SOFTWARE HOUSE
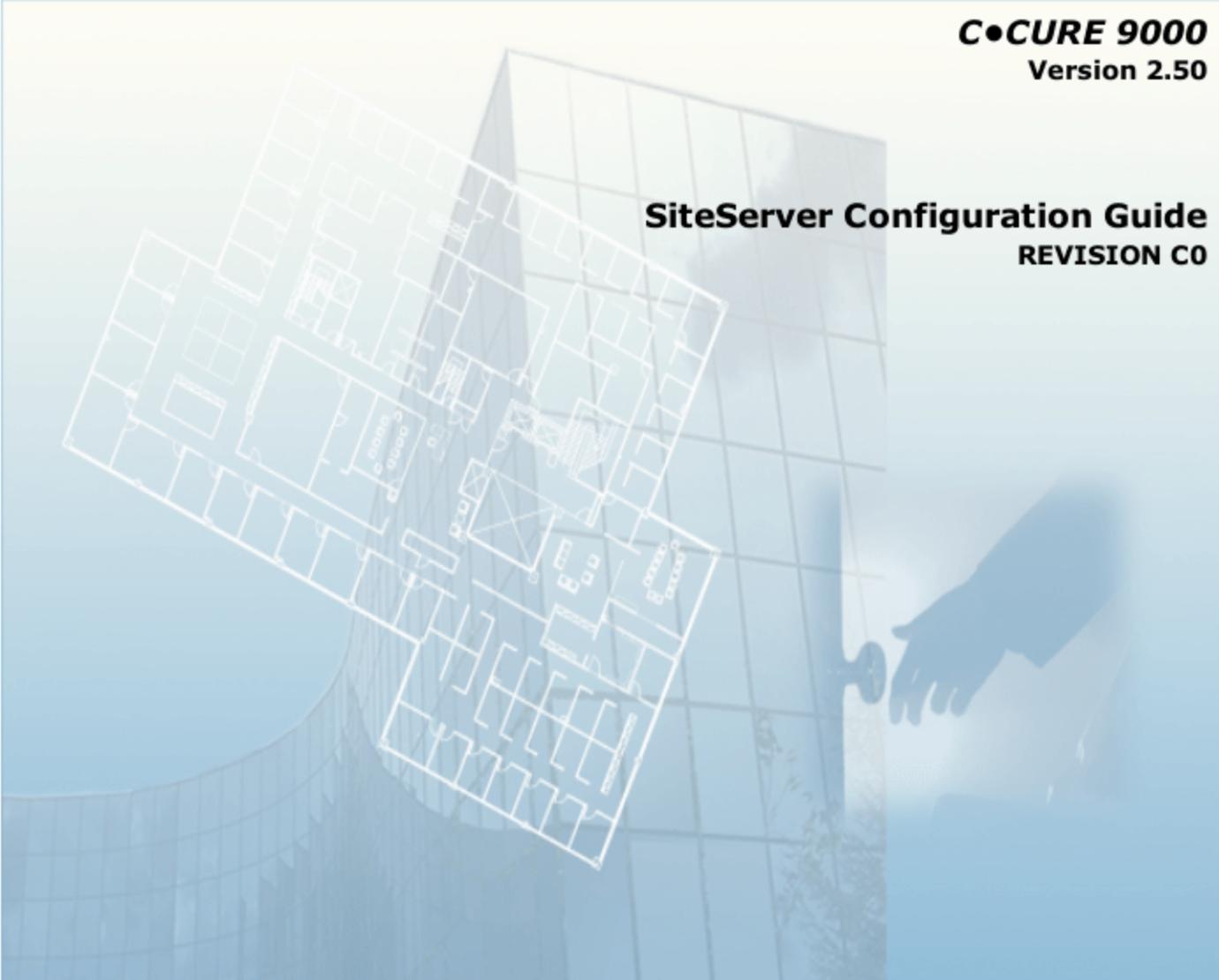
From Tyco Security Products

C•CURE 9000
Version 2.50

SiteServer Configuration Guide
REVISION C0

SOFTWARE HOUSE

8200-1082-02-C0

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Preface

The *C•CURE 9000 SiteServer Configuration Guide* is for new and experienced security system users. This manual describes configuring the SiteServer, using the dashboard and accessing C•CURE 9000.

In this preface

Finding More Information

Documentation

You can access C•CURE 9000 manuals and online Help for information about C•CURE 9000.

C•CURE 9000 Software manuals in English in PDF format are located in the C:/Documents folder.

The translated C•CURE 9000 software manuals for the supported languages in PDF format are located on the USB drive in SiteServerBootImage\SiteServer2-Upgrade-Installer\LanguagePack.

The manuals are also available from the Software House Member Center website
(███████████████████████████████████████).

Online Help

You can access the C•CURE 9000 Help by pressing **F1** or clicking Help from the menu bar in the Administration/Monitoring Station applications.

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Conventions

This manual uses the following text formats and symbols.

Convention	Meaning
Bold	This font indicates screen elements, and also indicates when you should take a direct action in a procedure. Bold font describes one of the following items: • A command or character to type, or • A button or option on the screen to press, or • A key on the keyboard to press • A screen element or name
blue color text	Indicates a hyperlink to a URL, or a cross-reference to a figure, table, or section in this guide.
Regular italic font	Indicates a new term.
<text>	Indicates a variable.

The following items are used to indicate important information.

NOTE	Indicates a note. Notes call attention to any item of information that may be of special importance.
TIP	Indicates an alternate method of performing a task.
⚠	Indicates a caution or warning. A caution contains information essential to avoid damage to the system. A caution can pertain to hardware or software. A warning contains information that advises users that failure to avoid a specific action could result in physical harm to the user or to the hardware.
🚫	Indicates an electrical hazard that users must avoid to prevent a risk of death or serious injury.

Software House Customer Support Center

Telephone Technical Support

During the period of the Agreement, the following guidelines apply:

- Software House accepts service calls **only** from employees of the Systems Integrator of Record for the installation associated with the support inquiry.

Before Calling

Ensure that you:

- Are the Dealer of record for this account.
- Are certified by Software House for this product.
- Have a valid license and current Software Support Agreement (SSA) for the system.
- Have your system serial number available.
- Have your certification number available.

Hours	Normal Support Hours	Monday through Friday, 8:00 ▮. to 8:00 ▮., EST. Except holidays.
	Emergency Support Hours	24 hours/day, seven days a week, 365 days/year. Requires Enhanced SSA "7 x 24" Standby Telephone Support (emergency) provided to Certified Technicians. For all other customers, billable on time and materials basis. Minimum charges apply – See MSRP.
Phone	U.S. Puerto Rico U.S. Virgin Islands	+1-800-392-2873
	For other regions, see ▮	

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Overview

This chapter provides basic information and specifications for the SiteServer Network Appliance.

In this chapter:

C•CURE 9000 SiteServer Overview

The C•CURE 9000 SiteServer is a network appliance with an embedded OS providing an affordable, easy to install, web-based security and event management system that communicates with up to 64 readers. The unit comes pre-installed with the latest version of C•CURE 9000. With no software to install and a pre-configured database, an IP network is all you need to harness the power of C•CURE 9000 security and event management system.

C•CURE 9000 SiteServer may be configured and managed using a standard C•CURE workstation or, if system management is needed from a number of locations, a standard web-browser such as Microsoft® Internet Explorer®, Mozilla®, Firefox® or Google™ Chrome can log on to the system using the C•CURE 9000 Web Client. This saves the need to install dedicated workstation software onto corporate computers.

C•CURE 9000 SiteServer also includes an optional pre-configured database that further reduces the cost and time needed to configure and program iSTAR controllers and clusters, readers, doors, clearances, schedules, alarms, and other system objects.

The Solid State Drive (SSD) provides enhanced system reliability because having no moving parts solid-state drives are less fragile than hard disks, which can wear out with repetitive use. Access time and latency are also low since there are no mechanical actions for seeks and rotational delay.

C•CURE 9000 SiteServer can be placed on a desktop, rack-mounted, or placed in a wall-mount configuration. It is compatible with all Software House iSTAR controllers and associated readers, including the iSTAR Edge two or four - reader IP door controller.

Fully-featured C•CURE 9000 software allows C•CURE 9000 SiteServer to provide powerful security and event management features in a compact, network appliance.

Features

- Pre-installed with a Microsoft Windows® 7 embedded operating system.

- Pre-installed C•CURE 9000 software, including SQL Express 2014.

- Supports 8, 16, 32, or 64 readers (depending on model purchased).

- Includes an optional pre-configured database of readers, doors, controllers, and other standard objects.

- 256 GB Solid State Drive (SSD) provides enhanced system reliability and ample storage space.

- Compatible with all Software House iSTAR controllers and a wide range of readers.

- Flexible mounting options – desktop, wall-mount, or rack mount.

- User-friendly dashboard.

- Built-in schedule to back up C•CURE 9000 data.

Shipment Contents

This section lists the contents of your SiteServer shipment, and also items that are necessary but not included.

What's included:

- *SiteServer Quick Start Guide.*
- SiteServer Release Notes.
- Regulatory Document.
- SiteServer Appliance (8, 16, 32, or 64 reader support).
- Wall mounting bracket.
- Localized Power Cord.
- SiteServer Recovery USB.
- Keyboard and Mouse.
- Reset Pin.

What's not included:

- Flat Panel Monitor.
- Network Cables.
- VGA/DVI Cables.

Hardware Specifications

Physical Specifications

Table 1 on Page 13 describes the physical specifications.

Table 1: Physical Specifications

Feature	Details
Dimensions	(HxWxD) 90x330x330 mm (3.54 x 12.99 x 12.99 in)
Weight	4.6 Kg (10.1 lbs)
Chassis Material	SGCC (Galvanized High Carbon Steel)
Form Factor	Desktop
Mounting Options	Desktop, wall, rack
LED Indicators	Power, HDD

Environmental Specifications

Table 2 on Page 13 describes the environmental specification.

Table 2: Environmental Specifications

Feature	Details
Operating Temperature	5° to 35° C (41° to 95° F)
Storage Temperature	-10°C to 60°C (14° to 140° F)
Humidity	5% to 95% RH

Operational Specifications

Table 3 on Page 13 describes the operational specifications.

Table 3: Operational Specifications

Feature	Details
CPU	Intel Core i5 processor
Chipset	i5-4570 CPU @3.20 GHz
Memory	16 GB

Table 3: Operational Specifications (continued)

Ethernet Communications	2 x 10/100/1000 LAN ports
Input/Output	1 x VGA Port 1 x DVI-D Por 1 x HDMI Port 6 x USB 2.0 Port 2 x USB 3.0 Port 1 x RJ45 Gigabit Ethernet Port 1 x RJ45 Gigabit Ethernet Port (slot back panel) 1 x 3.5mm Microphone Socket 1 x 3.5mm Headphone Socket 1 x 3.5mm Speaker Out Socket 1 x PS/2 Port (Keyboard) 1 x PS/2 Port (Mouse) 1 x Parallel Port
USB Ports	Front: 2 x USB 2.0 2 x USB 3.0 Rear: 4 x USB 2.0 2 x USB 3.0
Operating System	Windows 7 64-bit Embedded
Database	Microsoft SQL Express 2014
Languages Supported	English, French, German, Spanish, Italian, Portuguese (Brazilian), Simplified Chinese

Electrical Specifications

Table 4 on Page 14 describes the electrical specifications.

Table 4: Electrical Specifications

Feature	Details
Power to Unit	100-240V, 50-60Hz

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Regulatory Specifications

Table 5 on Page 15 describes the regulatory specifications.

Table 5: Regulatory Specifications

Feature	Details
Environmental	RoHS, EU Directive 2011/65/EU, WEEE, EU Directive 2002/96/EC
Safety	UL 60950-1, CSA-C22.2 No. 60950, EN 60950-1, IEC 60950-1
Immunity	EN50130-4, EN 61000-6-1, IEC 62599-2, EN55024
Emissions	FCC CFR 47 Part 15 Class A, AS/NZS CISPR22 Class A, ICES-003/NMB-003 Class A, EN 55022

Web Client System Requirements

To access the C•CURE 9000 Web Client from your computer, the requirements listed in Table 6 on Page 15

Table 6: Web Client Minimum System Requirements

Category	Requirement
Client Operating System	One of the following: • Windows 7 Professional and Enterprise, 32- or 64-bit • Windows Server 2008 R2 64-bit • Windows 8.1 • Windows Server 2012 • Windows Server 2012 R2
Browser	One of the following: • Microsoft Internet Explorer version 8.0 or later • Mozilla Firefox 3.0.11 or later • Google Chrome 2.0.172.31 or later.

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SiteServer Front Panel and Rear Panel

SiteServer Front Panel

Figure 1 on Page 16 shows the SiteServer Front Panel with I/O ports. There is a flip-up panel next to the system power button and activity LED.

