



Software House

Bulletin

Marketing Bulletin – Winter 2022

In this bulletin, we provide important information on the Software House brand including new product releases, product updates, integrations, and more!

Product Updates

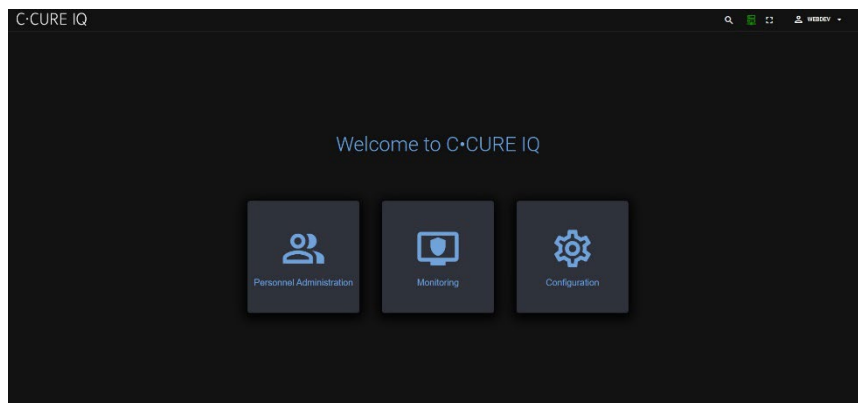
Have you heard about C•CURE IQ?

We are excited for our upcoming launch of C•CURE 9000/C•CURE IQ v3.00.1 in January 2023! This release signifies the introduction to C•CURE IQ Security Client, formerly branded C•CURE 9000 Web-based client. This is the natural evolution of C•CURE 9000 and victor VideoEdge into a Modern, Unified security platform and ecosystem.

C•CURE IQ

C•CURE IQ is our most feature rich web-based offering to date, designed from the ground up with native access and video surveillance in a single, intuitive user interface. As part of your standard C•CURE 9000 upgrade, you can include C•CURE IQ for day-to-day personnel administration, event monitoring, live video surveillance, forensic video search, and more!

Stay tuned for further updates on all of the exciting new features coming in v3.00.1!



Friendly Reminder to Keep your SSAs Active and Upgrades Current!

Software House will maintain and patch the current version, one version back, plus the second version back for six months after the current release. C•CURE 9000 v2.70 is out of maintenance and C•CURE 9000 v2.80 is out of maintenance at the end of December 2022. Please see the chart below for updated C•CURE rev release dates and end of support dates. When upgrading, make sure all integrations are available for your target upgrade version by referring to the [Compatibility Matrix](#).

C•CURE 9000 Version	Release Date MM/YY	Software End of Support Date
V3.0	06/22	n/a
V2.90	08/20	n/a
V2.80	07/19	12/22
V2.70	03/18	02/21
V2.60	03/17	01/20
V2.50	01/16	09/18

Note that technical support is available on C•CURE 9000 revisions that are out of maintenance; however, issues found will not be patched and an upgrade will be recommended instead. To download C•CURE 9000 v3.0, [click here](#). Please note that you will need to be logged into the Software House website to complete the software download.

iSTAR Edge G2, Ultra G2 FIPS 140-2 Listings

FIPS 140-2 is a well-defined US Federal Government standard for cryptographic modules, and is a critical requirement for many of our customers, both government and non-government. It defines not just the cryptographic algorithms that must be used, but also the SOP (Security Operating Policy) and other parameters that must be adhered to when deploying FIPS 140-2 equipment.

The iSTAR Edge G2 and the iSTAR Ultra G2 are listed for FIPS 140-2 Level 1 certification, using the wolfSSL wolfCrypt module within our controllers. The FIPS 140-2 Certificate number is 3389. Our controller operating environment, *Linux 5.4 running on an iSTAR physical access controller*, is included in the posted SOP for wolfSSL wolfCrypt.

<https://csrc.nist.gov/Projects/cryptographic-module-validation-program/Certificate/3389>

Also, for reference, the iSTAR Ultra and iSTAR Ultra SE are listed for FIPS 140-2 under CMVP Certificate #3503, using an OpenSSL implementation from KeyPair Consulting. The iSTAR Ultra's operating environment, *Ubuntu 12.04 LTS running on ARM7 architecture*, is listed in the SOP.

<https://csrc.nist.gov/Projects/cryptographic-module-validation-program/Certificate/3503>



C•CURE Go Reader C-One2 Android Unit Reaches End of Manufacture



C•CURE Go Reader provides remote card validation for a C•CURE 9000 access control system, by using a C-One2 portable Android device with an embedded read head, connected back to the C•CURE 9000 server. The C-One2 has reached its end of manufacture, due to the manufacturer's supply chain issues, and will be replaced by a newer device from the same vendor in the near future (details on the new device will be announced as soon as they are available). Note that besides the C-One2, the C•CURE Go Reader Android app also supports a hardware solution based on the RS3 BLE read head paired up to a customer's Android device.

