XPRESSENTRY

CCURE 9000 Connector Service

Revision 06/13/2023

For use with the
XPressEntry Mobile Access Control
System

By

TELAERIS

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Purpose

To explain the installation requirements, pre-requisites, installation and configuration steps, upgrade procedures, and uninstall steps of the CCURE Connector Service. This service is an integral part of the Software House CCURE 9000 integration.

Installation Requirements

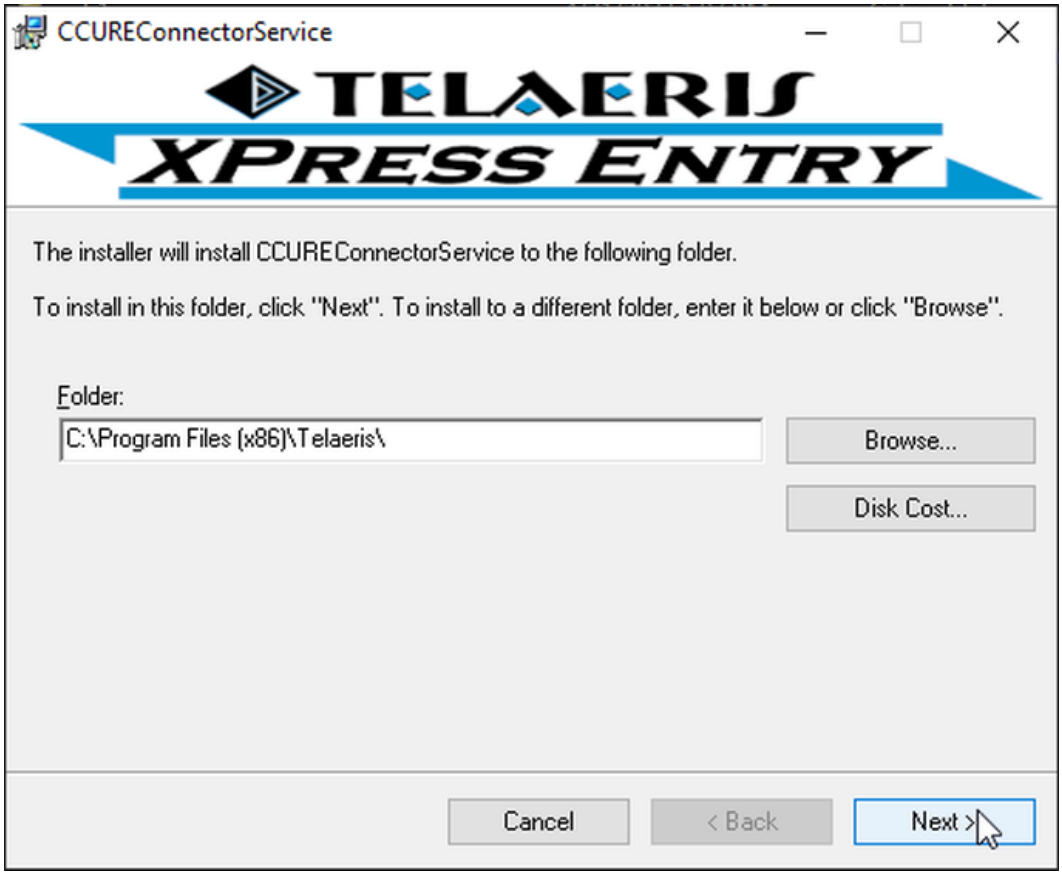
1. CCURE Connector Service Installer
2. Software House CCURE 9000 SDK

