**_tyco_** | Software House

Bulletin

Marketing Bulletin – February/March 2021

In this monthly bulletin, we provide important information on the Software House brand including: new product releases, product updates, recorded webinars, public relations, training, and more!

Product Updates

Take security with you anywhere, at any time with C•CURE Go Reader and the C-One^2 all-in-one handheld device

C•CURE Go Reader is a completely portable security solution using the C•CURE 9000 security and event management system to provide quick identity verification for all types of remote sites and use cases. Pairing the app on the C-One^2 handheld device, featuring a multi-technology read head, C•CURE Go Reader acts as a single iSTAR door controller, much like a conventional iSTAR door. You can create entrances and control individuals' access rights anytime and anywhere a system is required - on a bus, at a specified mustering point, as a temporary entrance gate at a variety of off-site locations or roaming security checkpoints and roll calls.
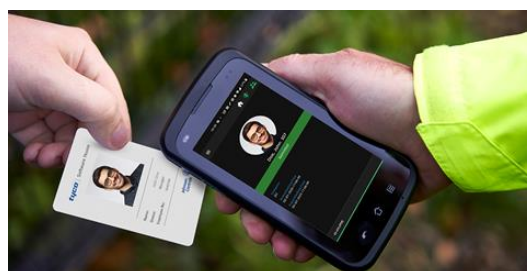
- Handheld device with built-in read head **instantly grants or denies access**
- **Log all activity in the C•CURE 9000** journal and audit logs for easy retrieval
- **Operates in offline mode**, caching personnel records and clearance data, buffering offline transactions and synchronizing instantly with C•CURE 9000 when back online
- Multi-technology read head **supports iCLASS, MIFARE/ DESFIRE EV1, prox and QR codes**
- Ideal for construction sites, roaming security checkpoints and roll calls

Model Number	Description	USD MSRP	CAD MSRP	Category
CC9-GORDR	C•CURE Go Reader single user license	$2,705	$2,865	B
CC9-GORDR-5PK	C•CURE GO Reader software license, 5 device licenses – **SAVE 32%**	$9,250	$9,805	B
COP-C2-1710082	C-One² PDA, Android 8.1, HID SE3200BS0 read head for iCLASS, Seos, MIFARE, Prox, 4.5" DISP, 2GB	$2,850	$3,020	D
COP-CONE2-KIT	C-One² Kit: C-One² PDA, Android 8.1, HID SE3200BS0 read head, with docking station and power adapter – **SPECIAL INTRO OFFER**	$2,850	$3,020	D
COP-DS1000	C-One² DS1000 docking station with Ethernet and USB connectivity	$180	$190	D
COP-KIT-PA	C-One² Power Adapter Kit, global (needed)	$25	$26.50	D

Johnson Controls

COP-EX-BATTERY	C-One² extended battery pack	$180	$190	D
COP-LCASE	C-One² leather case, with strap	$110	$115	D

Note: The Professional Services group is available to help configure and test C•CURE Go Reader units before deployment; this service is required for any custom smart card setup.

PROSERV-GORDR	C•CURE GO Reader initial setup & configuration labor by Pro Services group; for first unit	$1,250	$1,325	20%
PROSERV-GORDR-A	C•CURE GO Reader initial setup & configuration labor by Pro Services group; for each additional unit	$500	$530	20%

Click here for more information regarding C•CURE Go Reader.
Click here to review the recorded webinar.

iSTAR Ultra, iSTAR Edge G2 Firmware Update Available Soon – OSDP Installation Issue Fixed, FQDN Limit

We have discovered and fixed three issues with the current iSTAR firmware 6.8.1. The update, named 6.8.1 CU01, will be available shortly on swhouse.com under Software Downloads.

- The Host Fully Qualified Domain Name (FQDN) was limited to 21 characters in 6.8.1 and has been expanded to 60 characters.
- iSTAR Edge G2 only: OSDP Secure Channel installation mode did not initialize the secure session properly for new readers. This is now fixed.
- iSTAR Edge G2 only: SNMP (Simple Network Management Protocol) functionality was not able to be turned off through the controller's web utility. This is now fixed.

Please follow the normal firmware installation process for iSTAR 6.8.1 CU01.

