SOFTWARE HOUSE

From Tyco Security Products

C•CURE 9000
Version 2.50

C•CURE Go User Guide
REVISION C0
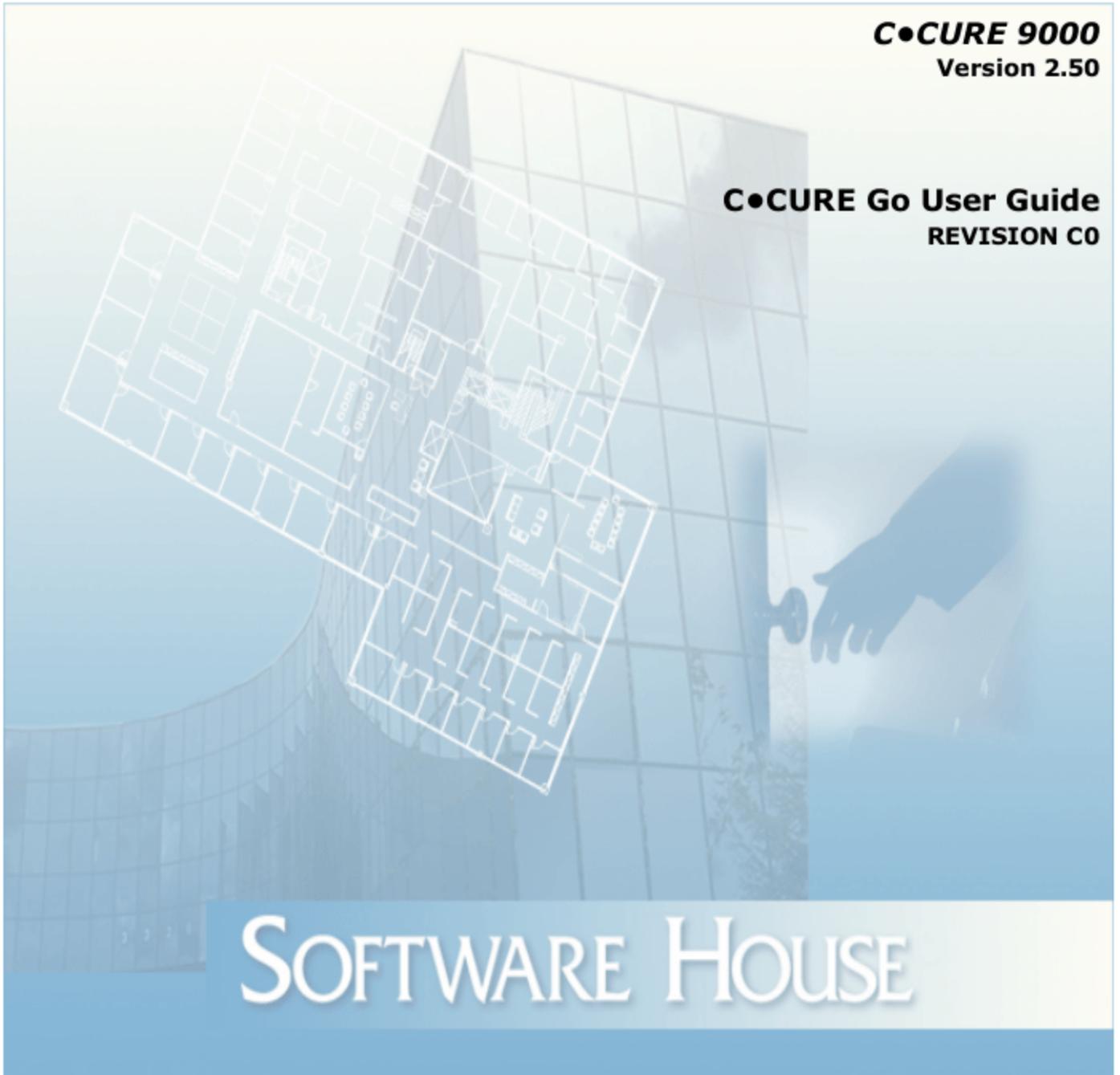
SOFTWARE HOUSE

UM-303 C0

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Table of Contents

EFTA01225147

Preface

The *C•CURE 9000 C•CURE Go User Guide* is for new and experienced security system users who want to learn to use this product for the C•CURE 9000 Security Management System.

In this preface

How to Use this Manual

This manual contains chapters that provide the following information about C•CURE Go.

Chapter 1: Getting Started

This chapter contains instructions on how to download C•CURE Go to your mobile device, how to set up your connections, how to use the various features of the mobile device, and how to use the Search function.

Chapter 2: Installation and Configuration

This chapter describes how to install the C•CURE Go Web Service, how to install the C•CURE Go app, how to configure the C•CURE 9000 system to be able to use the app, and how to uninstall the app.

Chapter 3: C•CURE Go Screens

This chapter describes the various screens available for monitoring, for accessing journal and audit logs, and for managing Personnel records, Site explorer, and Video explorer.

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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. A caution contains information essential to avoid damage to the system. A caution can pertain to hardware or software.
🚫	Indicates a warning. 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 a danger. A danger contains information that users must know to avoid death or serious injury.

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Finding More Information

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

Manuals

C•CURE 9000 software manuals are available in Adobe PDF format on the C•CURE 9000 DVD.

You can access the manuals if you copy the appropriate PDF files from the C•CURE 9000 Installation DVD English\Manuals folder.

The available C•CURE 9000 and Software House manuals are listed in the *C•CURE 9000 Installation and Upgrade Guide*, and appear as hyperlinks in the online.pdf file on the C•CURE 9000 DVD English\Manuals folder.

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

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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	For telephone support contact numbers for all regions, see ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮	

Getting Started

This chapter contains instructions on how to download C•CURE Go to your mobile device, how to set up your connectivity, how to use the various features of the mobile device, and how to use the Search function.

In this chapter:

Overview

C•CURE Go lets you monitor or administer the C·CURE 9000 system through a mobile device. The device can be connected through the phone network to a VPN or Wi-Fi to the C·CURE 9000 server through the CrossFire WF Service. You can download the C•CURE Go software from the following locations:

- Apple App Store (See How to Download from the Apple Store on Page 25.)
- Google Play (See How to Download from Google Play on Page 25.)

Compatibility and Connectivity

C•CURE Go supports all C•CURE 9000 systems running version 2.40. It can connect to a C•CURE 9000 standalone system, C•CURE 9000 Satellite Application Server (SAS) and a C•CURE 9000 Site Server.

NOTE   The C•CURE Go App is not supported on a Master Application Server (MAS).
You can run C•CURE Go from a v2.30 of C•CURE 9000 but the Video Explorer feature will not be available.

You can connect to a C•CURE 9000 system through a 3G (minimum), 4G, or Wi-Fi connection. The number of mobile connections are controlled through licensing. Each connection through the Web service is counted. The Web Service requires that IIS is installed on the target system. The CrossFire WF Service is installed on the IIS server machine during installation.

Operating Systems

C•CURE Go supports mobile phones and tablets running the following operating systems.

- Apple iOS 9.1 and higher (iPhone, iPad, iPod Touch)
- Android OS 4.0 and higher

NOTE   In order to view recorded video on C•CURE Go v2.50, you must have a minimum of 1GB of memory.

C•CURE Go Tested on iOS and Android Devices

C•CURE Go was tested on the following mobile phones and tablets:

Table 1: Tested Devices

iOS 9.1	Android
iPhone : 4S/5/5C/5S/6Plus	Phone: • Nexus S 4G Android 4.1.1 • Samson Galaxy Note II - Android version 4.3

Table 1: Tested Devices (continued)

iOS 9.1	Android
iPod Touch : 5G (minimum)	Tablet: • Samsung GT6210 with Android 4.0.4 • Nexus - Model number 7 - Android version 4.4.2
iPad: iPad 2 (minimum)	Android Pad: Asus Transformer Pad - TF300T - Android version 4.1.1

Service Providers

C•CURE Go is available with the service providers in the following places: US, Canada, Mexico, UK, Western Europe, Brazil, China, India, Australia, Russia, Poland, Hungary, Turkey, Japan, Singapore, Taiwan, South Korea.

Security

The C•CURE Go application supports SSL-encrypted connections with the remote Mobile Web Service. The encryption can be turned on or off from the Login screen of the C•CURE Go application. (See How to Set up C•CURE Go on your Mobile Device on Page 26.)

EFTA01225156

Features and Tips

C•CURE Go has some of the same features as your iOS or Android device.

Example:

- You can tap, zoom in or zoom out, pinch, shake, scroll, pan as you would on your Android or iPhone device.

- You can view portrait or landscape mode in either device.

- You can multi-task by setting your preference to keep your screen active for a certain time. You can then initiate another task without having to log back into the C•CURE Go application.

Mobile Device displays

Phone devices display in single-column format (see Figure 1 on Page 4). Devices such as tablets and iPads can display two columns (see Figure 2 on Page 4).

Figure 1: iPhone Display
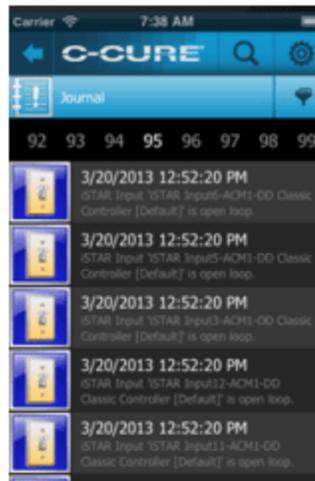
Figure 2: Android Displays for a Tablet

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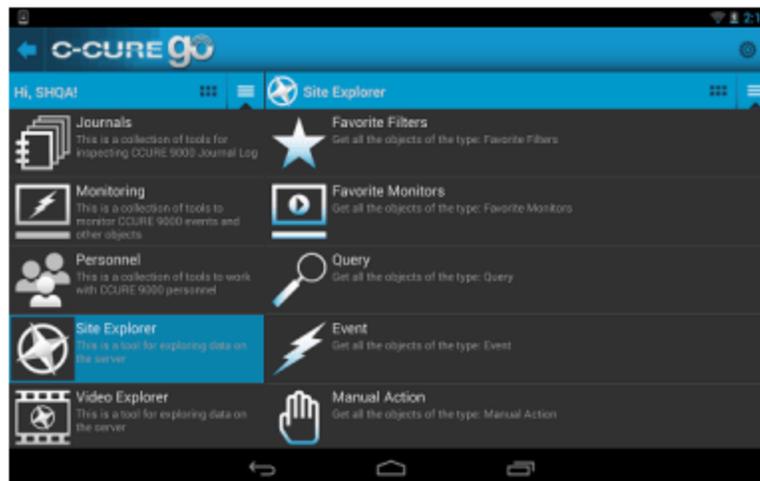
User Scenarios

Typical user scenarios for C•CURE Go are described in the following sections:

- Integrator/Hardware Installer on Page 5.
- Operator on Page 5.
- Operators and Events on Page 6.
- Personnel Record Administration on Page 6.

Integrator/Hardware Installer

Integrators install, program, maintain, and repair security wiring and equipment. Integrators test all security features in order to ensure that everything works as expected. They make service calls to diagnose system malfunctions and may have to demonstrate system functions for customer, contractors, and consultants.

With C•CURE Go, the integrator can use the mobile device commands for testing doors by viewing, monitoring events, locking and unlocking. Integrators can also momentarily unlock a door and search audit logs and journal logs.

Example:

You can test the locking of a newly-installed door without the help of another Operator working with the Monitoring Station since the information is available on your C•CURE Go device.

To Test if a Newly-Installed Door Locks and Unlocks

1. From Site Explorer, tap Doors.

2. When a Door View appears with the hardware fields related to doors and triggers, select the door you are testing.

3. Tap the monitor icon so that all transactions with this door are displayed.

4. Lock and Unlock the door several times.

5. View the status of the door by tapping Activity and determine that the door has been locked and unlocked.

Operator

The Operator views C•CURE 9000 access or control system activity. The Operator makes use of log messages, controller status, and manual action activity.

Example:

The Operator can view and monitor the following actions on every door:

- Secure Entry
- Secure out - no alarm
- Force door activate
- Force door clear
- Held open alarm
- Held open alarm clear

EFTA01225158

- Access granted
- Access denies
- Time Zone
- Instructions

Operators and Events

The Operator can view Events in real time and view log messages according to the Operator Privileges. The Operator can acknowledge an Event. Operators can turn Event notification ON or OFF, define priority levels, and configure the system to view only those Events that require notification.

To Monitor High Priority Events

1. From Monitoring, tap Monitor Selected Events.

2. When a Search tab appears, populate the Priority field with the value for the desired priority level. (Ensure that the check box is selected.)

3. Tap Q to open the Active Events Monitor.

   The Active Events Monitor displays a list of all Active Events with the Priority level entered, or higher. (The list updates dynamically.)

Personnel Record Administration

A Personnel administrator may encounter some of the following Personnel record situations:

- A new Personnel record -- You can add a new record, assign credentials, add clearances, and capture a primary portrait.
- A lost access card -- If an employee has lost their access card, you can change the status of the card to lost.
- A card that does not work -- If an employee does not have proper access rights to a lab, you can assign a new or additional clearance.
- An employee is terminated -- You can disable an access card to any doors.

Video Explorer User

The user of the mobile application has a need to get

- a live video from a particular camera.
- a recorded video from a particular camera started with a specified time in the past.
- a video recording which was created at the time when an event has become active.

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Log In Screen

The Log In screen is the first screen in the application and the location where you enter the Windows credentials associated with your C•CURE 9000 Operator account.

To Launch C•CURE Go

1. From the mobile device's Home screen, tap the C•CURE Go icon.

2. The iOS Log In screen appears as shown in Figure 3 on Page 7. Encryption is turned on.

Figure 3: Log In Screen
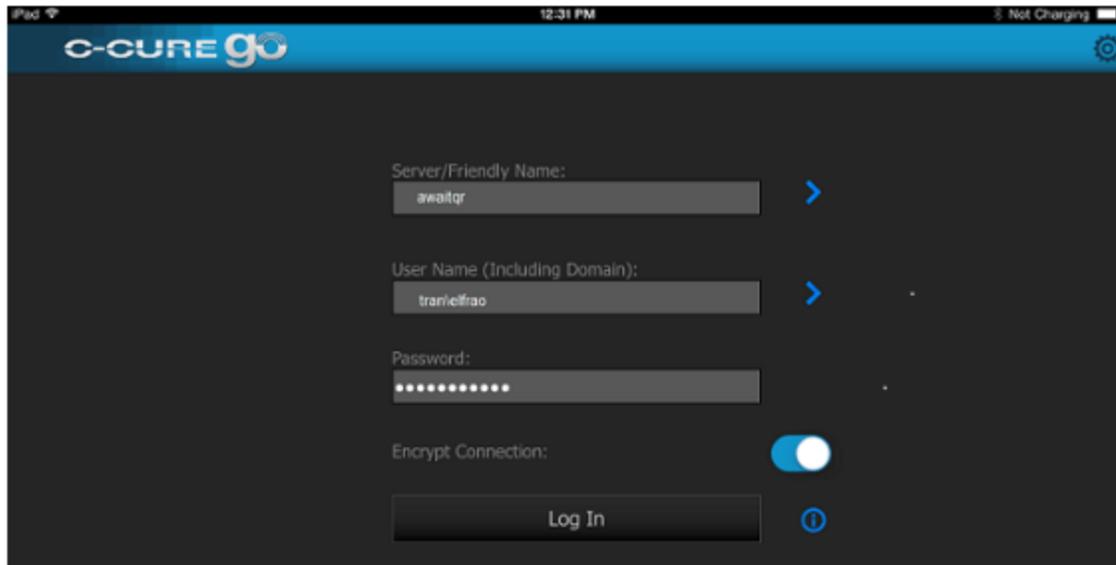
3. Tap the action icon ⚙ in the top right corner and then tap **Preferences** to set the application preferences for your session. (See Preferences Settings on Page 89.)

To Log In to C•CURE Go from Your iOS Device:

1. Enter the Windows machine name or **IP** address of the server running the C•CURE 9000 Web-Service in the **Server/Friendly Name** field.

2. Enter your **Username** and domain in the **User Name: (Including Domain)** field.

3. Enter your C•CURE 9000 Windows Account Password.

4. Toggle the **Encrypt Connection** option to use encryption.

5. Tap **Log In**.

To Log In to C•CURE Go from Your Android Device:

1. Enter the Windows machine name or **IP** address of the server running the C•CURE 9000 Web-Service in the **Server/Friendly Name** field.

2. Enter your **Username** and domain in the **User Name: (Including Domain)** field.

3. Enter your C•CURE 9000 Windows Account Password.

4. Select **Y** or **N** to choose the **Encrypt Connection** option.

5. Tap **Log In**.

About Logging In

- If the credentials for logging in are correct, the home screen displays. If the credentials are incorrect, an error message displays.

- The Log In screen saves the IP address and username in local memory if you have set **Preferences** to do so.

- You have three chances to log in before a 30-second delay occurs.

- If you receive a communication error, check to see of your Web Service is running .

- The password is not stored on the device.

Basic Authentication

The C•CURE 9000 User Interface lets you edit Operator objects to allow the administrator of the system to create operators with **basic authentication.** Basic Authentication means that the Operator's account is not linked with a particular Windows domain account but just has a user name and password stored in the C•CURE 9000 database. So if an Operator has basic authentication, the Operator provides a user name and password instead of using the Windows authentication process for the Windows user.

The Operator has to enter

- his full domain name (in a form of domain\name) and Windows password if the original Windows authentication is used for his record in C•CURE 9000

- or a username without the '\' symbol and a password in case his record has been configured to use basic authentication.

Log In Screen Buttons and Icons

Table 2: Log In Screen Buttons and Icons

Icon	Description
⚙	The gear button on the top right of the screen gives you access to a common menu that lets you set Preferences, check the About box, and log off C•CURE Go.
❯	The arrow button next to the Server name displays a list of servers that you have successfully logged into. You can enable or disable this function on the Preferences screen.
ⓘ	The i button displays information related to establishing a connection to the Web Service.
Log In	Tapping this button logs you into C•CURE Go.
Encryption	Set on the Set Preferences from the home page.

License

Each connection from the mobile application to the C•CURE 9000 server consumes one client connection in the C•CURE 9000 license. The Crossfire WF service consumes one client connection but does not count against the licensed client connections.

Creating Connections

You must create a connection from the mobile device to the Web server to access the C·CURE 9000 application. The connections can be VPN, Wi-FI, or Internet.

Creating a VPN Connection

Requirements

- IIS and Web Service installed.
- To use Encryption, the remote IIS server must have a proper server certificate installed and assigned to the Web service. (See Chapter 6 in the *C·CURE 9000 System Maintenance Guide* for information on the certificate process and How to Set up C·CURE Go on your Mobile Device on Page 26.)

