

AVIGILON™

Unity Alarm Gateway™ System Integration Guide

Unity Alarm Gateway for Software House C•CURE® 9000

© 2026, Avigilon Corporation. All rights reserved. AVIGILON, the AVIGILON logo, UNITY VIDEO is a trademark of Avigilon Corporation. Software House and C•CURE are trademarks of Sensormatic Electronics, LLC. Other names or logos mentioned herein may be the trademarks of their respective owners. The absence of the symbols ™ and ® in proximity to each trademark in this document or at all is not a disclaimer of ownership of the related trademark.

This document has been compiled and published using product descriptions and specifications available at the time of publication. The contents of this document and the specifications of the products discussed herein are subject to change without notice. Avigilon Corporation reserves the right to make any such changes without notice. Neither Avigilon Corporation nor any of its affiliated companies: (1) guarantees the completeness or accuracy of the information contained in this document; or (2) is responsible for your use of, or reliance on, the information. Avigilon Corporation shall not be responsible for any losses or damages (including consequential damages) caused by reliance on the information presented herein.

Avigilon Corporation
avigilon.com

INT-CCURE-ALARM-A

Revision: 2 - EN

20260501

Table of Contents

Introduction	1
What's New	1
Requirements	2
For More Information	2
Installation	3
Install C•CURE Integration for the First Time	3
Upgrade from C•CURE 2.90 Integration	3
Upgrade from C•CURE 3.00 Integration	4
Upgrade from Legacy C•CURE Integration	4
Check the Avigilon License	5
Configuration	6
Adding an Integration User in the Unity Video Software	6
Adding Unity Video Alarms	6
Configuring the Alarm Gateway Component	8
Configuring the Server Settings	8
Adding CrossFire Events	9
Mapping Alarms	11
Backing Up Mapped Alarms	12
Restoring Mapped Alarms	12
Monitoring Alarms	14
Advanced Alarm Management	15
Bi-Directional Alarm Acknowledgement and Purging (Clearing)	15
Key Benefits:	15
Functionality	15
Setup and Configuration	15
Configuration Steps	15
C•CURE Enterprise Environment	17
Enterprise Deployment Requirements	17
Troubleshooting	18
Known Limitations	18
Configuration Tool Does Not Show C•CURE XFEvents	18
Unity Video Alarms Are Not Triggered	18
Delayed Alarm Acknowledgement from Avigilon Unity	19
Troubleshooting Steps:	19
Mapped Unity Video Alarms Displayed as Unknown	19
Limited Number of Connections	19

Introduction

The C•CURE 9000 to Unity Video Alarm Gateway integration allows events triggered in the C•CURE system to be monitored and recorded through the Unity Video system.

What's New

- Added compatibility with C•CURE version 3.1
- Improved certificate validation logic in the C•CURE integration to support certificates issued by trusted Certification Authorities, reducing the need for manual certificate trust configuration on client workstations.
- Improved handling of Alarm Acknowledge and Purge events in the C•CURE integration by introducing serialized event processing to reduce burst load on the C•CURE server during bulk operator actions.

Requirements

Vendor	Requirements
Avigilon	ACC Server software 7.14.32 and later or Avigilon Unity Video 8 and later
Avigilon	ACC Client software 7.14.32 and later Avigilon Unity Video 8 and later
Avigilon	Web Endpoint software 7.14.32 and later and WebEndpoint Unity
Avigilon	One of the following C•CURE Integration license options: <ul style="list-style-type: none">• UNITY-CCURE-ALARM-3.00• ACC-CCURE-ALARM-2.90 and UNITY-CCURE-ALARM-3.00-UPG• ACC6-SWHS-CCURE and UNITY-CCURE-ALARM-3.00-UPG This upgrade license option is only supported on ACC7.14.32+ and Unity Video 8.1.0+
Avigilon	Avigilon integration executable file: CcureAlarmGateway-3.0.0.exe
C•CURE	C•CURE Software House version 3.1

For More Information

For more information about the procedures outlined in this guide, refer to the following specific software documentation:

- *Unity Video Client User Guide*
- *Unity Video Client Server Guide*
- *C•CURE Help*
- *C•CURE Server Management Application User Guide*
- *C•CURE Licensing User Guide*

Installation

Install C•CURE Integration for the First Time



NOTE

This section is for new users who are installing C•CURE integration for the first time. See [Upgrade from C•CURE 3.00 Integration on the next page](#) for instructions on upgrading C•CURE.

