

Installing the C-CURE Connector & Plugin

Last Modified on 10/04/2024 1:33 pm EDT

Overview

Before starting the Installation process, please contact support to obtain the required **Connect-CCURE RTO** package and to receive further assistance with the installation.

Resolver Connect® allows you to use a C-CURE Connector and Plugin to pull data from the Software House® system and send the data to Resolver Dispatch®, sharing data between the two platforms.

System Requirements

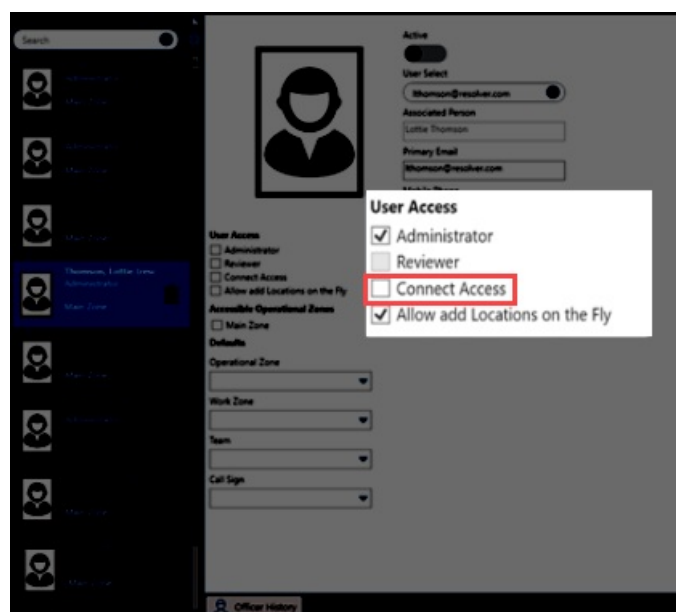
The following system requirements must be installed before connecting the CCure Connector:

- CCure 3.0
- victorwebservice

Installing a C-CURE Connector and Plugin

Before installing the C-CURE Connect and Plugin, customers must contact Software House to update their C-CURE 9000 license to include the Resolver - CCURE9000 - Integration. The update procedure is the same procedure for adding other options or to update a site license.

Before installing the C-CURE Connector and Plugin, log in to Resolver Connect using a Dispatch Administrator account. A Dispatch Administrator account will have the Access Connect radio button enabled.





Notes:

Resolver recommends installing the C-CURE Connector and Plugin on the C-CURE source server. The Connector will require a standalone server if outbound connections are not possible.

You will need access to **PowerShell** and **SQL Server Management Studio** to run commands and queries related to the installation.

1. Navigate to the network location that houses the **Connect-CCURE RTO** package.
2. Run the Installer from the RTO package.
3. Navigate to the location where the files were installed and run the InsertLicence PowerShell script.
4. Navigate and open **SQL Server Management Studio** on the connected PC or server.
5. Query the **ACVAudit** database using the **select * from Auditlog** command to verify that the **InsertLicense** script was successfully added to the C-CURE database.
6. If successful, the **Results** section will return a log entry listing information about the **InsertLicense** script:
 - **ServerUTC:** year, date, and time the script was run.
 - **PrimaryObjectName:** Resolver - Command Center API - Integration.

The screenshot shows the SQL Server Enterprise Edition interface. The 'Query Editor' window has the query 'select * from Auditlog' entered. The 'Results' pane at the bottom displays a single row of data. Two columns, 'ServerUTC' and 'PrimaryObjectName', are highlighted with red boxes. The 'ServerUTC' value is '2022-07-20 20:23:08.000' and the 'PrimaryObjectName' value is 'Resolver-CCURE9000 - Integration'.

