

# AVIGILON™

## Unity Video™ System Integration Guide

Unity Video System Video Integration for Software House C•CURE® 9000

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# Introduction

The Unity Video system integration with the Software House C•CURE 9000 software allows users to use the C•CURE interface to access Unity Video software features. Specifically, users can view live and recorded video, view events, control PTZ devices and export video from the Unity Video software through the C•CURE 9000 software.

## What's New

- Updated the application to ensure full compatibility with the new version of C•CURE 3.0, enhancing performance and user experience.
- Improved the connectivity with Avigilon's Unity Video WebEndpoint API, optimizing integration processes.
- Upgraded the Savitar embedded Web Video Player to the latest version, offering improved stability and new features.
- Fixed the WebPlayer infrastructure integration issue by transitioning from CefSharp to WebView2, leading to a more reliable and efficient operation.
- Implemented support of C•CURE 9000 Enterprise edition.
- Improved installation process
- No administrative rights are required to run the C•CURE 9000.
- Integration supports connection to databases with SQL authentication mode (e.g, hosted on RDS).

Be aware that the video analytics features only apply to cameras that support self-learning video analytics.

## 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; or Avigilon Unity Video 8 and later
Avigilon	Web Endpoint software 7.14.32 or later or Web Endpoint Unity
Avigilon	One of the following C•CURE Integration license options: <ul style="list-style-type: none"><li>• UNITY-CCURE-VIDEO-3.00</li><li>• ACC-CCURE-VIDEO-2.90 and UNITY-CCURE-VIDEO-3.00-UPG</li><li>• ACC6-SWHS-CCURE and UNITY-CCURE-VIDEO-3.00-UPG This upgrade license option is only supported on ACC7.14.32+ and Unity Video 8.1.0+</li></ul>
Avigilon	Avigilon integration executable file: CcureVideoIntegration-2.x.x.exe
Software House	C•CURE 9000 version 3.00
Software House	C•CURE Integration Software License: CC9000-AVIGILON

# Unity Video Server and Client Requirements

Make sure the Unity Video Server and Client meet the system requirements listed on the Avigilon website: [avigilon.com/acc/en/additional-support/system-requirements/](http://avigilon.com/acc/en/additional-support/system-requirements/).

## 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

All C•CURE 9000 services and components must be turned off before the integration can be installed. The SQL Database that C•CURE 9000 is configured to connect to should be running during installation. The Avigilon integration software with C•CURE 9000 must be installed on the C•CURE 9000 system server.

## 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 on page 7](#) 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

# Installation Process for Integration

The latest version of the Avigilon Unity Video integration introduces a new, flexible installer for C•CURE 9000 v.3.0. This installer simplifies the setup process by supporting different system configurations, including Standalone and Enterprise deployments.

The executable file (CcureVideoIntegration-2.x.x.exe) provides two main installation paths. Select the option that matches your C•CURE 9000 system environment.

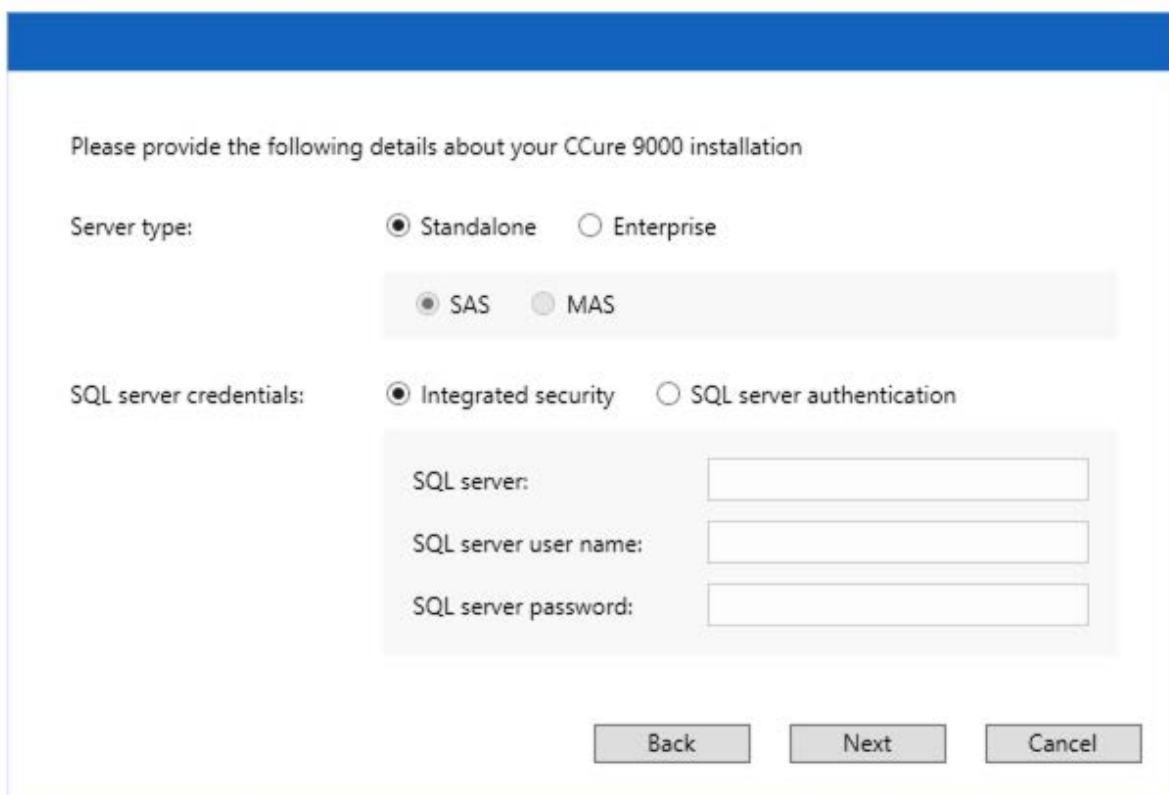
## 1. C•CURE 9000 Standalone Installation

This option is suitable for a single-server C•CURE 9000 deployment. The installer supports two methods for database authentication.