1. Install the C•CURE Integration NVR license (UNITY-CCURE-ALARM-3.00) from Avigilon on one of the servers in your Site.
2. You must connect directly to the Avigilon server to use the C•CURE to Unity Video Alarm Gateway.
3. Web Endpoint should be running on the Unity Video Server. Before adding the integration, configuration needs to be enabled by adding `enableAllRoutes: true` to the following file and then restarting Web Endpoint:
`C:\ProgramData\Avigilon\WebEndpoint Config\WebEndpoint.config.yaml`



IMPORTANT

Configuration settings added to the `WebEndpoint.config.yaml` file are sensitive to indentation and spacing. Ensure that configuration settings are added to the far left in the file with no extra spacing or indentation before, after, or between the key and the value of a setting. There should only be one space between the key and the value. For example, `enableAllRoutes: true`

4. Check the Windows services list on the Avigilon server to ensure that the Web Endpoint is running
5. Install the C•CURE to Unity Video Alarm Gateway executable (`CcureAlarmGateway-3.x.x.exe`) on the same server the C•CURE Server software is installed.

Upgrade from C•CURE 2.90 Integration

1. Install the C•CURE Integration NVR license (UNITY-C•CURE-ALARM-3.00-UPG) from Avigilon on one of the servers in your Site. Check that the base Unity Video license ACC-C•CURE-ALARM-2.90 is installed as well. The base Unity Video license is the license used for 2.90 integration.
2. You must connect directly to the Avigilon server to use the Avigilon Unity Video Integration with C•CURE.
3. Web Endpoint should be running on the Unity Video Server. Before adding the integration, configuration needs to be enabled by adding `enableAllRoutes: true` to the following file and then restarting Web Endpoint:
`C:\ProgramData\Avigilon\WebEndpoint Config\WebEndpoint.config.yaml`



IMPORTANT

Configuration settings added to the `WebEndpoint.config.yaml` file are sensitive to indentation and spacing. Ensure that configuration settings are added to the far left in the file with no extra spacing or indentation before, after, or between the key and the value of a setting. There should only be one space between the key and the value. For example,

```
enableAllRoutes: true
```

4. Check the Windows services list on the Avigilon server to ensure that the Web Endpoint is running.
5. Install the C•CURE to Unity Video Alarm Gateway executable (`CcureAlarmGateway-3.0.0.exe`) on the same server the C•CURE Server software is installed.



NOTE

C•CURE 3.1 integration uses the same licensing model as C•CURE 3.0 integration and does not introduce new license types. Systems upgrading from C•CURE 2.9 must have a valid 2.9 base license together with the C•CURE 3.0 upgrade license to enable integration functionality.

Upgrade from C•CURE 3.00 Integration

1. Ensure that the base license (`UNITY-CCURE-ALARM-3.00`) is available. The C•CURE 3.1 integration uses the same licensing model as C•CURE 3.0 and does not require additional licenses.
2. Follow steps 2-5 from the Upgrade from C•CURE 2.90 Integration section.

Upgrade from Legacy C•CURE Integration



NOTE

This section is for users who are upgrading from C•CURE 2.80 integration or prior versions.

1. You must uninstall the older integration before installing the new 3.10 integration if you are upgrading from version 2.80 or older of the Unity Video system integration with C•CURE.
2. Install the `UNITY-CCURE-ALARM-3.00-UPG` Integration license.
3. Check that the `ACC6-SWHS-CCURE` is installed as well. This is the license used for existing version of integration.
4. Make sure C•CURE 3.10 is installed and the ACC software version is at least 7.14.32 or Avigilon Unity Video version is at least 8.
5. You must connect directly to the Avigilon server to use the C•CURE to Unity Alarm Gateway integration.

