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Bosch Video Integration with C•CURE 9000 2.40
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This ReadMe file provides important information about the Bosch Video Integration for C•CURE 9000 Version 2.40. Please read this file before installing the product.

- Product: Bosch Plugin for C•CURE 9000
- Version: 3.0.1.1
- Bosch Video-SDK: 5.90.0084 / 6.03.0259
- Company: Bosch Security Systems
- Date: November, 2016

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* 1. OVERVIEW

The Bosch Video Integration Plugin for C•CURE 9000 provides advanced, seamless integration with Bosch Video-SDK v.5.90.0084 / v6.03.0259. You can monitor and control your surveillance cameras, show video views, video tours, do PTZ controls, replay videos, generate user alarms, also receive and view the status and events in C•CURE 9000 Monitoring Station.

* 2. FEATURES

The Bosch Video Integration Plugin for C•CURE 9000 offers the following features:

- Live video
- Simultaneous live and recorded video views from up to 16 video cameras
- Import of the camera information from recorders
- Camera status information
- De-warped video from panoramic cameras
- ONVIF cameras support (no PTZ or Events)
- Video recorder status information
- Monitor Video Server and Camera Events
- Playback of recorded video
- Video control such as PTZ (moving cameras only)
- Start \ Stop recording video
- PTZ presets based on event, alarm input or video tour
- Display up to 4 live video layouts at the same time based on an event
- Generate user alarm
- C•CURE 9000 Enterprise and Redundancy support

 * 3. SOFTWARE REQUIREMENTS

The Bosch Video Integration Plugin for C•CURE 9000 requires the following software versions

- C•CURE 9000 Security and Event Management System version 2.40
- Bosch Video-SDK 5.90.0084 \ 6.03.00259

Note: Close any running applications to avoid installation problems.

 * 4. QUALIFIED OPERATING SYSTEMS

32-bit operating systems:

- Windows 7 Professional

64-bit operating systems:

- Windows 7 Professional
- Windows 10
- Windows Server 2008 R2
- Windows Server 2012 R2

 * 5. QUALIFIED HARDWARE/SOFTWARE

The Bosch Video Integration Plugin for C•CURE 9000 shall be able to run on the following graphics cards:

- Any NVIDIA Quadro Series cards with the latest graphics drivers and DirectX 9 support.
- Any AMD ATI FireGL Series with the latest graphics drivers and DirectX 9 support.

* 6. CONTENTS OF THE INSTALLATION KIT

The Bosch Video Integration Plugin for C•CURE 9000 package contains the following items:

Client-side Files:

Tyco\CCURE Client
 Bosch.NextGenConnectedProgram.Video.Client.dll
 Bosch.NextGenConnectedProgram.Video.Object.dll
 Bosch.IppIntegratorLib.dll

Server-side Files:

Tyco\Crossfire
 Bosch.NextGenConnectedProgram.Video.Object.dll
 Bosch.IppIntegratorLib.dll
 IppIntegrator.dll
 IntegrationConfig.dll
 rcpp4.dll

Tyco\Crossfire\ServerComponents
 Bosch.NextGenConnectedProgram.Video.Server.exe
 Bosch.NextGenConnectedProgram.Video.Server.exe.config
 Bosch.NextGenConnectedProgram.Video.Server.BoschVideoDriverService.res
ources
 Bosch.NextGenConnectedProgram.Video.Server.BoschVideoDriverServiceInst
aller.resources
 Bosch.NextGenConnectedProgram.Video.Object.dll
 IppIntegrator.dll
 Bosch.VideoSDK.GCALib.dll

* 7. PRE-INSTALLATION

To perform the installation, you must have appropriate Windows permissions. You must have membership in the local Administrators group, or equivalent privileges. See the Microsoft Operating System document or your system administrator for more information. Prior to Bosch Plug-in installation, all Bosch devices must be properly configured as per the device instruction manuals before using them in C•CURE 9000 system.