### **Default Installation (Integrated Security)**

This is the standard method for typical C•CURE installations where the database is local. By default, the installer is configured for this scenario.

1. Launch the installer
2. Leave the default selections unchanged. The installer will use **Integrated Security** for database connections.



Please provide the following details about your CCure 9000 installation

Server type:  Standalone  Enterprise

SAS  MAS

SQL server credentials:  Integrated security  SQL server authentication

SQL server:

SQL server user name:

SQL server password:

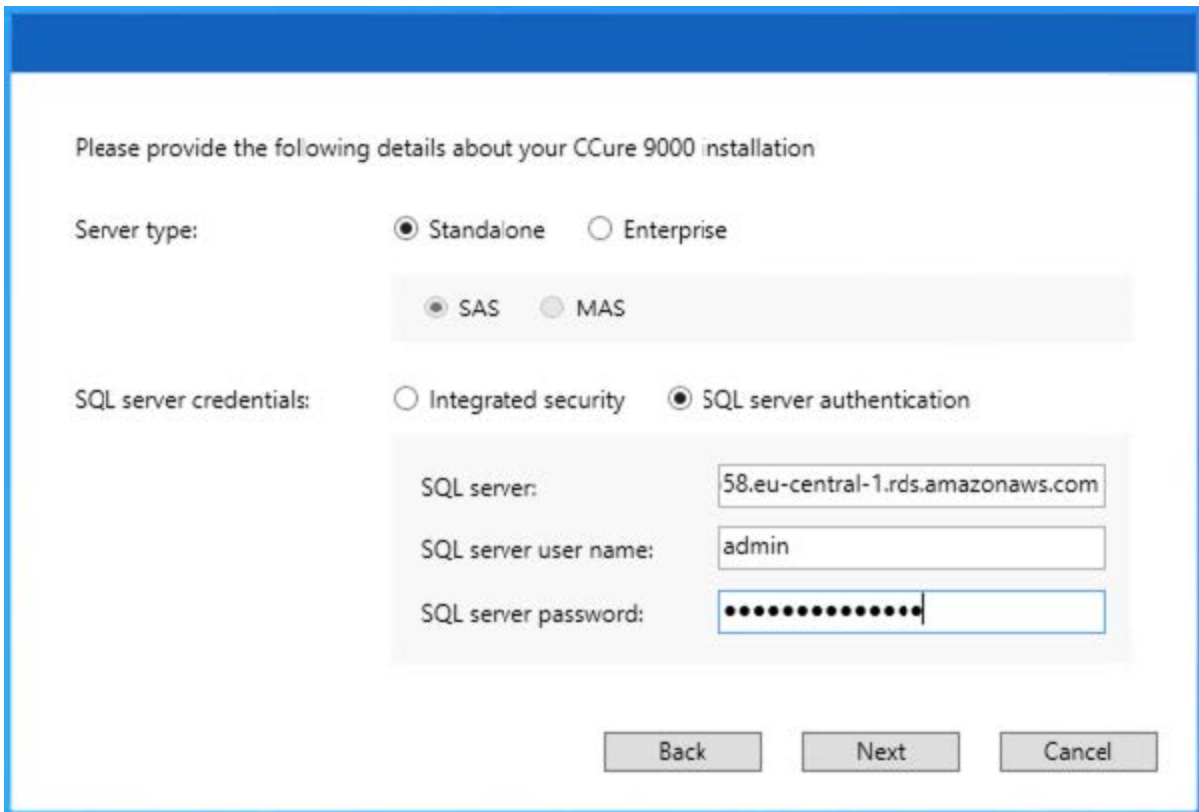
Back Next Cancel

3. Click **Next** to begin the installation.
4. After the process completes, click **Finish**

## SQL Server Authentication

This method is required when C•CURE 9000 uses a remote database (e.g., Amazon RDS) or requires a specific SQL user for authentication.

1. Launch the installer and select **SQL Server authentication**.
2. Fill in the required database connection fields:
  - SQL server name
  - SQL User login
  - SQL User Password



The screenshot shows a configuration window titled "Please provide the following details about your CCure 9000 installation". It contains the following elements:

- Server type:** Radio buttons for  Standalone and  Enterprise.
- Server mode:** Radio buttons for  SAS and  MAS.
- SQL server credentials:** Radio buttons for  Integrated security and  SQL server authentication.
- SQL server:** Text box containing "58.eu-central-1.rds.amazonaws.com".
- SQL server user name:** Text box containing "admin".
- SQL server password:** Password field with masked characters (dots).
- Navigation buttons:** "Back", "Next", and "Cancel" buttons at the bottom right.