6. Web Endpoint should be running on the Unity Video Server. Before adding the integration, configuration needs to be enabled by adding `enableAllRoutes: true` and `enableWebRtc: true` to the following file and then restarting Web Endpoint

`C:\ProgramData\Avigilon\WebEndpointConfig\WebEndpoint.config.yaml`




IMPORTANT

Configuration settings added to the `WebEndpoint.config.yaml` file are sensitive to indentation and spacing. Ensure that configuration settings are added to the far left in the file with no extra spacing or indentation before, after, or between the key and the value of a setting. There should only be one space between the key and the value. For example, `enableAllRoutes: true` and `enableWebRtc: true`

7. Check the Windows services list on the Avigilon server to ensure that the Web Endpoint is running.
8. Install the C•CURE to Unity Video Alarm Gateway executable (`CcureAlarmGateway-3.0.0.exe`) on the same server the C•CURE Server software is installed.

Check the Avigilon License

Check that the Avigilon license was applied correctly after you have installed all the required software.

1. Open the Unity Video Client.
2. Click  and select Site Setup.
3. Click **License Management**. The License Management dialog box appears.
The dialog box must show *Integration Support* > *Yes* or the software was not properly licensed.

Configuration


Adding an Integration User in the Unity Video Software

To protect the security of the Unity Video software, add a user in the Unity Video Client software specifically for connecting the integration. The user you add will be used to connect the Unity Video system to the Avigilon integration software. See the *Unity Video Client User Guide* for more details.

The integration user does not need to have any access permissions, just a username and password for connecting the Unity Video to the Gateway integration.



Be aware that the integration user must be added to all Avigilon alarms as an Alarm Recipient to map alarms for the integration.


In the Unity Video Client software, complete the following steps:

1. In the Site Setup tab, select the Site then click  **Users and Groups**.
2. Click **Add User**.
3. Select the **Member Of** tab to assign the user to a group. The group must have the **View Site Health** permission.
4. In the **General** tab, enter a **Username**:
5. In the Password area, complete the following fields:
 - **Password**: enter a password for the user.
 - **Confirm Password**: re-enter the password.
 - **Password never expires**: you may want to select this check box so that you do not need to update the Unity Video password for the integration.
6. Click **OK**.

Adding Unity Video Alarms

Alarms are manually created in the Unity Video Client software. Create the Avigilon alarms you want mapped to events in the C•CURE software, then assign the required cameras and settings for the alarm.

1. In the Unity Video Client software, open the site Setup tab and click .
2. In the Alarms dialog box, click **Add**.
3. On the Select Alarm Trigger Source page, select **External Software Event** from the Alarm Trigger Source: drop down list. Click  after you complete each page.
4. On the Select Linked Devices page, select the cameras to link to this alarm, and set the **Pre-Alarm Record Time**: and **Recording Duration**:
5. On the Select Alarm Recipients page, select the Unity Video software user that was added for the integration. You can also add any other groups or users that need to be notified when this alarm is triggered.

6. (Optional) If you would like to trigger an action when an alarm is acknowledged, select **Activate selected digital output(s) on alarm acknowledgment** check box.
 - a. Select the digital outputs to be activated and specify the duration.
 - b. Select **Require user confirmation before activating digital output(s)** check box if the user needs to confirm the alarm before the digital output action is initiated.
7. Enter a name for the alarm and set the alarm priority. The alarm name is used to identify the alarm during the integration.
8. Ensure **Enable alarm** check box is selected then click  .

Configuring the Alarm Gateway Component

The Alarm Gateway is composed of two parts: a Windows service that runs automatically in the background, and a Configuration Tool software that is used to setup connection to Avigilon Unity Video Software and C•CURE system, and map alarms between the two systems.

Configuring the Server Settings

Configure the Alarm Gateway to access the two applications.

The Configuration Tool remembers the server configurations, so you do not need to repeat this procedure if the settings remain the same.

1. Open the configuration application. **All Programs** or **All Apps > Avigilon > Avigilon Ccure Alarm Integration**.
2. The **Configure Connections** window opens when connecting for the first time. If it doesn't, click **Configure Connections** on the Configuration Tool window.

Configure Connections

Avigilon

Hostname	Version	Status
----------	---------	--------

Add Remove

CCURE

Use Default Credentials

CCure User:

CCure Password:

Connect

Done

3. Click **Add** to add the Avigilon Server.

- In the following dialog box, enter the Avigilon server Hostname, Port, User Name and Password, then click **OK**. The Port should be **8443**.

