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Bosch Video and Intrusion Integration with C•CURE 9000 2.70

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This ReadMe file provides important information about the Bosch Video and Intrusion Integration for C•CURE 9000 Version 2.70. Please read this file before installing the product.

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Product: Bosch Video and Intrusion Plugin for C•CURE 9000 2.70

Version: 3.3.0.12

Company: Bosch Security Systems

Date: December, 2019

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* 1. OVERVIEW

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The Bosch plugin supports Video and Intrusion integration for CCURE 9000.

VIDEO

The Bosch Video Integration for C•CURE 9000 provides advanced, seamless integration with Bosch Video-SDK v6.32.0099. 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.

INTRUSION

The Bosch Intrusion Integration for C•CURE 9000 provides seamless integration with the Bosch panels using Bosch Intrusion SDK v2.0.36. You can configure (add/edit/delete) panels and import panel entities into CCURE system, send panel commands, execute actions for configured triggers and journal and monitor panel events in C•CURE 9000 Monitoring Station.

Note: - Please note that the panels cannot be programmed remotely from C•Cure 9000. Use the Bosch Remote Programming Software (RPS) to program/configure the panel remotely.

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* 2. FEATURES

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

VIDEO

- Live video
- Video Playback
- Monitor Recorder and Camera Status Events
- PTZ (Dome Only)

- Panoramic Cameras
- ONVIF Cameras (video only)
- UHD (4k) Cameras
- Video Alarms
- Video View up to 16 cameras
- Presets (Dome Only)
- View Live and Recorded video from multiple cameras via pop up
- Video Views
- PTZ presets based on event, alarm input
- Display up to 4 live video layouts at the same time based on an event
- Live and Recorded video in one template
- Audio Alarms from cameras
- IVA Overlays and IVA Alarms

INTRUSION

- Add / Edit / Delete Bosch panel
- Connect and Import panel entities (Areas/Points/Doors/Outputs)
- Configure and Save panel entities into CCURE system
- Send Entity commands to panel (Area/Point/Door/Output)
- Journal and Monitor panel events
- Configure Trigger/Actions for entities and Execute actions

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* 3. SOFTWARE REQUIREMENTS

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

- C•CURE 9000 Security and Event Management System version 2.70

  In addition to the above, the video integration also needs the following software

- Bosch Video-SDK 6.32.0099

Note: Close any running applications to avoid installation problems.

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* 4. QUALIFIED OPERATING SYSTEMS

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64-bit operating systems:

- Windows 10 Pro
- Windows Server 2012
- Windows Server 2016

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* 5. QUALIFIED HARDWARE/SOFTWARE

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The Bosch Video Integration 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.

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* 6. CONTENTS OF THE INSTALLATION KIT

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

<u>VIDEO</u>

Client-side Files:

(Under Tyco\CCURE Client)

- Bosch.NextGenConnectedProgram.Video.Client.dll
- Bosch.NextGenConnectedProgram.Video.Object.dll
- Bosch.IppIntegratorLib.dll

Server-side Files:

(Under Tyco\Crossfire)

- Bosch.NextGenConnectedProgram.Video.Object.dll
- Bosch.IppIntegratorLib.dll
- IppIntegator.dll
- IntegrationConfig.dll
- rcpp4.dll

  (Under Tyco\Crossfire\ServerComponents)
- Bosch.NextGenConnectedProgram.Video.Server.exe
- Bosch.NextGenConnectedProgram.Video.Server.exe.config
- Bosch.NextGenConnectedProgram.Video.Server.BoschVideoDriverService.resources
- Bosch.NextGenConnectedProgram.Video.Server.BoschVideoDriverServiceInstaller.resources
- Bosch.NextGenConnectedProgram.Video.Object.dll
- Bosch.IppIntegratorLib.dll

<u>INTRUSION</u>

Client-side Files:

(Under Tyco\CCURE Client)

- Bosch.NextGenConnectedProgram.Intrusion.Client.dll
- Bosch.NextGenConnectedProgram.Intrusion.Object.dll
- Autofac.dll
- Bosch.Core.dll
- Bosch.Cryptography.dll
- Bosch.Cryptography.Interfaces.dll
- Bosch.Security.SDK.dll
- Bosch.Security.SDK.Interfaces.dll
- Bosch.TransportProvider.dll
- Enumerations.dll
- Reactive.EventAggregator.dll
- ServiceStack.Interfaces.dll
- System.Reactive.Core.dll

- System.Reactive.Interfaces.dll
- System.Reactive.Linq.dll
- System.Threading.Tasks.Dataflow.dll

Server-side Files:

(Under Tyco\Crossfire)

- Bosch.NextGenConnectedProgram.Intrusion.Object.dll
- Autofac.dll
- Bosch.Core.dll
- Bosch.Cryptography.dll
- Bosch.Cryptography.Interfaces.dll
- Bosch.Security.SDK.dll
- Bosch.Security.SDK.Interfaces.dll
- Bosch.TransportProvider.dll
- Enumerations.dll
- Reactive.EventAggregator.dll
- ServiceStack.Interfaces.dll
- System.Reactive.Core.dll
- System.Reactive.Interfaces.dll
- System.Reactive.Linq.dll
- System.Threading.Tasks.Dataflow.dll

  (Under Tyco\Crossfire\ServerComponents)
- Bosch.NextGenConnectedProgram.Intrusion.Server.exe
- Bosch.NextGenConnectedProgram.Video.Intrusion.exe.config
- Bosch.NextGenConnectedProgram.Intrusion.Object.dll
- Autofac.dll
- Bosch.Core.dll
- Bosch.Cryptography.dll
- Bosch.Cryptography.Interfaces.dll

- Bosch.Security.SDK.dll
- Bosch.Security.SDK.Interfaces.dll
- Bosch.TransportProvider.dll
- Enumerations.dll
- Reactive.EventAggregator.dll
- ServiceStack.Interfaces.dll
- System.Reactive.Core.dll
- System.Reactive.Interfaces.dll
- System.Reactive.Linq.dll
- System.Threading.Tasks.Dataflow.dll

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* 7. PRE-INSTALLATION

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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.