3. Click Next to begin the installation.
4. After the process completes, click **Finish**.

## Post-Installation Verification (Standalone)

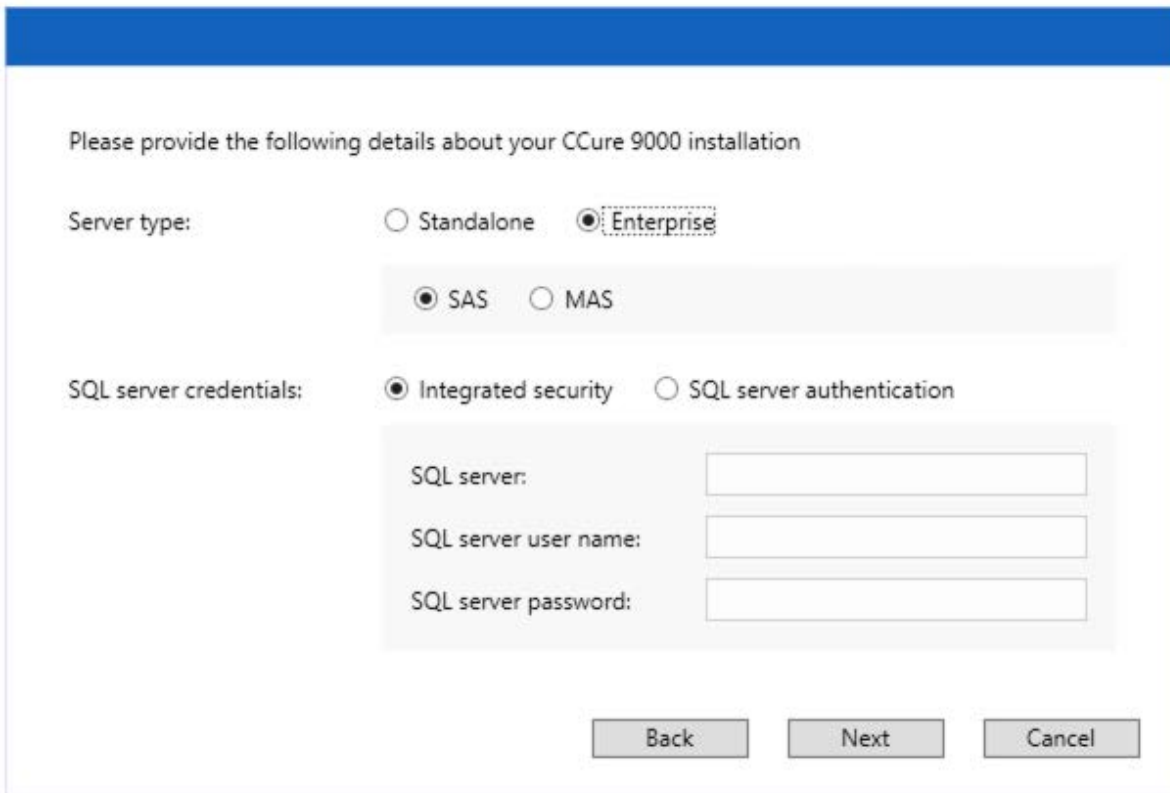
After the installation finishes, you can verify its success by connecting to the C•CURE 9000 database and confirming that "**Avigilon Video**" is present in the License Option table.

## 2. C•CURE 9000 Enterprise Installation

For Enterprise environments, we recommend installing the integration on the **SAS** machines first, followed by the **MAS** server.

### *Installing on SAS Server(s)*

1. Run the installer on a **SAS (Satellite Application Server)**.
2. Select the **Enterprise** installation type.
3. Ensure the **SAS** option is selected.



Please provide the following details about your CCure 9000 installation

Server type:  Standalone  Enterprise

SAS  MAS

SQL server credentials:  Integrated security  SQL server authentication

SQL server:

SQL server user name:

SQL server password:

Back Next Cancel

4. Click **Next** to begin the installation, then click **Finish** when the installation completes.
5. Repeat this process for all SAS machines in your enterprise system.

### *Installing on MAS Server*

1. After completing the installation on all SAS machines, run the installer on the **MAS (Master Application Server)**.
2. Select the **Enterprise** installation type.

3. Ensure the **MAS** option is selected.

Please provide the following details about your CCure 9000 installation

Server type:  Standalone  Enterprise

SAS  MAS

SQL server credentials:  Integrated security  SQL server authentication

SQL server:

SQL server user name:

SQL server password:

Back Next Cancel

4. Click **Next** to begin the installation, then click **Finish** when the installation completes.

### ***Post-Installation Verification (Enterprise)***

On the **MAS server**, open the **C•CURE Server Configuration** application. Verify that the "**Avigilon Video Driver Service**" is **not** present in the list of extension services. This confirms a correct installation for a MAS server.

## **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 4"](#) 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 on page 4](#)