The screenshot shows a dialog box titled "Connect to Avigilon Site" with a close button (X) in the top right corner. It contains the following fields and buttons:

- Hostname: [Empty text box]
- Port: [Text box containing "8443"]
- User Name: [Empty text box]
- Password: [Empty text box]
- OK button
- Cancel button

Use the username and password created in the Avigilon configuration. See [Adding an Integration User in the Unity Video Software on page 6](#).

If your server is part of a Site, the alarms from the entire Site will be added to the integration.

4. In the C•CURE area:

- The C•CURE alarm integration will automatically use your default credentials to connect.



TIP

The default credentials are the current user's Windows credentials.

- If you want to use different credentials, uncheck the **Use Default Credentials** checkbox and enter the **CCure User** and **CCure Password** that you prefer to use.

5. Click **Connect** to test the connection.

6. Click **Done** to close the Configure Connections window.



NOTE

When connecting to an Avigilon Server for the first time through the Alarm Gateway Configuration Tool, the user may be prompted to trust the server certificate. If the certificate, or its issuing root certificate, is already trusted through the Windows Trusted Root Certification Authorities certificate store, no manual confirmation is required. The manual certificate trust can be completed in the Alarm Gateway Configuration Tool when the connection is established.

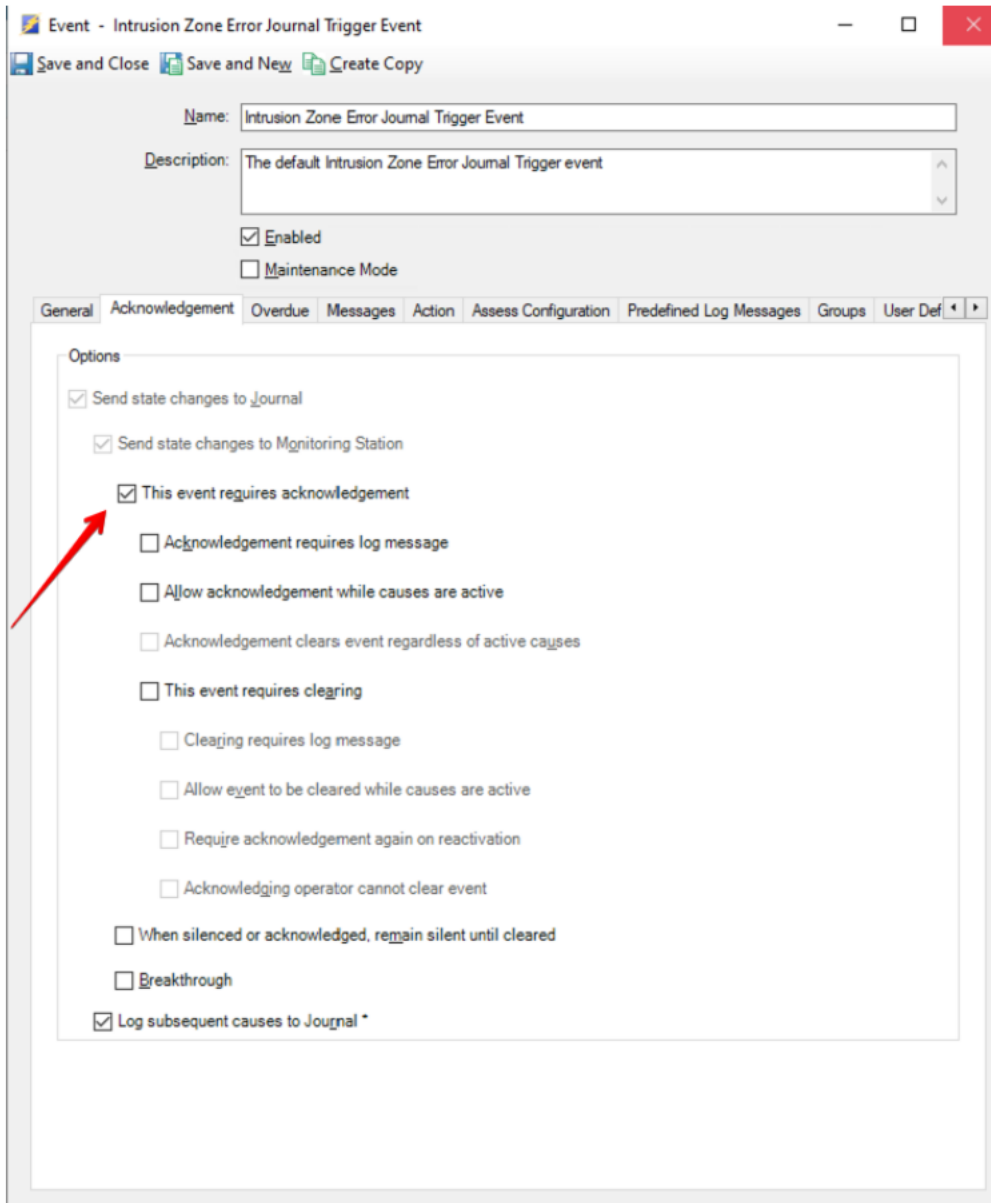
Once the Alarm Gateway is linked to the Avigilon system, alarms created in the Unity Video are automatically populated in the Configuration Tool.

