

AVIGILON™

Unity Alarm Gateway™ System Integration Guide

Unity Alarm Gateway for Software House C•CURE® 9000

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Introduction

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

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-3.00ACC-CCURE-ALARM-2.90 and UNITY-CCURE-ALARM-3.00-UPGACC6-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-2.0.0.exe
CCURE	CCURE Software House version 3.0

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 2.90 Integration below](#) for instructions on upgrading C•CURE.

1. Install the C•CURE Integration NVR license (UNITY-CCURE-VIDEO-3.00) from Avigilon on one of the servers in your Site.
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

Upgrade from C•CURE 2.90 Integration

1. Install the C•CURE Integration NVR license (UNITY-CCURE-VIDEO-3.00-UPG) from Avigilon on one of the servers in your Site. Check that the base Unity Video license ACC-CCURE-VIDEO-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.

Upgrade Procedure

This section outlines the process for upgrading from a previous version of the Avigilon video integration. The upgrade path depends on your current system configuration.



IMPORTANT

A direct upgrade is only supported for **C•CURE 9000 Standalone** systems using **Integrated Security**. All other configurations require a fresh installation.

Supported Upgrade Path: C•CURE 9000 Standalone with Integrated Security

If your system meets this specific configuration, follow the steps below to perform a direct upgrade.

1. On the C•CURE 9000 server, stop the **C•CURE Crossfire Service**.
2. Run the new video integration installer (`CcureVideoIntegration-2.x.x.exe`) and follow the on-screen prompts to complete the installation.
3. After the installation finishes, start the **C•CURE Crossfire Service**.

Other Configurations (Fresh Installation Required)

The system does not support a direct upgrade for the following system types:

- C•CURE 9000 Standalone with SQL Server Authentication
- C•CURE 9000 Enterprise (both MAS and SAS)

For these environments, you must perform a fresh installation of the video integration. This involves uninstalling the previous version completely before installing the new version on your C•CURE 9000 system. Refer to the ["Installation Process for Integration on page 1"](#) section for detailed instructions corresponding to your deployment type.

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 3.00 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-VIDEO-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 3.00 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 Avigilon Unity Video Integration with C•CURE.
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\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` and `enableWebRtc: true`

7. Check the Windows services list on the Avigilon server to ensure that the Web Endpoint is running.

See [Installation Process for Integration](#)

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 CCURE 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 CCure system, and map alarms between the two systems.

Configuring the Server Settings

Configure the Alarm Gateway to access the two applications.

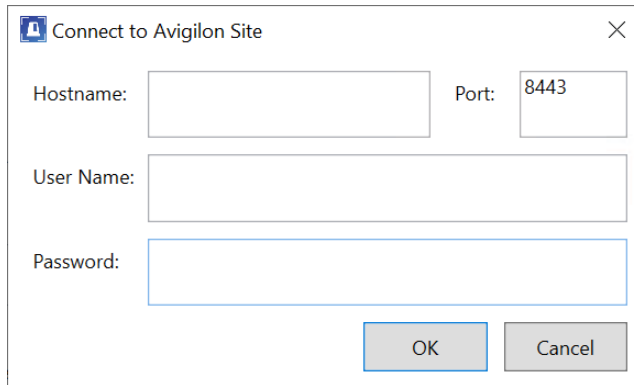
The Configuration Tool remembers the server configurations, so you do not need to repeat this procedure if the settings remain the same.

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.

The screenshot shows the 'Configure Connections' dialog box. It features a title bar with a close button (X). The main area is divided into two sections: 'Avigilon' and 'CCURE'. The 'Avigilon' section contains a table with three columns: 'Hostname', 'Version', and 'Status'. Below the table are 'Add' and 'Remove' buttons. The 'CCURE' section has a 'Use Default Credentials' checkbox which is checked. Below it are input fields for 'CCure User:' and 'CCure Password:', followed by a 'Connect' button. At the bottom right of the window is a 'Done' button.

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**.



Connect to Avigilon Site

Hostname: Port:

User Name:

Password:

Use the username and password created in the Avigilon configuration. See [Adding an Integration User in the Unity Video Software on page 5](#).

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

4. In the CCURE area:

- The CCURE 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.