Optionally, to access the server with a public Internet, you may need to install a third-party application to establish a VPN connection with your server.

To Create a VPN connection for the Android Device

1. Go to your company's VPN site or Google Play and download and install the third-party software that lets you access the VPN.

2. Verify the application has installed correctly.

3. Tap C•CURE Go on the Home screen.

4. The Log In screen appears.

5. Tap the action icon ⚙ and then tap **Preferences** to set the application preferences for your session. (See Preferences Settings on Page 89.)

To Create a VPN connection for the iOS Device

1. On your iOS device Home page, go to **Settings**.

2. Tap General, then VPN.

3. Toggle VPN to **On**.

4. Enter the information in the Description, Server, Account, RSA SecurID, and password fields.

5. Save the Settings.

6. Tap C•CURE Go on the Home screen.

7. The Log In screen appears.

8. Tap the action icon ⚙ and then tap **Preferences** to set the application preferences for your session. (See Preferences Settings on Page 89.)

Creating a Wi-Fi Connection

To Create a Wi-Fi connection

1. From your mobile device's Home Page, tap Settings.

2. Select Wi-Fi to choose the company network available to you. (Ask your IS Manager which network is better for your needs.)

3. Connect to the company Wi-FI.

4. Log into C•CURE Go.

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Navigation

Support for rotation and orientation differs between mobile devices:

- Phones (including iPhones) support landscape left, landscape right, and exclude upside down.
- Tablets support all orientations, portrait, landscape left, landscape right, and portrait upside down.

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Home Screen

The Home Screen contains a list of available applications from the C•CURE 9000 server as shown in Figure 4 on Page 13. See Figure 5 on Page 13 for a display of the Android Home Screen. Tap the application (Journals, Monitoring, Personnel, Site Explorer, Video Explorer, or Preferences) you wish to use.

Figure 4: iPad Home Screen

Displays the icons in list mode ☰ .

Welcome to the logged in user.

Tap any of the functions you want to access.

Figure 5: Android Home Screen
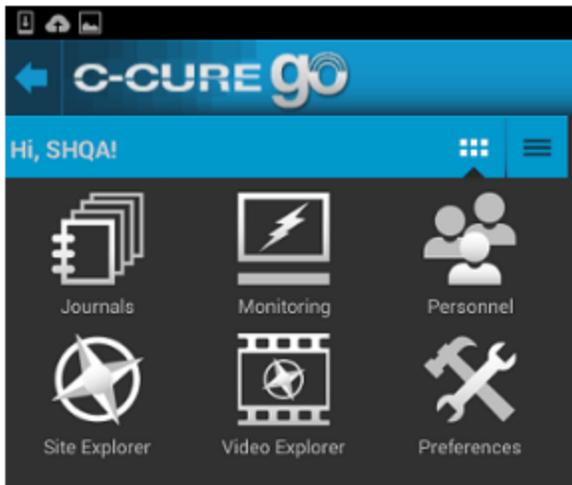
Displays the icons in grid mode (the default on the iPhone) ⦂⦂⦂ .

Welcome to the logged in user

Tap any of the functions you want to access.

Home Page Icons

The following icons appear on the mobile device's Home Page:

Table 3: Home Page Icons

Icon	Description
⚙	The gear button on the top right of the screen gives you access to a common menu that lets you set Preferences, check the About box, and log off C•CURE Go.
←	Return to the previous screen.
›	The arrow button next to the Server name displays a list of servers that you have successfully logged into. You can enable or disable this function on the Preferences screen.
⚏	Display the icons in grid mode.
☰	Display the icons in list mode.

Page Navigator Bar

92 93 94 **95**

A view from several screens contains a toolbar on top of the list that allows you to navigate by page numbers returned from the server if there is more than one page to display.

Tapping the page number from the toolbar displays that page.

- You can also scroll when the table gets to the end of its page and the next page displays keeping the previous page in memory. The toolbar highlights the pages in memory.

- Tap the list item to display the item.

Selection Criteria

Some screens contain a toolbar at the bottom of the list view that lets you search the list for certain properties, save the list, or close the list. (See Figure 6 on Page 14.)

Figure 6: Actions for the Selection Criteria Screens on an Android Device

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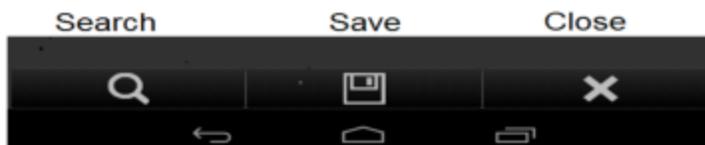
Differences in Terminology and Function

Differences in terminology and function between iOS and Android devices mainly relate to the Commands available for objects and the positioning of icons on the interface.

Android	iOS
View displays on a menu for a selected Object. **Edit** 🖉 displays after you tap **View**	**Edit** displays on the menu for a selected Object.

Selecting Multiple Items

When you see a list that contains check boxes next to each item, you can tap status icon or image to select the item. The title of the list changes from the type of list viewed to the number of selected items, such as **5 Selected**, as shown in Figure 7 on Page 15.

Figure 7: Multiple Selections
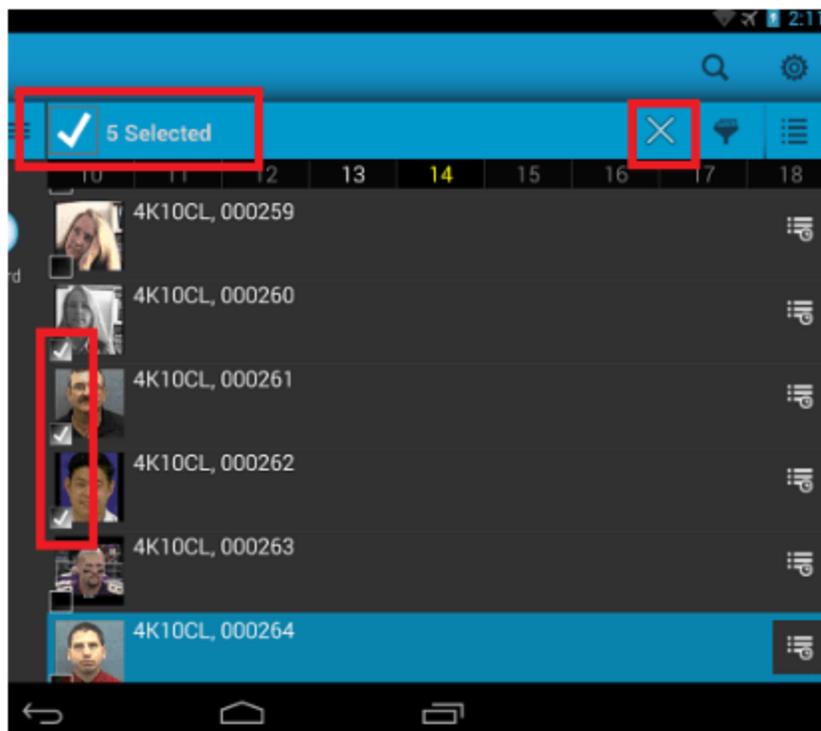
If the list is longer than one page, the items selected on page 1 stay selected when you switch to page 2.

Tapping the title bar check mark or *n* selected opens a pop-up window displaying all the items you selected, as shown in Figure 8 on Page 16.

Figure 8: Multiple Selection Popup Displays

Android Device

iPad
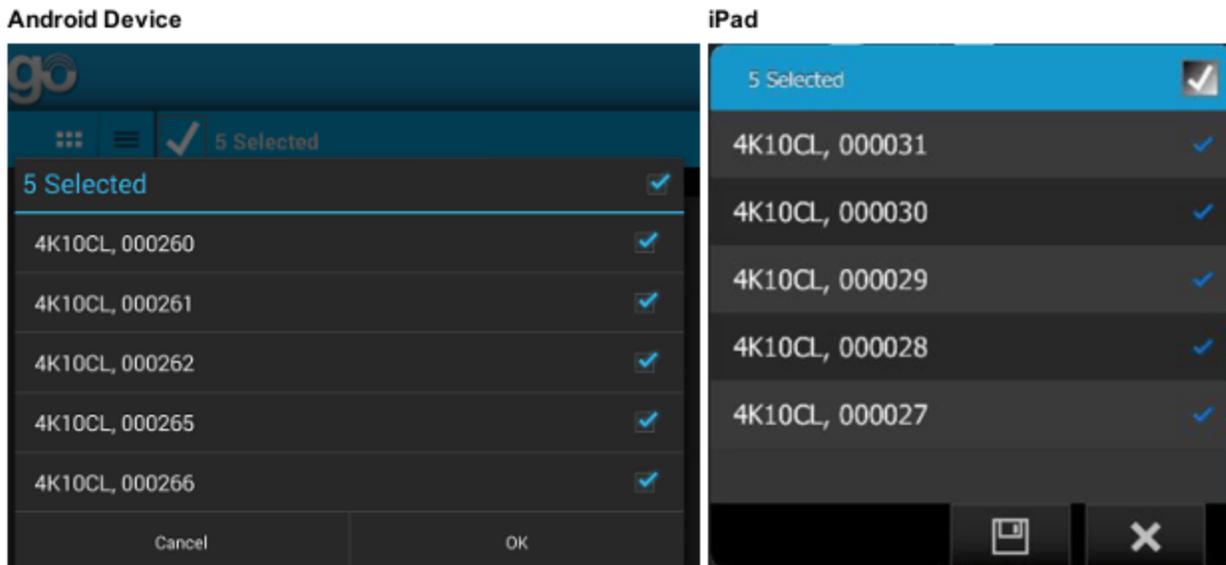
- Tapping the selected item removes the check mark and de-selects the item.

- Tapping the check mark in the pop-up title de-selects or selects all the listed items.

- Unchecking any number of items in the pop-up list is reflected in the parent list.

- Tapping **Cancel** reverses any changes to the listed items.

- Tapping **OK** on the Android device or ▣ on the iOS device saves any changes on the pop-up list as well as the parent list.

To Select Multiple Items

1. Tap the Status icon for the item to select it.

2. Tap another item's Status icon to add them to the multiple-selection list.

To Remove All Multiple Item Selections

- Tap the Cancel button (X) next to the page title.

  - Or -

- Tap the pop-up title check box and then tap **OK**.

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Search

The Search screen opens if you tap the search button Q on the Navigation bar when the screen displays a list. The screen contains three tabs: Search, Advanced, and Favorites.

NOTE The tab bar for a Search screen on an Android tablet is on the top, as shown in Figure 9 on Page 17. On iOS devices, the tab bar is on the bottom of the screen.

Figure 9: Android Search Screen
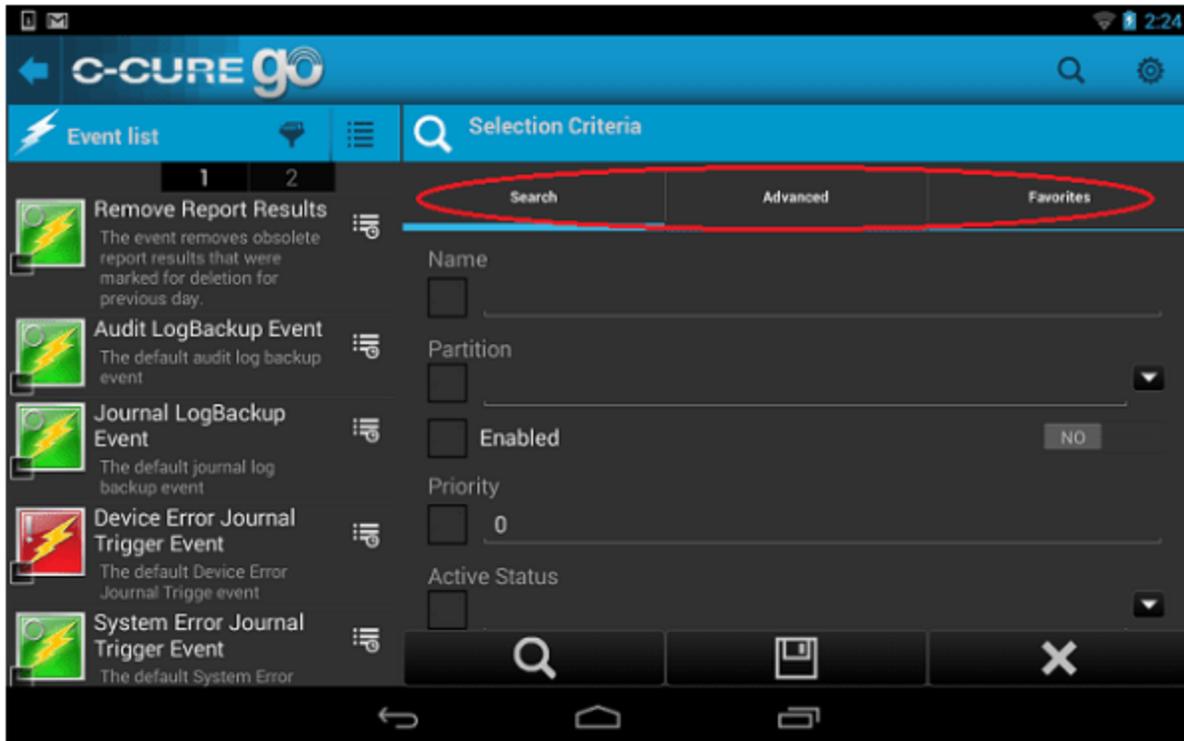
Table 4: Search, Advanced, and Favorites Tabs

Search Tab	Displays the most frequently used fields used for search operations of that type. Each object type has its own quick search fields defined by the server. The most common fields used on the quick search form are **Name** and **Description**.
	The check box to the left of each field indicates whether or not the field should be included in the fiilter. If the check box is not selected, the field is not included in the search. The check box allows you to find all the records with a blank middle name, for example.
Advanced Tab	Contains a list of predefined Queries stored in the C•CURE 9000 application available to the user based on privileges. Tapping the Query closes the screen and applies the Query filter to the list. If the Query does not have any parameters, the filter applies immediately. If the Query has some parameters, tapping it opens a window similar to the Search tab.
Favorites Tab	Displays a list of Queries used on the mobile device in the past and explicitly saved in the local memory of the device.
	You can save a Query defined in the C•CURE 9000 database on the mobile device with either a different set of parameters or the Search tab parameters.

Advanced Search

The Advanced Search contains a list of predefined queries stored in the C·CURE 9000 application. You can access the queries based on your privileges. See Figure 10 on Page 18 for a display of an Android Advanced Search screen. Tapping the query closes the screen and applies the Query filter to the list used to open the Search view.

> **NOTE** Queries listed under the Advanced Search tab are a subset of the predefined queries available from C·CURE 9000. C·CURE Go supports predefined queries of the Basic Configuration subtype only.

If the query does not have any parameters, the filter applies immediately. If the query has some parameters, tapping the query opens a form similar to the form defined on the Search tab. Any selection criteria you enter must have the check box selected.

Figure 10: Advanced Search
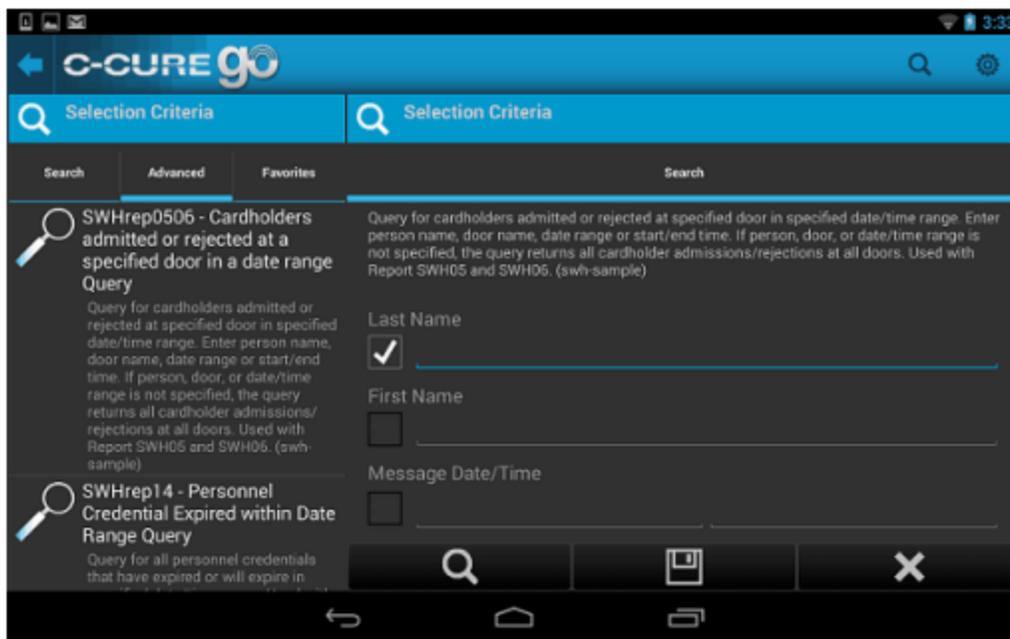
How to Filter and Sort

How to Use Filters on List Items

- Tap the filter ▼ icon for the list you are viewing to display predefined sort orders for the list type, as well as a list of predefined filters.

Table 5 on Page 18 describes the filters predefined by the type of list.

Table 5: Lists and Filtering Choices

Types of Lists	Pre-defined Queries (Including Favorites)
Journal List	System Errors, Rejected Cards

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Table 5: Lists and Filtering Choices (continued)

Types of Lists	Pre-defined Queries (Including Favorites)
Audit Log	Objects Created, Objects Deleted, Objects Modified
Personnel	Sort by Name, Sort by Type, Sort by Last Modified, Show Disabled, Show Visitors
Events	Sort by Status, Sort by Priority, Show Active, Show ACK Required
Manual Action	Sort by Time Zone, Sort by Partition
Operator	Sort by Enabled, Sort by Partition
Controller	Sort by Enabled, Sort by Partition
Door	Sort by Enabled, Sort by Partition
Elevator	Sort by Enabled, Sort by Partition
Input	Sort by Enabled, Sort by Partition
iSTAR Cluster	Sort by Enabled, Sort by Partition
Output	Sort by Enabled, Sort by Partition
Reader	Sort by Enabled, Sort by Partition

If you have created **Favorites** for any of the objects you want to sort, up to three of the most recently used **Favorites** also appear on the sorting filter.

How to Add Favorites

The **Favorites** Tab displays a list of previously-used Queries explicitly saved in the local memory.

If you defined a Query in the C·CURE 9000 database, you can use it in C•CURE Go. You can also save the same Query on C•CURE Go with a different set of parameters each time.