Installation Pre-requisites

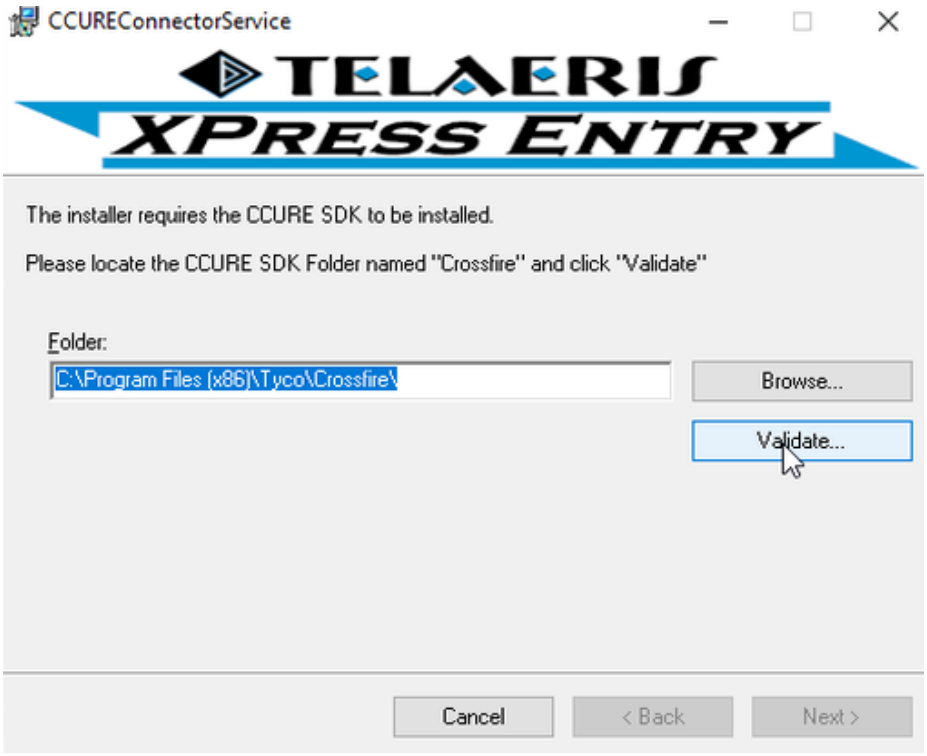
- Windows
- .NET Framework 4.8
- 500 MB free disk space as the CCURE SDK files must be copied.
- A Windows domain service account or local user to connect to the CCURE Client Session