Adding CrossFire Events

When adding CrossFire events to C•CURE, follow the instructions in C•CURE's documentation for creating the events, and make sure that the required Acknowledgement options are selected so they can be properly mapped to Unity Video Alarms.

If you require the C•CURE Alarm system to automatically clear events (clearance initiated from the C•CURE side without manual intervention), ensure the following alarm parameters are configured:

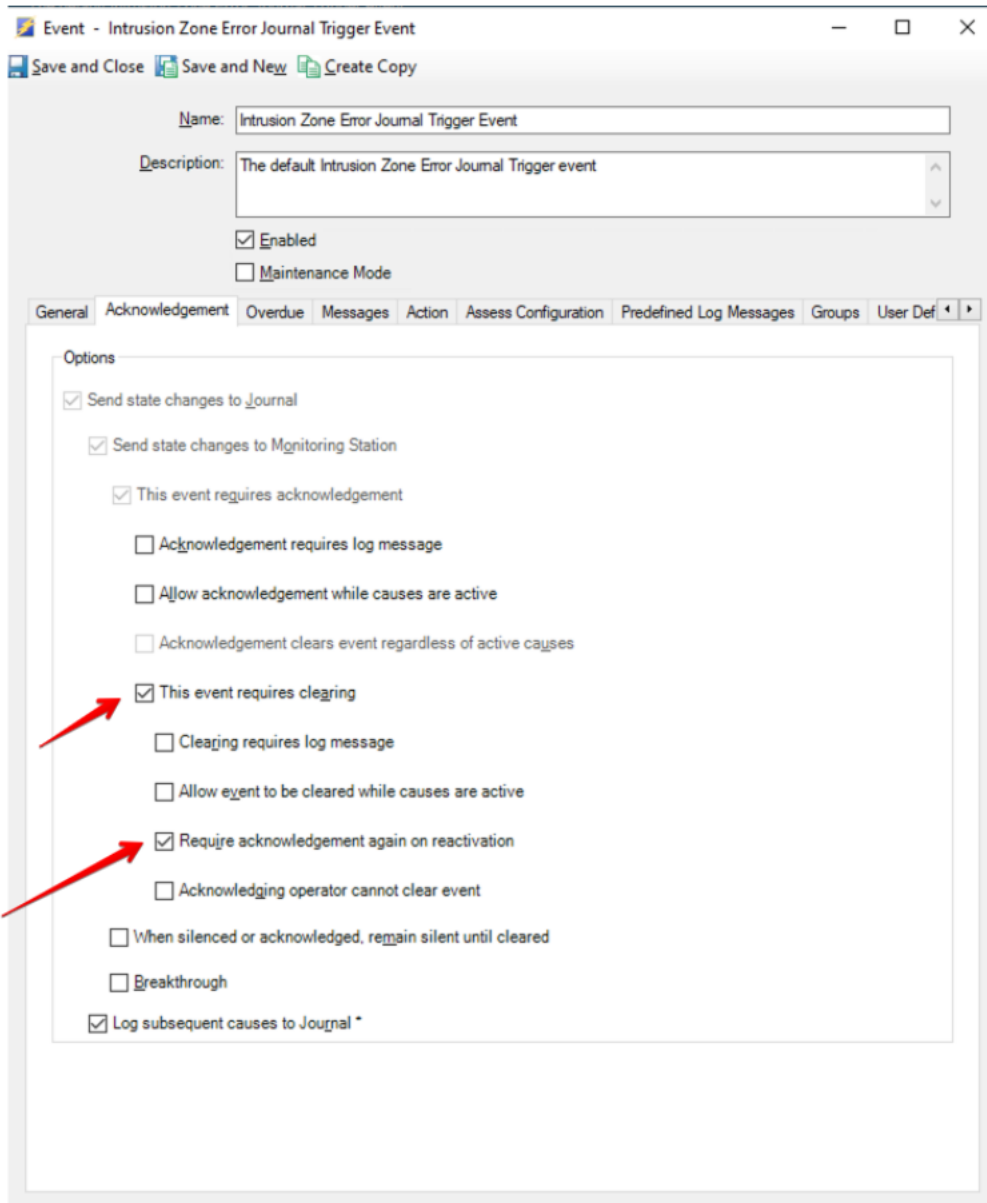
- Send state changes to Journal
- Send state changes to Monitoring Station
- This event requires acknowledgement
- Log subsequent causes to Journal



