```
{
  "PluginBaseUri": "http://00.00.0.00:0000",
  "ConnectorUri": "http://00.00.0.00:0000",
  "SharedSecret": "00000-0000-0000-000-00000000",
  "LogLevel": "Error",
  "TimeZone": "Mountain Standard Time",
}
```

The **appsettings.json** file for the C-Cure plugin.

21. Return to Connect and log back in if necessary.
22. Refresh the browser. The circle in the **Status** column beside the new C-Cure connector should be **green** to indicate the connector is currently running and should now display a **Get Latest** button. If the circle is **yellow**, it means the connector is running, but there are errors in the settings. If the circle is **red**, it means the connector is not running.



For information on generating, registering, or editing devices or creating rules, see the [Connect User's Guide](#).

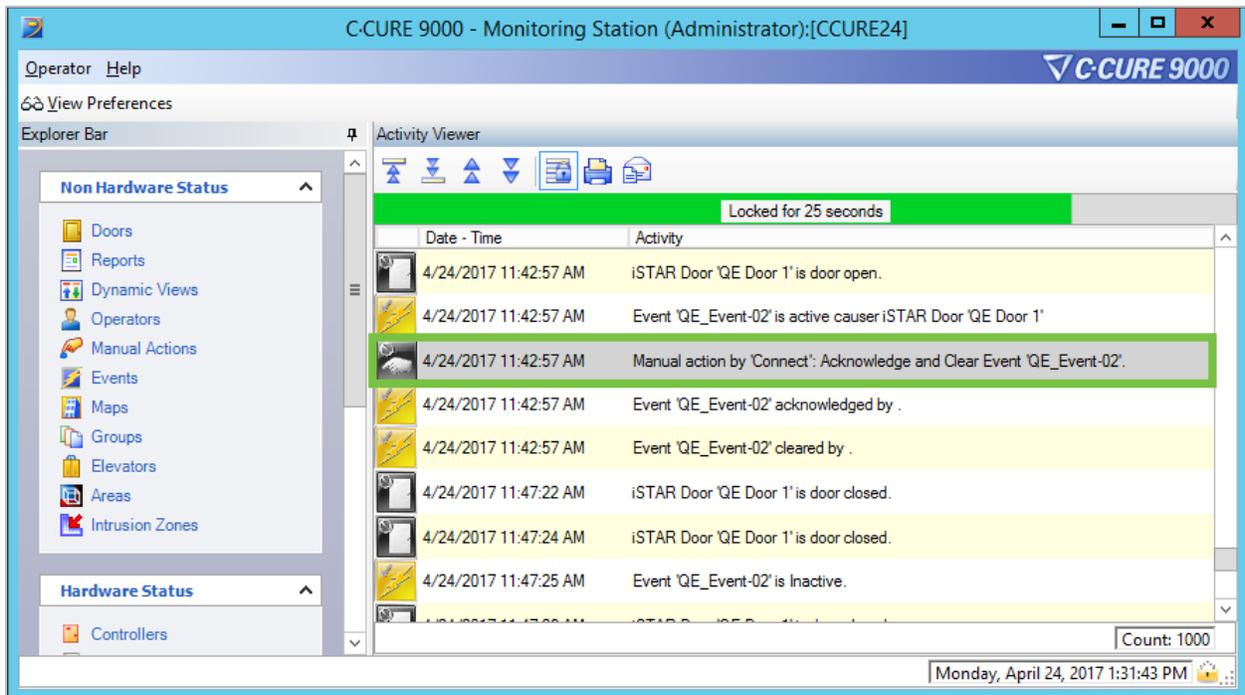
Edit or Delete a Connector

To edit or delete a connector:

1. From Connect, click **Connectors** at the top of the screen.
2. To edit a connector, click **Edit**, make changes to the fields in the **Details** or **Settings** tabs as needed, then click **Save**.
3. Click **Delete** next to the connector you wish to delete, then click **Yes** to confirm.

Monitor Connect Events in C-Cure

When an event is triggered and processed through Connect, the C-Cure Monitoring Station receives an acknowledge, clear, or an acknowledge and clear activity (depending on the event's rule settings in Connect).



The C-Cure Monitoring Station displaying a Connect event.

See the [Connect User's Guide](#) for more information on rules.

Contact Information

Technical Support

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