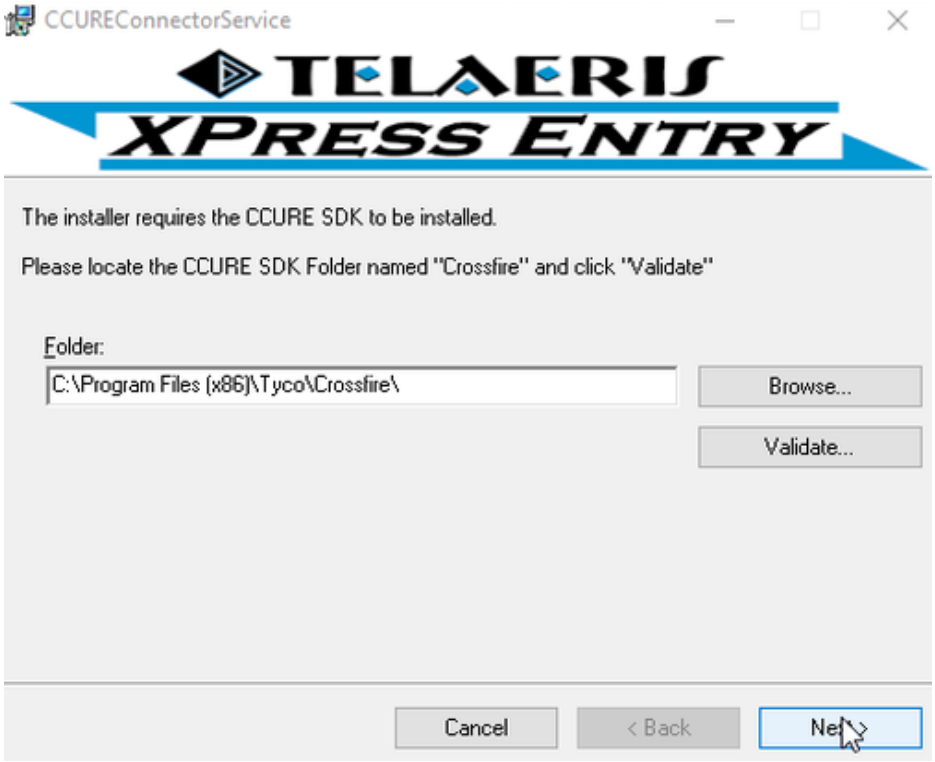
Installation

1. Run the CCURE Connector Service Installer
    a. Select the location to install CCURE Connector Service.

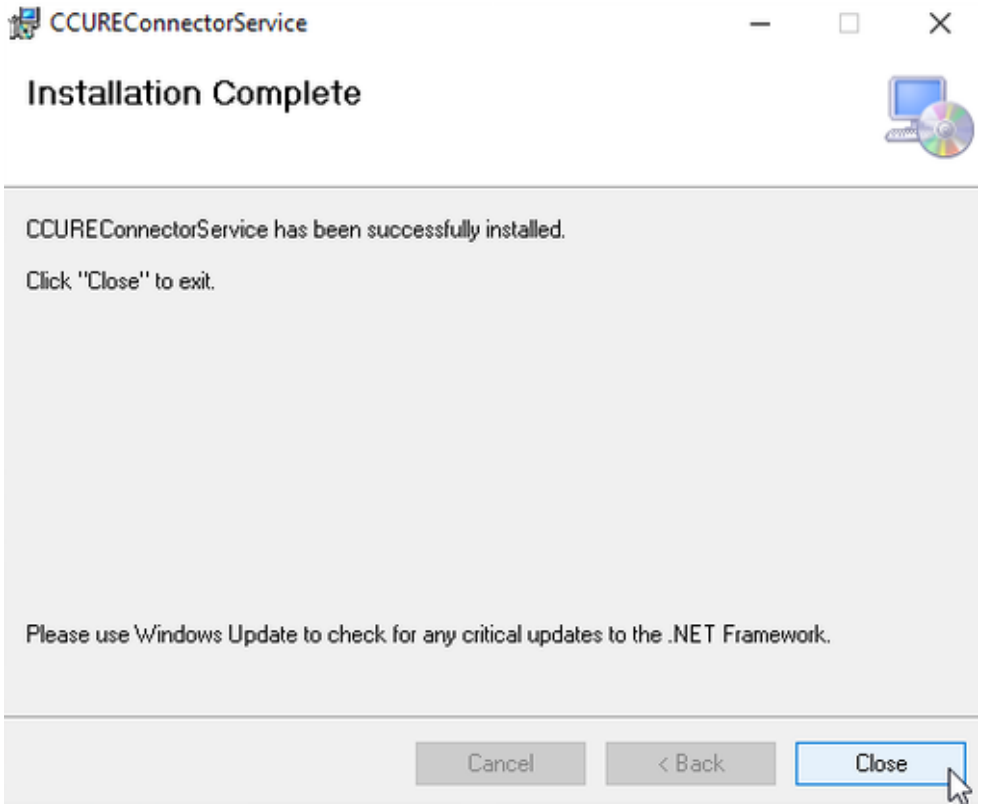


b. Select the **Crossfire** CCURE 9000 SDK folder directory location and click **Validate**. This will ensure that the directory selected is properly named and contains CCURE SDK files. Once validated, click **Next**.