The following product codes will be discontinued:

Product Code Phase Out	Description
COP-CONE2-KIT	C-ONE2 PDA, HID BS0 Read Head, w/DS1000 Docking Station and power adaptor
COP-C2-1710082	C-ONE2 PDA, HID BS0 Read Head
COP-DS1000	C-ONE2 DS-1000 Ethernet Docking Station
COP-EX-BATTERY	C-CONE2 Extended Battery
COP-LCASE	C-ONE2 Leather Case, with Strap
COP-KIT-PA	C-ONE2 Power Adaptor, global

iSTAR Controllers Now Log All Local Web Page Login Attempts, to Meet NERC-CIP Requirements

In order to provide stronger cybersecurity awareness for our iSTAR controllers, we have implemented a feature in the newer iSTAR Ultra, iSTAR Ultra G2, and iSTAR Edge G2 control panels where each successful and unsuccessful login attempt to the controller's local web page is logged and displayed at the C•CURE 9000 monitoring station (successful and unsuccessful attempts are noted separately). Further, after 4 consecutive unsuccessful attempts, a separate type of journal message is sent to the Monitoring Station, and the account is locked out for 500 seconds. And through Journal Triggers, an event can then be generated at the C•CURE 9000 Monitoring Station. This new feature enables compliance with NERC-CIP 007-6 R4.1, R4.2 and R5.7, and is available in iSTAR firmware 6.8.9 and above, and C•CURE 9000 v2.90 SP3 and above.



The North American Electric Reliability Corporation (NERC) is an international regulatory authority whose mission is to ensure the reliability of the bulk power system in North America. NERC develops, releases and maintains Critical Infrastructure Protection (CIP) Cyber Security Standards.

File Checksums Now Available for All Software Downloads

SHA-256 checksums are available now, upon request, for all file downloads from the swhouse.com Software Downloads section (<https://www.swhouse.com/Support/SoftwareDownloads.aspx>). Checksums allow a customer to verify that the file has not been tampered with after download, by allowing a customer to calculate a checksum after download, and then compare that checksum to what is provided by Software House. Send a request to access-support@jci.com and specify which product and version the checksums are needed for. This new feature enables compliance with NERC-CIP 010-3 R1.6, helping a customer to verify the integrity of the firmware obtained from the source.

LightTPD Has Been Removed from C•CURE 9000 v3.0

LightTPD is an open-source web server that was used by C•CURE 9000 to facilitate firmware updates to iSTAR Ultra, Ultra G2 and Edge G2 controllers from the Admin client. However, LightTPD has ended support for Windows operating systems, it can sometimes fail cybersecurity scans, and therefore we have removed it from the C•CURE 9000 install, starting in v3.0.

What this means is that iSTAR firmware updates to controllers running at firmware lower than 6.8.8 cannot be done through the Admin client – customers will have to log on to the controller's local web page to perform a firmware update instead. Details can be found on the Support Portal, under [TAB 000035061](#).



We have added two new and exciting third-party offerings to our Software House portfolio this summer!

Connected Partner Program Integrations – Updates



The C•CURE 9000 v3.0 Development Kit is available in the [Connected Partner Program Portal](#). C•CURE 9000 Partners should begin development for v3.0 compatibility right away. An active support agreement is required to begin development. Please review the C•CURE 9000 v3.0 SDK

release notes, programmers guide, and webinar recording available within your partner account. For C•CURE 9000 partners, service packs for C•CURE 9000 v2.8 and v2.9 are now available in the Connected Partner Program under the Brand Software Downloads section. These service packs provide bug fixes and updates that may be required for your integration development.

GUIDs Update

Starting in C•CURE 9000 v2.80 SP9, v2.90 SP5, and v3.0, all registered integration connection GUIDs will be inserted into C•CURE 9000 database to make the deployment of integrations easier. Each Service Pack release will contain the most up-to-date list of GUIDs for C•CURE integrations.

It has been a busy quarter for our partners updating and adding new integrations for C•CURE 9000. Please see the snapshot of integration updates below. The Compatibility Matrix is up to date with all integration changes.

Connected Partner	Integration	Integration Type	C•CURE version	Update or New	Part Number
Network Harbor	Lighthouse	PSIM	v3.0	Update	CC9000-LIGHTH
RealNetworks	SAFR	Biometric Reader	v2.9	New	CC9WS-SAFR
Encode Labs	Belgian eID reader	Credential Management	v2.9, v3.0	Update	CC9000-ECLEID
Management Controls	Track	PSIM	v2.9	New	CC9000-MCCORP
CIC Technology	Torus	Asset Management	v2.9	New	CC9WS-TORUS
DSC	Powerseries NEO	Alarm/Intrusion	v2.8	Update	CC9000-NEO
Alcatraz AI	Rock and Platform	Biometric Reader	v2.8, v2.9, v3.0	New	CC9WS-ALCAI
Milestone	Xprotect	Video Management	v3.0	Update	CC9-MSTVID-SM/MD/LG
Aiphone	IX Intercoms	Emergency Management	v3.0	Update	CC9000-IX
Commend	VirtuoSIS	Emergency Communication	v3.0	Update	CC9000-CMMND
Sur-Gard	Receiver	Alarm/Intrusion	v2.9	Update	CC9000-SURGARD