ServerUTC	PrimaryObjectName
2022-07-20 20:23:08.000	Resolver-CCURE9000 - Integration

Query Results

7. Query the **ACVScore Database** using **select * from dbo.LicenseOption** to verify that the license was successfully added to the database. If successful, the Results section will have an entry in the table for **ObjectID = 5000, Name = Resolver - CCURE9000 -**

Integration.

```
select * from dbo.LicenseOption
```

100 %

Results Messages

	ObjectID	Name	Author	GUID	Class Type
123	183	Reporting			SoftwareHouse.CrossFire.Common.DataService
124	184	Dewarping			SoftwareHouse.CrossFire.Common.DataService
125	185	Virtual Matrix PTZ Keyboard			SoftwareHouse.CrossFire.Common.DataService
126	186	Analog Matrix			SoftwareHouse.CrossFire.Common.DataService
127	187	Multi Monitor			SoftwareHouse.CrossFire.Common.DataService
128	188	Incident Builder			SoftwareHouse.CrossFire.Common.DataService
129	189	SIP Synchroniser			SoftwareHouse.CrossFire.Common.DataService
130	5000	Resolver - CCURE9000 - Integration	Resolver	FE4BFF62-D083-435C-8DED-A2792610DD82	SoftwareHouse.CrossFire.Common.DataService

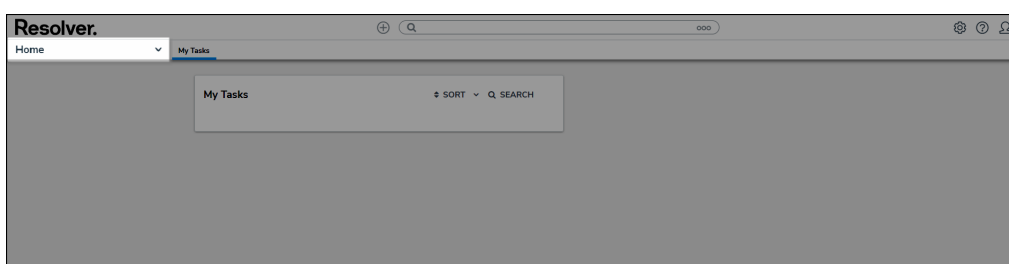
Resolver - CCURE9000 - Integration

- Restart the **CrossFire** services for the license to take effect.

Register the C-CURE Connector

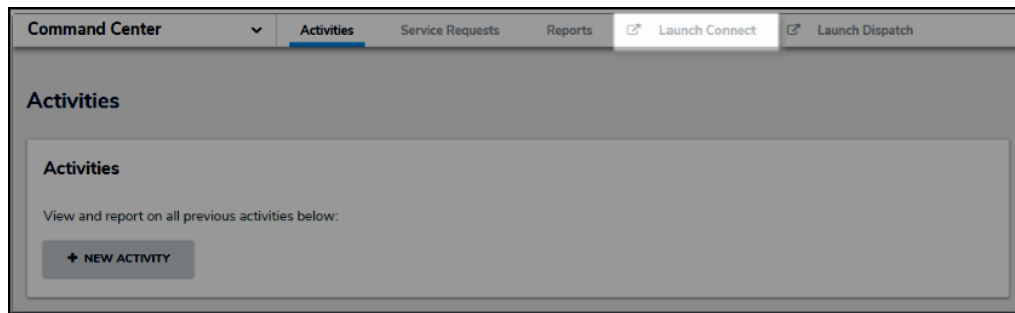
Registering the C-CURE Connector will create a **Connector ID**.

- Open **Resolver Connect** by logging into **Resolver**.
- From the **Resolver Home** screen, select the **Command Center** link from the **Home** drop-down list.



Home screen Drop-Down List

- From the **Command Center** screen, click on the **Launch Connect** link on the **Menu Bar**.



Launch Connect Link

- From the **Resolver Connect Home** screen, click on the **REGISTER CONNECTOR** button.

+ REGISTER CONNECTOR						
Status	Alias	Connector Name	Connector Version	Connector ID	Source System Name	Source System Version
●	Dispatch Connector	Dispatch Connector	1.0.0	3e9e3720-7688-4a8a-9afc-90b1d2ee4a37	Integration Services	5.3.0.0
						EDIT GET LATEST

Register Connector Button

- Enter a connector name in the **Connector Alias** field and click the **Save** button.