## 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.

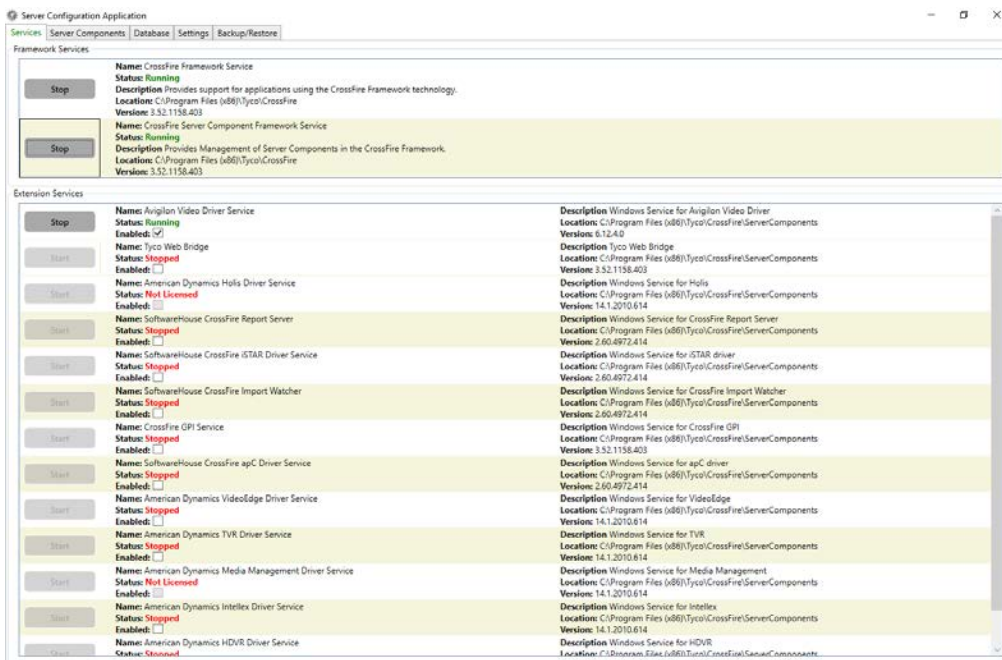
## Checking the License in C•CURE

1. In the C•CURE License Manager, select the **C•CURE 9000** tab.
2. Check that *Unity Video* is listed in the Licensed Features list.

## Enabling the Integration in C•CURE

After you check the licenses, you must enable the integration in the C•CURE software.

1. Open the C•CURE Server Configuration application.
2. Select the **Services** tab.



3. If the CrossFire Service and Server Component Framework are not running, click **Start**.
4. In the Extension Services list, find the Avigilon Video Driver Service and select the **Enabled** check box.
5. Click **Start** on the Avigilon Video Driver Service.  
The service status should change to *Running*.

# Avigilon Configuration

Once the required license and software have been installed, configure the Unity Video software for the integration. See the *Unity Video Client User Guide* for more information about each of the required configurations.

## Assigning Logical IDs to Cameras

In the Control Center Client software, assign a logical ID to each camera. The integration software only allows you to access cameras with a logical ID. By default, cameras do not have a logical ID.

1. In the Control Center Client software, right-click a camera in the System Explorer and select **Setup**.
2. In the camera Setup tab, click **General**.
3. In the General dialog box, enter a Logical ID: for the camera. The logical ID must be unique number.

## 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 user must have the following permissions to enable all the integration features:

- View live images
  - Use PTZ controls
  - Lock PTZ controls
  - Trigger manual recording
  - View high-resolution images
- View recorded images
  - Export images
  - View images recorded before login
- Setup sites
  - Setup external notification settings

This user will be used to connect the Unity Video system to the C•CURE software.

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

1. In the Setup tab, select the site then click .
2. In the Groups tab, click **Add Group**.
3. In the following dialog box, select to copy the **Standard Users** group permissions.
4. In the Edit Group dialog box, give the new group a name then select the recommended permissions for the integration.  
Make sure only the required permissions are selected.

5. Click **OK** to save the new group.
6. Select the Users tab then click **Add User** .
7. In the Add/Edit User dialog box, enter a **Username:**.
8. 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 software password for the integration.
9. Select the Member Of tab and select the check box beside the group you created earlier in this procedure. The other two columns display the permissions linked to the selected group.
10. Click **OK**. The user is added to the system.

# C•CURE Configuration

After the Unity Video configurations are complete, configure C•CURE to use the integration.

See the *C•CURE Help* for more information about each of the configurations.

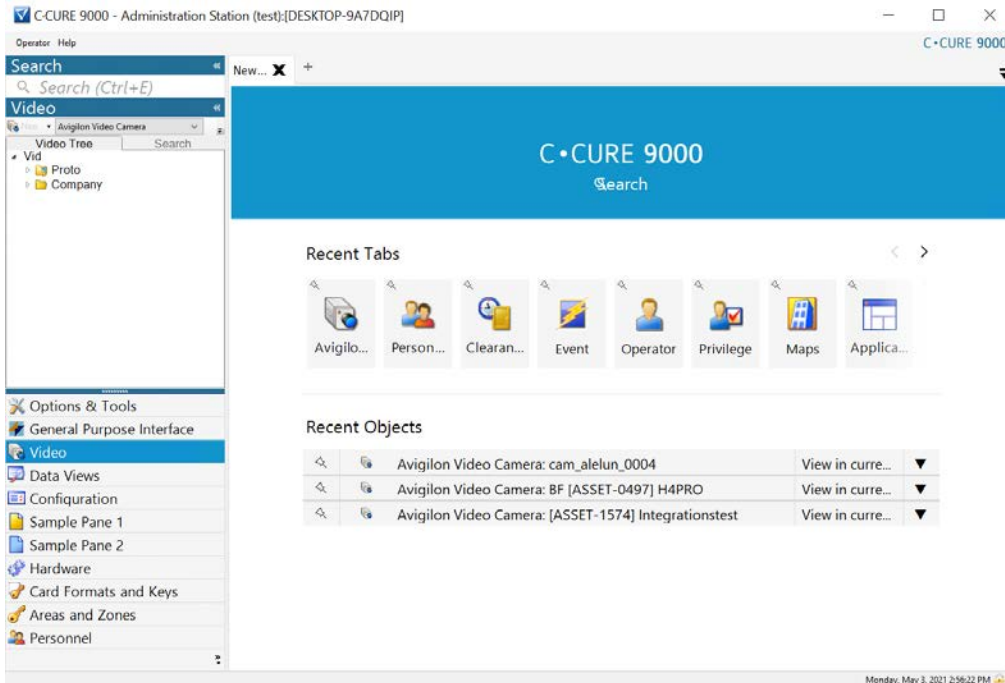
## Adding Avigilon Servers and Cameras



### NOTE

The integration supports adding multiple Unity Video sites, but only one Unity Video server should be added to C•CURE from each Unity Video site that you are adding.