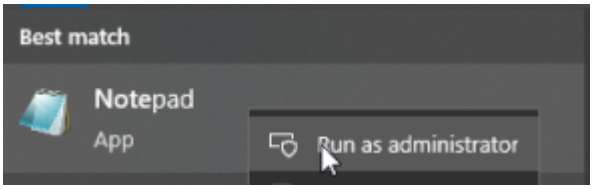




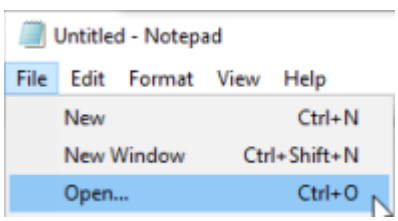
c. When the installation is complete, select **Close**.



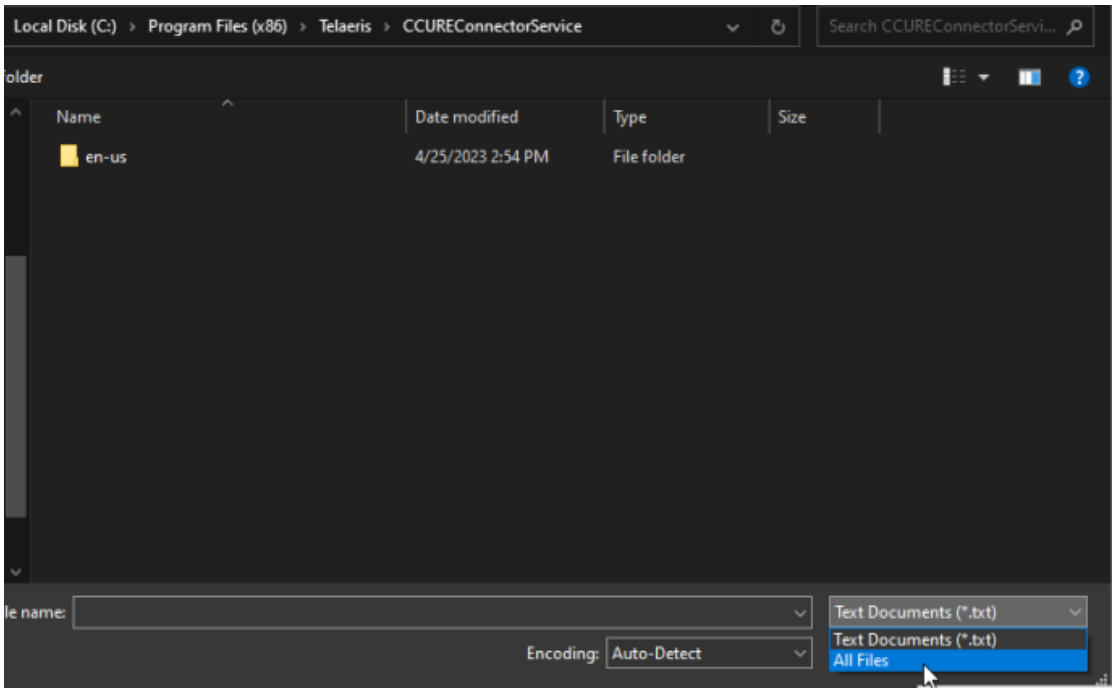
2. CCURE Connector Service Setup
    a. **NOTE**: There are configuration options for the CCURE Connector Service. These options **WILL** need to be changed if installing CCURE Connector Service on a **separate machine** than the CCURE installation.
    b. The port and CCURE settings for journal activities can be configured by following these steps:
        i. Open Notepad, or a preferred text editor as Administrator. *(Right-click on Notepad and select "Run as administrator" on Windows 10)*



        ii. Select **File > Open**



c. Navigate to the directory where CCURE Connector Service is installed.
    i. Default location is *C:\Program Files (x86)\Telaeris\CCUREConnectorService*
d. Select file type as **All Files**



e. Select file **CCUREConnectorService.exe** with file extension **.config** (3 KB, not an executable)

f. Set the tag under **appSettings** with key **ccureServerPath** to the proper server IP.
    i. The only piece of this value that should be changed is **localhost** to the IP address of the CCURE Server. **If installing CCURE Connector Service on the same machine as CCURE Server, do NOT change this value*.
    ii. Other settings that can be configured are **triggerDoorAdmitChanges**, **useCHUIDBadge** and **connectorServicePort**. This allows changing CCURE settings as well as the port the service runs on from the default 9000.