Figure 1: Front Panel with I/O Ports

SiteServer Rear Panel
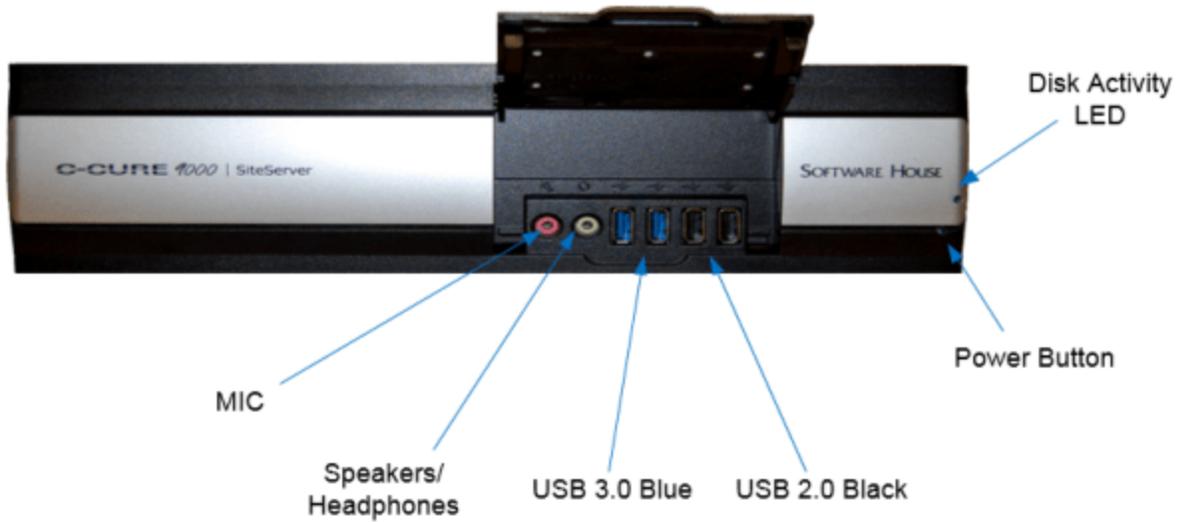
shows the SiteServer Rear Panel.

Figure 2: Rear Panel
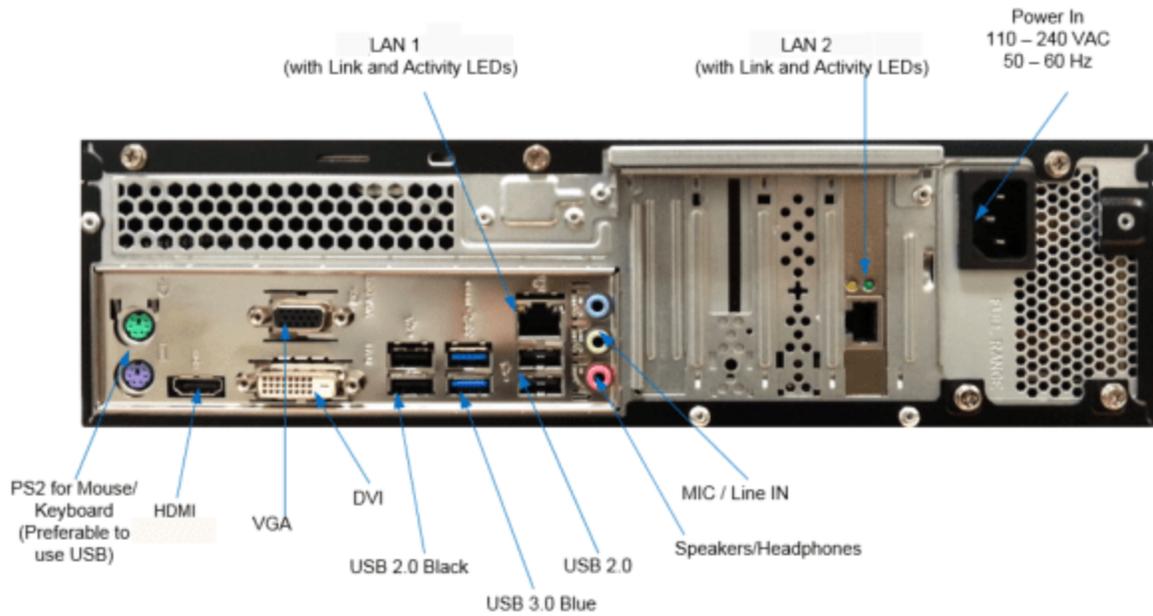
SiteServer Environment Setup

Figure 3 on Page 18 shows the SiteServer Environment Setup. The SiteServer Network appliance can operate in a WAN environment or in a totally private LAN environment. The environment scenarios, and the ways to connect them, are explained in Network Scenarios on Page 38.

The SiteServer is typically connected to:

- Encrypted iSTAR Pro, Edge, iSTAR eX, iSTAR Ultra, iSTAR Ultra SE controllers through their cluster.

- Non- encrypted iSTAR Pro and Classic controllers through their cluster.

- Non-encrypted iSTAR Pro, iSTAR Ultra, iSTAR Ultra SE controllers through their cluster.

- Administration, Monitor, and Web Clients.

- Video Servers.

- Intrusion Panel.

Figure 3: SiteServer Environment Setup
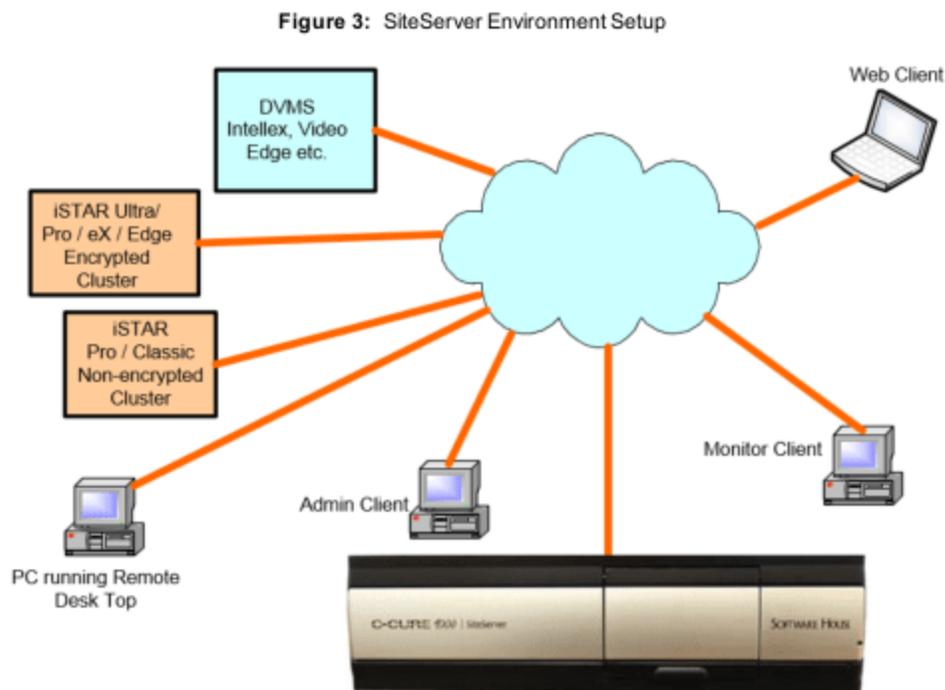
SiteServer System Capacities

The SiteServer models and their system capabilities are listed in Table 7 on Page 19.

Table 7: SiteServer System Capacities

	SSVR2-08	SSVR2-16	SSVR2-32	SSVR2-64
# of Online Readers	8	16	32	64
# of Online Inputs	1,000	1,000	1,000	1,000
# of Online Outputs	1,000	1,000	1,000	1,000
# of Enabled Cardholders	7,000	7,000	12,000	20,000
# of Simultaneous Clients (included/max)	5/10	5/10	5/10	5/10
# of Standard Badging Clients (included/max)	1/5	1/5	1/5	1/5
apC support	Yes	Yes	Yes	Yes
CURE 9000 Mobile	Yes	Yes	Yes	Yes
DSC PowerSeries NOTE: Pre-installed and licensed.	Yes	Yes	Yes	Yes
DSC PowerSeries Neo	Yes	Yes	Yes	Yes
DMP XR500N, XR500E, XR100N	Yes	Yes	Yes	Yes
Honeywell Galaxy Dimension Series	Yes	Yes	Yes	Yes
iSTAR support	Yes	Yes	Yes	Yes
Multi-lingual	Yes	Yes	Yes	Yes
LDAP	No	No	No	No
Ability to operate as a SAS in a C•CURE 9000 Enterprise environment.	Yes, optional P/N SITESVR-SAS	Yes, optional P/N SITESVR-SAS	Yes, optional P/N SITESVR-SAS	Yes, optional P/N SITESVR-SAS
ISC support	No	No	No	No
Intellex Video integration	Yes	Yes	Yes	Yes
HDVR Video Integration	Yes	Yes	Yes	Yes
VideoEdge 4.8 SP1 Integration	Yes	Yes	Yes	Yes

Ordering Codes

Table 8 on Page 20 lists the ordering codes for the SiteServer models.

Table 8: C·CURE 9000 SiteServer Ordering Codes

Code	Description
SSVR2-08	C·CURE 9000 SiteServer, supports 8 readers with US cord.
SSVR2-08-AP	C·CURE 9000 SiteServer, supports 8 readers with Australian cord and Japan/China cord..
SSVR2-08-BZ	C·CURE 9000 SiteServer, supports 8 readers with Brazilian cord.
SSVR2-08-CE	C·CURE 9000 SiteServer, supports 8 readers with UK cord and Continental Europe cord.
SSVR2-16	C·CURE 9000 SiteServer, supports 16 readers with US cord.
SSVR2-16-AP	C·CURE 9000 SiteServer, supports 16 readers with Australian cord and Japan/China cord.
SSVR2-16-BZ	C·CURE 9000 SiteServer, supports 16 readers with Brazilian cord.
SSVR2-16-CE	C·CURE 9000 SiteServer, supports 16 readers with UK cord and Continental Europe cord.
SSVR2-32	C·CURE 9000 SiteServer, supports 32 readers with US cord.
SSVR2-32-AP	C·CURE 9000 SiteServer, supports 32 readers with Australian cord and Japan/China cord.
SSVR2-32-BZ	C·CURE 9000 SiteServer, supports 32 readers with Brazilian cord.
SSVR2-32-CE	C·CURE 9000 SiteServer, supports 32 readers with UK cord and Continental Europe cord.
SSVR2-64	C·CURE 9000 SiteServer, supports 64 readers with US cord.
SSVR2-64-AP	C·CURE 9000 SiteServer, supports 64 readers with Australian cord and Japan/China cord.
SSVR2-64-BZ	C·CURE 9000 SiteServer, supports 64 readers with Brazilian cord.
SSVR2-64-CE	C·CURE 9000 SiteServer, supports 64 readers with UK cord and Continental Europe cord.
SSVR2-BR	C•CURE 9000 SiteServer, set of 2 rack-mount brackets, rack-mount size is 19-inch.
SSVR2-USB25	C·CURE 9000 SiteServer Re-imaging USB Drive.
SITESVR-SAS	C·CURE 9000 SiteServer SAS.

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Using C•CURE 9000 SiteServer

This chapter describes the Startup Wizard, licensing, desktop dashboard, various network scenarios, and the licensing process. It also provides information about using the C•CURE Standalone to SAS Migration Utility to merge a standalone C•CURE 9000 server into an existing C•CURE 9000 Enterprise site.

In this chapter

Startup Wizard

The Startup Wizard loads on first boot and again on subsequent start-ups if the initial configuration is not completed.

The Startup Wizard, shown in Figure 4 on Page 22, guides you through the configuration of the C•CURE 9000 SiteServer appliance. Before you configure the appliance, ensure that the required networks are connected to the SiteServer.

Figure 4: Startup Wizard- Language Selection

NOTE   If you exit the Startup Wizard prior to completing the steps, the wizard does not save your progress and you will need to repeat the initial configuration again.

This Startup Wizard has the following tabs:

- Language
- Welcome
- Network
- System
- Database
- Advanced
- License

You can go back to the previous tab using the [icon].

Exit closes the Startup Wizard without making any changes.

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Language

The Language tab, shown in Figure 4 on Page 22 allows you to select the preferred language for the configuration wizard. The default language is English.

To Select the Language

1. Select the preferred language.

2. Click **Save and Next**. If a language other then English is selected, a restart is required. The Welcome screen appears in the language you selected.

Welcome

This screen welcomes you and requests acceptance of the End User License Agreement (EULA). Use the scroll bar to read through the entire EULA. Select the **Accept the terms and conditions** check box to accept the EULA terms and conditions and click **Save and Next**.

Figure 5: Startup Wizard- Welcome Screen

Network

The Network tab provides access to SiteServer's network settings, and is used to edit the IP Address, Subnet Mask, Default Gateway and the Primary DNS Server.

Each variant of the SiteServer is supplied with two Network Interface Controllers (NICs) and is designed to use a network topology utilizing multiple LAN connections. It can also be configured to utilize a WAN network to connect to remote clients via the internet. Figure 6 on Page 24 shows the SiteServer Network tab with two NICs, LAN #1 and LAN #2.

Figure 6: Startup Wizard- Network Settings

Automatic Configuration of IP Address, Subnet Mask and Gateway Address

When the **Use DHCP** check box is selected, the SiteServer obtains its IP address from a Dynamic Host Configuration Protocol (DHCP) server. The IP address may change periodically.

To Configure the NIC to Automatically Obtain IP Configuration from a DHCP Server

1. Select the **Use DHCP** check box.

2. Click **Save and Next**.

Manual Configuration of IP Address, Subnet Mask, Default Gateway, and DNS server

To Manually Configure the IP Address, Subnet Mask, Default Gateway, and DNS Server

1. Enter the **IP Address** and **Subnet Mask** following IP naming conventions.

2. The following are optional:

   a. Enter the **Default Gateway** (router) address.

   b. Enter the **Primary DNS** server address.

3. Click **Save and Next**.

System

The System tab, shown in Figure 7 on Page 25, displays the system details and is used to configure the SiteServer environment.

NOTE   If the network cable is not connected to the SiteServer, you can not configure the fields in the System tab.

Figure 7: Startup Wizard- System Settings

The System tab has the following read-only details in the System Information section:

- Processor.
- Physical Memory.
- Storage Information.