1. Launch the C•CURE Administration Workstation.

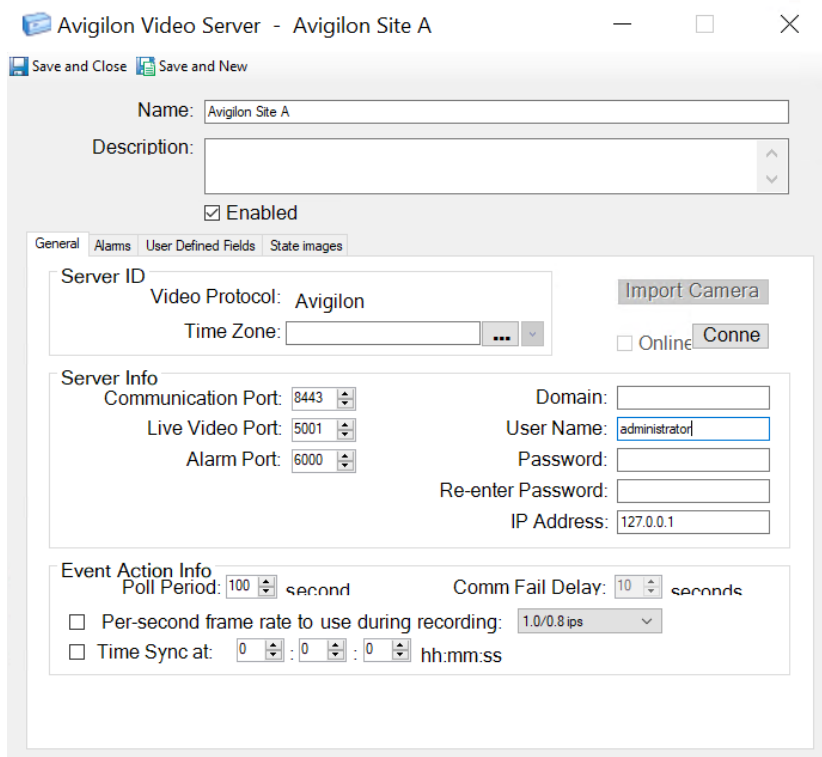


### NOTE

Certificate pinning is required when viewing a video stream from a newly added Avigilon Server for the first time. Launch C•CURE Administration Workstation or C•CURE Monitoring Station to pin the certificate upon viewing video.

2. Select the Video tab.
3. In the Video Tree pane, right-click **Company Name** and select **Avigilon Video Server > New**.

- In the Video Server Editor, give the server a name and description.



- Enter the username and password you created for the integration. For more information, see [Adding an Integration User in the Unity Video Software on page 11](#).
- Enter the IP address for the Unity Video Server with the integration license.



### IMPORTANT

The **Alarm Port** is set to 6000 by default. This port can be shared by multiple Unity VideoServers.

- Select the **Enable** check box then click **Connect**.
- Click the **Import Cameras** button when it becomes enabled.



### NOTE

Only cameras that have logical IDs are imported into the C•CURE system. For more information, see [Assigning Logical IDs to Cameras on page 11](#).

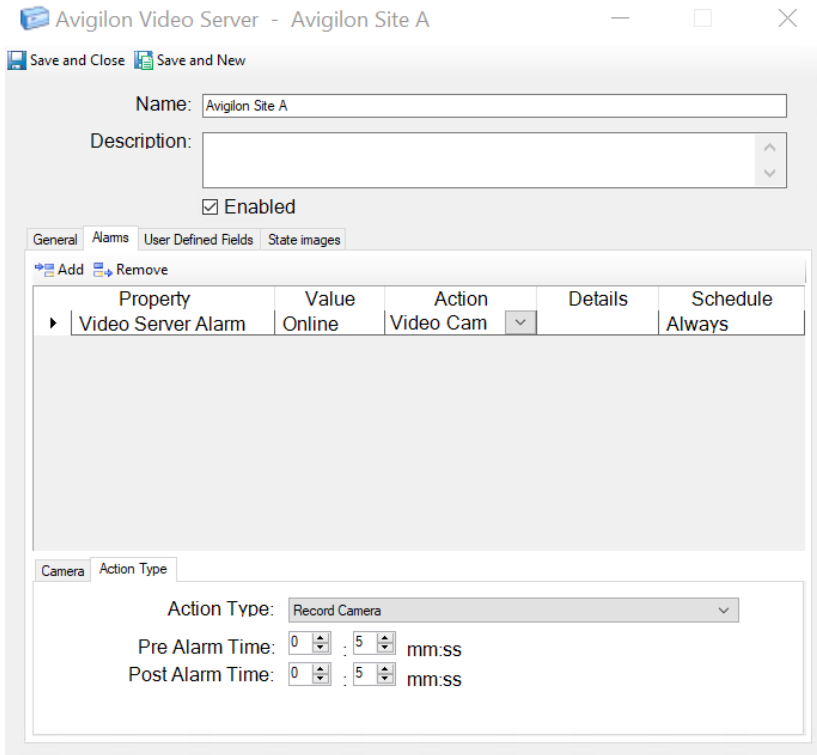
- Click **Save and Close**.
- Launch the Windows Services console. In the Windows Start menu search bar, enter `services.msc`.
- In the Services list, find the Avigilon Video Driver Service, right-click it and select **Start**.