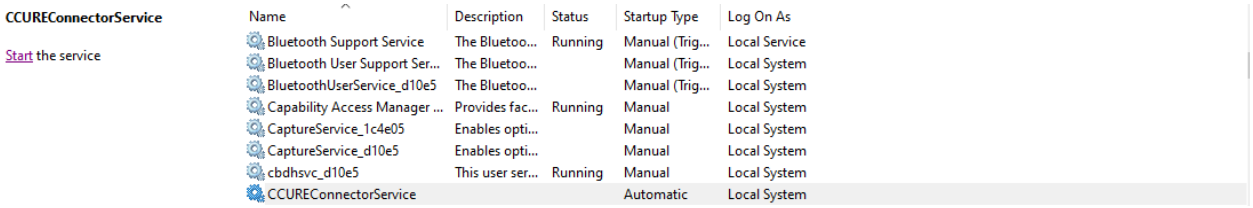
CCUREConnectorService.exe - Notepad

File Edit Format View Help

```
<?xml version="1.0" encoding="utf-8"?>
<configuration>
  <startup>
    <supportedRuntime version="v4.0" sku=".NETFramework,Version=v4.8" />
  </startup>
  <appSettings>
    <add key="ccureServerPath" value="net.tcp://localhost:8999/CrossFire/IClientSession" />
    <add key="triggerDoorAdmitChanges" value="true" />
    <add key="useCHUIDBadge" value="false"/>
    <add key="connectorServicePort" value="9000" />
  </appSettings>
```

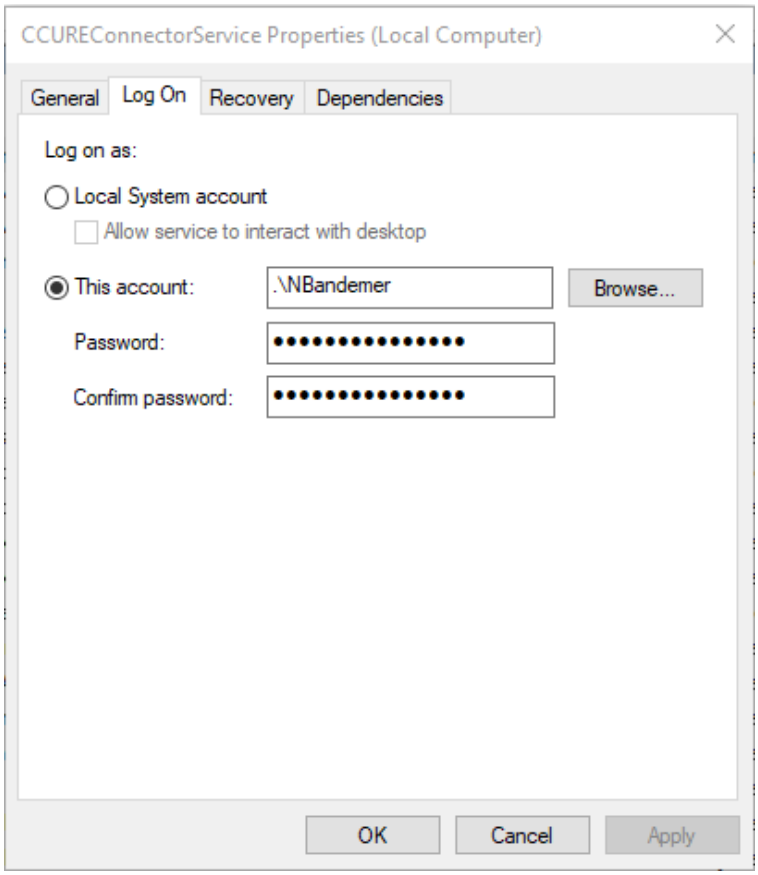
g. After making the desired changes click **File > Save**. Now that the CCURE Connector Service is configured to your system, you can start the service.