Selecting a saved Query applies the Query with the saved parameters and returns a list of Objects that match the Query.

If the C•CURE 9000 administrator removes a Query from the CCURE 9000 database and this Query was saved as a favorite in the C•CURE Godevice, the saved Query stops working. However, the Query is not removed from the C•CURE Go list until you explicitly remove it.

If you create Favorites through the Site Explorer, the Favorites are listed by the Favorites command of the Site Explorer. If you create Favorites through the Personnel application, the Favorites are listed on the search screen for the Personnel type. This is also true for the Monitoring application.

The exception with this behavior: if you create a Favorites item for the query invoked from the Site Explorer even though it is a query for the Personnel type, this Favorite resides on the Site Explorer Favorites.

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To Add Favorites

1. From a list view, such as a Personnel record list, tap 🔍 to open a search query.

2. Enter the search criteria, remembering to tap the check box next to each field.

3. Tap 💾 to save the query to your Favorites

To Delete a Favorite

1. Select the action icon next to an item from the Favorites list.

2. Tap **Delete** to remove the row permanently from the list.

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2

Installation and Configuration

This chapter describes how to install the C•CURE Go Web Service, how to install the C•CURE Go app, how to configure the C•CURE 9000 system to be able to use the app, and how to uninstall the app.

In this chapter

Installing the C•CURE Go Web Service

The C•CURE 9000 DVD provides installation options of the C•CURE Go Web service. The C•CURE Go Web service can be installed:

- On the same system as the C•CURE 9000 server and Web services.
- On a separate system than either the C•CURE 9000 server or the Web services.
- On a system without either C•CURE 9000 server or Web services installed.

The C•CURE Go client is installed and setup on your mobile device. The client installation occurs when you download and install the C•CURE Go Web app from iTunes or Google stores.

Installing from the C•CURE 9000 DVD

Requirements

In order to install the C•CURE Go Web Service, you must have the C•CURE 9000 product DVD. It is not necessary to install C•CURE 9000 first.

The operator credentials used for installing the Web Service must be registered as a user/operator with SYSTEM ALL privileges in the C•CURE 9000 database and a user in the domain. If the operator is not registered in C•CURE 9000 database, create an operator with the proper credentials and privileges. See Chapter 11 in the C•CURE 9000 Software Configuration Guide for details on how to create an operator.

For a remote installation, if the user/operator is the same person who installed the victor Application Server, then there is no need to add an operator in the Server Configuration Application.

For a remote installation, if the user/operator is **not** the same person who installed the victor Application Server, then this operator must be added as an operator in the Server Configuration Application. See Chapter 11 in the C•CURE 9000 Software Configuration Guide for details on how to create an operator.

Installing the C•CURE Go Web Service from the DVD

To Install the C•CURE Go Web Service

1. With Administrator privileges, start the Unified Installer.

2. If you have not installed C•CURE 9000 on your server, click on Software House. Click **Next**.

3. If you have C•CURE 9000 installed, click **Integrations and Services** link at the top of the installer window.

4. Select C•CURE Go Web Service.

5. Click **Install**. The Windows Installer Preparing To Install dialog box briefly opens.

   The setup program checks the system to see if it meets the minimum requirements. If minimum requirements are met a Welcome dialog box opens.

6. Click **Next** to continue with the installation. The License Agreement dialog box opens.

7. Click on the **I accept the terms of the license agreement** radio button, and then click **Next**. You can also click **Print** to print a hard copy of the license agreement for your records. A copy of the license agreement is sent to the default printer configured in your printer settings.

8. If you have not installed C•CURE 9000, the Destination Folder dialog box opens. Click **Next** to install to the default folder -- C:\Program Files (x86) or click **Change...** to choose another folder.

9. Click **Next**. The Server Selection dialog box opens.

10. Select the C•CURE 9000 Server.

    a. **Local system** – Select the Local System radio button. You must have SYSTEM ALL privileges and be registered in the C•CURE 9000 database.

    Enter credentials.

      — User name and domain values are populated automatically. The domain name is the domain of the server where the Web service is installed.

      — Enter the Password manually.

    Change the username/password pair if needed. For example, if the operator is not in the C•CURE 9000 database, you can add a new operator with appropriate credentials (SYSTEM ALL privileges) or use an existing operator.

    b. **Remote system** – Select the Remote System radio button. You must have SYSTEM ALL privileges and be registered in the C•CURE 9000 database.

    Enter credentials.

      — User name and domain name are required. The domain name is the domain of the remote machine where the Web service is installed. The User name is the user/operator with SYSTEM ALL privileges who is registered in the C•CURE 9000 database.

      — Enter the Password manually.

    The C•CURE 9000 server can be standalone or a SAS. The installation process is the same for either.

11. Click **Next** to continue with the installation. The Installation options dialog box displays.

12. Optionally check the Redundant server installation using supported third party redundancy check box and enter a Virtual server name.

13. Click **Next** to continue with the installation. The Ready to Install C•CURE Go Web Services opens.

14. Click **Install.** The installation program continues until the Finish dialog box displays.

15. Click **Finish** to complete the installation.

Repairing the C•CURE Go Web Service

You can repair the C•CURE Go Web Service from the Windows Start menu or from the C•CURE 9000 DVD.

To Repair the C•CURE Go Web Services

1. From the Windows Start menu, select **Control Panel>Programs and Features.**

2. In the list, right-click on C•CURE GoWebService.

3. Select **Repair** from the list of available actions.

    The Windows Installer dialog box opens.

4. Browse to the CCureGoWebService.msi file location and select it. Click **OK.**

5. Enter the Username and Password. See Step 10 of Installing the C•CURE Go Web Service from the DVD on Page 22

6. Click **Next** to fix errors in the most recent installation by fixing missing and corrupt files, shortcuts, and registry entries.

7. A progress dialog box displays until the repair is complete.

8. Click **Finish** to complete the installation repair.

Removing the C•CURE Go Web Service

You can remove the C•CURE Go Web Service from the Windows Start menu or from the C•CURE 9000 DVD.

To Remove C•CURE Go Web Service

1. From the Windows Start menu, select **Control Panel>Programs and Features.**

2. In the list, right click on C•CURE GoWebService.

3. Select **Uninstall** from the list of available actions.

4. Confirm that you want to uninstall the service.

   A progress dialog box displays until the removal operation is complete.

5. The Windows Installer window disappears and the service has been removed.

Installing the Language Pack

In order to use C•CURE Go with the C•CURE 9000 2.30 Language Pack install kit, install C•CURE Go first. Then install the language pack install kit. The language pack install kit installs the C•CURE Go-related language pack files only if it detects that C•CURE Go is installed.

For details on installing the Language pack, see Chapter 4 in the C•CURE 9000 Installation Guide 9000_InstallationGd_UM131_revN0.pdf.

Next Steps

1. Download the C•CURE Go Web app from the Apple Store or Google Play. See "How to Download from the Apple Store" on page 25How to Download from Google Play on Page 25

2. Configure your device. See Configuring Your Device on Page 25 for information on verifying your license, SSL certificates, and IIS configuration.

3. Install the C•CURE Go client on your mobile device. See How to Set up C•CURE Go on your Mobile Device on Page 26.

Installing C•CURE Go on your Mobile Device

How to Download from the Apple Store

Requirements

In order to use iOS Apps and the App Store, you must have:

- An iPhone 3G or higher, a 2nd generation iPod touch or higher, or any iPad model
- iTunes 7.7 or higher
- iOS 8.1 or higher
- An iTunes account

To Download the C•CURE Go App from the Apple Store

1. Connect your device to a network or 3G.
2. Open the App Store Application and search for C•CURE Go.
3. Tap C•CURE Go.
4. Download and install to your mobile device.

How to Download from Google Play

You can download the Android apps and digital content to your device using the Google Play Store app. Use your device with an Internet connection. The Google Play App must be installed on your device.

To Download the Google Play Store App

1. Set up an account on Google to access Google apps.
2. From your Android device, open the Google Play Store app.
3. Search for Tyco to find the Tyco-specific apps that are available.
4. Tap C•CURE Go. The App downloads to your Android device.

Configuring Your Device

C•CURE Go must be configured before it can connect to the C•CURE 9000 application.

To Configure C•CURE Go

1. Find the computer name or an IP address where the C•CURE Go Web Service is installed. (The Web Service could be installed on a different computer than the one on which the C•CURE 9000 server is installed.)
2. Create a new SSL certificate registered with one of the common certificate agencies, such as VeriSign.
3. Verify the IIS configuration, make sure it has the SSL certificate installed and HTTPS binding configured.

To ensure the security of the communication between the mobile device and C•CURE 9000 system, you must have a valid certificate and HTTPS binding. See How to Set up C•CURE Go on your Mobile Device on Page 26.

4. For the C•CURE Go device:

   a. Configure a login device.

   b. Secure an IP address from your IT administrator.

   c. Create a VPN connection with the network which hosts the IIS server with C•CURE Go Web service if needed.

   d. Make sure the mobile device has a proper connection with the IIS server. See Troubleshooting on Page 29.

   e. Install C•CURE Go application on your mobile device. See Installing C•CURE Go on your Mobile Device on Page 25.

How to Set up C•CURE Go on your Mobile Device

The installation process configures the Web Service to allow HTTPS connections by creating HTTPS binding on the IIS default Web site where the service is installed.

After you have installed the C•CURE Go app, configure the server-side certificate (SSL) to provide security for your online communication. When a web browser contacts your secured site, the SSL certificate allows the encrypted connection after checks have occurred.

An SSL connection assumes that the IIS server uses a special server certificate. The certificate is unique and is linked to the server that runs the signed Web service. Once the certificate is created, it should be installed on IIS.

C•CURE Go does not use any client-side certificates and accepts the certificate you installed on the server side. The encryption can be turned on or off from the Login screen of the Mobile application.

NOTE If you have a problem logging in when you have Encryption turned on, try it without encryption. However, Software House recommends that you use encryption when connecting to the C•CURE 9000 server.

The certificate verification protects and encrypts the traffic between the client and the server making data transmission secure. See Chapter 6 in the *C•CURE 9000 System Maintenance Guide* for information on creating certificates and exporting them to your system.

Installing a Valid Certificate

To Install a Valid Certificate

1. From your IIS manager, locate **Server Certificates**.

2. Create a self-signed certificate.

   Software House recommends that you create your own certificate through a company such as VeriSign.

3. Once you have a valid certificate, create the HTTPS binding.

   a. Click **Site Bindings**.

   b. Click **Add...**

   c. Select the **Type** from the drop-down menu HTTPS.

d. Enter an IP address.

e. Select the **SSL Certificate** from the drop-down menu.

f. Click **OK.**

This procedure results in the HTTPS port assigned to 443 for the SSL connections between the server and the mobile device.

Uninstalling C•CURE Go

You can remove the C•CURE Go App from your mobile device.as you would any other Android or iOS app.

When you remove the C•CURE Go app, the App still resides on Google Store or iTunes. Uninstalling removes the App locally and all its data.

Removing the C•CURE Go App from your Android Device

To remove the C•CURE Go App

1. Go to **Google Settings** then **Apps.**

2. Locate C•CURE Go. Tap on the icon.

3. Tap on **Uninstall**.

4. Tap on **OK.**

   The App is removed but you can reinstall it from Google Store should you need to.

   When you remove the App, all its data is also removed.

Removing the C•CURE Go App from your Android Phone

To remove the C•CURE Go App

1. From Google Settings, go to Connected apps.

2. Locate the C•CURE Go App.

3. Uninstall the App.

   The App is removed but you can reinstall it from Google Store should you need to.

   When you remove the App, all its data is also removed.

Removing the C•CURE Go App from your iOS Tablet or iPhone

To remove the C•CURE Go App

1. From your Home screen, touch and hold the C•CURE Go App icon.

   The icon starts to jiggle.

2. Tap on to remove the App from your tablet.

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3. When the removal is complete, tap on the Home button.

   The App is removed but you can reinstall it from iTunes should you need to.

   When you remove the App, all its data is also removed.

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Troubleshooting

You may encounter some of the following issues:

Problem	Solution
Login Failure:	If the credentials are incorrect a "Login Failure" message appears.
	You are allowed three wrong attempts for Username and Password failures after which a 30 second delay occurs.
	(Attempts for incorrect server names are not counted.)
Server Failure:	If the server becomes unavailable, a "Communication Error" message appears.
	The message displays the actual problem encountered with the lack of Web service or lack of connection to the server.
	(You can reboot your mobile device to delete the cache, and log in again.)
IIS Connection	You can test your IIS connection by opening your browser to the secure page of the remote IIS Web Server.
	Example:
	`https://yourServerName.`

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3

C•CURE Go Screens

This chapter describes the various screens available for monitoring, accessing journal and audit logs, managing Personnel records, Preferences, the Site Explorer, and the Video Explorer

In this chapter:

Journals

The Journal feature displays two icons that give you a choice of whether to use system logs or a list of modifications to the system.

When you tap Journal from the Main menu, you can select **Journal** or **Audit Log** , as shown in **Figure 11 on Page 32.**

Figure 11: Journal Screen

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Journal Icons and Buttons

Table 6: Journal Icons and Buttons

| Icon	Description
Q	Opens the Search Screen when tapped. The screen displays three tabs: **Search**, **Advanced**, and **Favorites**. The **Search** tab displays a form with the fields most frequently used for search operations, such as Message Type and Server Date/Time. The **Advanced** tab displays a list of predefined Queries stored in the C·CURE 9000 application and available to Personnel based on Privileges. Tapping the Query closes the screen and applies the filter to the object list used to open the Search view. The **Favorites** tab displays a list of Queries used in the past on the mobile device and explicitly saved in the local memory of the device.
▼	Opens the Filter Screen when tapped. The default sort order for the Journal list is descending journal message time. You can change the filter by tapping the filter button on the list title bar. This opens a list of predefined filters and and filters saved in the Favorites list for this type. See How to Filter and Sort on Page 18
92 93 94 **95**	Allows Journal navigation by page numbers returned from the server if there is more than one page. The page stays in local memory once you have viewed it.

Journal List View

The Journal list displays a summary of the Activities and Events that monitor C·CURE 9000. Records in the Journal provide a historical view of Activity that occurred within the system and can verify Events when serious issues occur. Journal Messages also can help locate people or assets within a facility

Tapping **Journal** opens a List view with the first page of the most recent Journal records (see Figure 12 on Page 33). The records are sorted in descending order by date. You can select a record and tap the [▤] action icon to the right of the list item to view its properties.

Figure 12: Journal List View
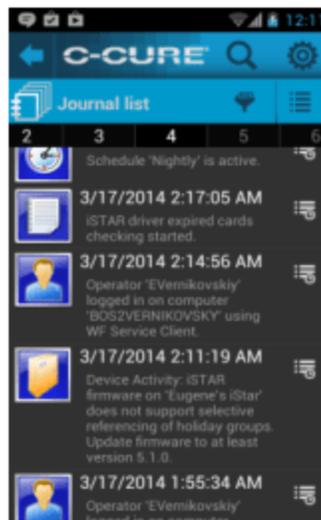
Audit Log

By default, the Audit Log Viewer, shown in Figure 13 on Page 34, displays the following:

- Type of configuration change (Edit operation)

- Date and time, in local time, that the entry was recorded in the database (Server Date/Time)

- Text of the message, in a partitioned system the object name includes the name of its Partition (Message Text)

- Additional details of the message (Message Details)

- Partition name, if the system is partitioned, the partition name is the farthest right column

The audit log lists the latest changes to the system configurations.

Figure 13: Audit Log Viewer
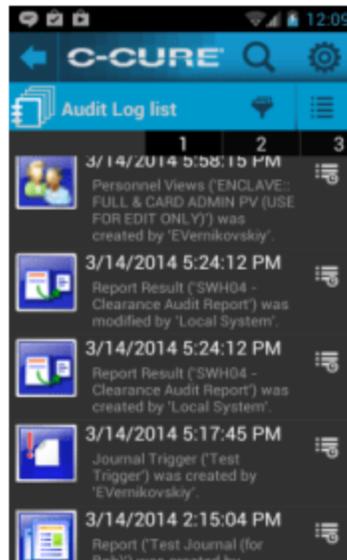
Monitoring

From the Monitoring screen, you can select **Monitor All Events** or **Monitor Selected Events**. See Figure 14 on Page 35 for the displays.

Monitoring shows active Events in the system collected in real time. C•CURE Go polls the server at intervals (set in **Preferences)** and updates the contents of the screen accordingly. Once you have closed the screen, the monitoring stops.

Figure 14: Monitoring Screens

Monitored Events are displayed in a special view that contains the Objects tab. The purpose of the view is to show the status of the Active Events collected in real time. The server is polled at the predefined interval and updates the content of the view.

NOTE   iOS devices display the **Object** tab at the bottom of the screen.

Monitor All Events

The Monitor Events list displays a list of the Active Events on the server. The list updates the contents automatically using the polling interval specified in **Preferences.**

You can act on any Active Event you select with any of the commands available from the action icon. See Table 7 on Page 36.

Figure 15 on Page 36 displays the result of the **Find in Journal** command.

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Figure 15: Results of Find in Journal
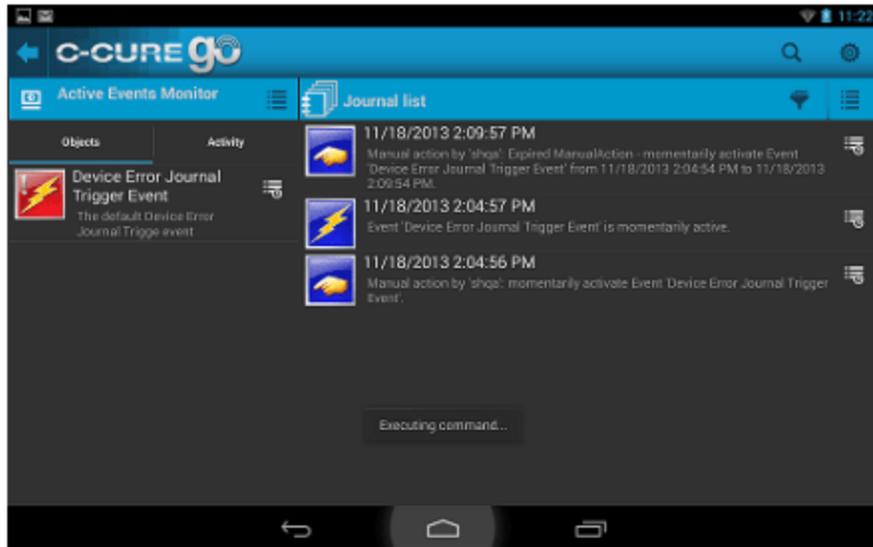
NOTE Your Operator Privileges limit the Active Events that display in the list.