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* 8. MIGRATION / UPGRADE STRATEGY

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Pre-Requisites:

VIDEO

- 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.

INTRUSION

- None as this is the first Bosch integration.

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* 9. INSTALLATION

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Note: Please do not install the Bosch Plugin driver on the MAS system as the installer does not support checking if it's a MAS system to prevent the installation.

VIDEO

Please refer to at the Bosch-CCURE 9000 Video Integration User Guide section 3 for the installation steps illustrated with screenshots.

INTRUSION

Please refer to at the Bosch-CCURE 9000 Intrusion Integration User Guide section 3 for the installation steps illustrated with screenshots.

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* 10. POST-INSTALLATION

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VIDEO

Please refer to at the Bosch-CCURE 9000 Video Integration User Guide section 3 for the post installation steps illustrated with screenshots

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.

INTRUSION

Please refer to at the Bosch-CCURE 9000 Intrusion Integration User Guide section 3 for the post installation steps illustrated with screenshots

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

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* 11. UN-INSTALLATION

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VIDEO

Please refer to at the Bosch-CCURE 9000 Video Integration User Guide section 3 for the uninstallation steps illustrated with screenshots.

INTRUSION

Please refer to at the Bosch-CCURE 9000 Intrusion Integration User Guide section 3 for the uninstallation steps illustrated with screenshots.

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* 12. ISSUES AND LIMITATIONS

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VIDEO

- For upgrades, after upgrading the corresponding Bosch Plugin from v2.30 to 2.4x/2.50 and above, the user needs to 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 device. After the cameras are imported for all Bosch Video Servers and saved, the user needs to manually stop and start the Bosch Driver service.
- For installations that are upgrading to Video Recording Manager (VRM) 3.60 and later versions, you must manually re-import the cameras for every Bosch Video Server in the system. The VRM 3.60 and later versions will generate new track IDs and do not retain the existing track IDs. This step is needed to resynchronize the VRM track identifiers for cameras configured in the C•Cure 9000 system. Note that the new VRM track identifiers will be synchronized in the C•Cure 9000 database based on the camera's IP address.
- For new Bosch Video Server configurations, once the new Bosch Plugin is installed the user can proceed adding 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 needs to manually stop and start the Bosch Video Driver service.

- After saving Bosch Video Server configuration changes (i.e. network settings, camera import, global camera settings, camera alarm settings etc.) for an existing device, the user has to manually stop and restart the Bosch Video 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 recorder itself. Workaround is to uncheck the Default Communication Settings and change the protocol to HTTP and leave the default settings for HTTP protocol.
- 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.
- The installer does not prevent the Bosch Plugin driver installation on the MAS system.

<u>INTRUSION</u>

- This integration supports only IP based Bosch panels.
- The Bosch panels cannot be remotely configured/programmed from CCURE system. Please use the Bosch Remote Programming Software (RPS) to remotely configure the panel.

- Bosch panel user management is not supported.
- Bosch panel can only support 3 simultaneous remote automation connections. (Please note that one automation connection is reserved for the Bosch Intrusion Server component for monitoring purpose. This leaves with only two remote client connections).

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* 13. SYSTEM COMPATIBILITY

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

VIDEO

Software Package

- Bosch Video-SDK: 6.32.0099
- Microsoft .NET Framework: 4.6.1
- Bosch Integration plugin 3.3.0.12

Video Recorders

- Video Recording Manager: 3.00 to 3.82
- DIVAR IP 2000
- DIVAR IP 6000
- DIVAR IP 7000
- DIVAR IP 3000
- DIVAR AN 3000/5000: v2.3.6
- DVR HYBRID 3000/5000: v2.0.0
- DVR NETWORK 3000/5000: v2.0.0

Common Product Platform (CPP) devices

- CPP-ENC: 5.97.0005
- CPP3: 5.74.0004
- CPP4: 7.10.0076

- CPP5: 6.30.0047
- CPP6: 7.50.0079
- CPP7: 7.50.0079
- CPP7.3: 7.50.0079

INTRUSION

Software Package

- Bosch Intrusion SDK: 2.0.36
- Microsoft .NET Framework: 4.6.1
- Bosch Integration Plugin 3.3.0.12

Panels

- B9512G 3.04 or greater
- B8512G 3.04 or greater
- B6512 3.04 or greater
- B5512 3.04 or greater
- B4512 3.04 or greater
- B3512 3.04 or greater

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* 14. TROUBLESHOOTING

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The following general steps will be followed to troubleshoot the Bosch Video and Intrusion Integration 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?

VIDEO

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.

INTRUSION

Panel Integration troubleshooting

1. Can the Panel object be successfully created in C•CURE?
2. Does the customer network block ping requests?
3. If we ping the IP address of the panel do we get a response?
4. Can the panel entities be imported in C•CURE?
5. Does sending the panel command work from RPS or panel keypad?
6. Does the panel action tied to an event appear as activated in C•CURE's monitoring application?

Alarm Notifications troubleshooting

1. If alarms notifications or actions for alarms are not working then stop and re-start the "Bosch Intrusion Driver Service" from the "Server Configuration Application".

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