

CCURE 9000 Connector Service

Revision 06/13/2023

For use with the XPressEntry Mobile Access Control System

By



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Table of Contents

Purpose	. 4
Installation Requirements	. 4
Installation Pre-requisites	. 4
Installation	. 4
Repair / Uninstall CCURE Connector Service 1	10
Troubleshooting	10

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.

CCUREConnectorService			-		×
	LAE	RIJ	r		
XPRES	ss E	NT	R	Y	
The installer will install CCUREConnectorSe	rvice to the follow	ing folder.			
To install in this folder, click "Next". To insta	all to a different fol	der, enter it bel	ow or cli	ck "Brow	ise".
<u>F</u> older:					
C:\Program Files (x86)\Telaeris\			E	Browse	
		[D	isk Cost	
	Cancel	< Back		Next	×

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**.

🛃 CCUREConnectorService		-	□ ×
● TE	LAE	RIJ	
XPRE	ss E	NTE	2Y
The installer requires the CCURE SDK to	be installed.		
Please locate the CCURE SDK Folder na	amed "Crossfire" and	I click "Validate"	
<u>F</u> older:			
C:\Program Files (x86)\Tyco\Crossfire	N		Browse
			Validate
			10
	Cancel	< Back	Next >
CCUREConnectorService		_	
	I 🛦 📭	RIC	
YPpe			v
AFRE	33 E		
The installer requires the CCURE SDK to	be installed.		
Please locate the CCURE SDK Folder na	med "Crossfire" and	click "Validate"	
Folder			
C:\Program Files (x86)\Tyco\Crossfire	A		Browse
,			Validate

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

Untitled - Notepad						
File	Edit	Format	View	Help		
New				Ctrl+N		
	New \	Vindow	Ctr	l+Shift+N		
	Open.			Ctrl+0		

- 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

Local D	isk (C:) → Program	Files (x86) → Telaeris → (CCUREConnectorService		ō				م
older							I	∷ -	?
^ N	ame		Date modified	Туре	Siz	•			
	en-us		4/25/2023 2:54 PM	File folder					
v									
le name:						/ Text	Document	s (*.txt)	~
			Encoding:	Auto-Detect		All F	Document	s (*.txt)	

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

CCUREConnectorService.exe	4/21/2023 12:57 PM	Configuration Sou	3 KB

- 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.*
 - 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

- 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**.

-					
CCUREConnectorService	Name	Description	Status	Startup Type	Log On As
6	🍓 Bluetooth Support Service	The Bluetoo	Running	Manual (Trig	Local Service
Start the service	🥋 Bluetooth User Support Ser	The Bluetoo		Manual (Trig	Local System
	BluetoothUserService_d10e5	The Bluetoo		Manual (Trig	Local System
	🆏 Capability Access Manager	Provides fac	Running	Manual	Local System
	CaptureService_1c4e05	Enables opti		Manual	Local System
	🆏 CaptureService_d10e5	Enables opti		Manual	Local System
	🆏 cbdhsvc_d10e5	This user ser	Running	Manual	Local System
	CCUREConnectorService			Automatic	Local System

- 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.

CCUREC	CCUREConnectorService Properties (Local Computer) $\qquad \qquad \qquad$						
General	Log On	Recove	ery De	pendencie	es		
Log on	as:						
	al System a Allow servio	account ce to inte	eract wit	h desktop			
This	account:		.\NBand	demer		Browse	
Pas	sword:		•••••	•••••	•••]	
Con	firm passw	ord:	•••••	•••••	•••]	
:							
1							
				ОК	Cance	Apply	/

8 NBandemer Administrator - Local	account			
	Change	account	type	Remove
🚨 Operator - nathaniel				- 🗆 ×
🚽 Save and Close 👔 Save and New				
Name: nathaniel				
Description:				^
Enabled				
General Layout Groups User Defined Fiel	ds Web State	images		
Windows Domain Name:	NBANDEMER CCURE30			
Basic Password: Confirm Password:	******			
OAuth OAuth Identifier:				
Privileges and Schedules 				
Privilege		Group	Schedule	
SYSTEM ALL			Always	

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:

🤼 4/27/2023 12:12:59 PM 💫 Operator 'nathaniel' logged in on computer 'NANOPC' using CCUREConnectorService.

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**.

🛃 CCUREConnectorService		_		\times
Welcome to the CCURE Wizard	ConnectorS	ervice Setup		
Select whether you want to repair or remo	ove CCUREConnec	torService.		
Repair CCUREConnectorService				
Remove CCUREConnectorService				
	Cancel	< Back	Fir	iish

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.

CCUREConnector Log	Number of events: 86
Level	
 Information 	
(i) Information	
 Information 	
(i) Information	
 Information 	
	-
Event 0, CCUREConnect	or Source
General Details	
CCURE Connector S	ervice Started!

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.

Event 0, CCUREConnector Source

General Details

Error in starting CCURE Connector Service:

Error in Crossfire Login:

Check connection to CCURE server, and assure this service is run by a CCURE authenticated user.