In the Locale Configuration section, the following local settings can be configured:

- Computer Name.
- Time Zone.

To Save the System Settings

- Click **Save and Next**.

If you change the **Computer Name** or the **Time Zone**, you must restart the system.

Database

The Database tab, shown in Figure 8 on Page 26, is used to configure the settings for C•CURE 9000 Database backup, Schedule, and a selection to use the editable sample database of 32 readers and 32 doors.

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Figure 8: Startup Wizard- Database Settings

Database Backup

The Database Backup function backs up the C•CURE 9000 databases (System, Audit Log, and Journal database) to the specified location. By default, the System Backup function names the backup automatically and saves the backup to a default location, C:\Backup.

NOTE
- The backup location can be physically on the system or on a network drive (with required access privileges).
- The system automatically retains the last three backups and purges the rest. This is to prevent the hard drives from becoming full.

To Save the C•CURE 9000 Databases to a Different Location

- Specify the location where you want to save the databases. The specified backup location should exist before running the Database Backup Tool.

NOTE
Click the **Use default backup location** button to reset the location entered.

When the backup location is the network folder path, both the systems must be part of the same domain.

Schedule

When the **Create backup schedule events in C•CURE 9000** check box is selected, the "System Database Backup" event will be used. The System Database Backup event gets the backup schedule from the System Database Backup Schedule. You can only create a backup schedule once. After the scheduled event is created, this option is disabled.

The default setting for the System Database Backup Schedule is every Sunday at 1 AM. The event and the schedule are both editable. See the *C•CURE 9000 Software Configuration Guide* for information about events.

Sample Database

Sample Database allows you to use an editable sample database. The database contains objects like clusters, doors, schedules, events, actions, privileges, Operator templates, queries and dynamic views in the C•CURE 9000 database.

When the **Create the Sample Database in C•CURE** check box is selected, the sample database is automatically created. The sample database is only created once. After the sample database is created, the **Create sample database in C•CURE** check box is disabled.

To Save the Database Settings

■ Click **Save and Next**. All settings are saved and transferred to the C•CURE 9000.

Advanced Settings

The Advanced Settings tab, shown in Figure 9 on Page 27, allows you to:

■ Enable or disable the Toolbar and Health Dashboard. The default setting is enabled (check box selected).

To hide the Toolbar and/or Health Dashboard, deselect the check box and save the configuration.

■ Monitor the status of one the following intrusion drivers installed and licensed:

• DSC PowerSeries (the default selection - pre-installed and license included)

• DSC PowerSeries Neo

• DMP XR500 (XR500N, XR500E, XR100N)

• Honeywell Galaxy (Dimension Series)

Figure 9: Advanced Settings

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Temporary Licensing

The License tab, shown in Figure 10 on Page 28, allows you to activate a 60-day temporary license, generate a permanent license request, and validate the permanent license.

The image is shipped with a 60-day temporary license, for the configuration you ordered (8 reader, 16 reader, 32 reader, or 64 reader). A temporary license allows access to the functions and capabilities specified in your order for a limited time - 60 days from the date the temporary license was activated. If you do not activate a permanent license before your temporary license expires, functions become unavailable the next time SiteServer restarts.

You must click **Activate Temporary License** to use the 60-day temporary license if you do not have a permanent license. If you do not activate the temporary license, you cannot use the SiteServer.

Figure 10: License Tab - Temporary License

To Complete the SiteServer Setup

1. Click **Complete**.

   The SiteServer restarts.

2. When the SiteServer restarts, log in as Administration (password: 'Administrator') to launch the Administration desktop.

   The password is case-sensitive.

   See the C•CURE 9000 documentation for configuration information.

Permanent Licensing

After you generate a permanent license file, you must register your SiteServer Appliance to request a permanent license.

NOTE	The serial number printed on the label is your proof of license to use the software. The label is located on the bottom of the SiteServer appliance. The serial number is required for registration, licensing, and if you need to recover your system.

## To Generate a Permanent License Request File and Register the SiteServer

1. From the dashboard, click the **Configuration** icon to open the SiteServer Setup Wizard.

2. Click the **License** tab.

Figure 11: License Tab - Permanent License Request

3. Click **Generate License Request** to generate a license file. Once the file is generated, **licensefile.zip** is saved to C:\Program Files\Tyco\SiteServer\Licensing.

4. Click **Exit**.

5. Open an Internet browser and enter ▮▮▮▮▮▮▮▮▮▮▮▮ to request a permanent license.

6. Log in. If you do not have a user account, create one. (You must have a user account to register a product and request a license.)

7. Click **Support** and select **Register a Product** as shown in .

Figure 12: Registering a Product for Licensing
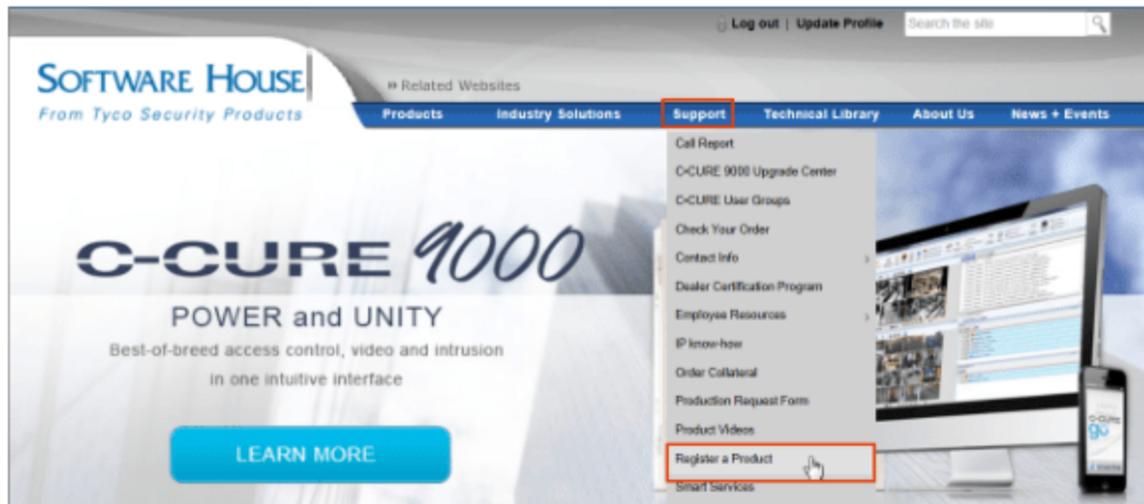
The Software License Management screens opens.

8. Click the **Brand** drop-down menu and select **Software House**.

9. Click the **Product** drop-down menu and select **CCURE 9000 SiteServer Win7 (<=v*X.X*)** - where *X* is the version number.

10. Click **Next**. The Personal Data Processing Consent form opens.

11. Select the **I consent and confirm** check box if you agree with the consent form and advance to Online Registration Form.

   If you select the **I do not consent** check box, you are returned to the Software License Management screen and cannot register the product.

12. Enter or select the information requested in the form.

13. Attach the zipped license request file, **licensefile.zip**, that you generated in Step 3.

14. When the form is completed and the license file is attached, click **Submit**. The permanent License file will be sent to the email address you supplied on the form.

NOTE If you do not receive the permanent license file within eight hours, please contact the Licensing department by email (██████████████) or by phone (1-800-507-6268 [Select Option **3** Software House, then Option **3** Licensing]) and the licensing group will respond accordingly.

15. Once you receive the permanent license file, copy it to **C:\Program Files\Tyco\SiteServer\Licensing**. You must have Administrator privileges to save the license file to the folder.

To Validate the Permanent License

1. Ensure that you copied the license file you received to **C:\Program Files\Tyco\SiteServer\Licensing**.

2. From the dashboard, click the **Configuration** icon to open the SiteServer Setup Wizard.

3. Click the **License** tab.

4. Click **Validate Permanent License**.

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5. Browse to **C:\Program Files\Tyco\SiteServer\Licensing** and click the license file to select it.

6. Click **Exit** to complete the setup.

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SiteServer Dashboard

The SiteServer Dashboard is a desktop screen that appears after the Startup Wizard settings are saved. This dashboard has the Launch Bar, Sidebar, System Tray and Windows Taskbar shown in Figure 13 on Page 32.

The dashboard Launch Bar icons are described in Table 9 on Page 32.

Figure 13: SiteServer Dashboard
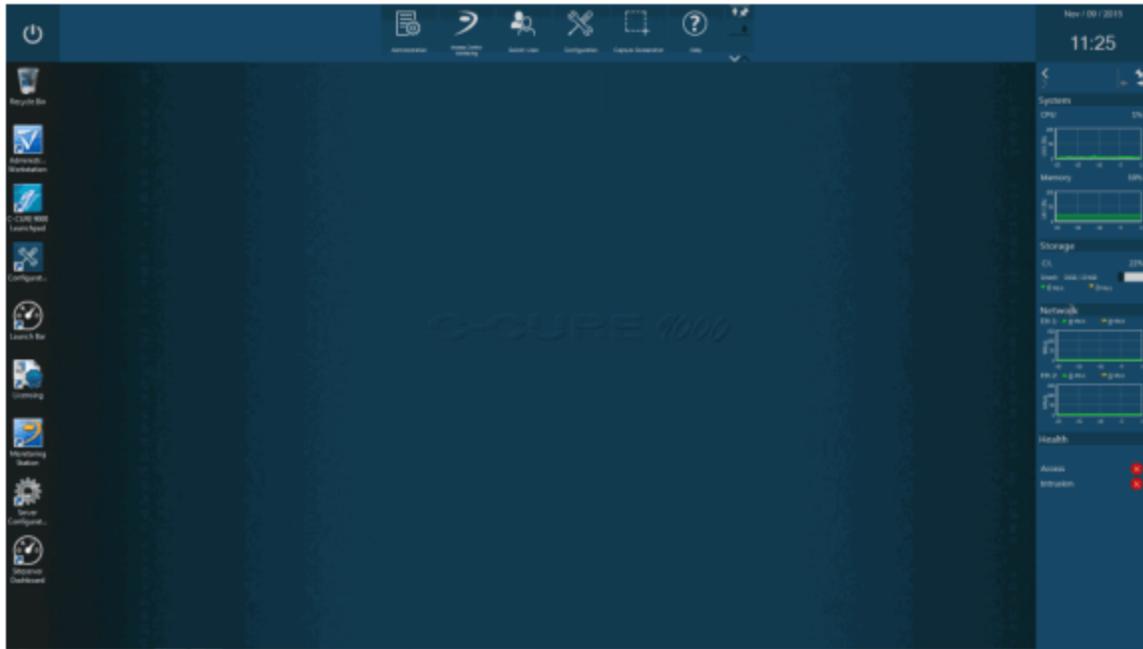
Launch Bar

Table 9: Launch Bar Icons

Dashboard Icon	Action
	Click to restart the system.
	Click to launch the C•CURE 9000 Administration Workstation.
	Click to launch the C•CURE 9000 Monitoring Station.

	Click to switch to other users available in the system. For more information, see Windows User Accounts on Page 35
	Click to launch the SiteServer Startup Wizard. You can use the Startup Wizard to reconfigure the C•CURE 9000 SiteServer appliance settings for the following tabs, Language, Network, System, Database, and License. For more information, see Startup Wizard on Page 22. NOTE: When the Computer Name is changed in the System tab, a warning message appears to restart the SiteServer.
	Click to capture a screen shot. The captured image is stored in one of the following locations in Portable Network Graphics (png) format. • If you are logged in as an Administrator, the screen capture is saved to *C:\Users\Administrator\Documents*. • If you are logged in as a User, the screen capture is saved to: *C:\Users\<User>\Documents*.
	Click to view: • Application version • *C•CURE 9000 SiteServer Configuration Guide* (click to open the PDF) • *C•CURE 9000 Getting Stated Guide* (click to open the PDF)
	• Click to move the Launch bar icons to the bottom of the dashboard. Click the icon on the right side of the dashboard to move the Sidebar items to the left (Clicking the icon in the new position returns the Sidebar items to the original position.) • Click the dotted arrow to hide the Launch bar/Sidebar. To bring back the hidden Launch bar/Sidebar, click in the default Launch bar\Sidebar area and click again on the lined arrow.
	Displays the system date and time. (Date is displayed in mmm/dd/yyyy format and the time is displayed in 24-hour time format.)

Side Bar

The Sidebar displays the health of the system in graphical format.

- **System**: Percentage CPU and Memory utilization with graphs.

- **Storage**: Hard disk utilized space.

- **Network**: Network meter displays bandwidth utilization of each port.

- **Health**: Monitors the status of the CrossFire Framework Service, CrossFire Server Component Framework Service, SoftwareHouse CrossFire iSTAR DriverService, License, and the Intrusion driver.

Green indicates that the service is running, red indicates that the service is down. Table 10 on Page 34 lists the components and the respective services.

Table 10: Health Status

Component	Services/Driver
Access	iSTAR
	License
	CrossFire
	CrossFire Components
Intrusion	• DSC PowerSeries • DSC PowerSeries Neo • DMP XR500N, XR500E, XR100N • Honeywell Galaxy Dimension Series NOTE: Licensed drivers must be enabled in the Server Configuration Application.

NOTE   When the Administrator password is modified, the desktop dashboard does not display Storage and Network information. You need to configure the "Tyco SiteServer" Windows Service with the new password. For more details on how to change the password, see Configuring the Tyco SiteServer Service to Run Under Other Credentials on Page 66.

Windows User Accounts

The SiteServer appliance can be operated in two modes: Administrator and User. As the Administrator mode is the default mode, there are no restrictions on operations or commands executed on the system. The SiteServer Dashboard is visible with all the utilities. The User Mode has limited resources with restrictions on allowed operations and limited permissions for execution of certain commands.