If you need full manual control over the alarm lifecycle, requiring both a separate **Acknowledgement** and **Clearing** action, configure the alarm with these settings:

- Send state changes to Journal
- Send state changes to Monitoring Station
- This event requires acknowledgement
- Allow acknowledgement while causes are active
- This event requires clearing

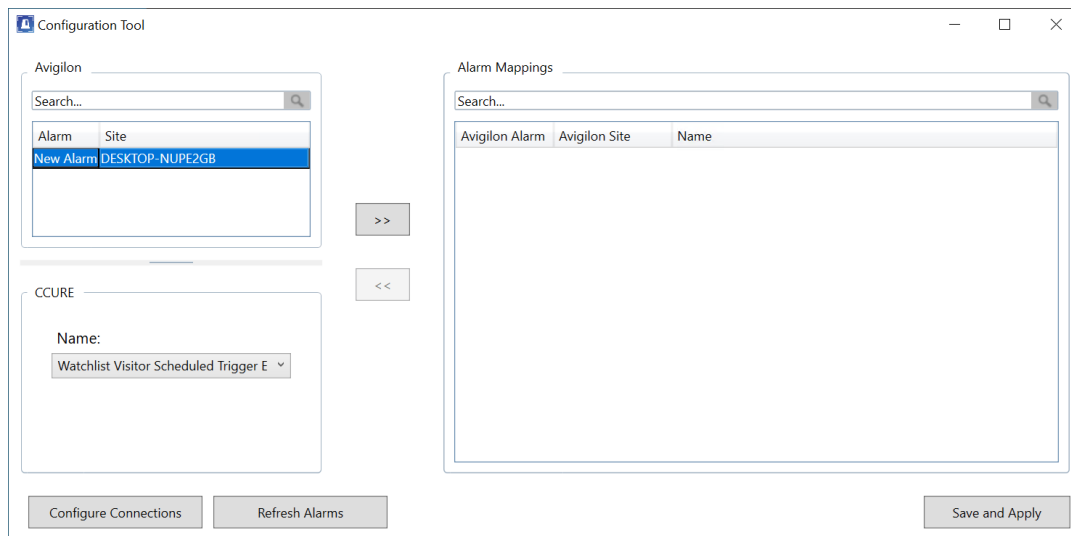
- Allow event to be cleared while causes are active
- Require Acknowledgement again on reactivation
- Log subsequent causes to Journal



Mapping Alarms

In the Configuration Tool is a list of all the current alarm mappings, and all the available alarms from the Unity Video software and the C-CURE software.

If the Configuration Tool is not already open, select **All Programs** or **All Apps > Avigilon > Avigilon Ccure Alarm Integration**.



To map alarms together, complete the following steps:

1. In the Avigilon area, select a Unity Video alarm from the list.



TIP

- Click **Refresh Alarms** to refresh the list of Unity Video alarms.
- Use the **Search** bar at the top of the list to find specific alarms.