Bundled Dell PCs, with C•CURE 9000 pre-installed, shipping directly from Dell for shorter lead times

We are pleased to announce that all of our current Bundled Dell PCs, with C•CURE 9000 pre-installed, will now be shipped directly from Dell, as part of their "Ready Ship" program – which will result in shorter lead times. The Dell hardware configurations are identical to the current configurations; however, you will notice two changes: first, all the model numbers now end in "-A" to designate Ready Ship and the second change is to the temporary C•CURE 9000 license that ships on each Bundled PC. The license will not be customized, but rather a common Series S license will be issued, which will allow you to configure any project, large or small, as soon as you power up the server. This 90-day license starts the first time the customer logs onto C•CURE 9000.

It is imperative that within 90 days you obtain a permanent license by contacting Software House licensing team, email ccurelicense@tycoint.com and including the Dell service tag (the Software House website

Johnson Controls

registration system will be updated shortly to be able to process the new Ready Ship systems). You will then receive a permanent license with a unique C•CURE 9000 system number to apply to your system.

It is also important to visit the Dell web site to transfer ownership of the Dell PC from Johnson Controls to your customer. The current ownership is Sensormatic Electronics LLC, P.O. Box 310755, Boca Raton, FL 33431-0755 U.S. This will ensure that Dell's excellent 3 year warranty, with 24/7 support and next business day parts and on-site labor, is transferred directly to your customer.

C•CURE 9000 now integrates with Kokomo24/7 COVID-19Tracker™

We are excited to announce the release of C•CURE 9000 integration with Kokomo24/7 COVID19Tracker™. This solution was created to proactively address the new challenges the COVID-19 pandemic introduced into the workplace. With a variety of innovative tools at your fingertips, HR teams can centralize their return-to-work plans within one configurable system.

Model Number	Description	USD MSRP	CAD MSRP	Category
CC9WS-KOKOSC	Kokomo24/7 COVID19Tracker integration with C•CURE 9000 v2.90	$2,200	$2,335	B

For more information on Kokomo24/7 COVID19Tracker, click here.

Connected Partner Program Integrations – Updates

We have several updated integrations with C•CURE 9000 that are validated and certified, yielding complete, plug-and-play solutions that can be deployed quickly and easily. Software House SDK driver files are available on the Software House website under Software Downloads.

Model Number	Description	USD MSRP	CAD MSRP	Category
CC9000-PERSPEC	Resolver Command Center integration with C•CURE 9000 v2.90	$2,200	$2,335	B
CC9000-VIDSYS	Vidsys CSIM integration with C•CURE 9000 v2.90	$2,200	$2,335	B
CC9000-LYNX	MicroServices Lynx integration with C•CURE 9000 v2.90	No Charge	No Charge	N/A
CC9000-IX	Aiphone IX Series intercoms with C•CURE 9000 v2.80	$2,200	$2,335	B
CC9000-AIMETIS	Aimetis, a Senstar Company, integration with C•CURE 9000 v2.80	$2,200	$2,335	B

For a full list of our Connected Partner Program integrations, click here.

How to License a C•CURE 9000 Web Services Integration

To avoid any confusion, we want to provide you with instructions on how to apply a web services licensing option to a C•CURE 9000 system. Starting with C•CURE 9000 v2.80 (released in August 2019), each Web Services integration requires a separate license option, and is ordered with a separate model number. For example, if integration to the Cadapult FM Management system is desired, you need to order CC9WS-BDGCAD, with an MSRP of $2,200 ($2,330 CAD). Note that we have started using "CC9WS-"as a model number prefix for Web Services integrations.

The next step is to inject the integration's "GUID," or unique identifier, into the C•CURE 9000 server's database. This is ideally done through a small installer program that the partner would have written; however, in many cases it requires an SQL injection script. In either case, it is documented in the integration's user manual.

Previous to C•CURE 9000 v2.80, unique license options were not required for Web Services integrations. If you are upgrading C•CURE 9000 2.70 or below to C•CURE 9000 2.80 or above, you must obtain the proper services integration licenses for your existing integrations. Please consult the Software House Price List for specific model numbers that correspond to your integrations.

ASSA ABLOY IP-enabled Lockset Integration Refreshed – Now Available for C•CURE 9000 v2.70 and v2.80; v2.90 Coming Soon!

Supports latest DSR 8 from ASSA ABLOY; Features improved for performance and stability

ASSA ABLOY IP-Enabled electronic locksets, both Wi-Fi and PoE, offer a great way to extend your C•CURE 9000 system. We have offered integration to IP-Enabled locksets since 2012, with previous versions of ASSA ABLOY's Door Service Router (DSR) software. However, during the past year we have re-architected our integration which enable us to achieve greater performance and reliability. And, the new integration now supports the latest DSR 8.0.