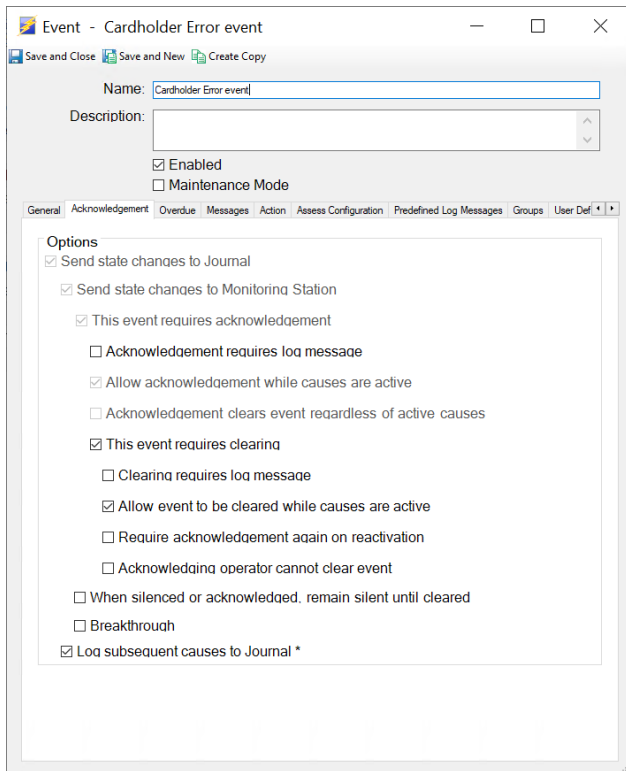
5. Click **Connect** to test the connection.

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

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 CCURE, follow the instructions in CCURE's documentation for creating the events, and make sure that the following Acknowledgement options are selected so they can be properly mapped to Unity Video alarms:

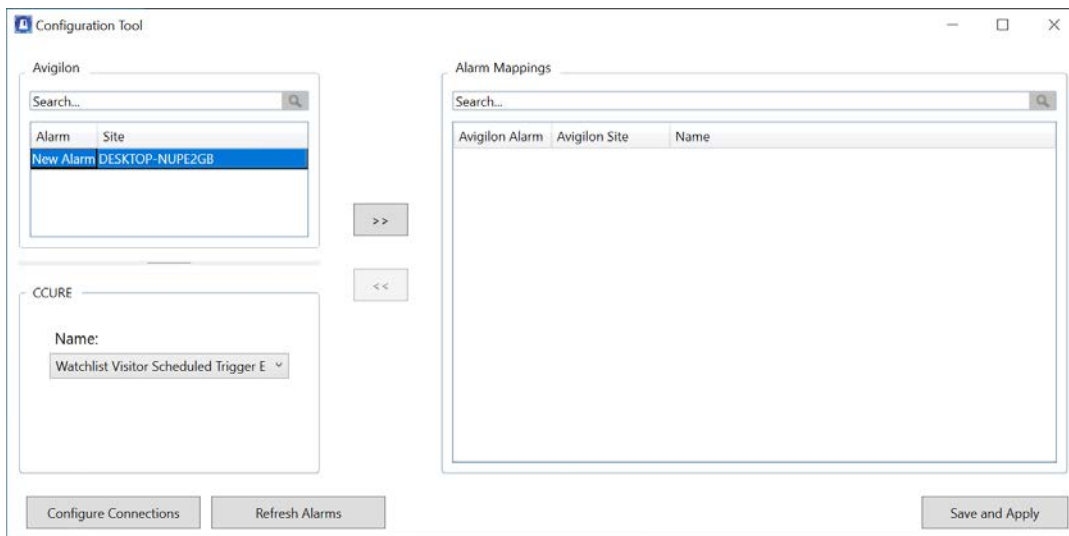


- Send state changes to Journal
- Send state changes to Monitoring Station
- This event requires acknowledgement
- Allow acknowledgement while causes are active
- This event requires clearing
- Allow event to be cleared while causes are active
- Log subsequent causes to Journal

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 CCURE 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 CCURE 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 CCURE 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*.

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 Ccure 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 CCURE XFEvents

After you login to the CCURE system in the Configuration Tool, the CCURE events lists remain empty.

Check the following:

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

Unity Video Alarms Are Not Triggered

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

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

- Check that the Avigilon server is turned on.
- Check that the Avigilon server is on the same network as the CCURE server.
- 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 [Install C•CURE Integration for the First Time on page 2](#).
- 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 5](#).
- 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 CCURE system.

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 CCURE license, you may receive an error message about a limited the number of connections. Some CCURE licenses contain a limited number of client connections. The Alarm Gateway integration works optimally with 2 available client connections. If you only have 1 CCURE 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 CCURE license with additional connections.