2. In the C•CURE area, select the related Event **Name** that will trigger an alarm for the integration.
3. Click **>>** to map the alarms together.
To modify an alarm mapping, highlight the alarm mapping in the Alarm Mappings list and click **<<** to unmap the alarm. Make the required changes then click **>>** to map the changes.
4. Repeat the previous steps until all the required alarms have been mapped.
5. Click **Save and Apply**. The integration alarm gateway is updated with all the new or changed mappings.

Backing Up Mapped Alarms

After you finish mapping all the alarms in the Configuration Tool, you can choose to back up a copy of the mappings.

1. Navigate to `C:\Program Files\Avigilon\Avigilon Ccure Alarm Integration\`



NOTE

The file path may be different depending on how your system is configured.

2. Copy and paste the `CcureAlarmConfig.xml` file to a backup location.

Restoring Mapped Alarms

When you have a backup copy of the mapped alarms, you can restore the mapped alarms any time.

1. Locate your backup copy of the `CcureAlarmConfig.xml` file.
2. Copy and paste the backup `CcureAlarmConfig.xml` file into `C:\Program Files\Avigilon\Avigilon Ccure Alarm Integration\`
3. Open the integration Configuration Tool. The restored mappings should be displayed in the Alarm Mappings list.
4. Click **Save and Apply** to update the integration alarm gateway and apply the alarm mapping changes.

Monitoring Alarms

Once devices and events from the C•CURE system have been mapped to the Unity Video system, you can begin to use the integration.

To monitor alarms in the Unity Video Client software, the user must have permission to see live video. For other details about monitoring alarms, see the *Unity Video Client User Guide*.

Advanced Alarm Management

Bi-Directional Alarm Acknowledgement and Purging (Clearing)

The integration provides seamless, bi-directional synchronization for acknowledging and purging alarms between the C•CURE and Avigilon Unity systems. You get a consistent and up-to-date view of alarm statuses across both platforms, regardless of which interface you use.

Key Benefits:

- **Unified Workflow:** Operators can manage alarms from their preferred system without needing to switch between interfaces to perform the same action.
- **Improved Accuracy:** Eliminates inconsistent alarm statuses between the two systems.
- **Increased Efficiency:** Reduces redundant work and streamlines the alarm handling process.

Functionality

The synchronization works for two primary alarm actions:

- **Alarm Acknowledgement:**
 - An acknowledgement in the C•CURE Client automatically updates the alarm in Avigilon Unity.
 - An acknowledgement in Avigilon Unity automatically updates the alarm in the C•CURE Client.
- **Alarm Purging:**
 - Purging an alarm in one system automatically removes the corresponding alarm from the other.

Setup and Configuration

Enabling this feature requires two key configuration steps:

- **Mapping Alarms:** First, you must map C•CURE alarms to Avigilon Unity alarms within the Integration Configuration Tool. This links the alarms so the systems recognize them as corresponding events. For a step-by-step guide, see [Mapping Alarms on page 11](#).
- **Modifying the Configuration File:** You must specify which addresses are included in the synchronization process by editing the configuration file.

Configuration Steps

To activate the alarm acknowledgment functionality, you must modify the configuration file for the Alarm Integration software:

1. **Locate the Configuration File:** Navigate to the installation directory of the Alarm Integration software.

Example Path:

```
C:\Program Files\Avigilon\Avigilon Ccure Alarm Integration
```

2. **Open the File:** Open the configuration file created during the initial setup, typically named `CcureAlarmConfig.xml`.
3. **Verify Existing Settings:** Ensure that all initial configuration settings, such as connection details, credentials, and mapped alarms, are already present in the file.

4. **Add Webhook Configuration:** Insert the following block of settings just before the end of the file:

```
<WebhookConnectionParam>  
<WebhookAddress>192.168.1.x</WebhookAddress>  
<WebhookPort>3000</WebhookPort>  
<Enabled>True</Enabled>  
<WebhookCertificatePath />  
</WebhookConnectionParam>
```



IMPORTANT

<WebhookAddress>: Replace 192.168.1.x with the **IP address** of the machine hosting the **C•CURE Server** and the **Alarm Integration** software.

<Enabled>: The default value for this parameter is False. You must change it to True to activate the alarm acknowledgement functionality.