The new server and all cameras connected to the Site are added to the Video Tree pane of the Administration Workstation.

# Adding Server Alarms

You can create a server alarm that is triggered by the Unity Video Server software online or offline status.

1. Open the C•CURE Administration Workstation.
2. In the Video Tree pane, right-click the Avigilon server and select **Edit**.
3. In the Video Server Editor, select the Alarms tab then click **Add**.



4. In the Property column, select **Video Server Alarm**.
5. In the Values column, select what triggers the alarm – when the server becomes **Offline** or **Online**.
6. In the Action column, select how you want C•CURE to respond to the alarm.
7. If you selected **Video Camera Action**, select the Action Type tab and select the server and camera that will perform the action.
8. In the Schedule column, select when the alarm can be triggered.
9. Click **Save and Close**.



## NOTE

In the Enterprise edition, this configuration should be conducted on the SAS servers.

# Adding Camera Alarms

You can add a camera alarm that is triggered by a camera event, like motion detection or video analytics events configured in the Unity Video software.

1. In the C•CURE Administration Workstation, right-click a camera in the Video Tree pane and select **Edit**.
2. In the Video Camera Editor, select the **Alarms** tab then click **Add**.

Avigilon Video Camera - [ASSET-1574] I...

Save and Close Save and New

Name: [ASSET-1574] Integrationstest

Description: Cam 1

Enabled

General Alarms User Defined Fields State images

+ Add - Remove

Property	Value	Action	Details	Schedule
▶ Video Camera AI	Analytic	Video Ca		Always

Camera Action Type

Action Type: Record Camera

Pre Alarm Time: 0 : 5 mm:ss

Post Alarm Time: 0 : 5 mm:ss

3. In the Property column, select **Video Camera Alarm** or **Videoloss**.
4. In the Value column, select what triggers the alarm.
  - If you selected the Video Camera Alarm property, select **Motion** or **Analytics**.
  - If you selected the Videoloss property, click the Value column setting. When the check box appears, mark the check box for *True* or clear the check box for *False*.
5. In the Action column, select how you want C•CURE to respond to the alarm.
6. On the bottom half of the window, select any available options to further define the selected Action setting.
7. In the Schedule column, select when the alarm can be triggered.
8. Click **Save and Close**.



#### NOTE

In the Enterprise edition, this configuration should be conducted on the SAS servers

## View Recorders and Cameras on the MAS Server

After adding recorders and cameras to the SAS servers, you can view and manage them from the C•CURE MAS server using the C•CURE Client - C•CURE Administration Workstation and monitor them with the C•CURE Monitoring Workstation.



#### NOTE

If synchronization issues occur between SAS servers in the Enterprise architecture, objects such as recorders and cameras may not be visible, or changes might not appear, on the MAS server. For information on how to resolve this issue, refer to *C•CURE Help*.

If you have not added recorders and cameras to each SAS server, you cannot view their information on the MAS server. You can add the recorders and cameras to the required SAS server from the MAS server by selecting the SAS server from the list of available servers in Enterprise.

## View Events on the MAS Server in C•CURE 9000 Enterprise

Monitoring events on the MAS server allows you to receive events from multiple SAS servers simultaneously. To do this, use the C•CURE Monitoring Station. You can find events in the Journal section for each object (such as a camera) and in the Activity Viewer section of the C•CURE Monitoring Station.

To monitor events in the Activity Viewer section of the C•CURE Monitoring Station on the MAS server, you need to switch the operational mode of the required SAS server from Non-Interactive to Interactive mode.

To do this:

1. Open the **C•CURE Monitoring Station** on the MAS server.
2. Navigate to **Application Server**.
3. Set the desired SAS server to **Interactive**.

All events are stored in the Journal for each object, regardless of the type of Client Connection state chosen.

# Using the Integration

Now that the integration has been installed and configured, you can use the C•CURE system to monitor video and alarms detected by cameras connected to the Unity Video system.

See the *C•CURE Help* for more information about using the different features in the C•CURE system.

## Exporting Video

When you display recorded video in the C•CURE 9000 software, you can also export the video you are watching from the same window.

1. Display recorded video in the C•CURE software.
2. In the recorded video controls area, click **Export Recording**.
3. In the Avigilon Video Export dialog box, enter the Start Time and End Time of the video to be exported.
4. Click **Export**. The Save As dialog box opens.
5. Browse to the location you want to save the file, enter a file name, and click **Save**.  
You will get a confirmation message that the video export was saved successfully.



### NOTE

Video exporting currently only supports exporting in the MP4 file format.

# 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.

- Unable to configure or use Preset and Pattern 0 in triggered alarms or events.
- After updating the older integration, the old installation must be manually removed from Windows Add/Remove Program.
- When a server goes offline and online again, there can be a delay before it reconnects.
- There may be a delay when shutting down the integration via the Crossfire Server Component Framework.
- Video playback controls are present in the video views with streams.
- **Create tour** button does not work. Adding a new PTZ Tour through this button is impossible.
- Manually triggered recording does not work.
- Codec H.265 is not supported.
- The video streaming may start with a delay in the case of poor network performance.
- An error message appears while manually adding the camera. You can ignore this error message; the added camera still works as expected.
- There may be inconsistencies in the time displayed on the time-line of the camera video stream or recorded video.