* 8. MIGRATION / UPGRADE STRATEGY

Pre-Requisites:

- If the SWH "C•CURE 9000 BOSCH Integration" version 2.0.6010.0 or earlier is already installed on the system, please contact your Software House Tech Support to help with uninstall. A backup of the CCURE9000 database is recommended before uninstalling the SWH driver "C•CURE 9000 BOSCH

Integration" version. Configurations will not be saved by the SWH Bosch driver during uninstall.

- Please uninstall any previous version of the Bosch Video Integration Plug-in for C•CURE 9000 before installing the new version of Bosch Plug-in. Please refer to section 9 for the installation guidelines.

* 9. INSTALLATION

Perform the following steps to install the Bosch Video Integration Plug-in for C•CURE 9000:

1. Double-click the Bosch_CCURE_2_40_Plugin_Setup.exe file.
2. The installation program determines if the correct version of C•CURE 9000 is installed on your system, and if it is not, a message is displayed stating that a supported version of C•CURE 9000 is needed.
3. Click "Next" and follow the Install Wizard prompts. Both Bosch and Software House recommends that you take the default selections (for example, a Server installation should include both Client and Server options) during the installation process.
4. Enable the checkbox Start the C•CURE 9000 Services to start the Cross Fire services and click on Finish to complete the Installation.

Note: If the checkbox to start the C•CURE 9000 Services is not selected during installation then use the Server Management Application to start the CrossFire Services. During the installation process if the installer is not able to automatically stop the C•CURE services, the user needs to manually stop the C•CURE services.

* 10. POST-INSTALLATION

1. From the Start Menu, select "Start > All Programs > Software House > Server Configuration" to open the C•CURE 9000 Server Management Application.
2. Restart the CrossFire services and the Server Component Framework services if the CrossFire services are not running.
3. Verify the license for the Bosch Video Integration Plug-in for C•CURE 9000 by running C•CURE 9000 Licensing utility on the C•CURE 9000 server.
4. Under Services tab, verify the Bosch Video Driver Service is listed in the "Extension Services" group.
5. When the server component icon for Bosch Video Integration Plug-in for C•CURE 9000 changes from Disabled (Red) to Enabled (Green), you can use the Bosch Plug-in.

Note: If alarms notifications or actions for alarms are not working then stop and re-start the "Bosch Video Driver Service" from the "Server Configuration" application after adding all the servers (recorders). This will enable the communication with C•CURE 9000 system for alarm notifications and also to process the actions for alarms.

* 11. UN-INSTALLATION

1. During uninstallation of the Bosch Video Integration Plug-in for C•CURE 9000, there are options to Modify, Repair and Remove the plugin.
2. During the removal of the Bosch Video Integration Plug-in for C•CURE 9000, please note that there is an option to retain the database settings. Please uncheck the checkbox option to retain the database entries.

* 12. ISSUES AND LIMITATIONS

- For upgrades: After upgrading the corresponding Bosch plug-in from v2.30 to 2.40, the user must manually re-import the cameras for every Bosch Video Server in the system. This step is needed to support the new database schema changes for existing devices. After the cameras are imported for all Bosch Video Servers and saved, the user must manually stop and start the Bosch Driver service.
- For new Bosch Video Server configurations: After the new Bosch plug-in is installed, the user can add the Bosch Video Servers and import the cameras for each server. Once the cameras are imported for all Bosch Video Servers and saved, the user must manually stop and start the Bosch Video Driver service.
- After saving Bosch Video Server configuration changes (for example, network settings, camera import) for an existing device, the user must manually stop and restart the Bosch Driver service.
- For DIVAR IP 2000 EZ, the default connection settings will not work until the RCP+ port (1756) is added to the firewall rules for incoming traffic on the recorder itself. The workaround is to uncheck the Default Communication Settings, change the protocol to HTTP, and then leave the default settings for HTTP protocol.
- All Bosch IVA alarms will generate the same Analytics Alarm in the C•CURE 9000 system.
- The Bosch IP Cameras/Encoders are configured with their own pre-alarm and post-alarm times.