See the following for more information:

- Administrator Mode on Page 35
- User Mode on Page 36

Administrator Mode

In the Administrator mode the SiteServer desktop looks as shown in Figure 14 on Page 36.

The Administration desktop has icons allowing access to:

- C•CURE 9000 Launchpad
- C•CURE 9000 Administration Workstation
- C•CURE 9000 Monitoring Station
- C•CURE 9000 Server Configuration Application
- SiteServer Configuration Dashboard
- SiteServer Dashboard
- Launch Bar
- Windows Taskbar
- System Tray

The SiteServer Administration interface allows viewing, editing and full functionality of the C•CURE 9000 Client.

By default, the password for Administrator mode is **Administrator**. The password is case-sensitive.

Figure 14: Administrator Mode Desktop
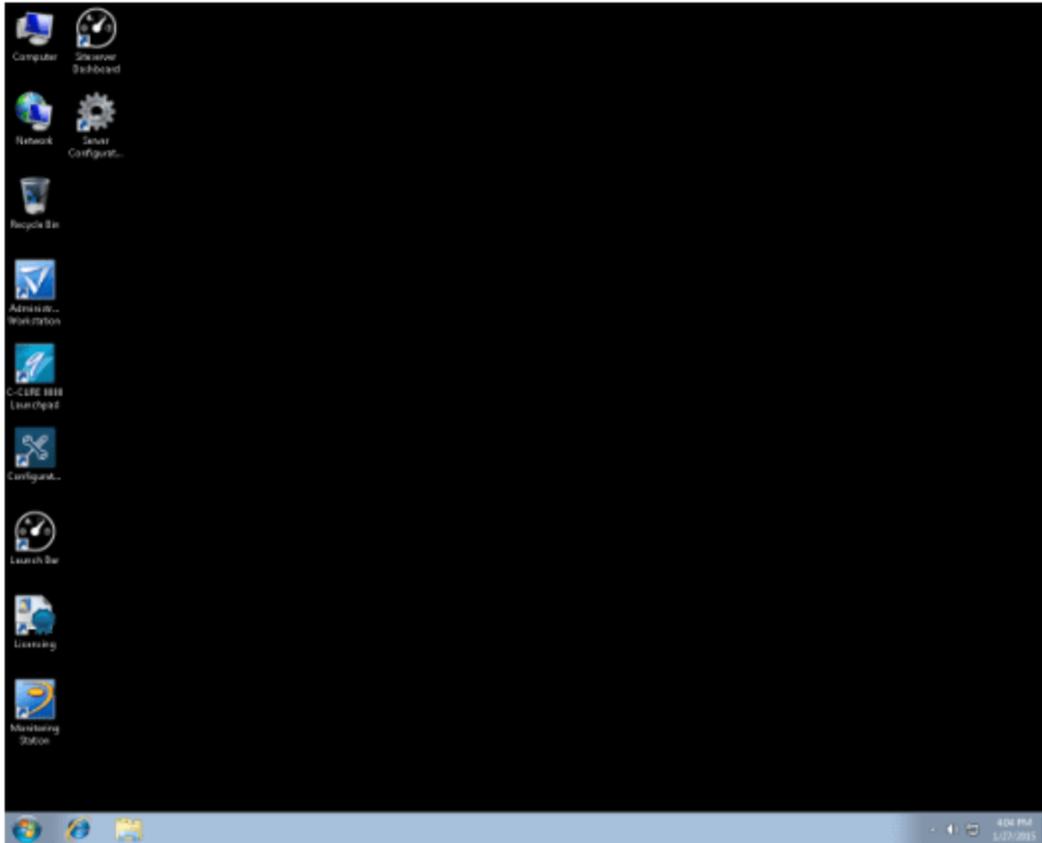
NOTE When the Default Administrator Password is changed or the Default Administrator Account is disabled and another account is configured to use SiteServer, you need to configure the "Tyco Site Server" Windows Service with the new password. For more details, refer to the following Troubleshooting sections:

- Changing the Log On Credentials for the Tyco Site Server Service on Page 65
- Configuring the Tyco SiteServer Service to Run Under Other Credentials on Page 66

User Mode

User mode allows full functionality of the C•CURE 9000 Access Control Monitoring. This mode does not allow viewing or editing the Access Administration Interface. The default password for User mode is **User**. the password is case-sensitive.

In the User mode, the SiteServer dashboard looks as shown in Figure 15 on Page 37.

The following is visible on the SiteServer dashboard in User mode:

- Launch bar with C•CURE 9000 Administration Client, Monitoring Station, Screenshot and Help Station
- Log off
- Sidebar

Figure 15: User Mode Dashboard
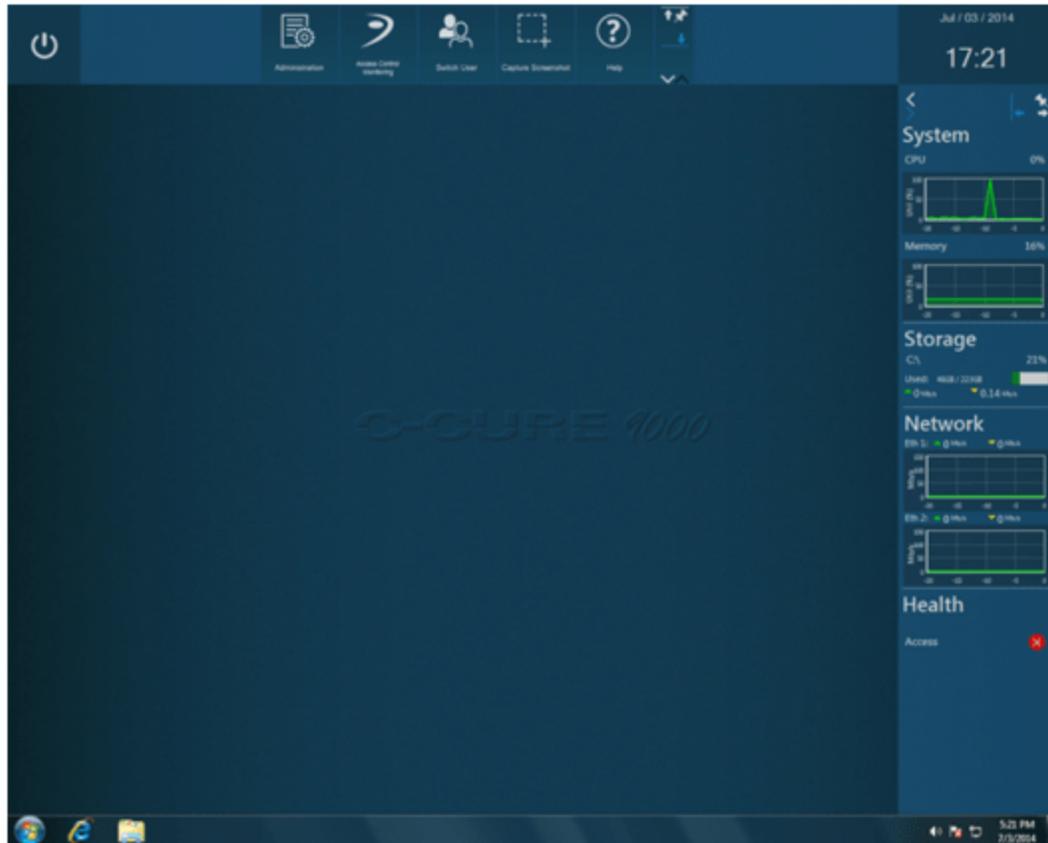
To Log in to User Mode

1. Click the **Switch User** icon. A pop-up appears for the confirmation.

2. Select **OK**. The Windows log-in screen appears.

3. Select the **User** login.

4. Enter the password: **User**. The password is case-sensitive.

Network Scenarios

There are 5 scenarios that you should consider when setting up the network environment for the SiteServer network appliance. The scenarios are:

■ Scenario 1- One Intranet/Internet connection out to a WAN.

■ Scenario 2 - Scenario 1 with a redundant connection to the WAN.

■ Scenario 3 - Two bridged NICs, both exposed to the WAN.

■ Scenario 4 - One NIC exposed to the WAN and one NIC for private static connections.

■ Scenario 5 - Two private static NICs bridged together.

Scenario 1: One Intranet/Internet connection out to a WAN

Scenario 1 is a common way of implementing the network. Typically, in this scenario the iSTARs and Clients are not physically close and are connected to switches across the WAN. This is the way that most C•CURE 9000 systems are connected. Software House recommends using DHCP for this method.

Figure 16: Scenario 1

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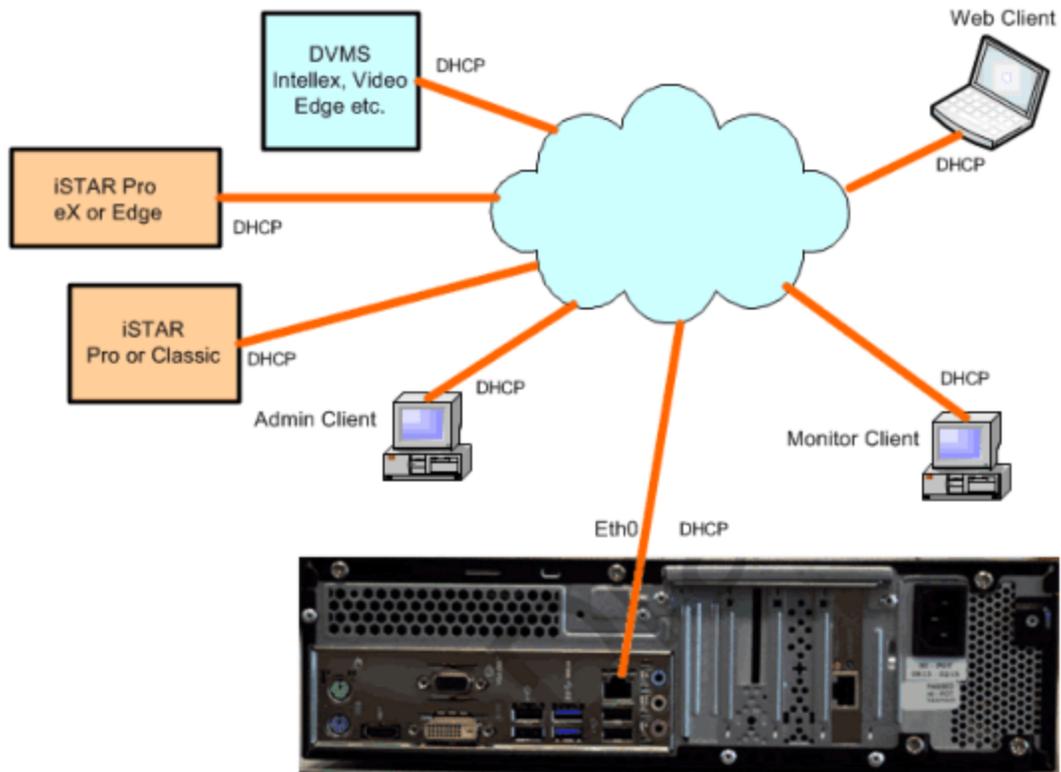
Scenario 2: Scenario 1 with a redundant connection to the WAN

Scenario 2 is basically the same as scenario 1 with a redundant connection in Eth1. Typically, Eth0 and Eth 1 are connected to separate switches, resulting in redundancy from the SiteServer to the intranet. In other words if the Eth0 electronics, the Eth0 connector, the network cable, or the switch port fails, the unit will continue to work through the redundant Eth1 port. Eth0 and Eth1 are bridged and the bridge is set to DHCP.

Figure 17: Scenario 2
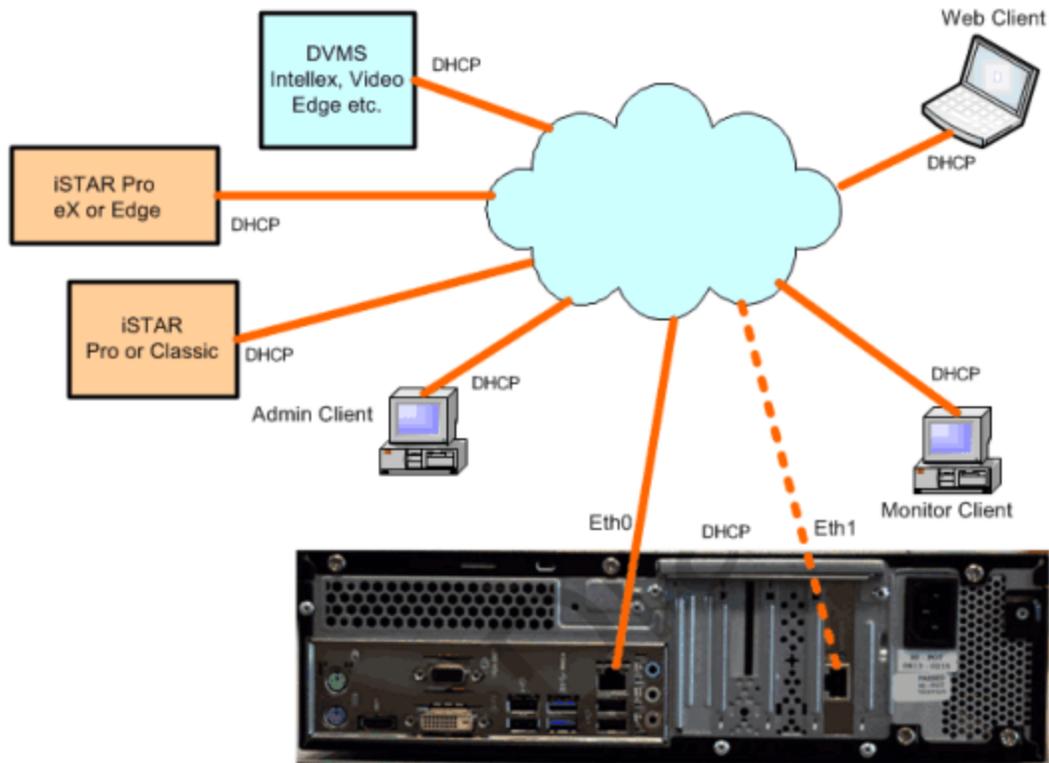
Scenario 3: Two bridged NICs, both exposed to the WAN

Scenario 3 is logically the same as Scenario 1 but is useful when the connections such as iSTARs and Clients are physically close to the Site Server.