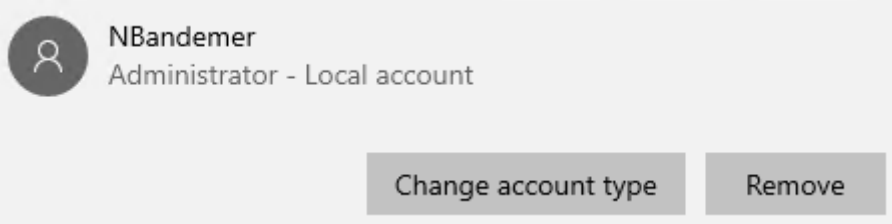
3. Open Windows Services. Search for **CCUREConnectorService**.

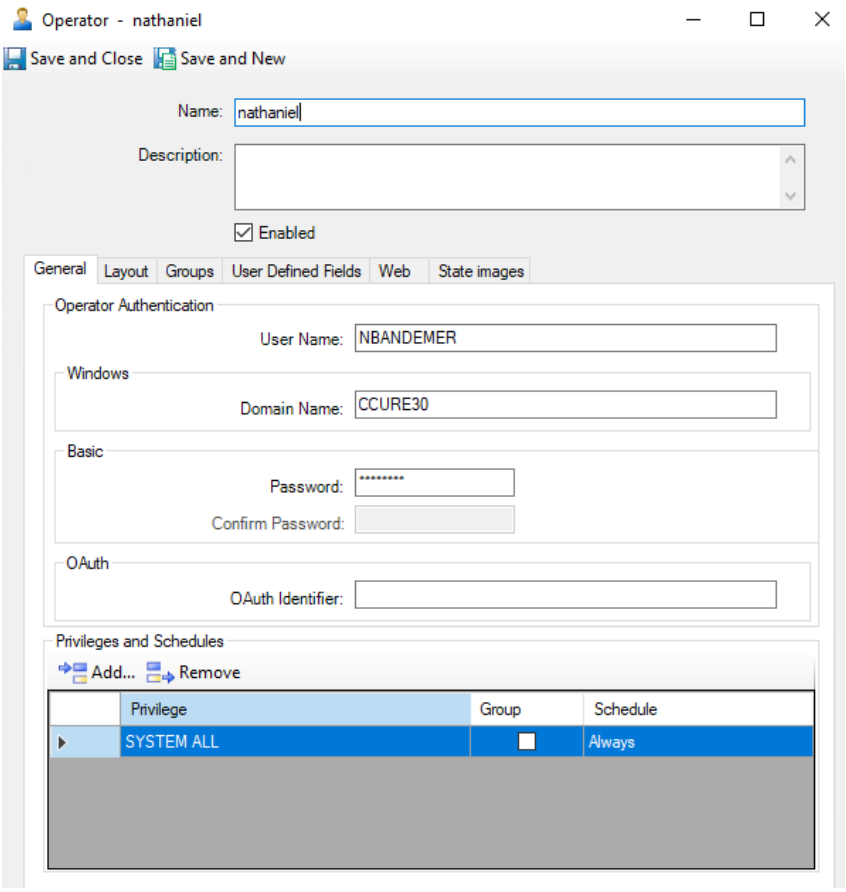


a. If the CCURE Connector Service is running on the same machine as the CCURE installation, check if there is an **Operator** in the CCURE system named **Local System.** If so, no configuration is necessary, and the CCURE Connector Service can be started.
    i. Operators are found under the **Configuration** tab.
b. If the above step does not apply to your configuration: Right-click on the service, select **Properties**, then click the **Log On** tab.