## Connection error to the DB during the installation process

When you try to install the Avigilon integration with C•CURE, an error message appears. The integration may continue to install but the installation is unsuccessful and you are unable to locate any instance of Unity Video in the C•CURE system.

This issue typically occurs when the user installing the integration does not have access to the C•CURE database. As a result, the `InsertLicenseOption` command has failed.

Check the installer logs to see if error code -1003 occurred during the execution of:

```
InsertLicenseOption.exe /U /V /S:{DATABASE} /N:"Avigilon Control Center" /A:"Avigilon" /GUID:046b9165-5b5c-4d63-8cb2-1907dc0d8439 /C:0 /P:47 /ObjectType:"Avigilon.NextGenConnectedProgram.Common.Objects.AvigilonVideoServer"
```

If this is the case:

1. Reinstall the integration and skip the `InsertLicenseOption` command using the following command:  
`CcureVideoIntegration.exe /i SkipInsertLicenseOption=true`
2. Manually execute the command to insert the license option:  
`InsertLicenseOption.exe /U /V /S:{DATABASE} /N:"Avigilon Control Center" /A:"Avigilon" /GUID:046b9165-5b5c-4d63-8cb2-1907dc0d8439 /C:0 /P:47 /ObjectType:"Avigilon.NextGenConnectedProgram.Common.Objects.AvigilonVideoServer"`



### IMPORTANT

Enter the correct information for your C•CURE system database in place of {DATABASE} in the above sample command.

If the above steps do not resolve the problem, uninstall the integration software, stop all C•CURE services and components, then reinstall it through the user account that installed the C•CURE server software.

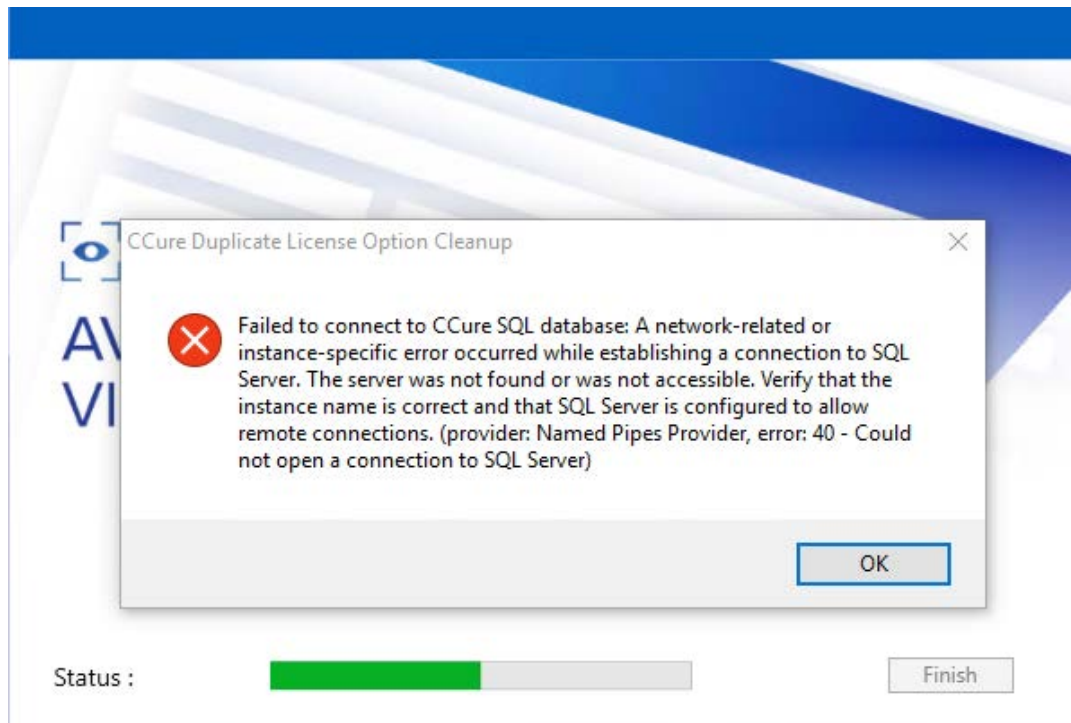
## Avigilon Video Driver Server Not Available

When you try to enable the integration in the C•CURE software (as described in [Enabling the Integration in C•CURE on page 9](#)) the Avigilon server component is not listed.

Check that the following integration requirements were met and the integration was installed correctly:

- You have an integration license from Avigilon and Software House.
- Both the Unity Video Server software and the C•CURE Server software are installed on the same network.
- When you installed the integration software, all C•CURE services and components were turned off.
- You installed the latest version of the Avigilon integration with C•CURE 9000 found on the Avigilon website: <https://www.avigilon.com/support/software/integrations/>

## Installation Issues With Duplicate License



The installation requires connecting to the C•CURE database to cleanup a duplicate Avigilon license option. If the C•CURE database exists on a separate machine, the install will fail to connect to the default database path at localhost\SQLEXPRESS. To connect to a different C•CURE database, run the installer from command line with the arguments:

**CcureVideoIntegration-2.1.0.exe /i CcureDatabasePath=<database\_path>**



### NOTE

The default value for **CcureDatabasePath** is **localhost\SQLEXPRESS**.

## Camera is not Imported

After you've added the Avigilon server and cameras to the C•CURE software, a camera that you require is not listed in the Video Tree pane.