NOTE When the NICs are bridged, the HostID changes and a new license is required.

Figure 18: Scenario 3
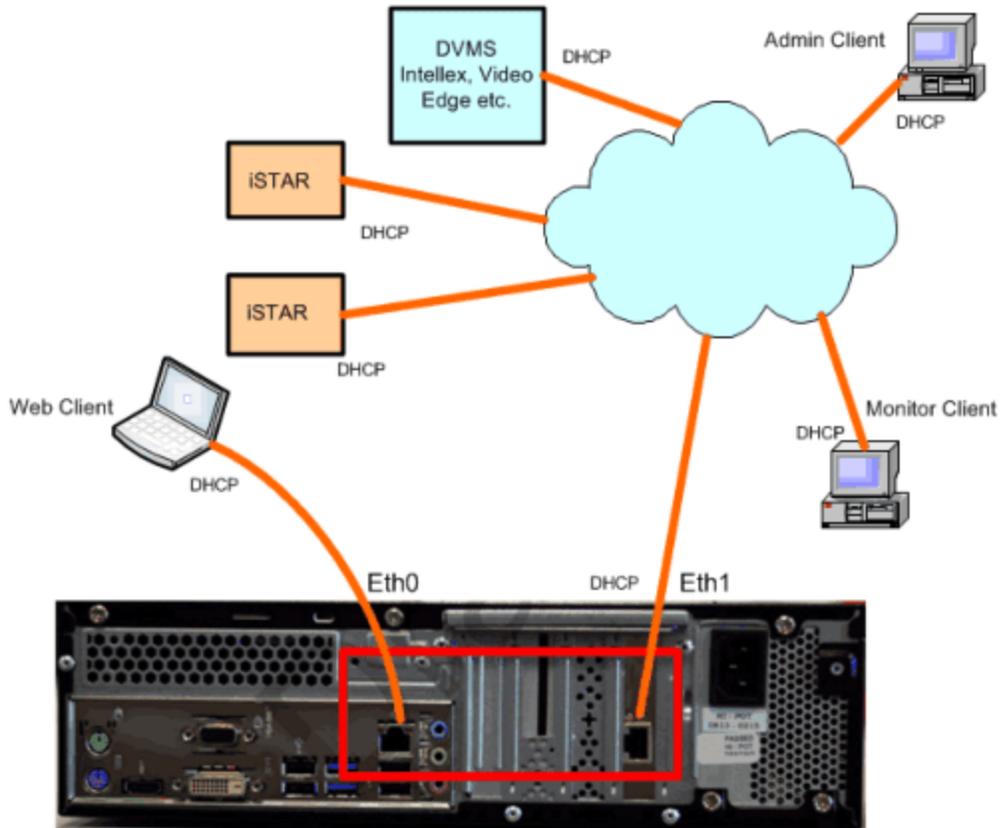
Scenario 4: One NIC exposed to the WAN with one NIC for private static connections

Scenario 4 is a variant of Scenario 3 in that some of the connections are local. An important difference is that, the devices connected to the Eth1 are isolated from the Intranet. There are three advantages to this:

- The device (in this case Web Client) is more secure since it is not exposed to the WAN.

- In many customer configurations, the customer gets charged for the number of IP addresses he/she places on the network. This configuration reduces the number of IPs.

- The local devices can connect directly to the SiteServer rather than a hub or switch.

Figure 19: Scenario 4

Note: Slash 8 (/8) = 255.0.0.0 Sub Net Mask
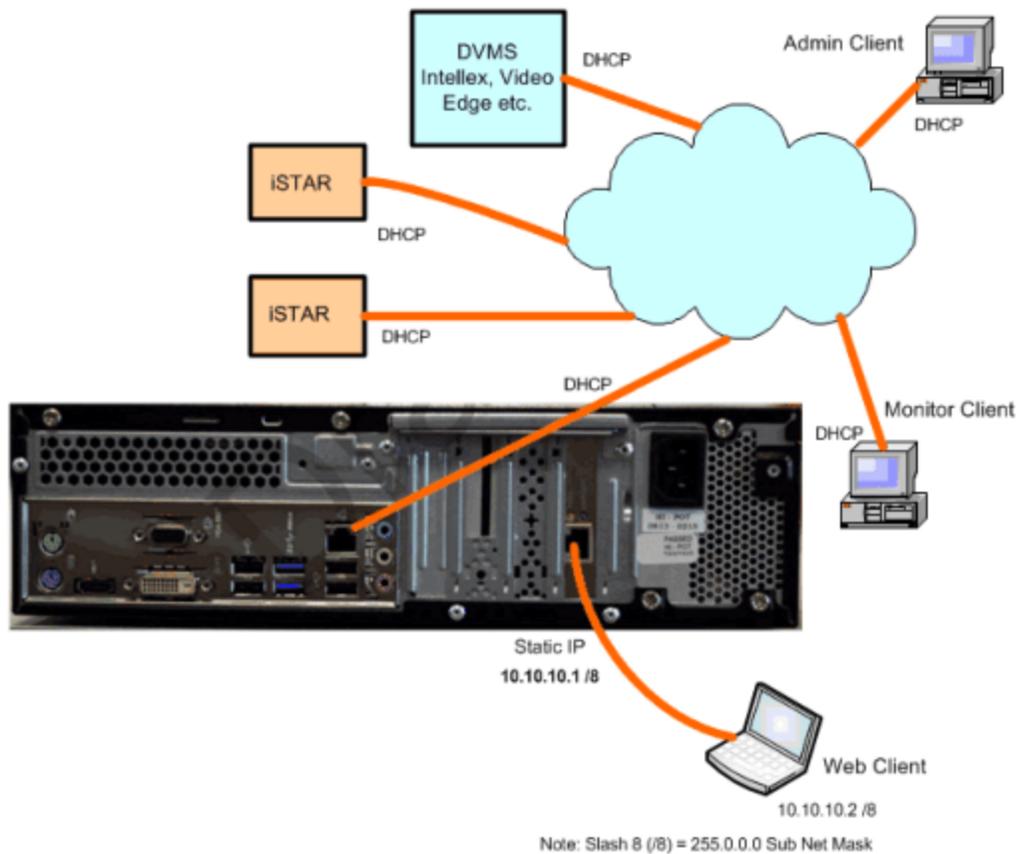
Scenario 5: Two private static NICs bridged together

Scenario 5 is a totally private LAN. There is no connection to a WAN or the Intranet. Use all static IP addresses, unless you provide DHCP and DNS Servers. This method is the most secure as there is no possibility of outside influence from the WAN or Intranet. To accommodate the various devices, use switches and hubs whenever necessary.

NOTE   When the NICs are bridged, the HostID changes and a new license is required.

Figure 20: Scenario 5
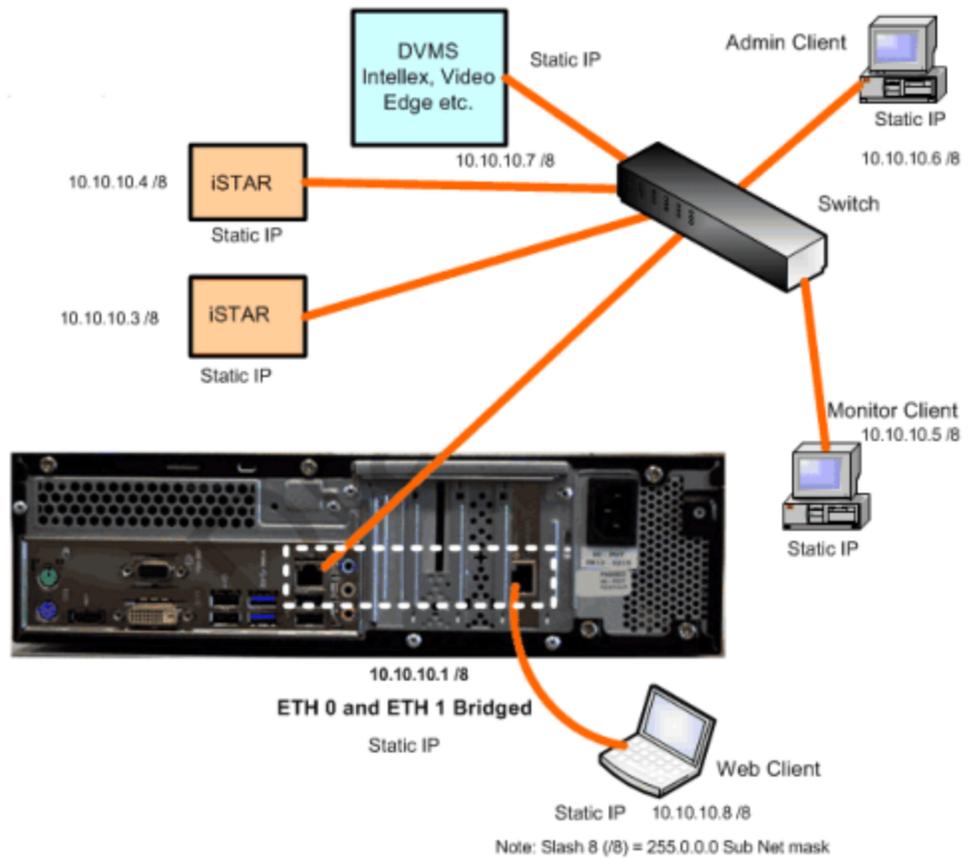
C•CURE 9000 Database Backup Purging

C•CURE 9000 SiteServer automatically retains the last five C•CURE 9000 Database Backups. This is the default setting. Older backups are automatically deleted as new backups are retained. This is configured as a Windows Scheduled Task and is set to execute once every week on Sundays at 3:00 AM.

The schedule of this "SiteServerPurge" task can be changed from the Windows Task Scheduler GUI. Refer to the Windows Task Scheduler help for more details.

This tool is set to run under the "Administrator" account of the C•CURE 9000 SiteServer machine. If the user is disabled or removed, then this task will not run.

To Change the Number of C•CURE 9000 Database Backups Retained

1. Navigate to C:\Program Files\Tyco\SiteServer\PurgeTool.

2. Open the configuration file "SiteServerPurgeToolConfig.xml".

3. Change the "KeepNumberOfBackups" Value to the desired number.

4. Save the file.

The "SiteServerPurge" task can be disabled or deleted from the Windows Task Scheduler GUI. If a new backup folder path is configured via the Configuration Wizard or the Startup Dashboard, then that path will be updated in the above "SiteServerPurgeTool.xml" configuration file automatically.

NOTE The Backup Path location in the "SiteServerPurgeToolConfig.xml" file is not updated when backup path directly is updated from the C•CURE 9000 Administration Station.

C•CURE 9000 Standalone to SAS Migration Utility

The C•CURE Standalone to SAS Migration Utility is used to merge a standalone C•CURE 9000 server into an existing C•CURE 9000 Enterprise site. A C•CURE 9000 Enterprise consists of a single Master Application Server (MAS) with one or more Satellite Application Servers (SAS).

NOTE If you decide to convert your standalone C•CURE 9000 server to a SAS, ensure that you have a valid license for the new SAS that includes the Application Server option before you run the migration utility. Otherwise, you will not be able to start the new SAS when the migration is completed.

The SiteServer uses SQL Express, limiting the size the database to 10 Gigabytes.

See the *C•CURE 9000 Standalone to SAS Migration Utility User Guide* for the Standalone to SAS Migration process. The user guide is located in C:\Documents.

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3

Upgrading and Re-Imaging

This chapter describes upgrading and re-imaging the SiteServer.

In this chapter:

Upgrading the SiteServer

This section provides information about the C•CURE 9000 SiteServer upgrade.

NOTE	Before upgrading, back up your system and have a valid license for the upgrade version. After the upgrade finishes, a license screen displays to direct you to the encrypted license file.

Getting the Upgrade

There are two ways to get the C•CURE 9000 upgrade:

- Request the C•CURE 9000 upgrade on a USB drive.
- Download the C•CURE 9000 upgrade.

Refer to the following section that applies.

To Request the C•CURE 9000 SiteServer Upgrade on a USB Drive

1. Go to ████████████████████.
2. Log in.
3. Select **Support>C•CURE 9000 Upgrade Center**.
4. Scroll down the page and fill out the form.
5. Click **Submit**.

A USB drive will be sent to the address on the form for the C•CURE 9000 SiteServer upgrade you requested. After you receive the USB drive, go to Upgrade on Page 49.

To Download the C•CURE 9000 SiteServer Upgrade

1. Go to ████████████████████.
2. Log in.
3. Select **Support>Software Downloads**.
4. Select **Access Control + Event Management>C•CURE 9000**.
5. Scroll down the right of the page to **C•CURE 9000**.
6. Select the C•CURE 9000 version zip file and save it to a folder on your system.