Table 7: Actions for Events from the Menu

View	Monitor	Ack Event	Find in Journal	Find in Audit
Activate	Deactivate	Arm	Disarm	Latch
Toggle	Pulse			

Monitor Selected Events

You can monitor a subset of the active Events by tapping the Monitor Selected Events command on the Monitoring screen.

To Select Events to Monitor

1. Optionally, enter the name of the Event or enter the following, as shown in Figure 16 on Page 37:

    a. Partition.

    b. Priority.

    c. Active Status.

    d. Armed Status.

2. Tap the Search icon 🔍 .

    - Or-

    Tap 🔳 Save to save your Search Query to Favorites for later re-use.

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Figure 16: Selection Criteria
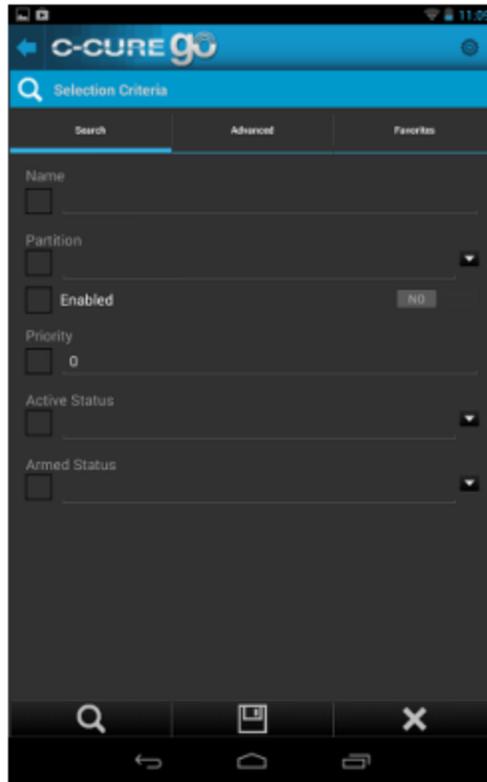
Personnel

The Personnel application is similar to the Personnel editor found in the C•CURE 9000 Administration Station. You can create a new record, edit an existing record, apply credentials and clearances, perform searches with filters to limit the results, or use your mobile device to check a card's validity. See Figure 17 on Page 38 for a view of the Personnel Screen on the iPad tablet.

Figure 17: iPad Personnel Screen

The Personnel function allows you to do the following:

■ **Show All** — Display an alphabetical list of all the Personnel records.

■ **Add New** — Display a pop-up form and create a Personnel record. The View screen opens from the created record for you to append clearances and credentials.

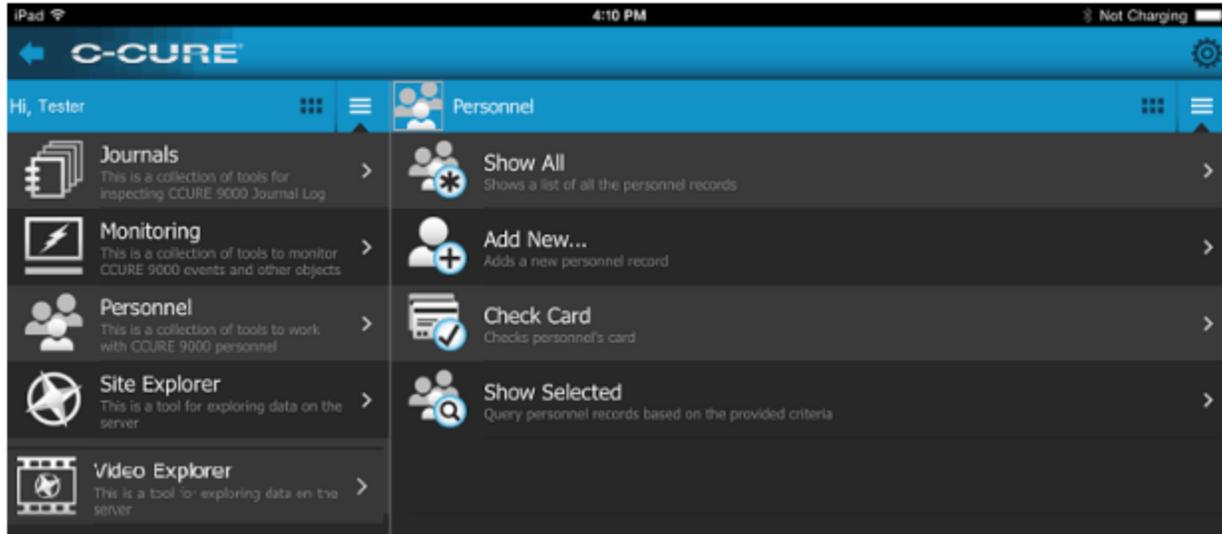■ **Check Card** — Display a form that lets you swipe a card on the mobile device or enter the card number to open the View for the Personnel screen.

■ **Show Selected** — Query a Personnel record based on the provided criteria.

Personnel Icons and Buttons

Table 8: Personnel Icons and Buttons

Icon	Description
Q	Opens the **Search** screen when tapped. The screen displays three tabs: **Search**, **Advanced** and **Favorites**. • The **Search** tab displays a form with the fields most frequently used for search operations, such as **Name** and **Description**. • The **Advanced** tab displays a list of predefined Queries stored in the C•CURE 9000 application and available to personnel based on privileges. Tapping the Query closes the screen and applies the filter to the object list used to open the search view. • The **Favorites** tab displays a list of Queries used in the past on the mobile device and explicitly saved in the local memory of the device.

Table 8: Personnel Icons and Buttons (continued)

Icon	Description
	Opens the **Filter** screen when tapped. The default sort order for **Personnel** is by Name. You can change the default sort by tapping the filter button on the list title. This opens a list of predefined sort orders for the listed typ,e as well as a list of predefined filters and up to three of the most recently used Queries saved in the **Favorites** list for this type. (See How to Filter and Sort on Page 18.)
	Opens a selected **Personnel** record for editing.

Show All

The Show All function displays an alphabetical list of all the Personnel records in the database for which the operator/administrator has privileges.

Show All Commands

When you select a **Personnel** record, tap the action icon to see the actions you can perform on the selected record. Table 9 on Page 39 lists the commands available for Personnel.

Table 9: Commands for Personnel Records

Command	Description
View	View the Personnel record.
Monitor	Monitor any events attached to the Personnel record.
Set PIN	Execute **Set Pin** on a Personnel record after you have created and saved it. When you start editing a Personnel record, the PIN field does **not** display. The mobile device Personnel record editor treats PIN as a read-only field. It shows the value of the PIN property if the "Display PIN" system variable is set to 'on' and shows asterisks if the variable is set to 'off'. (On C•CURE Go, the PIN may show in the View command, but not in the Personnel Editor.)
Previous Doors	Display a list of previously viewed doors.
Add Credential	Add credentials to a Personnel record.
Add/Remove Clearances	Add/remove clearances from one or more Personnel records.

Table 9: Commands for Personnel Records (continued)

Command	Description
Documents	Access one or more documents assigned to a Personnel record. This command is available if the operator has read Privileges for the Personnel record, whether or not there are Documents attached.
	If the Personnel record has more than one assigned Document, the Documents command shows a list of Documents. Once you select a Document, it opens in a browser. (When there is only one Document assigned, it opens in a browser window immediately.)
	If the personnel Document is an image or a text file, the command opens an internal Web View that displays the Document content. This view has two commands: **Refresh** and **Load Browser**.
	If the Document is a PDF file or a URL (a shared Document, for example), the full-feature browser opens automatically.
Preview Badge	Access and view as a PDF one or more Badges assigned to a Personnel record. This command is available if the operator has read Privileges for the Personnel record, and the Preview Badge Privilege, whether or not there are Badges attached.
	If the Personnel record has more than one assigned Badge, the command shows a list of Badges. Once you select a Badge, it opens in an available PDF viewer. (When there is only one Badge assigned, it opens in a PDF viewer window immediately.)
	If more than one PDF viewer is available, you can choose the viewer you prefer from a list of viewers.
	This command is also available from a list of Credentials for a person from the Credentials tab (if the Operator has read Privileges for Credentials).
Primary Portrait	Add a portrait to an existing Personnel records.
Delete	Delete the Personnel record.
Find in Journal	Find the Personnel record in the Journal list.
Find in Audit	Find the Personnel record in Audit.
Grace Personnel	Clears the antipassback/timed antipassback information for selected Personnel and allows them access to the antipassback Area.
	If you select more than 100 Personnel, the Grace Personnel selection is not available.
Antipassback Reset Card	Resets the iSTAR Global Antipassback owners of the selected Personnel's cards when that iSTAR owner is not communicating.
	If you select more than 100 Personnel, the Antipassback Reset Card selection is not available.
Area Lockout Grace	Clears all running Area Lockout timers for the selected Personnel to allow them one-time access to the target locked-out Areas.
	If you select more than 100 Personnel, the Area Lockout Grace selection is not available.

Search for Personnel Records

To Search for a Personnel Record

1. Tap Show All.

2. Select the Search icon Q on the top Navigation bar.

3. Enter the name of the person you are looking for.

4. Make sure that the check box to the left of the search criteria is selected.

5. Optionally, tap save 🖫 to save this search Query to your Favorites and when prompted, name the Query. This makes the Query available for subsequent searches.

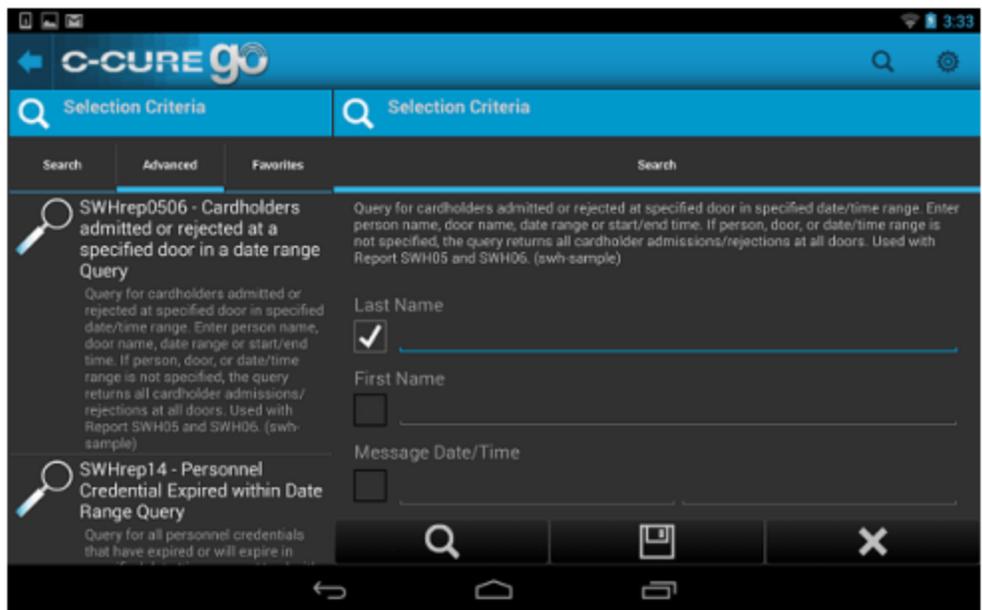6. Tap the Search icon at the bottom of the personnel list. A list with matched Personnel records is returned.

> **NOTE** iOS devices have the Quick Search at the bottom of the screen.

To Use Advanced Search

1. From the list of Personnel records, tap the Search button and then the **Advanced** tab to see the available pre-defined Queries, as shown in Figure 18 on Page 41. (The tabs are at the top of the screen for the Android device and at the bottom of the screen for the iOS device.)

   These pre-defined Queries come from the C•CURE 9000 system. You can save these Queries locally, but if they are deleted from the C•CURE 9000 system, they must be deleted manually from C•CURE Go.

2. Tap an appropriate query for the type of search you are performing.

3. Fill in the search criteria for that Query and select the check box for the search criteria you want to use.

Figure 18: Personnel Advanced Search

4. Optionally, tap the Search Icon 🔍 at the bottom of the window.

   - Or-

   Click 🖫 to save the modified query to your Favorites.

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Add New

You create a new Personnel record on a View screen that opens in Edit mode. Populating the fields and tapping the **Save** icon creates a new record in the C•CURE 9000 database and keeps the Personnel View on the screen.

To create a Personnel record

1. From the Personnel screen, tap **Add New...**

2. Under General:

   a. Enter the type of employee from the drop-down list.

   NOTE   You can create Personnel Types using the C•CURE 9000 Administration application.

   b. Enter the last name of the new person.

   c. Optionally add information to any other fields

3. Select other options if appropriate:

   - Escort
   - Clearance Filter (Level 1)
   - Alternate Shunt (ADA)
   - Noticed
   - Antipassback Exempt
   - Antipassback Event
   - Keypad Command Administrator
   - Intrusion Zone Administrator
   - Inactivity Exempt
   - Can Perform Guard Tour

4. Optionally add information to Customer Fields.

5. Optionally add information to UDF fields under Other.

6. Tap Save 🖫 to save the record to the C•CURE 9000 database or Close ✖ to ignore the additions you have made.

   Saving a new Personnel record creates the record in the C•CURE 9000 database and automatically opens the newly created record for further editing. This allows you to assign Clearances and Credentials to the record and to take a primary portrait for it. (These options are not available until the record is saved.) See the next sections for additional details.

Modifying a Personnel record

To Modify an Personnel Record

1. Select the Personnel record you want to modify.

2. Tap the Edit icon ✎ .

3. Make the desired changes.

4. Tap Save ▣ to save the record to the C•CURE 9000 database or Close ✖ to ignore the additions you have made.

Check Card

The Check Card view lets you read the CNS field of MIFARE cards using the Near Field Communication (NFC) hardware of the mobile device. The CSN field is interpreted as the card number of a Personnel record.

The screen opens with a message that prompts you to swipe a card, as shown in Figure 19 on Page 44. Once you have swiped the card on the back of the mobile device and the read is completed, C•CURE Go tries to find the Personnel record with the specified number card. If the card is found, an Object View for the found Personnel record displays. You can also enter the card number manually into the edit box on the top of the screen.

NOTE iOS devices do not support NFC. Consequently, the only way to check a card is by entering the card number manually and tapping the Search button at the bottom of the screen.

Enabling and Disabling the NFC service

This feature of mobile devices allows data exchange when the tablet is located near another NFC device.

To Enable the NFC Service

1. On your mobile device, tap **Settings.**

2. Tap **More..** under the Wireless and Networks category.

3. Tap **NFC** to select the check box and enable the service
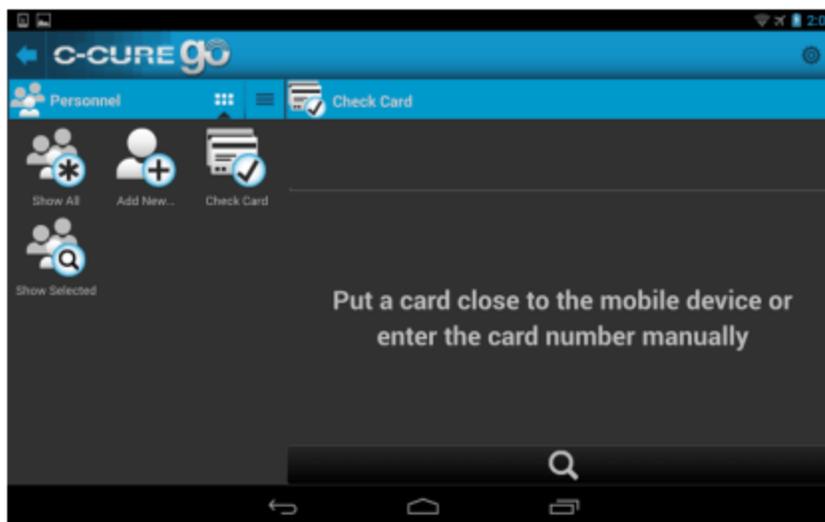
To Disable the NFC Service

1. On your mobile device, tap **Settings.**

2. Tap **More..** under the Wireless and Networks category.

3. Tap **NFC** to de-select the check box and disable the service.

Using the Check Card

Figure 19: Check Card Display

To find the Personnel Record for the Check Card

1. Tap **Personnel** and click **Check Card**.

2. Tap the card on the back of your device.

3. If the card number is **not** found in the database, a message displays. If found, the Personnel record with the specified card is opened for viewing and editing.

Show Selected

Show Selected lets you query a Personnel record based on criteria you provide (see Figure 20 on Page 45).

Figure 20: Personnel Record Criteria
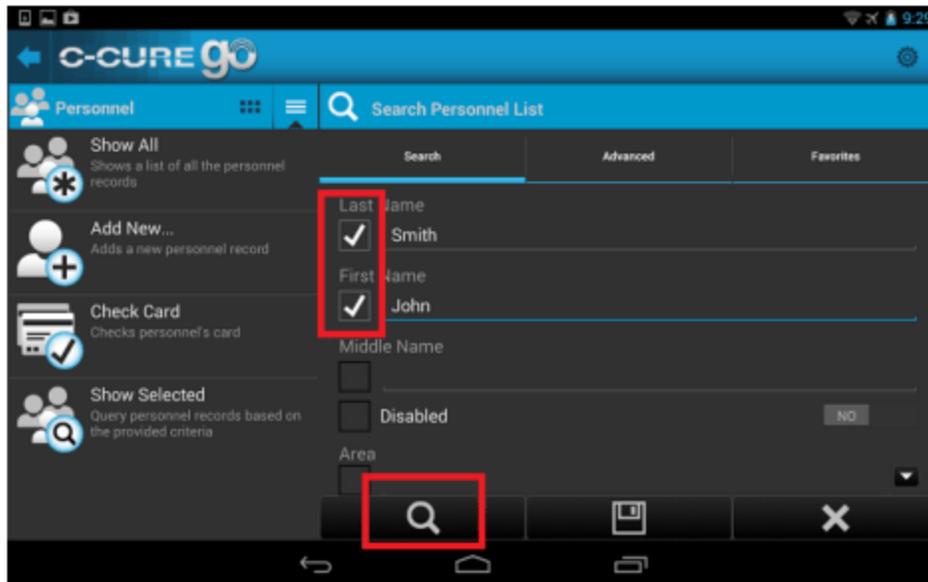
To find a Personnel Record by Name

1. Enter the name of the person you are looking for.

2. Check the box next to all of the Name criteria you have entered (Last, First, or Middle).

3. Tap the Search icon 🔍 . The list of matching names displays.

> **NOTE**
>
> Searching strings uses the 'Starts with' criteria.
>
> **Example:**
>
> - Putting 'A' into the Last Name field obtains a list of personnel records with last name starting with 'A'.
>
> - If the entered value starts with the symbol '%', the criteria is interpreted as 'Contains'. "Jason" and "Malisons" match the search criteria '%son'.