There are typically two reasons why the camera does not appear in the C•CURE software:

1. The camera does not have a logical ID.
  - Perform [Assigning Logical IDs to Cameras on page 11](#).
2. The camera is connected to an Unity Video Server that has not been added to the C•CURE software. You can correct this by performing one of the following:
  - Add the Unity Video Server to the C•CURE software. For more information, see [Adding Avigilon Servers and Cameras on page 13](#).
  - Connect the camera to a server that has already been connected to the C•CURE software. In the Unity Video Client software, disconnect the camera from its current server then connect it to the server that is linked to C•CURE. You may need to import cameras from the server to C•CURE again – for more information, see [Adding Avigilon Servers and Cameras on page 13](#).

## Cameras Can only Be Imported in Bulk Once

Users may only import cameras in bulk once. After that the cameras need to be imported individually. This is due to a known limitation in the C•CURE integration caused by duplicate names and logical ID's in the site. Importing cameras more than once results in the following error:

```
Cannot save because another object exists with same configuration.
```

A workaround would be to remove any duplicate names and logical ID's before another import.

## Video Alarms are Not Appearing in C•CURE 9000

The Avigilon UNITY - C•CURE 9000 integration is designed for video alarm functionality to work right after the initial setup. However, in some circumstances, you may find that video alarms (e.g., motion detection events) are not appearing in the C•CURE 9000 Monitoring application, even after a seemingly successful installation.

This situation can occur if a key configuration setting—the `WebhookAddress`—is not automatically populated with the C•CURE server's IP address during installation. This address is essential for the integration to know where to send alarm data.

If you encounter this specific issue, the following steps provide a workaround to manually configure the server IP address and enable alarm functionality.

1. **Confirm Prerequisites**
  - a. Ensure the integration software is installed and you have already configured the recorder, cameras, and desired event types (e.g., Motion).
2. **Locate the Configuration File**
  - a. Navigate to the C•CURE server installation directory. The default path is:  
C:\Program Files (x86)\Tyco\Crossfire\ServerComponents



### NOTE

This path may be different if C•CURE was installed in a custom location.

3. **Edit the Configuration File**
  - a. Find the file named `Avigilon.NextGenConnectedProgram.Server.exe.xml` and open it with a text editor (such as Notepad).
  - b. Search for the following line in the file:  
`<setting name="WebhookAddress" serializeAs="String">`

#### 4. Update the Server IP Address

- a. Modify the `<value>` field within that setting to be the IP address of the server where your C•CURE 9000 software is installed.

Example:

XML

```
<setting name="WebhookAddress" serializeAs="String">  
  <value>192.168.1.100</value>  
</setting>
```

*(Replace 192.168.1.100 with your actual server IP address.)*

#### 5. Restart the Driver Service

- a. Open the **C•CURE Server Configuration** application.
- b. Find the **Avigilon Video driver** service and restart it.

#### 6. Verify the Fix

- a. Open the **C•CURE Monitoring** application.
- b. Trigger a test event (e.g., create motion in front of a configured camera) and confirm that the video alarm now appears as expected.

## Invalid Avigilon Video Driver Service After Install

After installing the video integration, the **Avigilon Video Driver Service** may display its status as **Invalid Service** within the C•CURE Server Configuration Application. This status indicates the service is not running correctly and will prevent the proper use of the video integration.

To resolve this issue, you must first attempt to restart the relevant C•CURE services. If the problem persists, you will need to reboot the system.

### *Method 1: Restarting C•CURE Services*

1. **Close all C•CURE Client Applications**, including C•CURE Administration Workstation and C•CURE Monitoring Workstation
2. Open the **C•CURE Server Configuration Application**.
3. Locate the **C•CURE Crossfire** service.
4. **Stop** the service, wait a few moments, and then **Start** it again.
5. Check the status of the **Avigilon Video Driver Service** to confirm it no longer appears as 'Invalid'.

### *Method 2: Rebooting the Server*

If restarting the services does not resolve the issue, you will need to restart the server.

## Installation Interrupted

If the installation process unexpectedly stops and cancels, it often occurs because the Insert License tool fails to connect to the C•CURE database. This typically happens when the user account running the installer lacks the required permissions to access and modify the database.

To diagnose and resolve this issue:

1. **Check Windows Event Viewer:**

Open the **Windows Event Viewer** and look for error records generated at the time of the installation failure. The event logs provide specific details about the error, often identifying the exact user account that failed to connect and the nature of the database connection problem.

2. **Verify and Grant Database Permissions:**

Using the information from the **Event Viewer**, ensure the identified user account has sufficient permissions to connect to the database and insert data.

- **For Integrated Connection:** The user account is not always NT AUTHORITY\SYSTEM. While this is a common account for system-level processes, the installation might be running under a different local or domain user. The Event Viewer log helps you identify the correct account that needs database access.
- **For SQL Authentication:** Confirm that the specified SQL user (which may also be referenced in the event log) has the correct permissions to connect to the database and write to it.

## General Errors After Installation

If various unexpected errors appear within the C•CURE system (e.g., in the Administration Workstation or Monitoring Workstation) after installing the video integration, a simple restart of the core services often resolves these issues.

To restart the core services:

1. **Close C•CURE Applications:** Exit all C•CURE Client applications, such as the **Administration Workstation** and **Monitoring Workstation**.
2. **Open Server Configuration:** On the server, launch the **C•CURE Server Configuration** application.
3. **Restart Crossfire Services:**
  - Locate the two **Crossfire** services in the list.
  - Select each service and click **Stop**.
  - Once both services have stopped, select each one again and click **Start**.
4. **Verify the Fix:** Launch your C•CURE Client application again and verify that the errors are no longer present and that the system works as expected.

If the errors persist after performing these steps, contact Technical Support for further assistance.