Here is an example of the performance improvements:
The "first time synch" time for a large database of 40,000 personnel decreased from roughly 11 hours to 1 hour, an improvement of over 90%! Other test cases for resynchronization, personnel import, and personnel deletion also had similar improvements.

We have installed the C•CURE 9000 2.70 driver on a large set of existing ASSA ABLOY installations over the past 9 months with impressive results from the field. The driver for C•CURE 9000 2.80 driver is complete, and the driver for C•CURE 9000 2.90 is targeted for some time in second quarter of 2021.

The new driver features the following improvements:
- Support for up to 10,000 personnel per lockset (up from 2,400)
- Support for TLS 1.2 network authentication for the DSR server
- Support for Date and Time activation and deactivation (previously, we only supported an expiration date)
- Support for the C•CURE 9000 inactivity timer setting (used at an ASSA ABLOY lockset now resets a person's inactivity timer)

- Support for ASSA ABLOY's newer locksets such as the IN120, IN220 and the PN Series

We also improved the licensing methodology when using ASSA ABLOY IP-Enabled locksets – no separate lock registration is required! Lock licensing is now enforced directly through the C•CURE 9000 license app, under the setting named "Wireless/IP Locks."

- For new projects, simply order the driver using model # CC9000-ASSAABLOY, and then order the specific amount of lock licenses for your lock count, which will be added to your C•CURE 9000 license
  - When locks are purchased through Software House: ASSA-RDR-LIC-NC
  - When locks are not purchased through Software house: CC9000-RDR-LIC

The C•CURE integration driver and the ASSA ABLOY DSR software are posted and available under Software Downloads on www.swhouse.com.

Click here to download the detailed release notes and user guides for the new driver and review them prior to deploying the integration. If you have questions, our L3 support team can help you in planning for the install, whether it is for a new site, or an upgrade of an existing DSR 5 integration.

C•CURE 9000 Windows Update Compatibility Reference Doc now available

We now have a cumulative C•CURE 9000 Windows Update Compatibility Reference document which can be downloaded from the Software House website under Software Downloads. This document identifies Microsoft Windows® update patches that have been tested and qualified with currently maintained versions of C•CURE 9000 v2.70, v2.80 and v2.90. This document will be updated monthly.

Click here to download the 2021 updates from January through March, 2021.

Discontinued ASSA ABLOY Locks

ASSA ABLOY has made the decision to discontinue the SARGENT Profile Sv.1 and Sv.2 and the Corbin Russwin Access 800 IP1 and Access 800 WI1 integrated IP-enabled locks, **effective March 31, 2021.** These product lines will be replaced with the IN120 (replacing Sargent Profile v.S2 and Corbin Russwin Access 800WI1) and the IN220 (replacing Sargent Profile v.S1 and Corbin Russwin Access 800 IP1).

Click below to download the discontinuation notices from ASSA ABLOY:

- SARGENT Profile Series Discontinuation Notice
- Corbin Russwin Access 800 Discontinuation Notice

Other News

Documentation

White Papers

In an effort to bring you content that is important and timely, we have written several new white papers that delve into two very interesting topics: Trusted Execution Environment and why it is important to help thwart the ever evolving hacker, and Frictionless Access and what you need to know before implementing a solution.

Click the links below to download. You won't be disappointed!

- White Paper: Facing the evolving hacker head-on
- White Paper: Removing friction from access control

Also, one of our trusted partners, ASSA ABLOY, just released a 23-page guide featuring insights and lessons learned from access control installations in healthcare environments. Click here for details on how to download a version right to your PC.

Collateral Updates

The below data sheet has been updated. Click on the link to download.

- Data Sheet: iSTAR Ultra (updated)

Technical Advisory Bulletins

The following Technical Advisory Bulletins have been released and are available on the Software House Technical Support Portal. The documents provide important information regarding Software House products. Click the links below to download the Technical Advisory Bulletins.

SWH-TAB-000028463 – Upgrading to iSTAR Ultra Firmware Version 6.8.1 with IP-ACM v1 Boards can Result in Frequent Journal Communication Failure/Restored Messages

SWH-TAB-000028458 – After Installation an Integration Driver on C•CURE 9000 2.80 or Higher, Crossfire No Longer Starts

SWH-TAB-000028457 – After Upgrade, Schindler Driver Starts, But Will Not Stay Running

SWH-TAB-000028382 (UPDATED) – Creating a Service Principal Name (SPN) for Crossfire When Using a DNS Alias

SWH-TAB-000028416 – Unsupported Password Characters for victor Web Service Cause Undesired Results; Cannot Log On