To configure a camera/encoder to record only when instructed to do so from C•CURE 9000 and not continuously, the camera/encoder channel's Standard Recording mode must be "Pre-alarm" and the Alarm triggers must be set to the Virtual alarm that matches that channel (i.e. Channel 1 must trigger on Virtual alarm 1, Channel 2 must trigger on Virtual alarm 2).

The actual recording start time will be the defined Pre-Alarm time duration before the moment that the C•CURE 9000 instructs the camera to begin recording. This means, if the event to start recording occurs at 8:49:32

and a Pre-alarm time of 5 seconds is configured on the camera, the video storage will include the video starting from 8:49:27 regardless of the value defined for the camera in C•CURE 9000.

The actual recording end time will be the defined Post-alarm (Bosch Camera) time duration after the moment that C•CURE 9000 instructs the camera to end recording. This means that if the above camera is defined in C•CURE 9000 with a Post Alarm (C•CURE) of 30 seconds but the camera is configured with a Post-alarm time of 15 seconds, the recording will contain video until 8:50:17. That represents the time that C•Cure 9000 instructs the camera to end recording (8:49:32 + 30 seconds = 8:50:02) plus the Post-alarm time defined in the camera (8:50:02 + 15 seconds = 8:50:17).

In order to maintain consistency between the C•CURE 9000 bookmarks and the video recorded by a Bosch camera/encoder:

1. The Pre-alarm time on the camera and the Pre Alarm Time in C•CURE 9000 should be set to the same values.
 2. The Post-alarm time on the camera should be set to 0.
- ONVIF cameras are only supported through the Bosch Video Streaming Gateway (VSG) connected to VRM. It means that C•CURE 9000 would be able to show the live or playback video streams only and cannot control ONVIF PTZ cameras as well as receive the ONVIF Events\Alarms from those cameras
 - BVMS camera port forwarding is not supported

* 13. SYSTEM COMPATIBILITY

This section lists the latest builds of system components which have been successfully tested by Bosch.

Bosch Video-SDK:	5.90.0084 / 6.03.00259
Microsoft .NET Framework:	4.5
Bosch Video Plugin	3.0.1.1

Video Recorders

Video Recording Manager:	3.00
Video Recording Manager:	3.2x
Video Recording Manager:	3.5x
DIVAR IP 2000:	with VRM 3.50
DIVAR IP 3000:	with VRM 3.00 \ BVMS 5.5.5 or newer
DIVAR IP 6000:	with VRM 3.20
DIVAR IP 7000:	with VRM 3.00 \ BVMS 5.5.5 or newer

Common Product Platform (CPP) devices

CPP-ENC:	5.93.0023
CPP3:	5.73.0046
CPP4:	6.22.0007
CPP5:	5.92.0029
CPP6:	6.22.0007

* 14. TROUBLESHOOTING

The following steps will be followed to troubleshoot the Bosch Video Integration Plug-in for C•CURE 9000:

1. Has the product been licensed correctly through Software House?
2. Were there any errors during the connected partner's software installation?
3. What is the version of the connected partner's driver (if applicable?)
4. What is the version of C•CURE and patch/hot-fix level installed?
5. Is this version of Bosch C•CURE Plug-in supported by the current version of C•CURE 9000 the customer has installed?

Please refer to the matrix for supported versions:
http://www.swhouse.com/support/SWH_Connected_Compatibility_Matrix.aspx

- Live/Recorded/Event driven troubleshooting
 1. Can the Video server object be successfully created in C•CURE?
 2. Does the customer network block ping requests?
 3. If we ping the IP address of the video server do we get a response?
 4. Can the cameras be imported in C•CURE?
 5. Does recorded video work through Cameras Browser page?
 6. Can a preset be activated directly through Cameras Browser page?
 7. For PTZ cameras, the preset number needs to be been selected in the camera VCA settings to trigger motion events on the field of view for the selected preset.
 8. Does the camera action tied to an event appear as activated in C•CURE's monitoring application? And does the camera move to the pre-set position?
- Alarm Notifications troubleshooting
 1. If alarms notifications or actions for alarms are not working then stop and re-start the "Bosch Video Driver Service" from the "Server Configuration" application.

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