Personnel Tabs

When you view a Personnel record, the screen has three tabs available:

- At the top of the screen on an Android, as shown in Figure 21 on Page 46.

- At the bottom of the screen on an iOS device.

Figure 21: Android View of Tabs
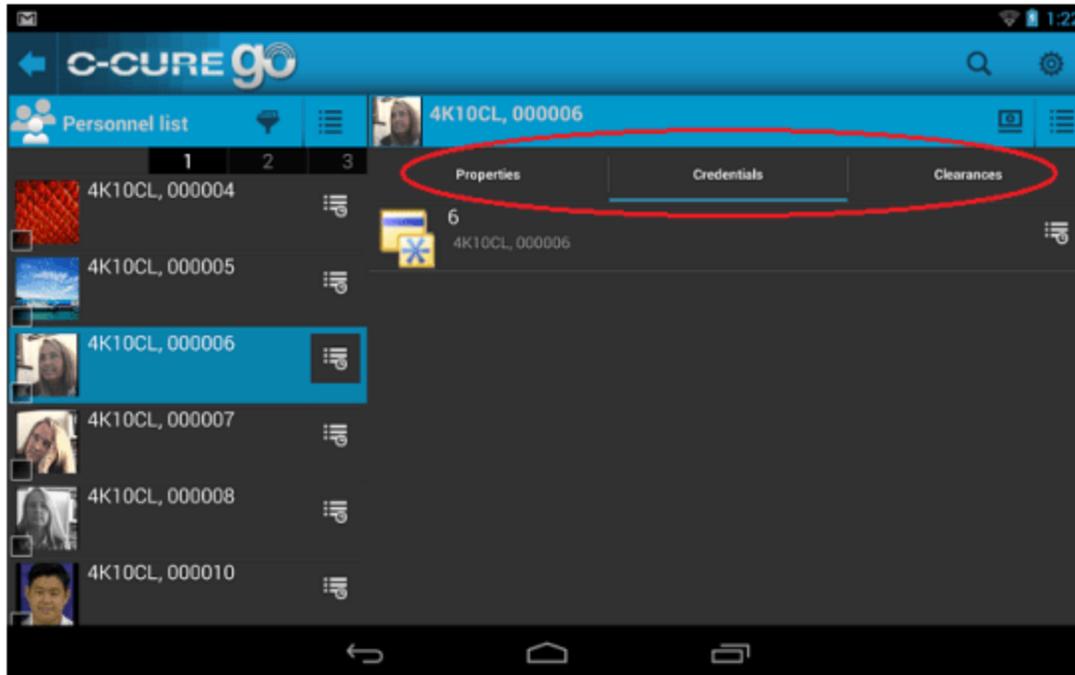
1. **Properties**—Shows all the properties of the selected Personnel record, including the User Defined Fields (UDF) created in the C•CURE 9000 application for the Personnel record. All the UDF fields display, but some are read-only.

2. **Credentials**—Lists the Credentials assigned to the Personnel record. You can delete Credential records, edit existing Credential records, and create new Credential records. When you create a new record, a pop-up form opens. To modify an existing Credential record, you must tap the View command and then tap the Edit icon

   .

3. **Clearances**—Lists the Clearances assigned to the Personnel record being viewed..

iOS Devices Tab Display

iOS devices display the tabs at the bottom of the screen, as shown in Figure 22 on Page 46.

Figure 22: iOS View of Tabs

Personnel Record Tasks

Common tasks for Personnel records include the following:

- To Remove a Credential from a Personnel Record on Page 47.
- To Assign a Credential to a Personnel Record on Page 47.
- To Add Clearances to a Personnel Record on Page 48.
- To Set a PIN for an Existing Personnel Record on Page 48.
- To Take a Picture and Associate It with a Personnel Record on Page 49.
- To Reset the Antipassback Card on Page 49.
- To Grace a Person on Page 50.
- To Enable a Person to Perform Guard Tours on Page 50.

To Remove a Credential from a Personnel Record

1. From the Personnel record that you want to change, tap the action icon ⊟ .
2. Tap **View**.
3. Select the Credentials tab and tap the Credential record you want to delete.
4. Tap the **Delete** command and then tap **OK** on the confirmation screen.

To Assign a Credential to a Personnel Record

1. From **Show All**, find a specific Personnel record using a quick search.
2. Select the record and tap the action icon ⊟ .
3. Tap **Add Credential** to change the Personnel record.
4. Enter the card number, the facility code, the issue code, and Activation and Expiration date/time.
5. Select the CHUID format by selecting **Card Only** or another available format from the pop-up, as shown in Figure 23 on Page 47.

Figure 23: CHUID Formats
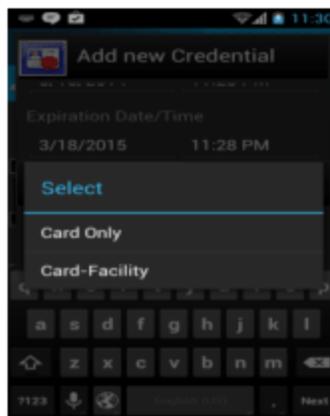
6. Populate all the desired fields in the Clearance window.

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7. Tap the Save icon ⊞ at the bottom of the list to save the changes or **Cancel** ✕ to ignore the changes.

To Add Clearances to a Personnel Record

1. From **Show All**, find a specific Personnel record using a quick search.

2. Select the record, and tap the action icon 📇 .

3. Tap **Add/Remove Clearances** to modify the Personnel record.

4. All the Clearances available in the system display. Clearances that have already been assigned to the record are preselected on the list.

5. Select additional clearances or remove clearances by selecting/clearing the check boxes on the list item or by tapping the check box icon or X icon on the list header.

6. Tap the Save icon ⊞ at the bottom of the list to save the changes or tap **Cancel** ✕ to ignore the changes.

To Set a PIN for an Existing Personnel Record

1. From the existing Personnel record that you want to modify (with edit privilege for the Personnel Object), tap the action icon 📇 .

2. Tap **Set PIN**. The Personnel record shows the person's name and picture (if available)..

3. Enter the Pin in the C•CURE Go form and save. (The maximum PIN length is displayed in the Set Pin form's title.)

    For newly created Personnel records, execute Set Pin on the record after you have created and saved it. (The PIN field does not display when you first start editing a Personnel record.)

    The mobile device Personnel record editor treats PIN as a read-only field. It shows the value of the PIN property if the Display PIN system variable is set to **On** and shows asterisks if the variable is set to 'Off. (On C•CURE Go, the PIN may show in the View command, but not when in Edit mode). Thus, the only way to assign a new PIN to a Personnel record is via the Set PIN command.

4. Tap the Save icon ⊞ at the bottom of the form to save the changes or tap **Cancel** ✕ to ignore the changes.

To Take a Picture and Associate It with a Personnel Record

1. With your mobile device, take a picture of the person for whose record you want the portrait.

   The picture gets stored in **Camera Roll** in the iPhone or iPad and in **Gallery** in your Android device. Optionally, you can crop or edit the portrait before using it.

2. Find the Personnel record to which you want to attach the portrait.

3. Tap the action icon [icon] .

4. Tap **Primary Portrait**. A screen appears with the following menu bar:
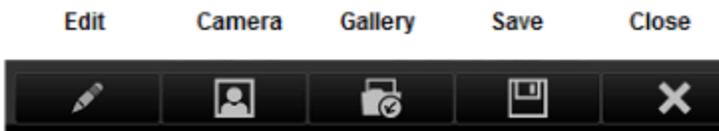
   Optionally,

   - Tap **Camera** to take the Portrait at this time.
   - Tap **Gallery** if the portrait already exists. Find the portrait you want to associate with the record.
   - Choose to make this your default directory by tapping **Always.** Tap **Just Once** to leave the option open.
   - Tap **Edit** to make changes to the portrait, such as cropping.

5. Tap the Save icon [icon] to save the changes or tap **Cancel** [icon] to ignore the changes.

To Reset the Antipassback Card

1. From the selected Personnel record, tap the action icon [icon] .

2. Scroll down the actions window and tap Antipassback Reset Card.

   The iSTAR Global Antipassback owner is reset for the selected Person's card.

To See the Result of the Reset Action

■ Tap the action icon ⬚ and select **Find in Journal.**

A Journal List appears that displays the device activity of Reset card owner for the Personnel record.

To Grace a Person

1. From the selected Personnel record, tap the action icon ⬚ .

2. Tap **Grace Personnel**.

The selected Personnel record is graced.

To See the Result of the Grace Action

■ Tap the action icon ⬚ and select **Find in Journal.**

A Journal List appears that displays the device activity of Grace Card for the Personnel record.

To Enable a Person to Perform Guard Tours

1. From the selected Personnel record, tap the **Edit** icon ✏ .

2. Scroll down the personnel record to Options section.

3. Toggle 'Can Perform Guard Tour' from **No** to **Yes**.

4. Tap the Save icon ⬚ to save the changes or tap **Cancel** ✖ to ignore the changes.

Site Explorer

The Site Explorer contains the following objects accessible from C•CURE Go: Favorite Filters, Favorite Monitors, Query, Event, Manual Action, Operator, Controller, Door, Elevator, Input, iSTAR Cluster, Output, and Reader as shown in

Figure 24: Site Explorer Screen
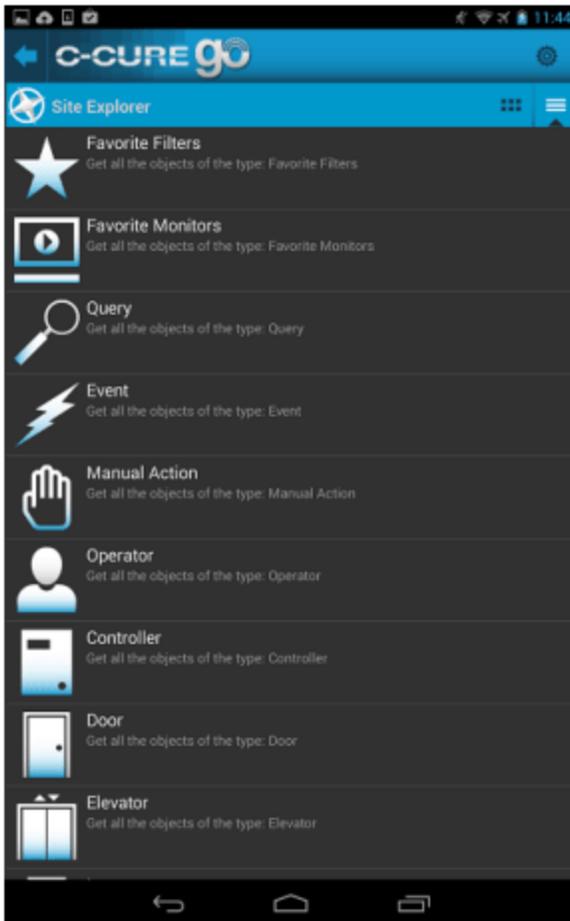
Scroll down this screen to see all the available objects. Tap any of the objects you want to access.

Table 10: Site Explorer Commands

Command	When Selected...
Favorite Filters	Opens a view displaying all Favorites created from the Site Explorer's Search and Query screens and grouped by type of the Favorites item targeted in its search. See Favorite Filters on Page 53.
	Once you select the Favorites item, the application retrieves a list of items that match the saved criteria.
	NOTE: Personnel and Journal Favorites are not included unless created from the predefined Queries displayed by the Site Explorer.
Favorite Monitors	Opens a view displaying all Monitor lists created by the operator, including Monitors of Personnel objects. The list of Monitors is sorted by name. See Favorite Monitors on Page 54.

Table 10: Site Explorer Commands (continued)

Query	Opens a view displaying all predefined Queries available to the current operator from the C•CURE 9000 system: for Action item, Audit Log, Dynamic View, Journal, Operator, and Query, Report, Event, apC Controller, Area, Clearance, Credential, Door, Guard Door, Guard Tour Stop, Personnel, and Custom Clearance. See Query on Page 58 (The predefined Queries are Queries created and saved within the C•CURE 9000 system. Favorites are items created in C•CURE 9000 go by saving the parameters of an invoked Query, as described in How to Add Favorites on Page 19.)
Event	Opens a view displaying all Events available to the current operator. See Event on Page 59.
Manual Action	Opens a view displaying all Manual Actions available to the current operator. See Manual Action on Page 61.
Operator	Opens a view displaying all Operator records available to the current operator. See Operator on Page 66.
Controller	Opens a view displaying all Controllers available to the current operator. See Controller on Page 63.
Door	Opens a view displaying all Doors available to the current operator. See Door on Page 64.
Elevator	Opens a view displaying all Elevators available to the current operator. Elevator on Page 67.
Input	Opens a view displaying all Inputs available to the current operator. See Input on Page 68.
iSTAR Cluster	Opens a view displaying all iSTAR Cluster objects. See iSTAR Cluster on Page 69.
Output	Opens a view displaying all Outputs available to the current operator. See Output on Page 70.
Reader	Opens a a view displaying all Reader items, such as iSTAR Reader 4, apC Reader 1, or COM1STAR Reader. Once you select a reader, the view displays the general information for the reader, as well as the Properties and Triggers tabs. See Reader on Page 71.

Site Explorer Icons and Buttons

Table 11: Site Explorer Icons and Buttons

Icon	Description
	Opens the Search Screen when tapped. The content of the screen depends on the type of list, but usually displays three tabs: **Search**, **Advanced**, and **Favorites**. • The **Search** tab displays a form with the fields most frequently used for search operations, such as Name and Description. • The **Advanced** tab displays a list of predefined Queries stored in the C•CURE 9000 application for the particular Object type and available to personnel based on privileges. Tapping the Query closes the screen and applies the filter to the object list used to open the Search view. • The **Favorites** tab displays a list of Queries used in the past on the mobile device and explicitly saved in the local memory of the device for the selected Object type.

Icon	Description
▼	Opens the Filter Screen when tapped. The default sort order for the Object list is by Name (Manual actions are sorted by end time). You can change the default sort by tapping the filter button on the list title bar. This opens a list of predefined sort orders for the listed type as well as a list of predefined filters and up to three of the most recently used filters saved in the Favorites list for this type. See How to Filter and Sort on Page 18
⊟	Tap this icon to see the list of commands available for this list item.
☰	Tap this action button to see the commands available for the list displayed. The most common command is **Refresh** for both dynamic lists and Monitor.
☑	To select an item, select the check box in the lower left-hand corner of the item icon.
▣	Tap the Favorite Monitors icon from the Site Explorer screen to access a list of monitors.
★	Tap the Favorites icon from the Site Explorer screen to access the list of Favorite queries stored locally.
✦	Opens the Site Explorer screen when tapped from the Home screen.

Favorite Filters

Tapping Favorite Filters opens a view displaying all the **Favorites** you created locally from the Site Explorer's Search screens. The **Favorites** are grouped by type of the **Favorites** item targeted in its search, such as Events or Doors. Personnel and Journal Favorites are **not** included, unless created from the predefined C•CURE 9000 Queries invoked from the Site Explorer Queries list.

Once you select the **Favorites** item, a new view appears with the items that fit the query criteria saved within **Favorites**.

Favorite Filters Actions

Table 12: Favorite Filter Actions

Actions	Descriptions
Apply	Applies the Favorite Filters list immediately and open a list with matched Objects.
Delete	Removes the Favorite Filters list from the mobile device.
Rename	Opens a form allowing you to change the name and description of the saved item.

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Favorite Monitors

Favorite Monitors displays all the monitor lists that you created on the mobile device, including monitors of Personnel objects as shown in Figure 25 on Page 54.

The list of items to monitor is sorted by name.

Figure 25: iOS Favorite Monitor List
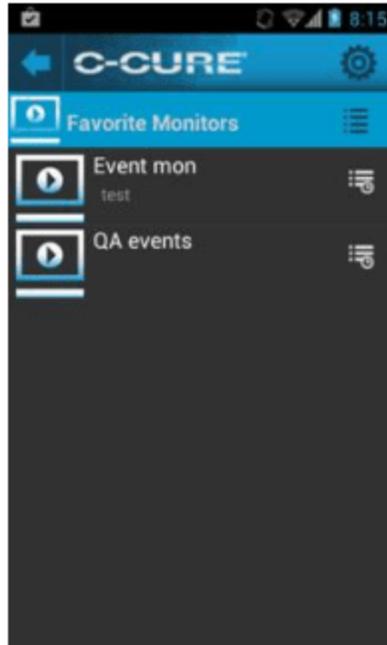
Once you select an item from the Favorite Monitors list, a new Monitor view opens with the items saved for that list. You can then access the commands (Actions), see Table 13 on Page 54.

You can merge existing items into one list or append one list to another.

Example:

The original list is includes Objects of one type only, such as Events. However, when you merge or append lists, you can have Event and Door Objects in one list.

Table 13: Favorite Monitors Actions

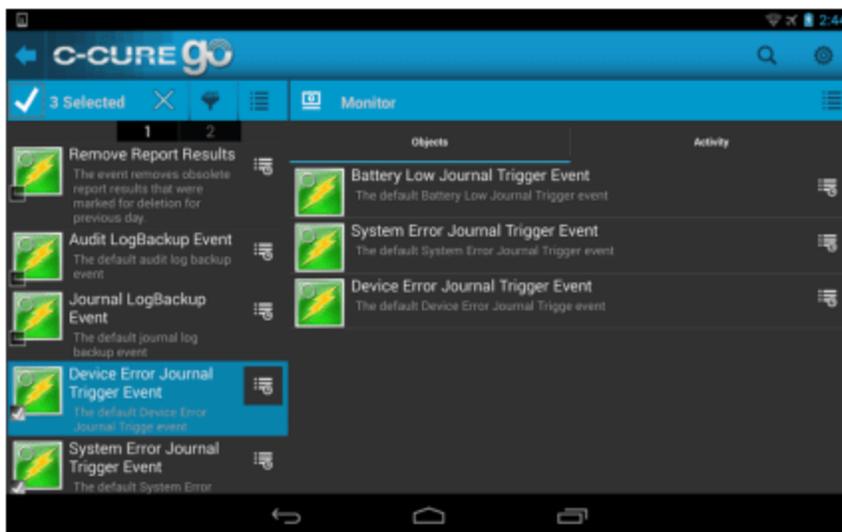| Actions	Descriptions
Apply	Applies the Favorite Monitors list immediately by starting to monitor Objects listed in the item.
Append to...	Lets you merge two Monitor lists into a single Monitor list.
Delete	Removes the Monitor list from the mobile device.
Rename	Opens a form allowing you to change the name and description of the saved item.