Register Connector

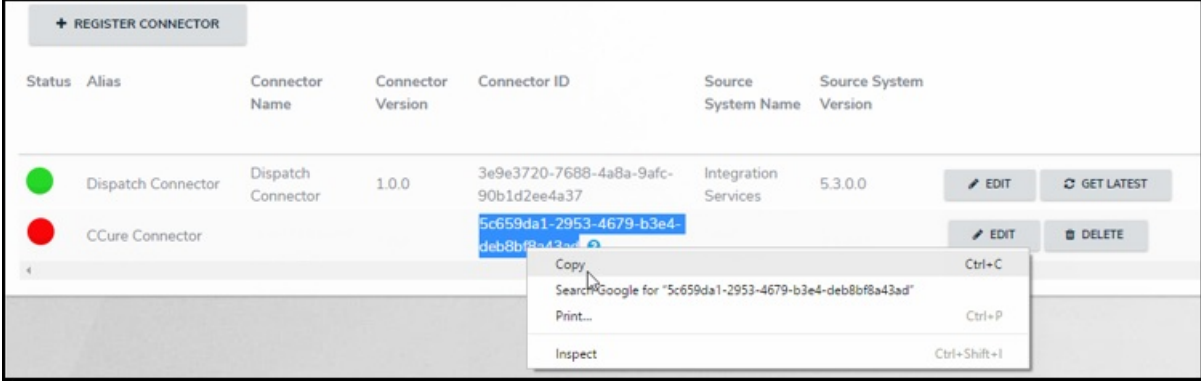
Connector Alias

SAVE

CANCEL

Register Connector Screen

- The **Register Connector** screen will appear, listing the newly registered connector.
- Provide DevOps with the **ConnectorID** so they can update the Services config with it.
- Copy the C-CURE **Connector ID**.



Status	Alias	Connector Name	Connector Version	Connector ID	Source System Name	Source System Version	
●	Dispatch Connector	Dispatch Connector	1.0.0	3e9e3720-7688-4a8a-9afc-90b1d2ee4a37	Integration Services	5.3.0.0	EDIT GET LATEST
●	CCure Connector			5c659da1-2953-4679-b3e4-deb8b8a43ad			EDIT DELETE

Registered C-CURE Connector

Preparing the JSON Files

Before editing the **appsettings.json** file, you must register the C-CURE Connector and copy the **Connector ID**.

1. Navigate to the location of the installed connector files, by default, the location is **C:\Program Files\Resolver\Resolver CCure 3.0 Connector Service**.
2. Locate the **appsettings.json** file.
3. Right-click the **appsettings.json** file and select **Open with** from the pop-up menu. If **Notepad** is not in the recent section, select the **Choose another app** link and select **Notepad**.
4. Locate the **ConnectorID** tag and copy and paste the new **Connector ID** between the quotation marks after the **ConnectorID** tag.
5. Edit the ServiceURL with the connect endpoint received from DevOps on the **CoreDispatch service stack**.
6. Fill out the following VictorWeb information in the config file.
 - ServiceURI
 - ServiceNotificationURI
 - ClientName
 - UserName
 - Password