SWH-TAB-000028414 – Auto Update Does Not Work with C•CURE 9000 2.90 (and C•CURE 9000 2.90 CU01)

SWH-TAB-000028397 – C•CURE Go: Internal Exception when Logging in on Android 10 & 11 Devices

Pricing

NEDAP Product/ Price Updates

Nedap has updated pricing on the following model numbers:

Model Number	Description	2020 USD MSRP	2021 USD MSRP	Category
NED-5402956	Windshield tag holder for 9891900 - replaces NED-5790190	$5.00	$4.45	D
NED-9875840	Entry Pole Mounting Kit	$240	$370	D
NED-9875980	Heavy Duty Tag replaces NED-9875689	$75	$85	D
NED-5626595	Reader Pole Mounting Kit	$270	$240	D
NED-9882480	Window Button AVI Tag w/Switch Wiegand 26-bit	$50	$45	D
NED-9891900	Compact Tag Wiegand 26-bit	$40	$35	D
NED-9218335	Nedap UHF UPASS Weather Hood	$200	$340	D
NED-9954104	Nedap HID Prox Card (Package of 25)	$470	$500	D
NED-9219641	Nedap UHF HD Ext Tag (10 count)	$190	$450	D
NED-7591152	Nedap Reach/Entry Weather Hood	$215	$195	D
NED-9217371	Nedap UHF UPASS Target (30 ft)	$3,915	$4,000	D
NED-9218327	Nedap Transit Ultimate Weather Hood	$200	$340	D
NED-9943943	Nedap UHF ISO Card	$8.00	$7.00	D
NED-9945466	Nedap Gen2 UHF Transit Reader	$1,845	$2,000	D
NED-9947418	Nedap Gen2 UHF Wind Tag W 26	$190	$170	D
NED-9955836	Nedap Bundle 25 UHF HID Prox	$470	$500	D
NED-9959343	Nedap Gen2 UHF iCLASS 2K	$535	$500	D
NED-9215689	Transit Ultimate Reader – up to 33 ft	$4,571	$4,745	D
NED-9945838	2G Prox Booster Dual ID replaces NED-9895744 and NED-9888888, replaceable AAA batteries	$105	$100	D
NED-9948546	2G Booster HID Prox Single ID replaces NED-9895736 and NED-9848940, replaceable AAA batteries	$100	$70	D
NED-9948554	2G Smartcard Booster Dual ID replaceable AAA batteries	$205	$200	D

Nedap has deemed the below model numbers obsolete. The MACE QR reader will be replaced with the new NVITE QR reader.

Model Number	Description
OBSOLETE	
NED-9565531	MACE QR Reader MM
NED-5450365	Nedap Suction Cup
NED-7816650	Nedap Transit Entry MTECH Board
NEW	
NED-9566945	Nedap NVITE QR Reader

Allegion Price Updates

Allegion has announced an annual pricing increase for their entire line of locks. A total price increase of 4% on all locks will be effective April 30, 2021.

Certification & Training

REMINDER: C•CURE 9000 Online Training is in Full Operation

As a result of the effects of COVID-19 and the requirements for social distancing, formal classroom training is important in regards to our C•CURE 9000 Training and the training support for our customers.

To accommodate, the C•CURE 9000 Training Team has provided dozens of new online and web-based, interactive courses based on our existing classroom courses. The duration of the online courses are between 2 hours to 4 days, depending on the content. Formal labs and certification exams cannot be done for those courses designed for C•CURE 9000 technical certification purposes; however, a majority of the course content can be completed online with a future 'rescheduled' date and location for completion of the formal labs and/or certification exams.

Most of the new online courses provide a live C•CURE 9000 Virtual Machine (VM) environment for students interaction, allowing instructors and students to have direct communication and for student VM workstations to perform instructional aide, as if you were in an actual classroom.

We recommend those attending these courses to have access to dual monitors. You can use one monitor; however, you may have to adjust the browser screens during the duration of the live course elements.

We have updated the C•CURE 9000 Course Training website with a new interface for viewing, scheduling and paying for Tyco courses. To view our new list of courses, click here.

Product Management Contact Information

Rick Focke
Product Line Director, Enterprise Access
richard.focke@jci.com

Gregg Hollenbeck
Sr. Product Manager, Hardware
gregg.hollenbeck@jci.com.

Ashley Tousignant
Sr. Product Manager, Software
ashley.tousignant@jci.com

Kelsey Bourk
Product Manager, OEM Products
kelsey.bourk@jci.com

Connect With Us

f twitter in youtube

For additional information, please visit www.swhouse.com.