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Creating Favorite Monitors Lists

From any list view, such as **Events**, you can save the selected list items to a **Favorite Monitors** list (see Figure 26 on Page 55).

To Create a Favorites Monitor List

1. Select one or more items on the list. Tap the action icon (on the title bar) and then tap Monitor. The screen refreshes, displaying the items you selected to monitor. See Creating a Monitor List of Events that Require Acknowledgment on Page 56.

Figure 26: Favorite Monitors List

2. To save this monitoring session for a later time, tap the ☰ icon and tap **Save As...**

3. Enter a Name and an optional description. See Figure 27 on Page 55.

Figure 27: Save a Monitor List
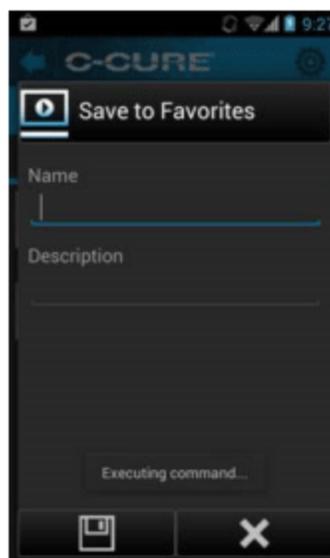
4. Tap the Save icon ▣ to save the list. The list becomes available in the Favorite Monitors item in the Site Explorer.

NOTE You cannot delete an object from a Monitor list. However, you can delete the entire list or merge two lists into one list.

Appending a Monitor List

To Append One Monitor List to Another

1. From Site Explorer, tap **Favorite Monitors**.

2. Select the list you want to append.

3. Tap the action icon ⬓ and select **Append to...**.

4. Tap the item you want to append to the first list item.

5. The list appends to the first list, but remains in the Favorite Monitors list as it was originally created.

Renaming the Favorites Monitor List

To Rename a List

1. Select the list you want to rename.

2. Tap the action icon ⬓ and tap **Rename**.

3. Enter a unique name in the Name field (the name cannot be the same as any other) and optionally, enter a description. The Favorite Monitors displays the list with the new name.

Deleting a Favorites Monitor List

To Delete a List

1. Select the list you want to delete.

2. Tap the action icon ⬓ and tap **Delete**.

3. Confirm that you want the list deleted.

Creating a Monitor List of Events that Require Acknowledgment

To Create a Monitor List of Events Requiring Acknowledgment

1. From **Site Explorer**, tap **Events**.

2. Tap **Filter** ▼ and select **Show ACK Required**.

3. Tap the check box to select the Events you want to monitor.

4. Tap the Monitor Action icon ▣ and .

5. Tap **Save as** to save the list of events requiring acknowledgment to **Favorites**.

NOTE This is **not** a **dynamic** list of all Events Requiring Acknowledgment, but a **static** list. To monitor a **dynamic** list of Events, you must use the C•CURE 9000 Monitoring application.

Query

Tapping Query opens a view showing all the predefined Queries you can access from the C•CURE 9000 system. The Queries are categorized as follows: Action item, Audit Log, Dynamic View, Journal, Operator, and Query, Report, Event, apC Controller, Area, Clearance, Credential, Door, Guard Door, Guard Tour Stop, Personnel, and Custom Clearance.

Selecting a Query this way works similarly to selecting the Query on the **Advanced** tab of the **Search** view. The only difference is that once you select a Query, the application opens a new Object List view and puts it on the stack of the opened views instead of updating the screen that opened the query list.

NOTE The predefined Queries are Queries created and saved within the C•CURE 9000 system

Table 14: Query Actions

Actions	Descriptions
View	Opens a Search form with Query prompts or opens a list of matched Objects if prompts are not defined or not supported.

NOTE Some Queries created using C•CURE 9000 have prompts that require a user interface not supported by the C•CURE Go application. (The Journal Query Assistant for Journal Objects is an example). Such Queries still display in the list, but the unsupported prompts are ignored, or prompt default values, if any, are used.

Event

An event is a software definition Object, created using C•CURE 9000 dialog boxes and options, that let you link security objects, actions, annunciations, and time activations into a single software component. Events are triggered by state changes, such as environmental fluctuations, forced doors, or rejected access requests. Anything that C•CURE 9000 can monitor can be used to generate an event, and the event can trigger any action.

Events define security violations and initiate actions that the system and security personnel execute. Events can also control routine activities, such as unlocking entry doors and turning on lights. You can also create events that perform complex functions, such as arming, disarming, and monitoring an Intrusion Zone. You can link an event directly to a single action or you can link it to multiple events and actions. You can schedule events to occur or repeat at specific times.
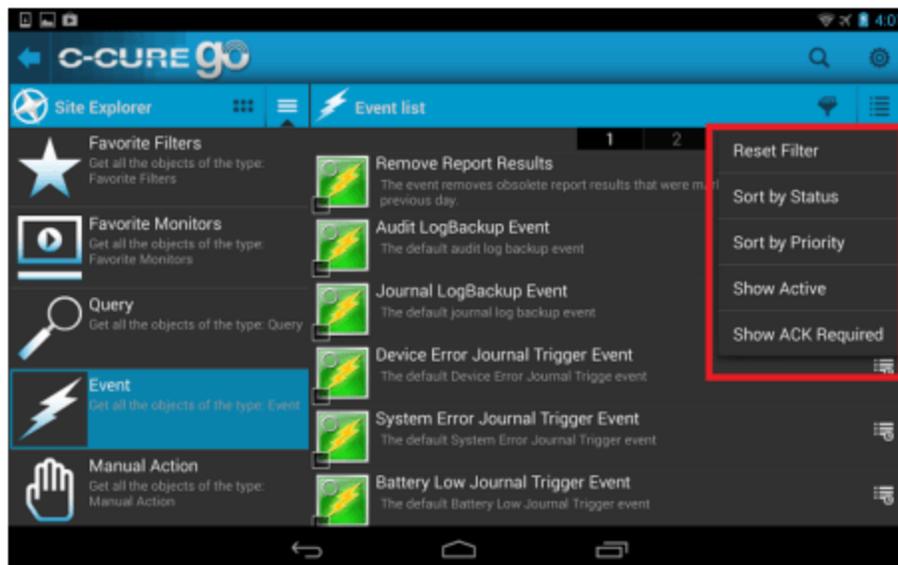
See the *C•CURE 9000 Software Configuration Guide* to find out more information about the Event function.

Tapping **Event** opens a View that lists all events available to the current operator, as shown in .

Tap the filter icon ▼ to sort an event by one of the following:

- Sort by Status
- Sort by Priority
- Show Active
- Show ACK Required

Figure 28: Event List

Example:

If you sort by Show Active, the list automatically modifies the filter so the list shows only Active Events.

An event that requires acknowledgment is considered to be active until it is acknowledged.

You can tap **Reset the Filter** to filter the event with one of the other sorting options.

Event Commands

For each item on the Event List, you can perform the following commands:

View	Monitor	Ack Event	Find in Journal	Find in Audit
Activate	Deactivate	Arm	Disarm	Latch
Toggle	Pulse			

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Manual Action

Manual Actions opens the view showing the manual actions available to the Operator for Doors and Events as shown in Figure 29 on Page 61. The most typical manual actions supported are on a hardware object displayed in the View.

Figure 29: Manual Action
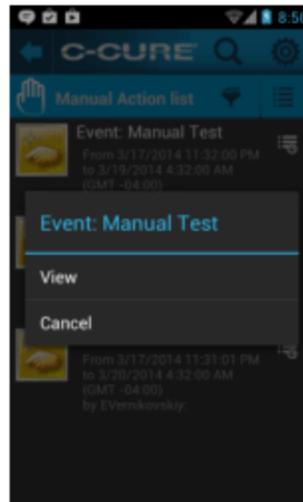
Types of Manual Actions

There are three types of manual actions:

- A **momentary action** that does not require any additional information and can be executed when invoked.

- A **normal manual action** that requires the following parameters:

  - Start Date – date when the operation is executed. (Default is today.) Hidden for latch actions.

  - Start Time – time when the operation is executed. (Default is now.) Hidden for latch actions.

  - End Date – date when the operation stops executing. (Calculated based on a C·CURE 9000 system variable.) Hidden for latch actions.

  - End Time – time when the operation stops executing. (Calculated based on a C·CURE 9000 system variable.) Hidden for latch actions.

  - Priority – number between 1 and 200 (default is 75) that indicates importance of the object and its place in the target object's cause list.

  - Instructions – special text to be attached to the action when displayed on C·CURE 9000.

- A **latch manual action** that does **not** require date and time fields to be defined. (The date/time fields are hidden for the latch actions.)

Once the form required by the manual action (such as Unlock Door) is saved and it is scheduled to execute immediately, it usually changes the state of the object it is applied to.
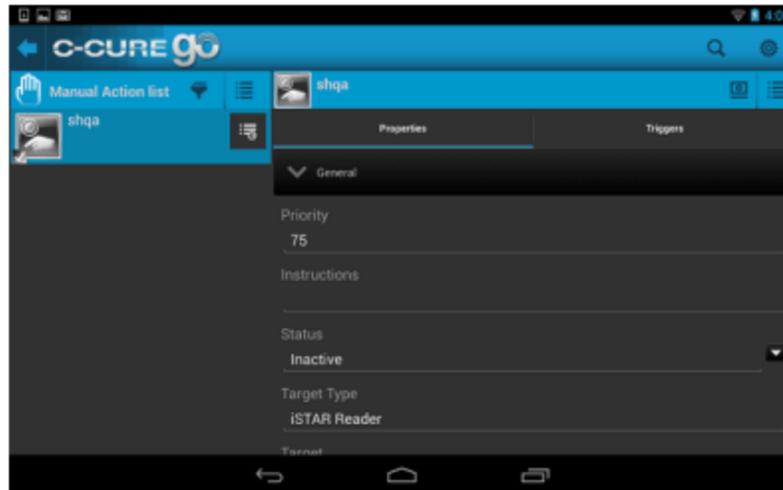
Manual Action Commands

For each Manual Action, you can perform the following commands:

View	Monitor	Cancel	Find in Journal

To View the Properties of a Manual Action

1. From a Manual Action list, select the item and then select View. (See Figure 30 on Page 62.)

Figure 30: View Manual Action

2. The properties display.

3. Tap **Triggers** to see the Object this Manual Action was applied to.

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Controller

Tapping **Controller** opens a list view showing all controllers available to the current operator, as shown in Figure 31 on Page 63.

Tap the filter icon 🍸 to perform sorting actions. You can sort the list by Enabled or Partition.
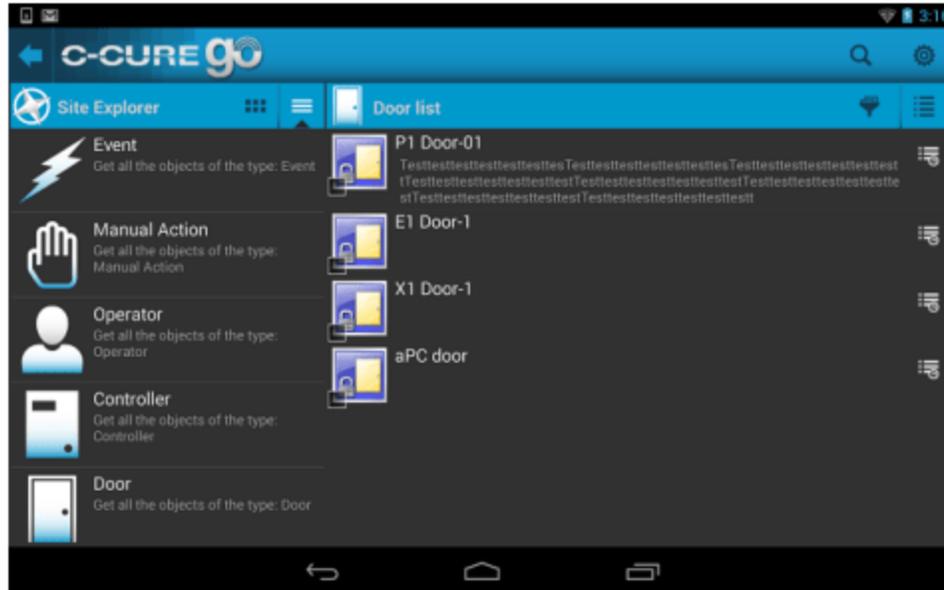
Figure 31: Controller List View

For each Controller, you can perform the following commands:

View	Monitor	Find in Journal	Find in Audit

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Door

Tapping the Door icon displays a list of Doors for which the Operator has privileges, as shown in Figure 32 on Page 64.

Figure 32: Door List View

For each Door, you can perform the following commands:

View Edit (iOS Device)	Monitor	Find in Journal	Find in Audit
Lock	Unlock	Momentary Unlock	Show Cause List

Viewing a Door

In C•CURE Go, Door objects have a special Door View with three tabs: **Properties**, **Hardware** and **Triggers** (see Figure 33 on Page 65). In addition, the **Hardware** tab lists all the Readers and Outputs linked to the Door as well as its parent objects, the iStar Controller and Cluster.

Once you start a Monitor view from the Door View, the Monitor lists objects from both Hardware and Triggers tabs and updates their statuses.

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Figure 33: Door Tabs

Operator

An Operator is a person with the right to log into C•CURE 9000 or C•CURE Go applications and use access control Objects such as Readers, Doors, Inputs, Outputs, and Schedules. Depending on their Operator privileges, Operators can perform the following tasks, and more:

- View a List of an Object Type.
- Modify another Operator.
- Delete an Object.
- Set a Property for an Object.
- Add Operators to a Group.

See the C•CURE 9000 Software Configuration Guide for detailed information about the Operator function.

The Operator view shows a list of Operator records you can access according to your privileges, as shown in Figure 34 on Page 66.

Sorting the Operator List

You can sort the Operator list by Enabled or Partition by tapping the filter icon ▼.

Figure 34: Operator List View
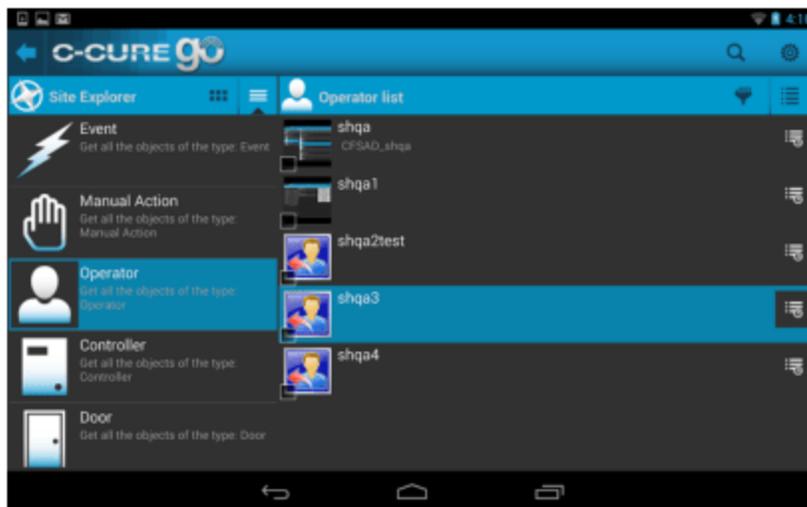
For each Operator, you can perform the following commands:

View	Monitor	Find in Journal	Find in Audit

To View an Operator

1. From the Site Explorer, tap Operator.
2. Tap the Operator you want to view and Tap the action icon [icon] to view a list of available actions.
3. Tap View. The Operator displays.

Elevator

Tapping Elevator opens a List view with all Elevators the current Operator can access.

Sorting the List of Elevators

You can sort the List of Elevators by Enabled or Partition by tapping the filter icon ▼ .

Elevator commands

For each Elevator, you can perform the following commands:

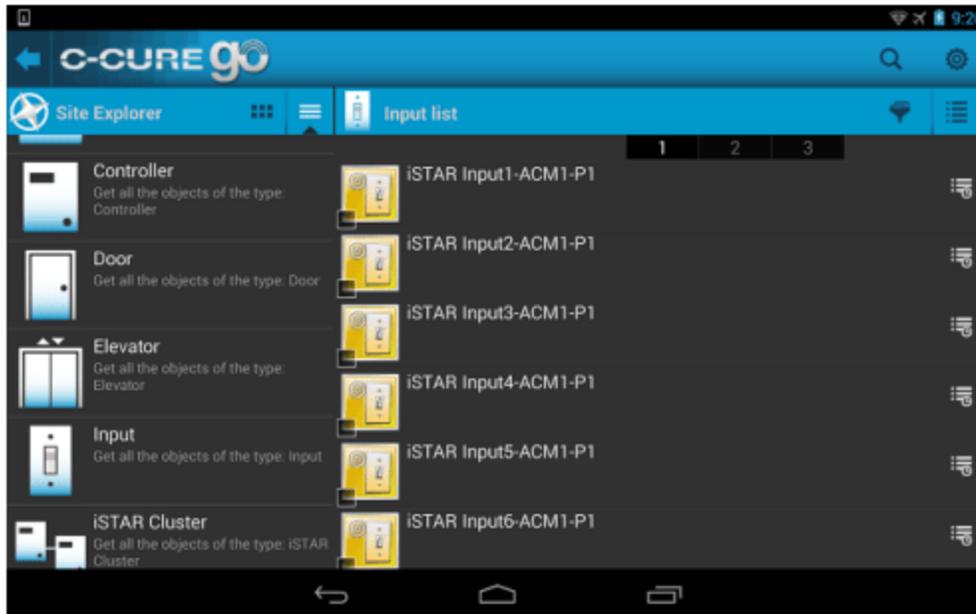| View	Monitor	Find in Journal	Find in Audit

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Input

The Input View opens an List view with all Inputs available to the current Operator, as shown in Figure 35 on Page 68.

Sorting the List of Inputs

You can sort the Input list by Enabled or Partition by tapping the icon filter ▼ .

Figure 35: Input List View

Input Commands

For each Input, you can perform the following commands:

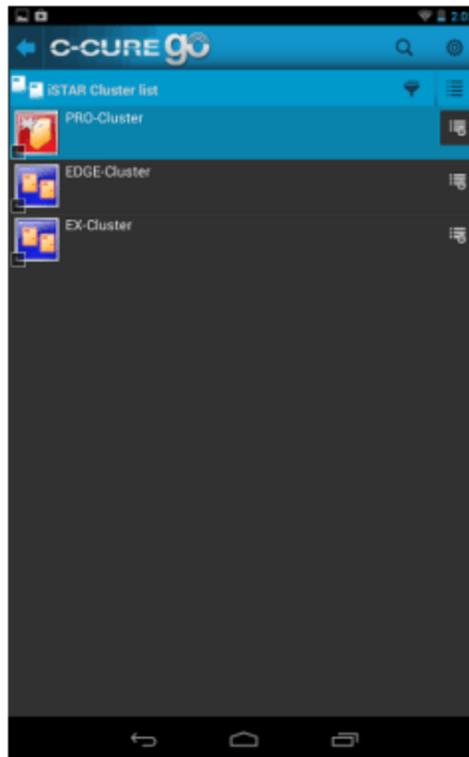| View	Monitor	Find in Journal	Find in Audit
Arm	Disarm	Show Cause List	

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iSTAR Cluster

Tapping the iSTAR Cluster List displays a list of Controllers, as shown in Figure 36 on Page 69.