⚠	Ensure that you have the correct C•CURE 9000 version.

7. Click on the zip file and unzip the files into the folder.
8. Go to Upgrade on Page 49.

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Upgrade

To Upgrade the C•CURE 9000 SiteServer

1. Close the C•CURE 9000 Application and Monitoring applications.

2. Select from the following:

   • If upgrading from the USB drive, navigate to **D:\SiteServer2-Upgrade-Installer** and click on **Setup.exe**.

   • If upgrading from the downloaded file, navigate to where you unzipped the file and click on **Setup.exe**.

   The Installer screen, shown in Figure 21 on Page 49, opens.

Figure 21: Upgrade Installer Screen
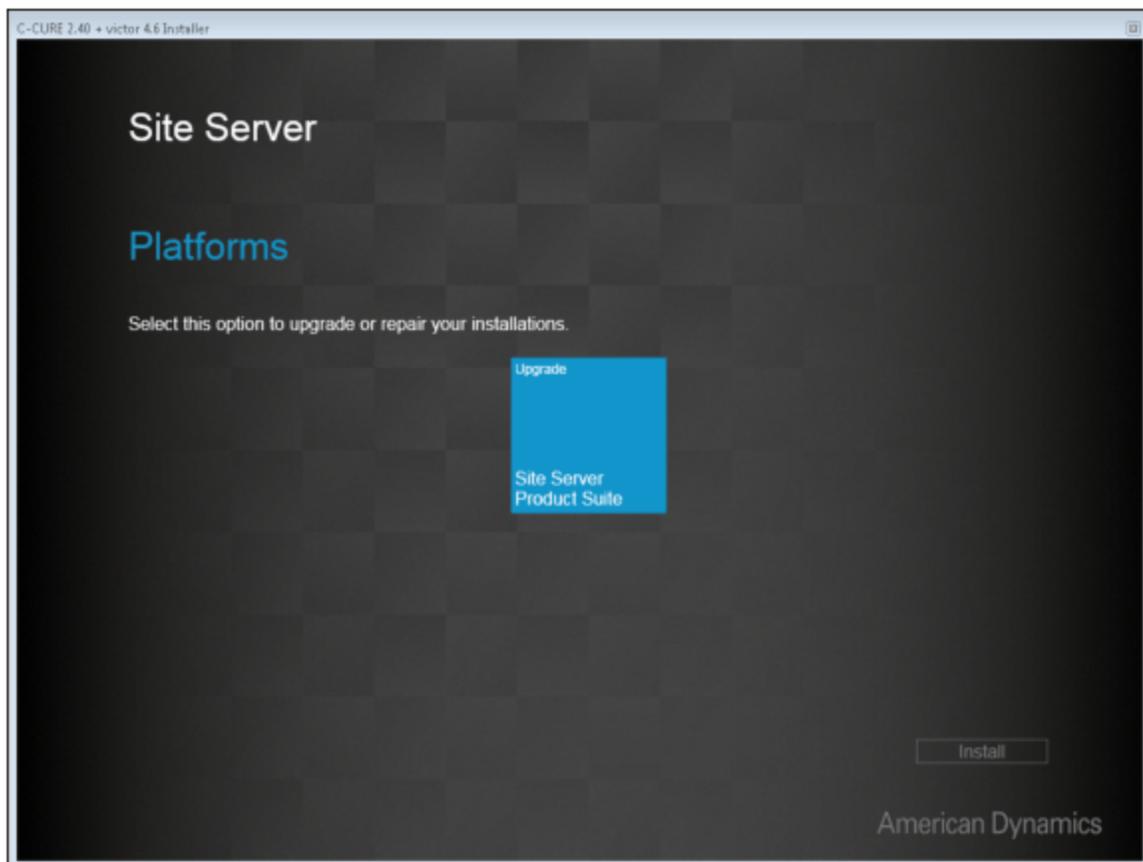
3. Click on **Upgrade Site Server Product Suite** and click **Install**. The Installer Final Review screen, shown in Figure 22 on Page 50, opens to display the software being installed.

Figure 22: Installer Final Review Screen
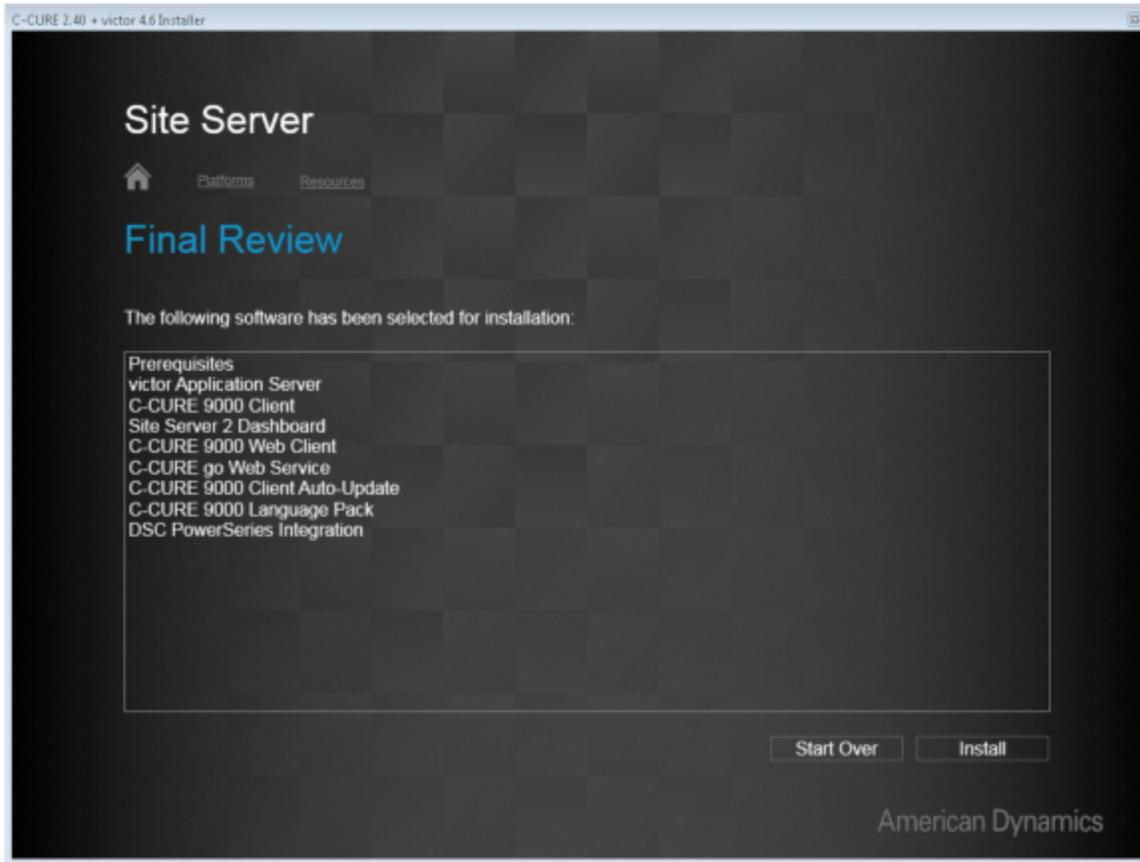
4. Click on **Install**.

5. Follow the instructions on the screens to complete the upgrade.

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Re-imaging the SiteServer

This section describes how to go back to the SiteServer factory default settings (re-image).

Re-imaging will re-format the entire C:/ drive and, consequently, erase all the data.

⚠️ ■ If you are unsure about when the re-imaging is necessary, please contact Technical Support.

■ When the disk is re-formatted and re-imaged, the Disk Volume Serial number changes, resulting in the HostID changing. It will be necessary to re-license the C•CURE 9000 when this happens.

Re-imaging would most likely be required for the following reasons:

- The Windows Operating system is corrupted.

- If there is an upgrade problem, sometimes it's best to upgrade the database on a separate system, then restore it onto a "clean" installation image of the latest version on the SiteServer.

- SQL Corruption (master or tempdb databases) where an SQL uninstall has been tried and was unsuccessful.

- Failed version upgrade (using the standard process) that sometimes requires applying a patch to the SQL or upgrading SQL to a newer version.

- Unable to repair or uninstall the C•CURE 9000, even if Windows and SQL are working.

USB Boot Drive Content

The re-image boot drive has the required files (such as bootmsr.efi, disksetup.spt) to make it a boot disk. The disk has a 32 GB capacity, and the image takes about 9 GB.

Do **not** use the boot disk for other purposes. It should only be used for re-imaging.

In the event that you do not have the USB boot disk, it can be ordered from Software House. See .

To Re-Image Using the Image Recovery USB

1. Power off the system.

2. Ensure that the Mouse cable is plugged into the second USB connection from the right, and the image recovery USB is plugged into the first USB from the right. See .

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Figure 23: Mouse and USB Correctly Installed

Insert USB Mouse

Insert USB Flash Drive
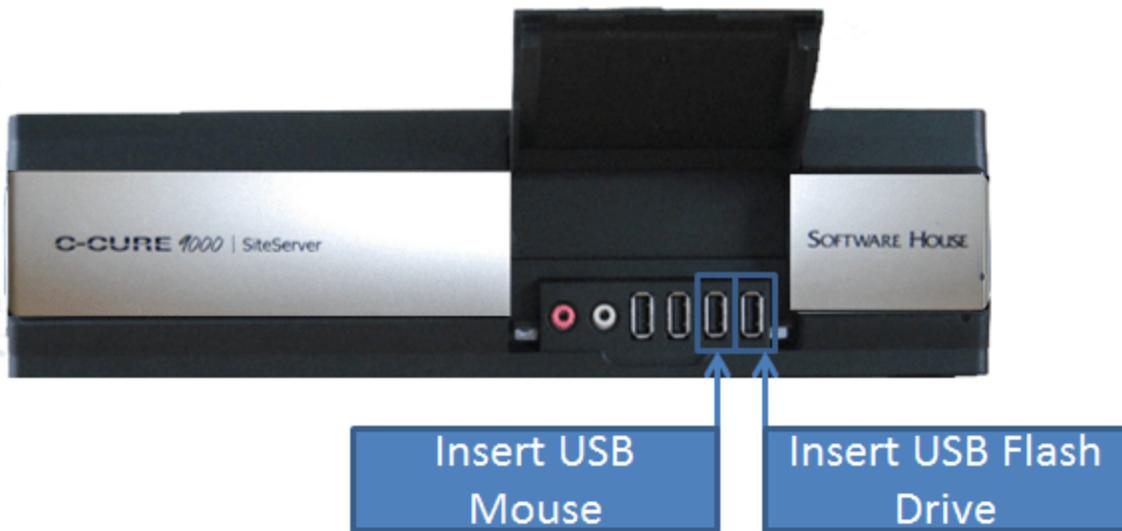
3. Ensure that the keyboard cable is plugged in the back of the appliance into the first USB connection on the bottom right. See Figure 24 on Page 52.

Figure 24: Keyboard Correctly Installed

Insert USB Keyboard
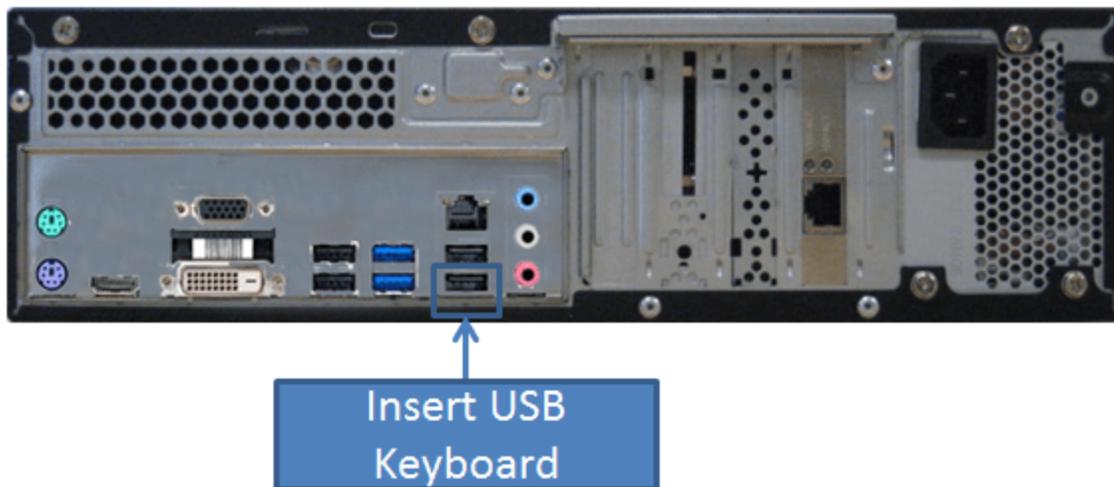
4. Restart the system.

5. As the ASUS splash screen begins to load, press the **F8** button on the keyboard to access the Boot menu.

6. Scroll down and select the boot device using the USB storage device. (For example, the TOSHIBA MSFT NORB boot option.)

NOTE Do not select a boot option using UEFI in the name description.

7. Press **Enter**. The SiteServer Installer screen opens.

8. Click **Recover SiteServer**.

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9. Click **Exit** after the screen displays the re-image is complete.

10. Remove the USB drive.

11. Click **OK** to restart the SiteServer.

    The SiteServer Diagnostics screen, shown in Figure 25 on Page 53, appears.

At the first boot, the Manufacturing and Setup Diagnostics Utility starts automatically. This utility validates whether or not all the necessary components have been installed properly

There are two types of checks:

- **Platform Checks**: Involves RAM and Hard disk validation.

- **C•CURE 9000 checks**: Involves C•CURE 9000, SiteServer applications and other miscellaneous checks.