5. **Save and Restart:**

- Save your changes to the `CcureAlarmConfig.xml` file.
- **Restart** the service named Avigilon to C•CURE Gateway for the new configuration to take effect.

C•CURE Enterprise Environment

This integration can be successfully deployed within a C•CURE Enterprise system. While the primary installation and configuration steps mirror those for a Standalone system, there are specific prerequisites for Enterprise deployments that must be followed.

Enterprise Deployment Requirements

To ensure proper functionality you must adhere to the following two conditions:

- Install the alarm integration software on each **Satellite Application Server (SAS)** that will process alarms.
- The integration does not support the **Relational Database Service (RDS)** configuration. The installation will not function in an RDS environment.

Troubleshooting

Contact Avigilon Technical Support: [avigilon.com/support](https://www.avigilon.com/support) if the following troubleshooting solutions do not resolve the issue.

Known Limitations

The following are known limitations of the Avigilon integration with C•CURE 9000. The issues may be resolved in future versions of the integration software.

- Avigilon Gateway service can not be automatically removed from the Windows Services list after uninstallation. The workaround is to delete the service manually.
- Events can not be automatically raised from C•CURE to Unity Video server after stop/start Crossfire Framework service. Go to the Windows Services list and manually restart the Avigilon Gateway service.

Configuration Tool Does Not Show C•CURE XFEvents

After you login to the C•CURE system in the Configuration Tool, the C•CURE events lists remain empty.

Check the following:

- Check that you logged in with the correct C•CURE username and password. The Gateway accesses the C•CURE system through the internal C•CURE account, so you must login using your C•CURE credentials.

Unity Video Alarms Are Not Triggered

When access control events are activated in the C•CURE system, the mapped Unity Video alarm is not triggered.

There may be a connection issue between the Avigilon system and the C•CURE software, check the following:

- Check that the Avigilon server is turned on.
- Check that the Avigilon server is on the same network as the C•CURE server, or reachable.
- Check that the Avigilon server hostname, port, username and password were entered correctly in the Configuration Tool.
- Check that the Avigilon service is running, and the additional configuration has been made. For more information, see [New Installations on page 1](#).
- Check that the Avigilon username is listed as an Alarm Recipient in all the alarms needed for the integration. For more information, see [Adding Unity Video Alarms on page 6](#).
- Check that the CrossFire Framework service is running.
- Check that the CrossFire Server Component Framework service is running.
- Check that the Configuration Tool has a username and password entered for connecting to the C•CURE system.

Delayed Alarm Acknowledgement from Avigilon Unity

Users may occasionally experience a delay in alarm acknowledgement responses originating from the Avigilon Unity system.

Troubleshooting Steps:

1. Access the **Avigilon Unity Server** directly.
2. Open the **Windows Services** list.
3. Locate the service named **Avigilon Unity Web Endpoint**.
4. **Restart** the **Avigilon Unity Web Endpoint** service.

This action should resolve the delay and restore timely alarm processing.

Mapped Unity Video Alarms Displayed as Unknown

Mapped alarms in the Configuration Tool are labeled in red as **Unknown**. The Unity Video Server that the integration is connected to displays an **Error** status in the Configure Connections dialog box.

This issue occurs if the Unity Video Server has rebooted or is offline.

Perform the following steps to ensure the integration functions correctly:

1. Check that the Unity Video Server is online and connected to the local network.
2. When the Unity Video Server is back online, open the Configuration Tool and click **Configure Connections**.
3. If the Unity Video Server is online, the server status is **Ready**. If it is not, check the server connectivity again.
4. Close the Configure Connections dialog box. The Configuration Tool should now display the correct alarm names.
5. Click **Save and Apply** to ensure the alarm mappings are active.

If the mapped alarms are still not displayed, restart the CrossFire Framework service and CrossFire Server Component Framework service.

Limited Number of Connections

Depending on your C•CURE license, you may receive an error message about a limited the number of connections. Some C•CURE licenses contain a limited number of client connections. The Alarm Gateway integration works optimally with 2 available client connections. If you only have 1 C•CURE connection available, you will not be able to run the Alarm Gateway and Admin Tool at the same time, but you will be able to run one of the tools if the other is closed.

To solve this, you can either use 1 tool at a time, free up connections to use for the integration, or upgrade your C•CURE license with additional connections.