Princeton Identity	IOM Access Control Reader Solution	Biometric Reader	v2.9	Update	CC9000-IOM
Envoy	Envoy Visitor	Identity/Visitor Management	v2.8	Update	CC9WS-ENVOY
Cobalt Robotics	Alarm Response Robot	Autonomy	v2.9	New	CC9WS-CRARIE
Vintra	Vintra Guard for Vintra Fortify	Biometric Reader	v2.9	new	CC9WS-VINTRA
Envoy	Visitor Management	Identity/Visitor Management	v2.8	Update	CC9WS-ENVOY
ONUGO	ONUGO Connect 360	PSIM	v2.9	New	CC9WS-ONUGO

Contact BE-US-ConnectedPartner@jci.com for more information.

Other News

SQL Compact 4.0 Dependency Removed from ASSA ABLOY Driver for C•CURE 9000 v2.9 and v3.0

The ASSA ABLOY driver for C•CURE 9000 v2.9 and 3.0 has been updated to use SQL Lite for resync database files, due to SQL Compact 4.0 reaching its end of support. This is the same change that was implemented for the iSTAR driver per [SWH-TAB-nID-000008428](#)

Pricing Updates

Software House OEM Price Increases

A Software House Price Addendum will be released January 1st, 2023 and will include the following product pricing changes:

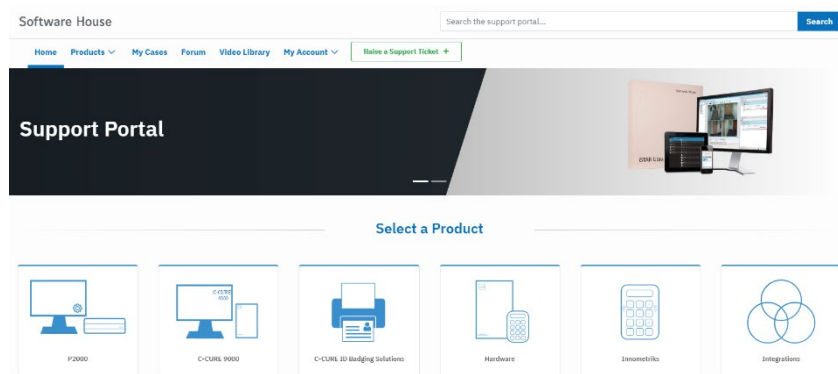
- HID PACs: Effective January 1, 2023
- Salto Offline Locks: Effective January 1, 2023
- Wavelynx Ethos Readers: Effective January 1, 2023
- Lynx: Effective January 1, 2023
- Idemia Biometrics: Effective February 1, 2023
- Allegion Locks: Effective February 25, 2023



Please Note: The Excel file accompanying the marketing bulletin, includes updated MSRP pricing for HID, Salto, Wavelynx, and Lynx products. The Allegion and Idemia updated pricing will follow at a later date.

Please contact your [area sales manager](#) for a copy of the current price list.

Technical Support



Visit our [Software House Support Portal](https://support.swhouse.com/) for TABs, customer cases, product information and more!

URL: <https://support.swhouse.com/>

Easy Access to:

- Technical Library
- Share Files
- Raise a Support Ticket
- My Cases (easily track status on all of your open cases)
- Favorites (add specific articles and videos for easy reference in the future)
- Q&A Forum and more!

Certification & Training

C•CURE 9000 Training

As a result of the COVID-19 restrictions and the requirements for social distancing being relaxed globally, our original in person training is returning to its pre-pandemic level.

We have kept the web-based training as an option for some classes, to reduce the travel cost for the customer. We will still occasionally offer them in a classroom environment if the customer would like to attend this environment with physical equipment.



Web-based training courses

On demand 1 to 2-hour modules

- Operator
(Instructor delivered WebEx session with Q&A)
- System Manager & Advanced System Manager
- Enterprise Architecture
- Visitor Management
(Virtual classroom environment, 2 monitors recommended)

In person training

- Operator
- System Manager & Advanced System Manager
- Integrator & Advanced Integrator
- Enterprise Architecture
- Visitor Management
- HA with Innometriks ([New](#))

(Sessions at our locations in Westford MA, Orangeburg NY, and Boca Raton FL)

Sessions can also be arranged in locations and on customer premises for multiple students. For more information or any training questions, please contact our Training Coordinator at jamie.filipovits@jci.com.

New training courses are constantly being added to the schedule.

Course dates, details and to register for a class in North America, [click here](#).

Course dates, details and to register for a class in EMEA and Asia Pacific, [click here](#).

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