NOTE   If any of the validations fail, the corresponding errors are logged in the Diagnostic Log file. Click **Click here to view the Diagnostic Log**. All logs are saved in the xml file.

Figure 25: Manufacturing and Setup Diagnostics Utility
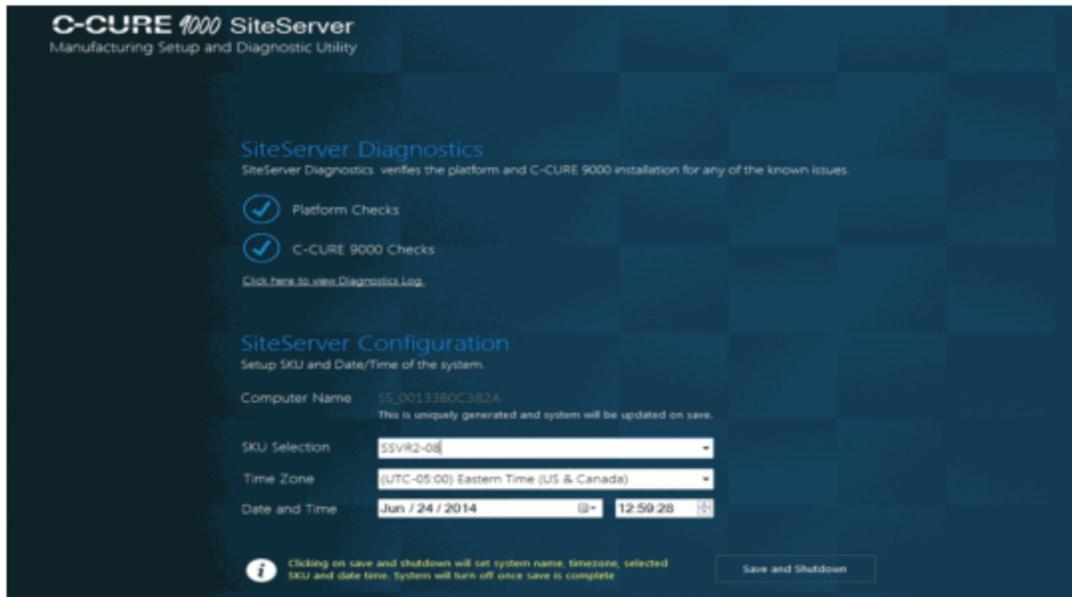
12. After the checks are completed, select the number of readers you want the SiteServer appliance box to support by using the **SKU Selection** drop-down.

13. Set the **Time Zone**.Set the **Date and Time**.

14. To save the settings, click **Save and Shutdown**.

15. Restart the SiteServer.

16. Proceed with the initial configuration steps, as described in the Startup WizardUsing C•CURE 9000 SiteServer on Page 21.

4

Troubleshooting

This chapter describes various trou bleshooting tools and techniques.

In this chapter

Windows

Microsoft Management Console (MMC)

MMC provides information in Event Viewers, User Accounts, User Groups, Device Manager, and Services.

To Open the MMC

1. Click **Start** button.

2. Right click **Computer** and select **Manage**.

You can also open MMC using the command prompt. Type **mmc** and press **ENTER**.

Figure 26: MMC

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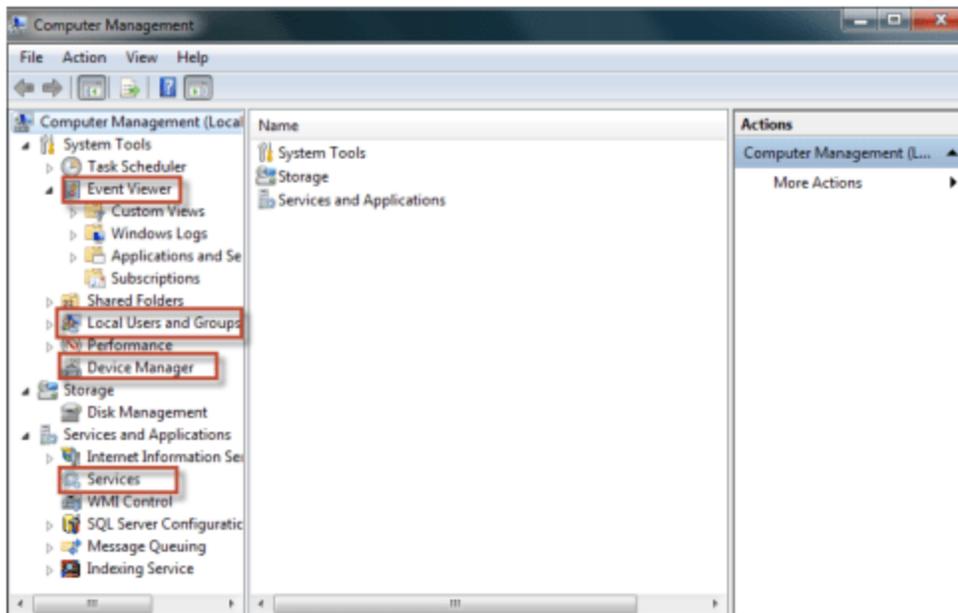
Event Viewers

The Event Viewer allows you to browse and manage event logs. As shown in Figure 27 on Page 57, the Application logs and Software House Crossfire logs are visible on the Event Viewer. There are three levels of data that is logged: Information, Warning and Error. Double click on each record to get further explanation.

Figure 27: MMC Event Viewer
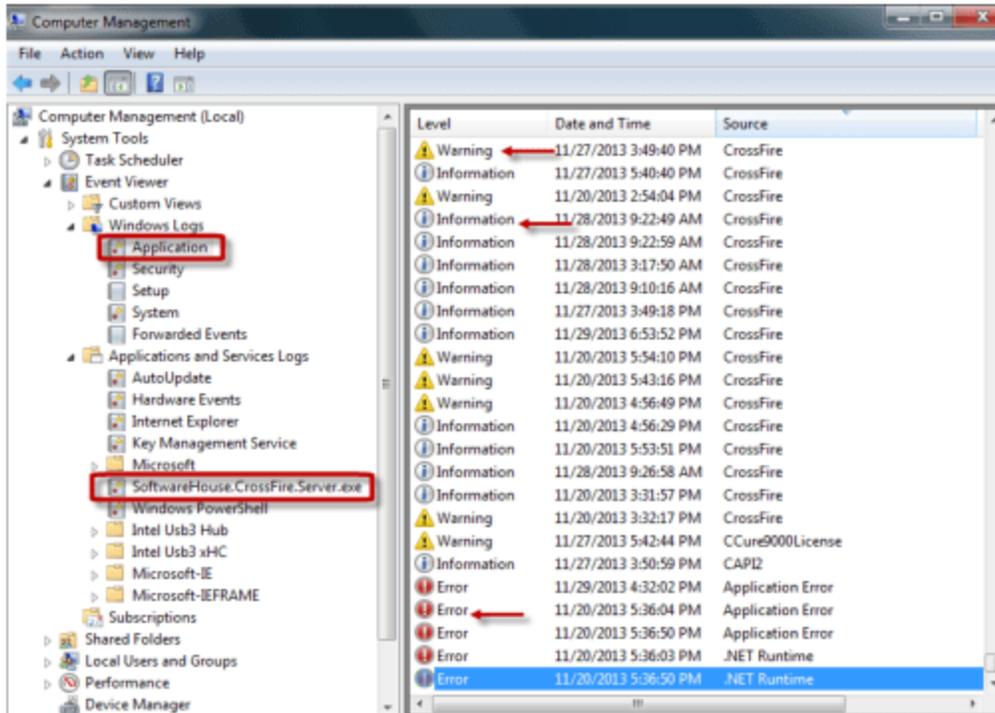
MMC Services

MMC Services indicate the status of Services running in the system. Software House CrossFire services and SQL Services are visible in

The Crossfire Framework Service must be started for proper operation of the C•CURE 9000. Software House recommends that you start them from the Server Configuration utility. If you start a Service and it stops after a short time, it is probably either a license problem or a login problem.

Various other Driver Services, such as iSTAR or Video Edge must be started if you are using those devices.

Figure 28: MMC Services
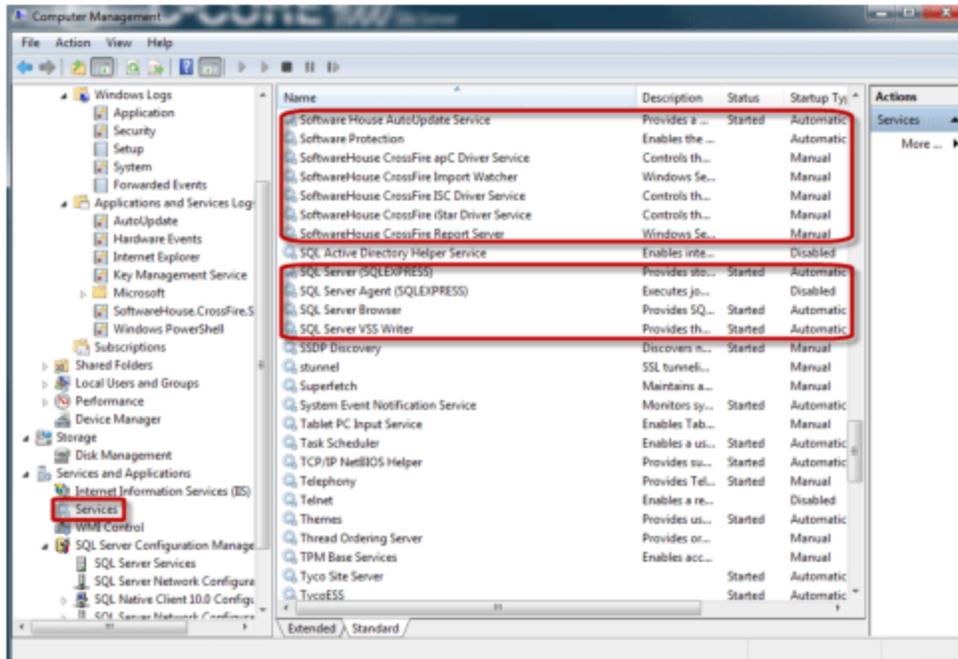
C•CURE 9000

SystemTrace.log

The C•CURE 9000 SiteServer maintains a Trace.log file that is useful when a problem occurs. The SystemTrace.log file is located in C:\Program Files (x86)\Tyco\CrossFire\Logging.

Figure 29: System Trace.log Example

iSTAR

iSTAR Configuration Utility (ICU)

The ICU displays details specific to MAC address, Name, IP and Parent IP Addresses, Firmware version, Master or Member and Status.

The ICU is located in: C:\Program Files (x86\Tyco\CrossFire\ServerComponents\istar\ICU

The ICU.exe must remain in the ICU folder along with the LightTPD folder and the Firmware folder, otherwise the ICU does not work properly. If you want to move the ICU to a different location, you must move the entire ICU folder.

iSTAR WebPage

The iSTAR Web Page displays diagnostic and status information for a controller or cluster. As shown in Figure 30 on Page 60, the Controller Status page indicates various data such as Controller Type, MAC address, Total Storage Memory, etc.

There are other pages that show the state of the cluster, personnel and clearances downloaded, network and reader diagnostics. You can also open the web page through a browser with http://IPAddr.

Figure 30: iSTAR Web Page
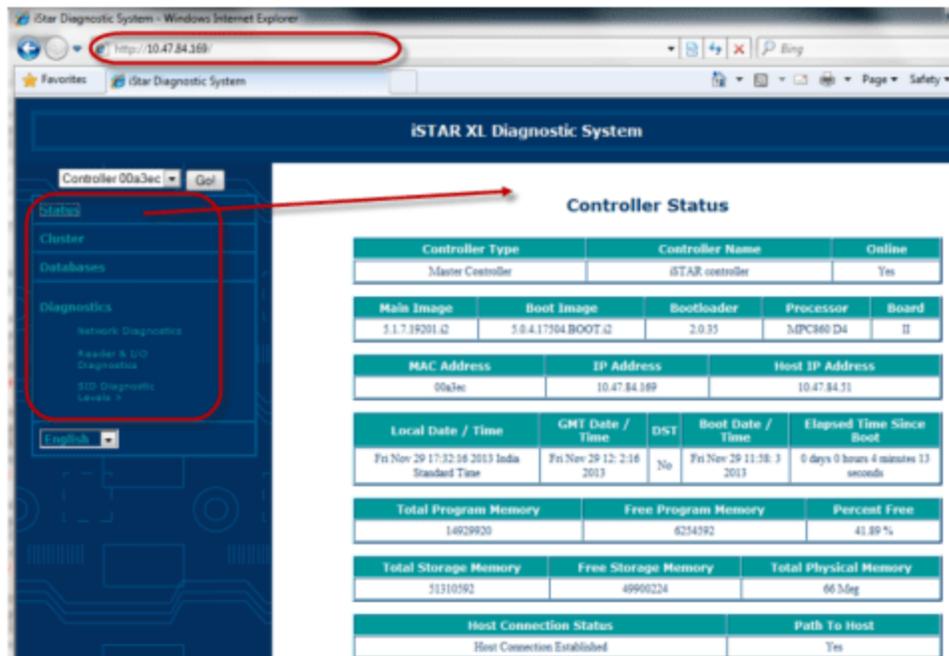
iSTAR Databases

The Databases Web Page displays the Object Store Databases screen as shown in Figure 31 on Page 61. This screen reflects the status of the database objects in the cluster. Information about memory is displayed in the top row.

The information displayed on the screen shown indicates what is configured on a particular iSTAR Edge. This information can vary from unit to unit.