Sorting Filter

You can sort the iSTAR Cluster list by Enabled or Partition by tapping the icon filter ▼ .

Figure 36: iSTAR Cluster List View

You can perform the following commands:

View	Monitor	Find in Journal	Find in Audit

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Output

The Output View opens an Object List View with all Outputs available to the current Operator, as shown in Figure 37 on Page 70. All Readers and Outputs are linked to a Door and its parent objects, iSTAR Controller and Cluster.

Sorting the List of Outputs

You can sort the list by Enable and Partition by tapping the filter icon ▼ .

Figure 37: Output List View

For each Output, you can perform the following commands:

View	Monitor	Find in Journal	Find in Audit
Activate	Deactivate	Pulse	Show Cause List

Reader

Tapping the Reader icon displays a list of the Objects defined as Readers and available to the current Operator, as shown in Figure 38 on Page 71.

Sorting the List of Readers

You can sort the list by Enabled or Partition by tapping the filter icon ▼ .

Figure 38: Reader List View

For each Reader, you can perform the following commands:

View	Monitor	Find in Journal	Find in Audit
Enable PIN	Disable PIN	Enable Keyboard Commands	Disable Keyboard Commands
Show Cause List			

Video Explorer

The Video Explorer lets you perform the following:

- View live and recorded video from the VideoEdge Network Video Recorders/Hybrid Network Video Recorders known as VideoEdge in this document..

- Open recordings that are initiated by the operator within the C•CURE 9000 application (by activating an event with an action on a video camera or by starting a recording from a video camera viewer).

Creating a Recording

There are two ways to create a recording in C•CURE 9000:

- Through an event
- Manually in a viewer of a video camera.

In both cases, a reference to a generated recording is placed in the C•CURE 9000 database and you can see the recording.

Viewing a Recording

There are three ways to view a recording:

1. From a display list of all recordings, click on the recording you want to view.

2. Select a recording from a list of recordings for a particular camera. Use the **Show Recordings** command on a video camera object. The list shows the recordings only for the selected camera.

3. Through an event. Use the **Show Recordings** command in an event with recordings. The list displays up to four of the last recordings that were initiated by that event.

You have the option of displaying the video in your browser or directly on your device.

See Figure 39 on Page 72 for a view of the Video Explorer commands on an Android.

Figure 39: Video Application Command Screen
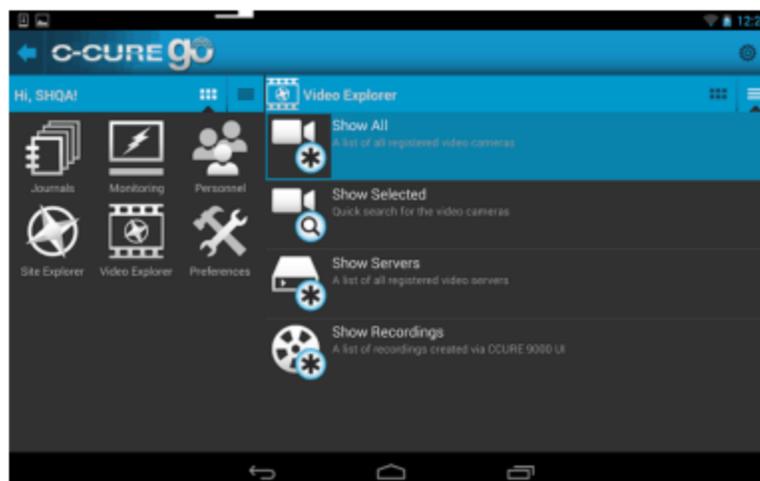
The Video Explorer allows you to do the following:

- **Show All**—Display an alphabetical list of all the VideoEdge NVR cameras registered in the C•CURE 9000 database.

- **Show Selected**—Open a Search form for the video cameras.

- **Show Servers**—Display an alphabetical list of all the VideoEdge NVR registered in the C•CURE 9000 database.

- **Show Recordings**—Display a list of recordings created through the C•CURE 9000 application on all the video cameras the VideoEdge NVR registered in the C•CURE 9000 database.

Limitations

The current Video Explorer features have the following limitations:

- To view live or recorded video, it strongly recommended that your device has a minimum of 1 GB of RAM. (Excluded devices are: iPad 2, iPad Mini – 1st Generation, and iPhone 4S which have only 512 MB of RAM).

- The C•CURE Go Application supports VideoEdge cameras only for NVR v4.6.x and later. If you try to display a video from an unsupported camera, you will receive an error message instead of the Video View.

- The C•CURE Go Application requires a direct IP connection from the mobile device to the ports of video cameras on the NVR device.

- Only recordings registered within the C•CURE 9000 database are listed. (All video recordings are stored on the NVR servers.C•CURE 9000 keeps the references to the recordings. If theC•CURE Go user knows the specific time of the recording, that user can view the recording even though there is no reference to it in the C•CURE 9000 database.)

- Video View implementation is dependent on the NVR Java Scripts and on the version of the browser installed on the mobile device.

Video Explorer Icons and Buttons

Table 15: Video Explorer Icons and Buttons

Icon	Description
	Opens the Video Explorer screen when tapped from the Home screen.
	Shows the selected video objects.
	Tap to show all the video recordings.
	Recording attached modifier.

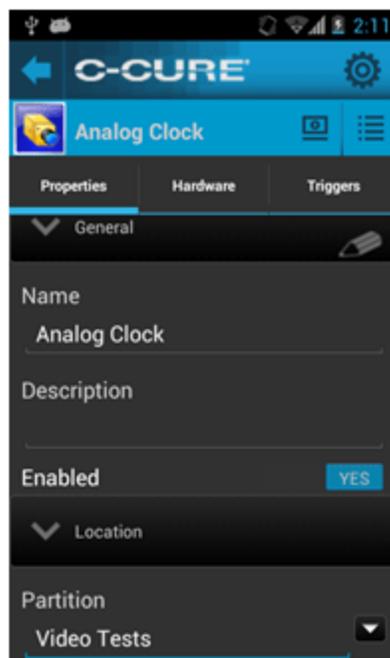| Icon	Description
	Video camera object
	Show all the video camera objects

Video Communication Security

The C•CURE Go Client uses a URL string provided by the server to access a particular video camera directly. The URL contains an unencrypted user name and password for accessing the camera.

For security reasons, the password is invisible from the User Interface. The password is not encrypted when providing a reply back to the client because the assumption is that the client uses an encrypted connection.

Video Camera Object View

The Video Camera View screen shows a list of user-selectable properties available for the selected object. The screen allows editing fields that are marked as editable as opposed to read-only user-selectable properties.

Figure 40: Video Camera Object View Screen

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Properties Tab

Table 16: Video Camera Object View Properties

Field	Data
Name	Name of the camera (up to 200 characters)
Description	Description of the camera
Partition	Name of the partition. Read-only
Enabled	Choose to enable the Video Camera
Advanced	Read-only field
Alarming	Read-only field
Camera Type	Known camera type
Dry Contact	Enable or disable
Display in Full Screen	Enable or disable
IP Address	Read-only field
Light	Read-only field
Motion	Read-only field
Museum	Read-only field
Number	Read-only field
Override	Boolean (read-only)
Perimeter	Read-only field
Recording	Read-only field
User Alarm	Enable or disable the alarm
Template	Hidden field
Video Camera Alarm	Read-only field
Videoloss	Read-only field

Hardware Tab

The Hardware tab of the Video Camera View shows the video server that owns the video camera.

Triggers Tab

The Triggers tab shows the events that you have configured on the video camera to activate on the camera's state changes, for example, Videoloss.

Video Camera Commands

Selecting the action button for a particular camera on the Video Camera List View or on the Video Camera View shows a list of commands available for the selected camera (see Figure 41 on Page 76). The commands available for video camera objects are described Table 17 on Page 76
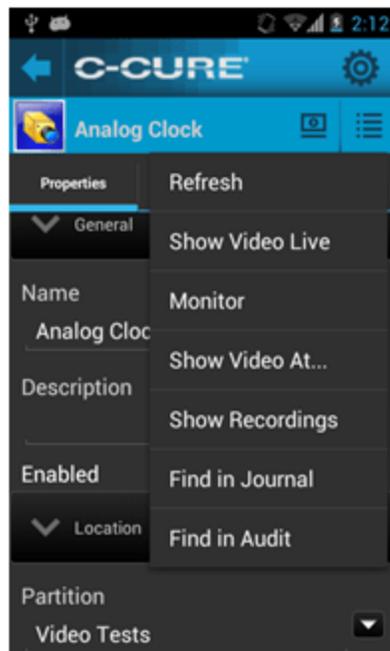
Figure 41: Video Camera Commands

Table 17: Video Camera Commands

Field	Data
Refresh	Update your web page to show the most recent content.
Show Video Live	Opens a separate Show Video View which shows live data coming from the selected camera. The command is disabled in case you do not have the privileges to execute the command. If the camera is marked as an offline camera, execution of the command generates a message.
Monitor	Monitor the state of the Video Camera Object.

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Table 17: Video Camera Commands (continued)

Field	Data
Show Video At...	Lets you enter a particular time in a pop-up form. Once you have entered the time and submitted the form, the Show Video View is displayed. The pop-up form has the following controls: **Start Time** - the date and time to be used to retrieve the recorded video for the specified video camera. **Time Zone** - the Time Zone to be applied to the time specified in the Start Time field. The field is prepopulated with the default value, which is the Time Zone of the video camera. If the recording you specified is not available at the NVR, for that specified time, the Show Video View opens but displays no picture.
Show Recordings	Generates the Record Video list view. This view shows **all** the recordings generated through the C•CURE 9000 application on the selected Video Camera Object.
Find in Journal	Find the Video Camera record in the Journal log.
Find in Audit	Find the Video Camera record in the Audit log.

Show Recordings

The list of available recordings is taken from a special table within the C•CURE 9000 database. If a recording was made directly through the NVR API and is not registered within C•CURE 9000, the recording is not listed. The list of recordings is sorted by time using descending order. The start time of the recording is used as the name of the record. The description of the record is the name of the camera that holds the recording.

Tapping on the item starts the **Show Video View** as if you executed the **Show Video At** command with the time specified in the selected record.

The list does not have special filters or sorting and does not support multi-selection. The only action the items support is **Show Recorded Video**.

The Search Form for the recordings allows you to enter start date and time of the recordings and shows all the recordings created before the specified time.

Video Server Object View

The Video Server Object View screen shows a list of user-selectable properties available for the selected object. The screen allows editing fields that are marked as editable as opposed to read-only user-selectable properties.

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Figure 42: Video Server Object View Screen
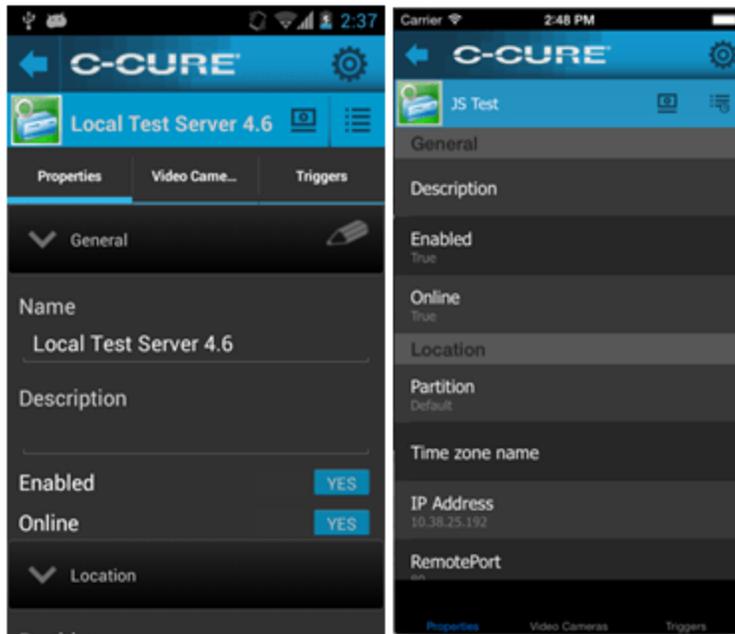
Properties Tab

Table 18: Video Server Object View Properties

Field	Data
Name	Name of the server (up to 200 characters)
Description	Description of the server
Partition	Name of the partition. Read-only
Enabled	Choose to enable the Video Server
Online	Read-only field
Adjust Frame Rate	Edit the rate in seconds
Alarm Type	Read-only field
Alarm Port	The Port number
Alarm Record Rate	The rate of the alarm record
Comm Fail Delay	The delay in number of seconds

Field	Data
Failover Occurred	Enable or disable
Hard Driver Failure	Enable or disable
IP Address	Insert IP string
Adjust Frame Rate	Enable or disable
Secure Connection	Enable or disable
Live Port	Number of the port
Monitor	Enable or disable
Overheating	Enable or disable
Poll Period	Enter in seconds how often to poll the server
RAID Degrading	Enable or disable
Remote Port	Enable or disable
Switched to Backup Server	Enable or disable
TimeSync	Enable or disable

Video Cameras Tab

The Video Cameras tab shows a list of cameras managed by the selected server. You can execute commands on those cameras as if the cameras were displayed in the list of all cameras. This is another way to get a view of a camera. If you knows what NVR the camera belongs to, you can open the Server record and see all the cameras from that server in one list.

Triggers Tab

The Triggers tab shows the events that you have configured on the video server to activate on the servers's state changes, for example, Switched to Backup Server.

Show All

The Show All function displays an alphabetical list of all the VideoEdge Cameras in the C•CURE 9000 database. From the VideoEdge camera list view, you can invoke an action on Video Camera objects, apply filters and sort the list. You can also use a common search function for the Video camera objects.

Figure 43: Video Camera List View

For the List View, the list of cameras is split over multiple pages showing a limited number of cameras per page as any other object list in the application. Some other features of this screen include:

■ You can **Refresh** the screen from the Common commands button.

■ You can use multiple selection to allow Monitor commands for several selected cameras.

■ The **Show Enabled** filter is supported for the List View.

■ You can sort by **Sort by Partition** and **Sort by Server.**

Show Selected

The Show Selected function opens a Search form for the Video cameras. See Video Search Form on Page 80 for more information.

Video Search Form

The Video Camera and Server Search Form is opened when you select the **Show Selected** command from the Video Application command screen, or after the you select **Search** on the tool bar. The Search form contains three tabs:

• **Search** - allows a quick Search for camera and server objects using a subset of fields.

• **Advanced** – allows a selection of a query stored in C•CURE 9000 database.

• **Favorites** – allows a selection of a quick Search or advanced query parameters saved in a previous Search operation.
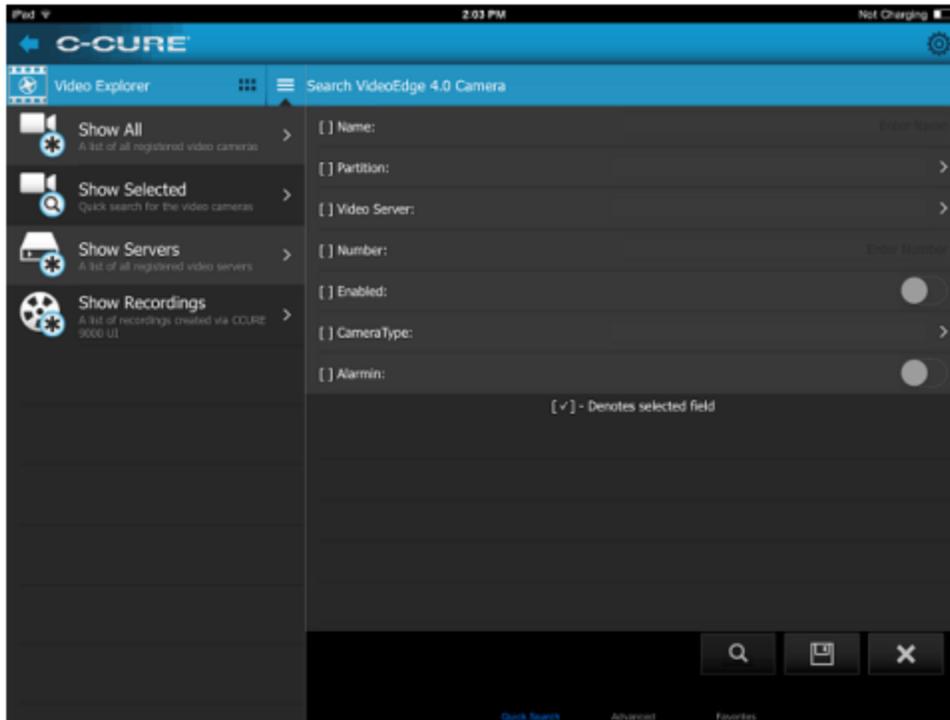
Figure 44: Video Search Form

Table 19: Search Tab Properties

| Field	Data
Name	The name of the camera or the first few letters of the name of the camera. You can use a percent symbol (%) as a wildcard character to perform the search.
Partition	Select the name of the partition of the camera.
Video Server	Select the Video Server for that camera.
Number	The number of the camera within a recorder.
Enabled	Select enabled or disabled for the cameras.
Camera Type	Select one of a known camera type.
Server Name	Name of the video recorder.
Alarming	Enable alarming or disable alarming.