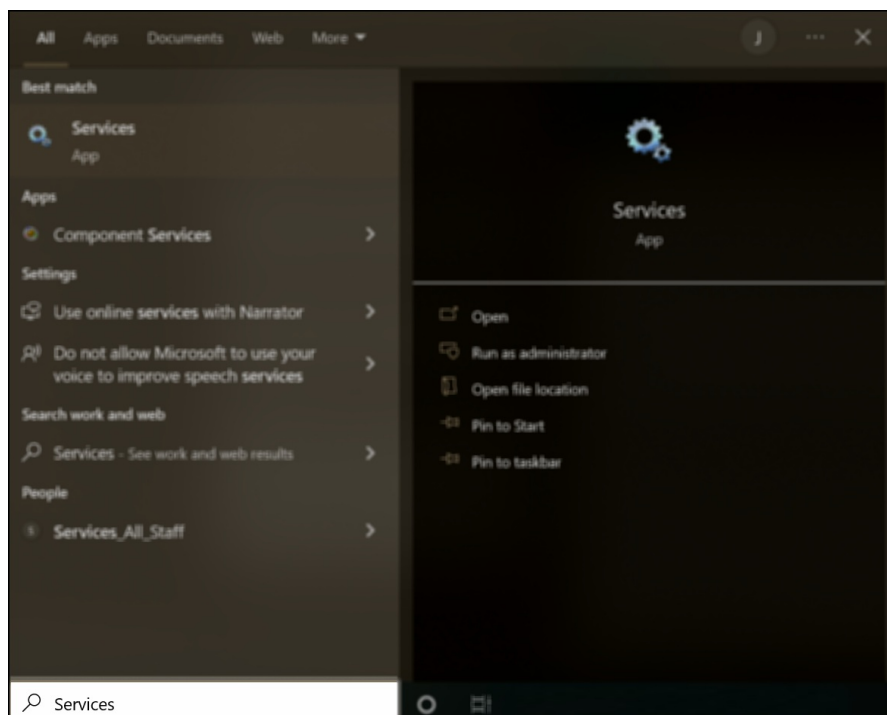
```
appsettings - Notepad
File Edit Format View Help
{
  "ServiceUrl": "https://connect-24-3-0-0.sb.myincidents.com",
  "ConnectorID": "3f55c06c-69fc-488c-83da-218b9329902d",
  "VictorWeb": {
    "ServiceUrl": "http://10.111.2.118/victorwebservice/api",
    "ServiceNotificationUri": "http://10.111.2.118/victorwebservice",
    "ClientName": "Resolver",
    "UserName": "ResolverConnector",
    "Password": "ResolverConnector123"
  },
  "Logging": {
    "LogLevel": {
      "Default": "Debug",
      "Microsoft.Hosting.Lifetime": "Information"
    }
  },
  "Serilog": {
    "Using": [ "Serilog.Sinks.Console", "Serilog.Sinks.File" ],
    "MinimumLevel": "Debug",
    "Enrich": [ "FromLogContext", "WithMachineName", "WithProcessId", "WithThreadId" ],
    "WriteTo": [
      {
        "Name": "Console"
      },
      {
        "Name": "File",
        "Args": {
          "path": "C:\\Program Files\\Resolver\\Resolver CCure 3.0 Connector Service\\Logs\\CCure3_0-.txt",
          "rollingInterval": "Day"
        }
      }
    ]
  }
}
```

VictorWeb Information

7. Save the config file.

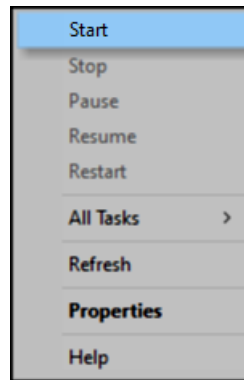
Confirming the C-CURE Connector and Plugin Installation

1. Navigate and open **Windows Services** by entering **Services** in the **Windows Search** field on the **Taskbar** and pressing the **Enter** key.



Windows Services

2. From the **Services** screen, scroll until you find the **Resolver CCure 3.0 Connector Service** item.
3. Right-click the **Resolver CCure plugin service** item and select **Start** from the pop-up menu.



Start Link on Pop-Up Menu

4. Log back into **Resolver Connect**.
5. A **Circle** icon will appear in the C-CURE Connector's **Status** field, which indicates the following depending on the circle's color:
 - **Green Circle:** The C-CURE Connector is running.
 - **Yellow Circle:** The C-CURE Connector is running, but configuration errors exist.
 - **Red Circle:** The C-CURE Connector is not running.



Note:

See the **Connect User Guide** for further information regarding generating, registering, device configuration, or creating rules.