Figure 31: iSTAR Databases
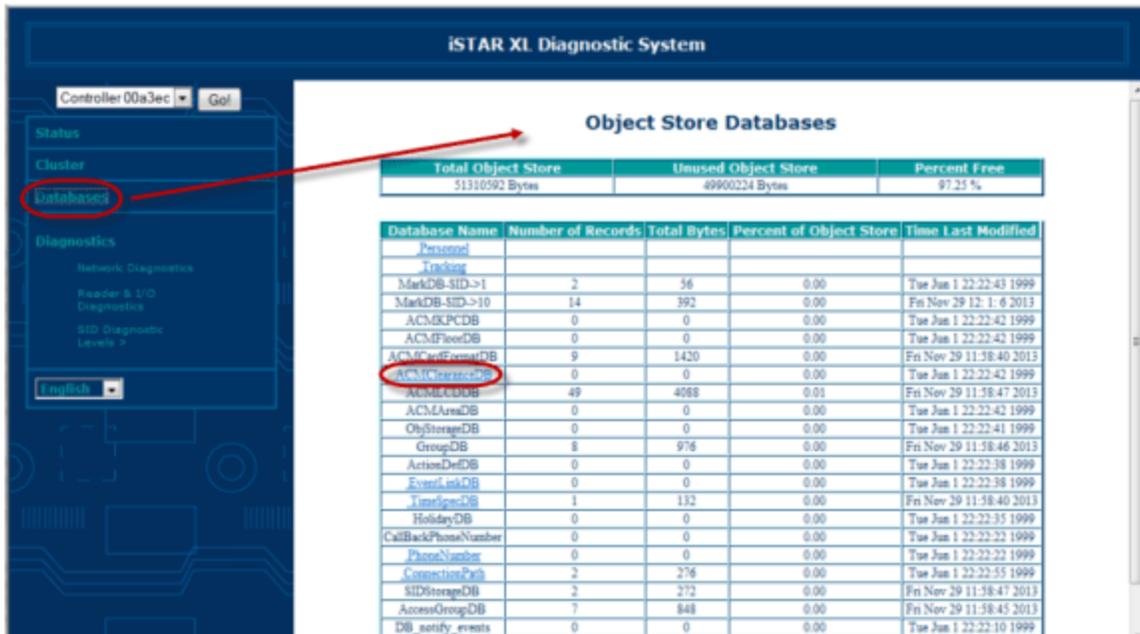
You can open some of the databases displayed on the page. For example, clicking on **ACMClearanceDB** opens the Clearance Database page, as shown in Figure 32 on Page 62.

The Clearance database shows the downloaded clearances with detail of doors and schedules.
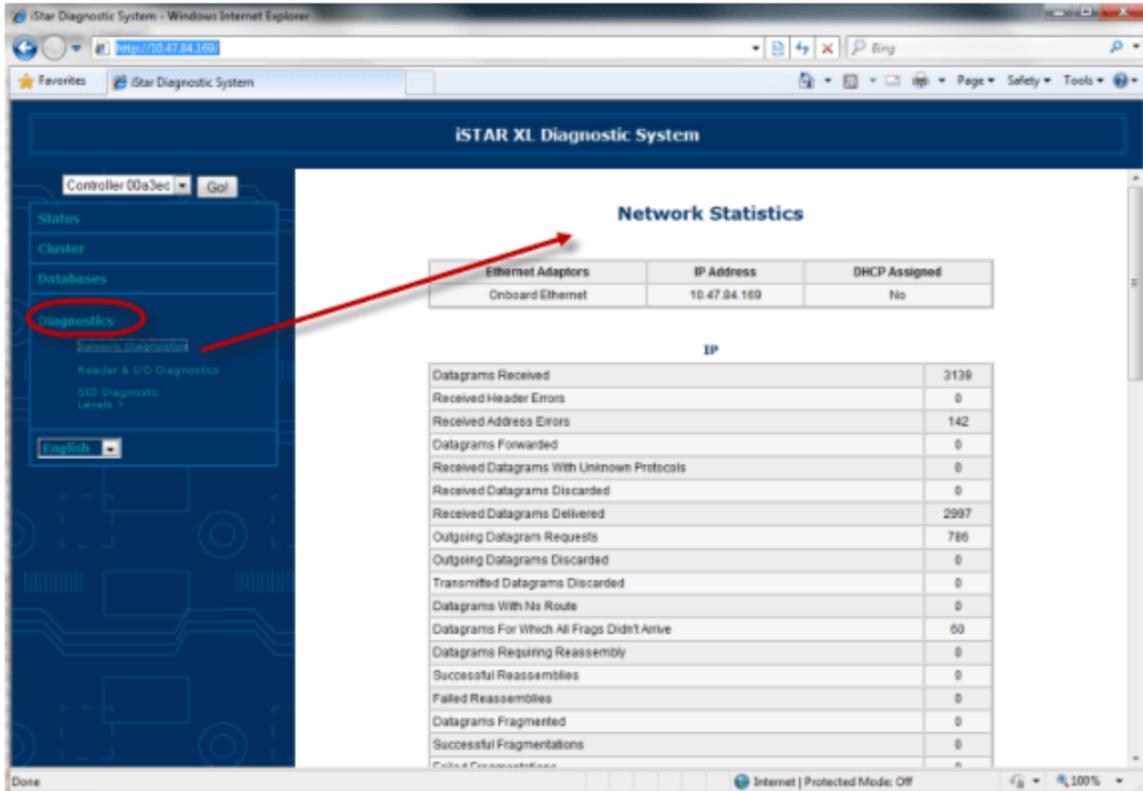
Figure 32: iSTAR Clearance Database

iSTAR Network Statistics

The Network Statistics page provides data that may be useful in troubleshooting iSTAR network issues.

**Figure 33:** iSTAR Network Statistics

iSTAR Reader and I/O Diagnostics

The iSTAR Reader and I/O Diagnostics provide card swipe details, last input and the last output changes. Enable this function by checking the box and clicking submit.

| NOTE | This diagnostic can add overhead, so it should only be enabled when troubleshooting. |

Figure 34: iSTAR Reader and I/O Diagnostics

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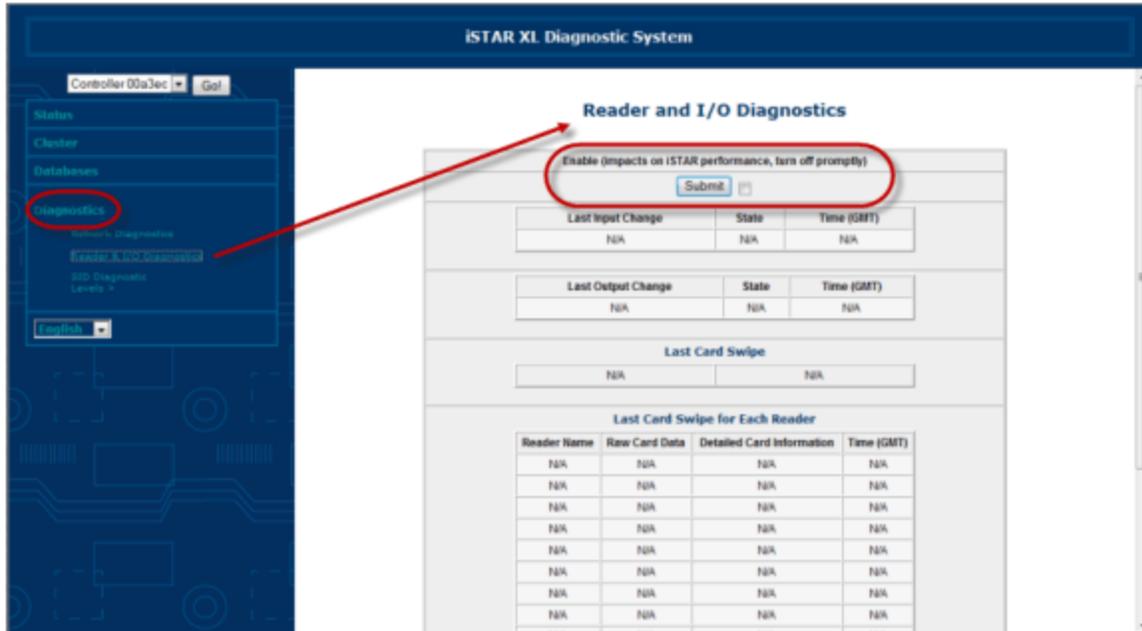
SiteServer Appliance

Windows Update

By default, the Windows Update is set to the "**Never check for updates**" option for the Site Server appliance. Software House recommended that you follow your company's IT policies to change these settings.

Monitor Resolution Settings

The SiteServer user interface consists of a dashboard and menus that are fixed in display size. If your resolution settings are not configured correctly some of the items might be hidden from view.

The recommended resolution setting for displaying the SiteServer components and the C•CURE 9000 Client is 1280 x 1024.

To Change the Monitor Resolutions

1. Open Screen Resolution by clicking the **Start>Control Panel**

2. Under **Appearance and Personalization**, click **Adjust screen resolution.**

3. Click the drop-down list next to **Resolution**, move the slider to the resolution you want, and then click **Apply**.

Changing the Log On Credentials for the Tyco Site Server Service

To Change the Log On Credentials for the Tyco Site Server Service

1. Click Start. The Search box is visible.

2. Type **services.msc**, and press **ENTER**.

3. In the details pane, right-click the **Tyco Site Server** service and click **Properties**. The Tyco Site Server Properties dialog box opens, as shown in .

4. To set the new password, click the **Log On** tab.

Figure 35: Tyco Site Server Properties Dialog Box
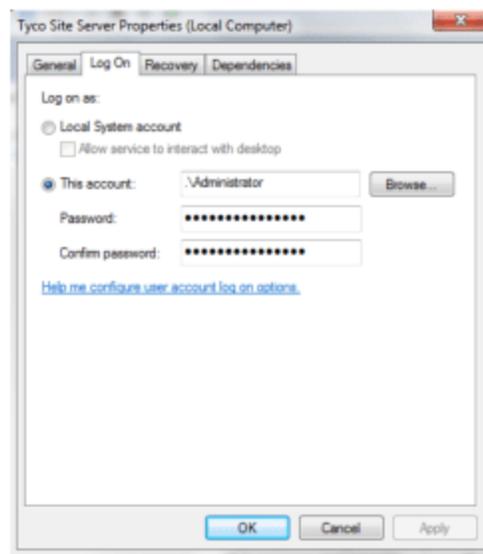
5. Type the password for the user account in **Password** and in **Confirm password**, and click **OK**.

Configuring the Tyco SiteServer Service to Run Under Other Credentials

To Configure the Tyco Site Server Service to Run Under Other Credentials

1. Click **Start**. The Search box is visible.

2. Type **services.msc**, and then press **ENTER**.

3. In the details pane, right-click the **Tyco Site Server** service and click **Properties**. Tyco Site Server Properties dialog box opens as shown in Figure 35 on Page 66.

4. Click the **Log On** tab.

5. To specify another account, click **This account**, click **Browse**, and then specify a user account in the **Select User** dialog box. When configuration is complete, click **OK**.

6. Type the password for the user account in **Password** and in **Confirm password**, and then click **OK**.

NOTE The Specified account must be part of the Windows Administrators group.

Problem:

Side Bar does not show real time data.

Solution:

1. In the console window, select **SiteServerPurge** task, right-click **SiteServerPurge** and click **Properties**.

2. In the General Tab, click **Change User or Group**.

3. In **Enter the object name to select (examples)**, type the name of the user or group, and then click **OK**.

Problem:

- Startup Wizard doesn't launch or show anything.

- Dashboard does not show real time data.

- Configuration Wizard shows empty screens.

Solution:

1. Check if the Tyco Site Server Service is running.

2. If the service is not running, change the Log On credentials. Follow the steps described in Changing the Log On Credentials for the Tyco Site Server Service on Page 65

Problem:

The Network tab in the Startup Wizard/Configuration Wizard shows the error message, "Error Occurred retrieving network settings. But still you can continue to setup other screens."

Solution:

Do one of the following:

■ Connect the network cable.

OR

■ Configure the network settings using the Windows Network and Sharing Center.

Problem:

The Launch bar and Side bar are misaligned when the monitor is rotated using the Intel graphics driver Rotation feature.

Solution:

Click the docking button on the Launch Bar or Side Bar to realign.

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SiteServer Limited Warranty

This warranty specifies Tyco Security Products sole obligation and Customer's exclusive remedy with respect to the Products. Tyco Security Products will repair or provide a comparable replacement, without charge, for any merchandise proved defective in material or workmanship for a period of three (3) years after the date of shipment except as noted below:

Two (2) years from the date of shipment for new or replacement hard drives (internal, external, all types).

Ninety (90) days from the date of shipment on software media.

Tyco Security Products will warranty all replacement parts and repairs for six (6) months from the date of shipment or the remaining portion of the original warranty period, whichever is longer.

This warranty shall not apply to software, appearance or accessory items (except furnished external power supplies) including, but not limited to, user replaceable bulbs, antennas, knobs, cabinets, dust covers and connecting cables. This warranty shall not apply to repairs or replacements necessitated by any cause beyond the control of Tyco Security Products, including, but not limited to, acts of nature, improper installation, misuse, lack of proper maintenance, accident, voltage fluctuations, and unauthorized repairs or modifications. This warranty becomes void in the event the serial numbers are altered, defaced, or removed. The warranty for any software products shall be as specified in the end user license agreement (EULA) that accompanies the product.

Tyco Security Products reserves the right to change this agreement without prior notice.

For Warranty full terms and conditions please check the Master Supplier.