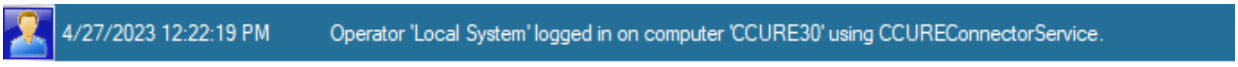
4. Enter the credentials of the Windows domain account that exists on the current machine. It should match:
    a. The credentials of a Windows account on the CCURE machine
    b. The credentials match those of an Operator in the CCURE system.
        i. For the operator, be sure to include the domain name as the CCURE machine name.



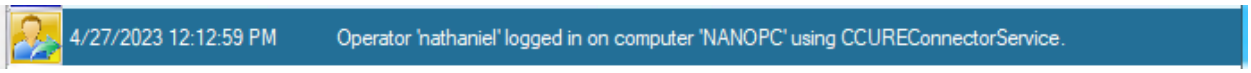




5. After entering valid credentials, click **Apply**, then start the service. A similar message to the one below will appear in the Monitoring Station in CCURE if successful.



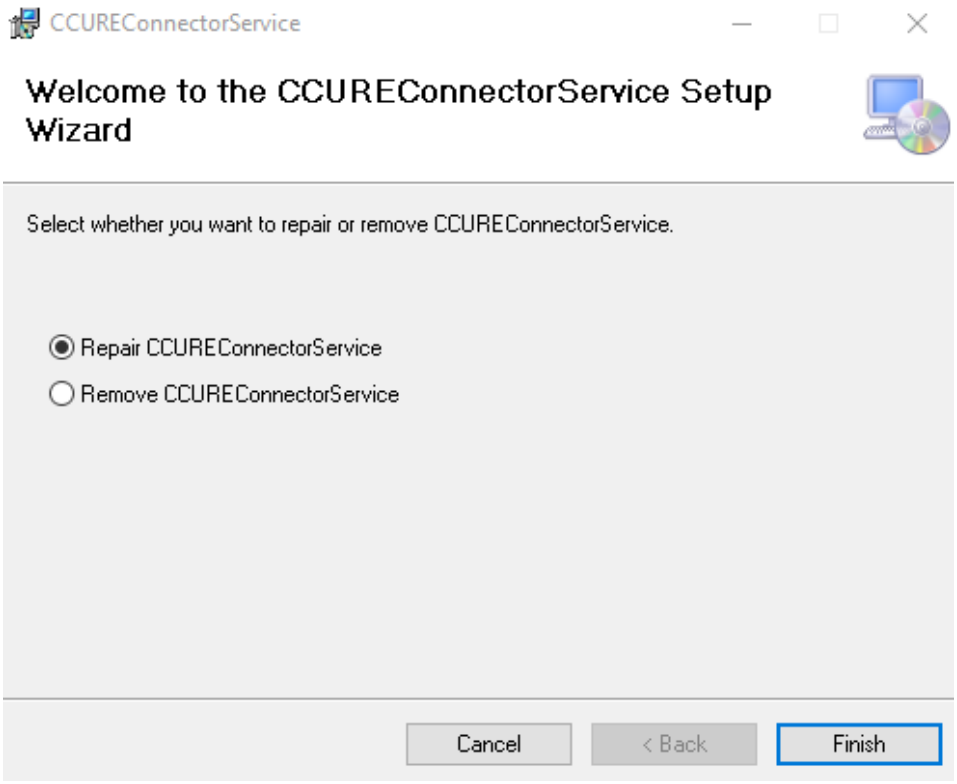
OR if on different machine:



6. The CCURE Connector Service is now available for use with the CCURE 9000 Integration in XPressEntry Desktop. Please refer to the documentation for the integration as well as the demonstration videos to see how this is expected to work.