Figure 45: Video Search Form Result
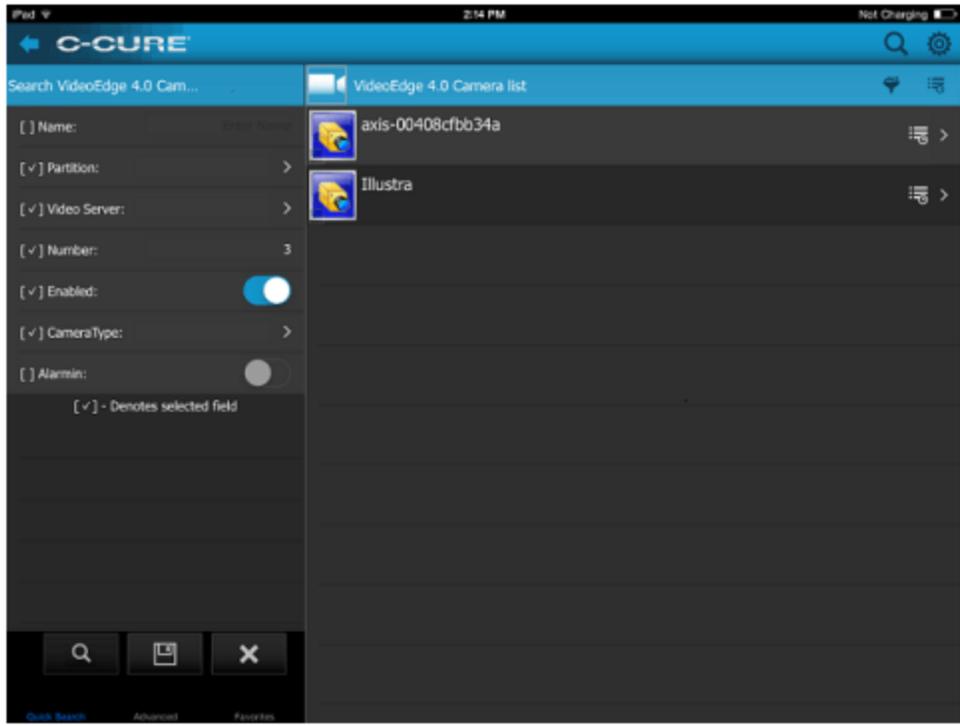
Show Video View

A Video can display in the Web browser. The View has Web Browser element which can show a third party Java Script with the video. The view has the following commands:

- **Refresh** – causes the original command to be re-executed. A recorded video starts from the original specified time; the live video recreates the live video channel

- **Load Browser** – loads an external browser. It is useful in the cases where Web View is used for showing Personnel documents.

Figure 46: Show Video View
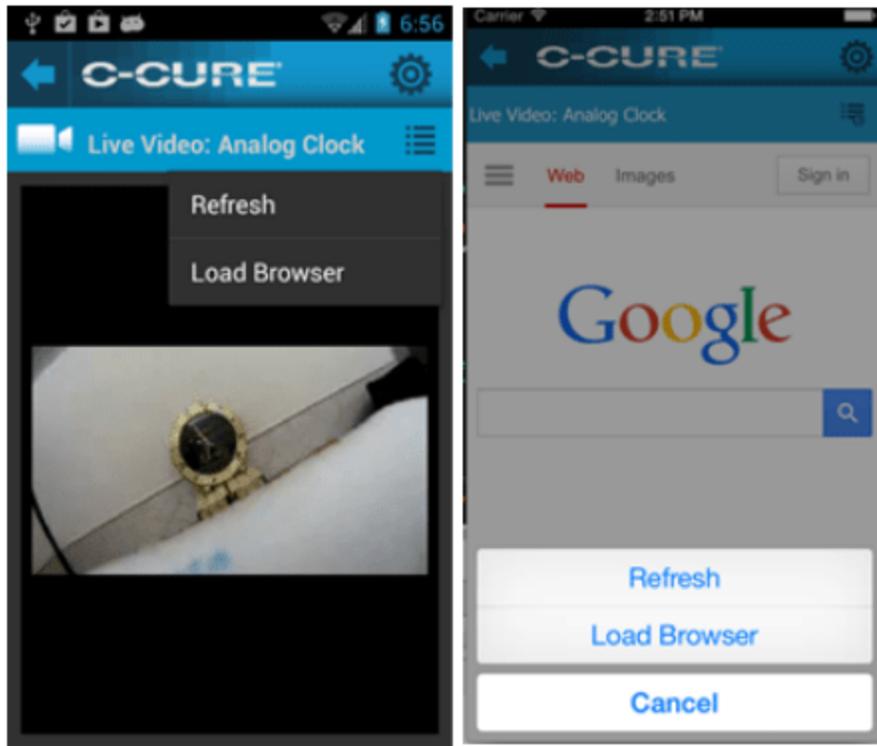
Show Server

The Shows Server function opens a Search form for the Video servers. See Video Search Form on Page 80 for the search form. For an example of the result of a Show Server command, see Video Server List View on Page 83

Video Server List View

The Video Server List View screen displays a list of VideoEdge servers (NVR) registered with C•CURE 9000 system.

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Figure 47: Video Server List View Screen
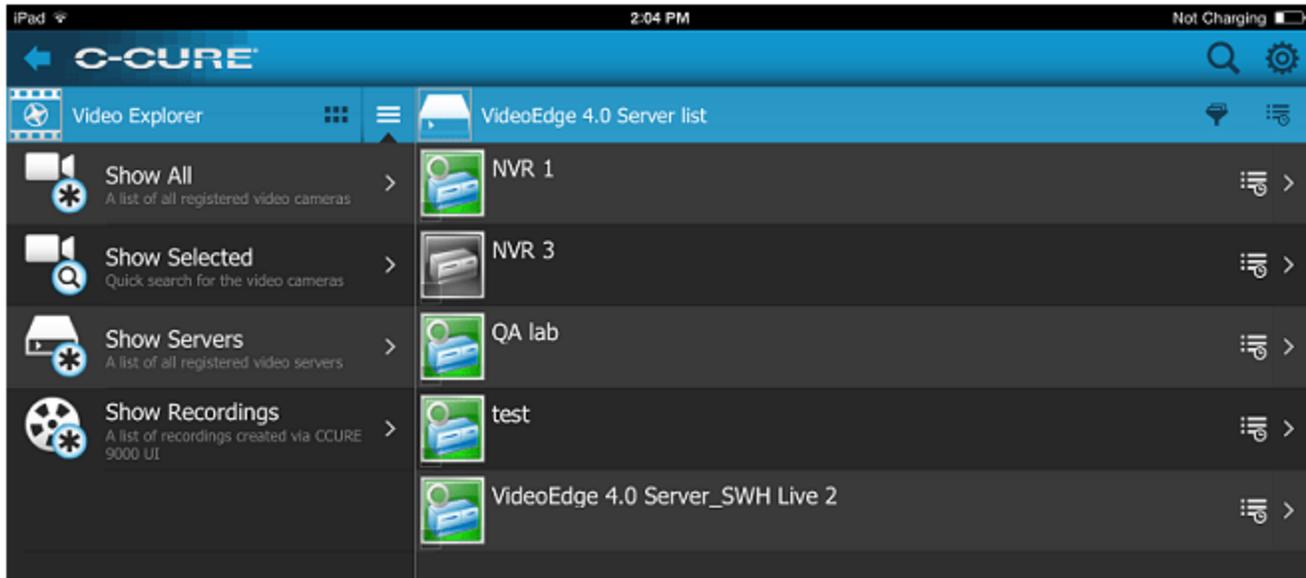
For the List View, the list of servers is split over multiple pages showing a limited number of servers per page as any other object list in the application. The **Refresh** command is available from the common commands button.

You can use multiple selection to allow **Monitor** commands for several selected servers.

The **Show Enabled** and **Show Online** filters are supported for the List View.

You can sort by **Sort by Partition.**

Show Recordings

The Shows Server function shows a list of all recordings created throughC•CURE 9000 application on all the video cameras the VideoEdge NVR registered in the C•CURE 9000 database.

An additional command Show Recordings is available for the events which have such recordings. If the command is executed and the event has a single recording, the Video View screen is opened for the recording. If the event has more than one recording available, the command shows a list of available recordings in a popup list. Selecting a recording form the list opens Show Video view screen for the selected recording (see .

Figure 48: Record Video List
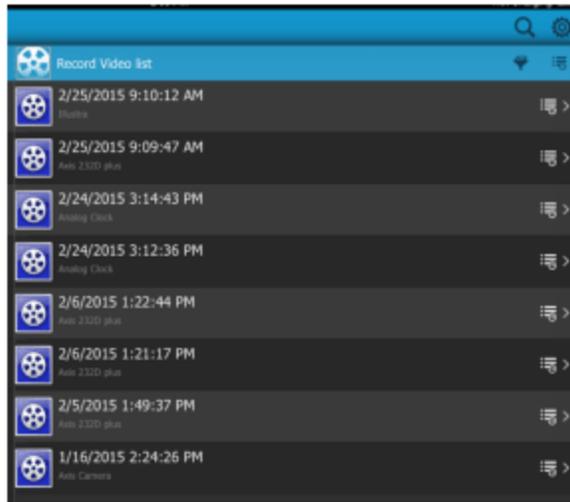
The list of available recordings is taken from the special table within the C•CURE 9000 database. If a recording was made directly through the VideoEdge NVR API and is not registered within C•CURE 9000, the recording is not listed.

The list of recordings is sorted by time in descending order. The start time of the recording is used as the name of the record, description of the record is filled with the name of the camera that holds the recording. See Figure 49 on Page 85.

Figure 49: View of Recording
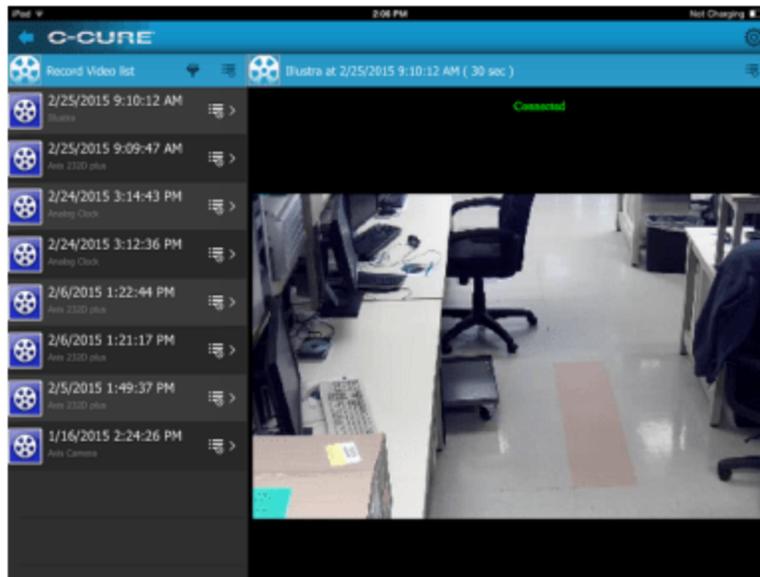
Tapping on the list item starts the Show Video View as if you executed the Show Video At command with the time specified in the selected record.

The list does not have special filters or sorting and does not support multi-selection. The only action the items support is Show Recorded Video.

Linking Events with Recordings

The C•CURE 9000 application creates records in the Access.EventRecordVideo table for each recording created by the Event's actions.

Each camera referenced in the Event actions can accumulate up to four references to recent recordings. Obsolete recording references are removed when creating new recordings.

From the C•CURE 9000 application, you can configure an event that starts a recording when the event is activated.

Figure 50: Linking an Event to Start a Recording

In Figure 50 on Page 86 the Site Explorer displays a list of Events. When the Event called new event1 is activated, it causes a video recording to start. A recording icon appears in the corner of the Event icon. Right-click on the Event and select the Show recording command, to view the recording.

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Set Preferences

The Preferences screen displays when you tap the **Preferences** icon in the common menu or select the Preferences item on the main screen. Software House recommends that you set up your preferences before logging into the system. This allows you to capture your login information for the next time you use C•CURE Go. Your password is never saved, however.
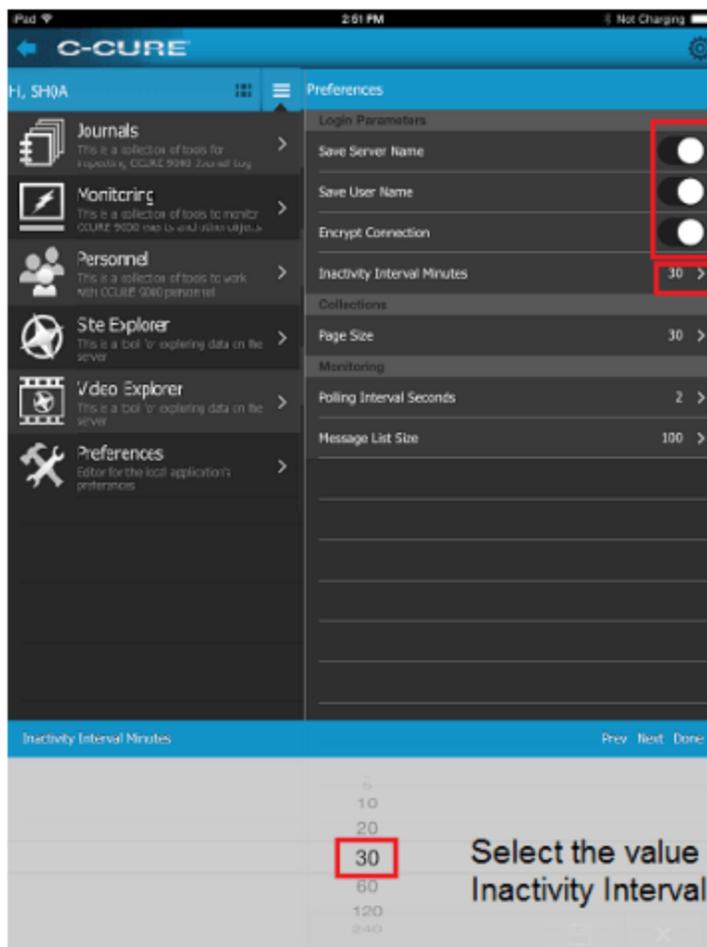
You can also access the Preferences page from any screen by tapping the action icon ⚙ .

iPad Preferences Display

See for the Preference settings on an iOS device and for the Preference settings on an Android device.

NOTE iOS devices have most Preferences settings, but not the **Layout** options of the Android Device.
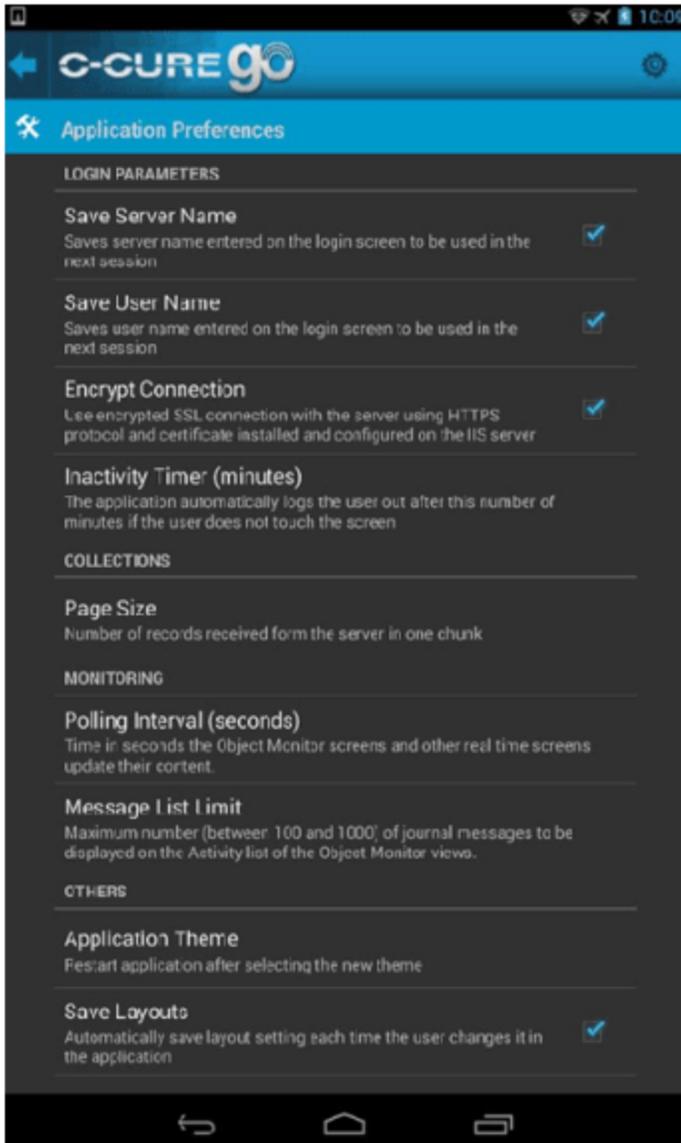
Figure 51: iOS Preferences

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Android Preferences Display

Figure 52: Android Preferences

Tap to select the parameter.

Tap to set the interval timer in the pop-up

To Set Preferences

1. Select Login Parameters, Collections, or Monitoring sections to set individual parameters.

2. Tap the individual parameters to define them. See Preferences Settings on Page 89.

3. On the iPad tap **Save** ▣ to save the settings or **Close** ✖ to ignore any changes. (On an Android device, the parameters are saved automatically once you modify them.)

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Preferences Settings

You can set the Preferences on the screen by tapping the parameters and defining them as described in Table 20 on Page 89.

Table 20: Preferences Settings Parameters

Login Parameters	
Save Server Name	**ON**: Saves the server name entered on the **Login** screen to be used in the next session. **OFF**: Asks for the server name to be entered each time the application starts. (The list of the currently saved servers is removed after saving the preferences.)
Save User Name	**ON**: Saves the username entered on the **Login** screen to be used in the next session. **OFF**: Asks for a username to be entered each time the application starts. (The list of the currently saved user names is removed after saving the preferences.)
Encrypt Connection	**ON**: Use encrypted SSL connection with the server using HTTPS protocol and certificate installed and configured on the IIS server. **OFF**: Use an unencrypted connection with the server using HTTP protocol. NOTE: The default value of the **Encrypt Connection** field on the **Login** screen derives from this preference setting. You can change it before you log in, but that does not chance the preference setting.

Inactivity Timer (iOS: Inactivity Interval Minutes)	• On an Android device, enter a number between 0 and 1500 for the amount of time in minutes
	• On an iOS device, the values are 0 1 5 10 20 30 60 180 240.
	  The differences are due to platform limitations.
	  - 0" indicates that the automatic log out is turned off.
	  - When the amount of time has been exceeded, the App asks you to log out.
	  - If no response is received back, the application logs you out, back to the **Login** screen , automatically.

Collections	
Page Size	Enter a number (between 10 and 100) for the maximum number of records that can be received from the server in one chunk. Refresh screens to modify the behavior of opened screens after changing the parameter.
Monitoring	
Polling Interval Seconds	Enter the time in seconds (between 1 and 30) that the Monitor screens and other real-time screens should take to update the content.
Message List Limit (iOS: Message List Size)	Enter the number (between 100 and 1000) for the maximum number of Journal messages that display on the Activity List of the Monitor views.
Others - Android Only	
Application Theme	Restart the application after selecting the new theme. (Currently only one theme is provided.)
Save Layouts	Automatically save the layout settings of the application and command lists each time you change them in the application.

Table 20: Preferences Settings Parameters (continued)

Application List Layout	Toggle the application list default layout between grid view and list view.
Command List Layout	Toggle the command list default layout between grid view and list view.