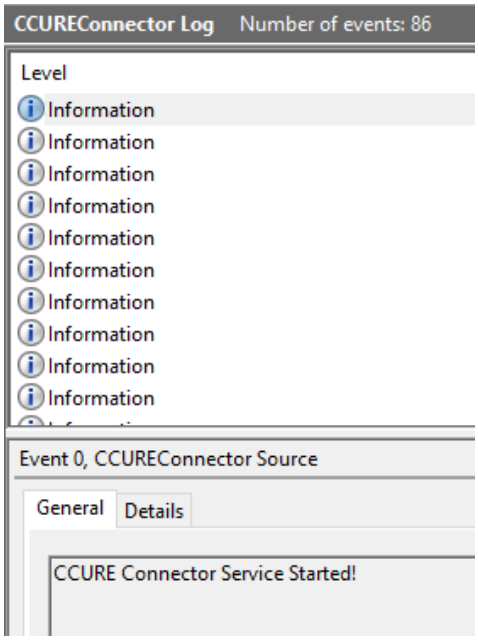
Repair / Uninstall CCURE Connector Service

To repair or uninstall the CCURE Connector Service, open the installer. Select the desired option and select **Finish**.

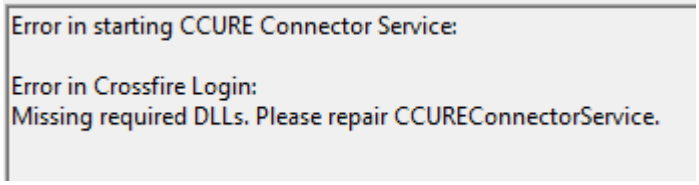
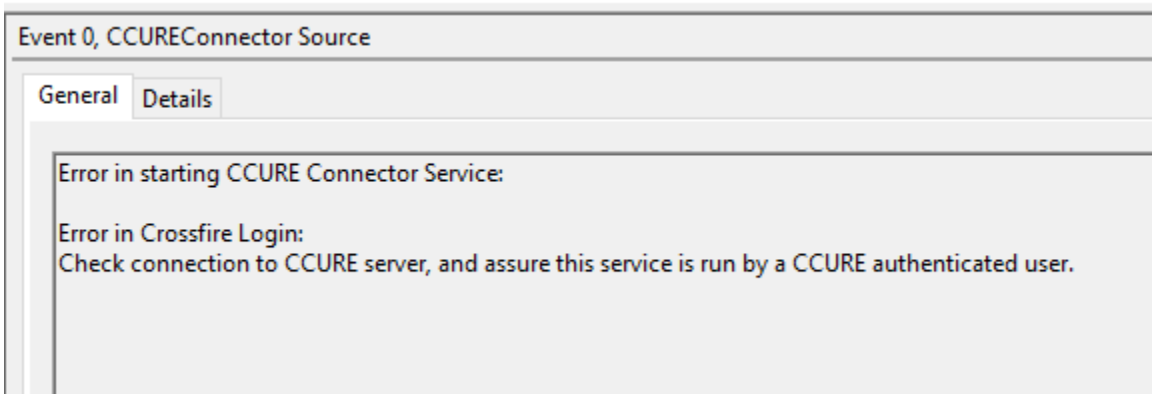


Troubleshooting

1. If the CCURE Connector Service does not appear to work properly after clicking Start on the service, navigate to **Event Viewer**. Below is what the Event Viewer will log if the service starts properly.



2. If the below error message is found, run the **Repair** option in the CCURE Connector Service installer. If this option is unavailable due to a deleted installer, remove the CCURE Connector Service and reinstall.



3. If the below error message is found, be sure that the if the CCURE Connector Service is **not running on the same machine** as the CCURE installation, that you have followed the steps above to properly configure the service.
    a. If the service is properly configured, make sure the service was started by an authenticated **Windows** account that is also authenticated in **CCURE** as an Operator with **SYSTEM ALL** privileges.