

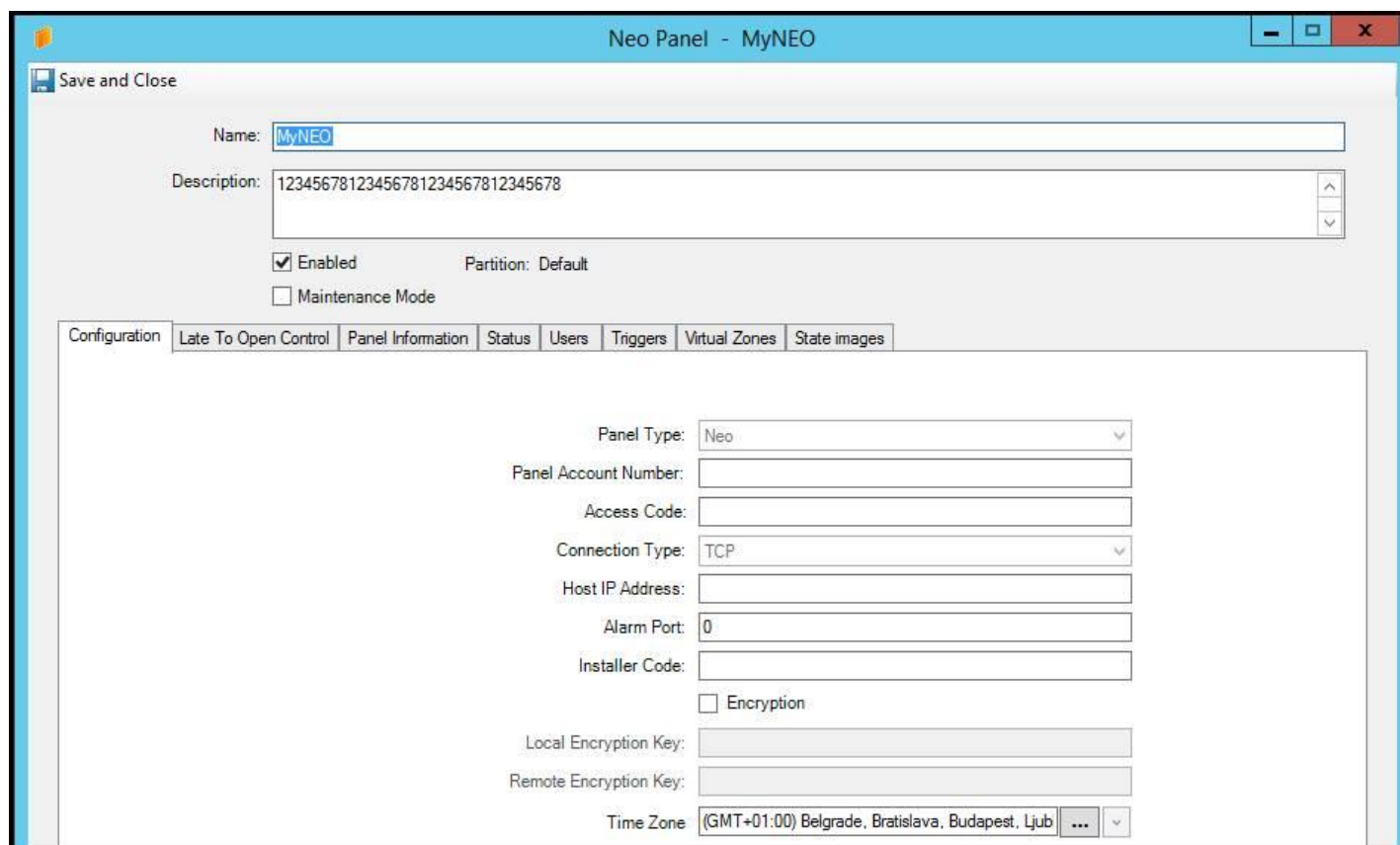
Saved NEO/ITv2 Panel Configuration is Missing Information in Almost Every Field

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Problem

Occasionally, customers have reported that after saving their CCure9000 NEO \ ITv2 Panel configuration, they find that almost all of the fields are empty when they open the panel configuration up afterwards, as in the two ITv2 Panel configuration examples illustrated below. Additionally, the configured ITv2 Panel won't come online and communicate. Note that it isn't possible to intentionally configure and save ITv2 Panel configurations in this condition.

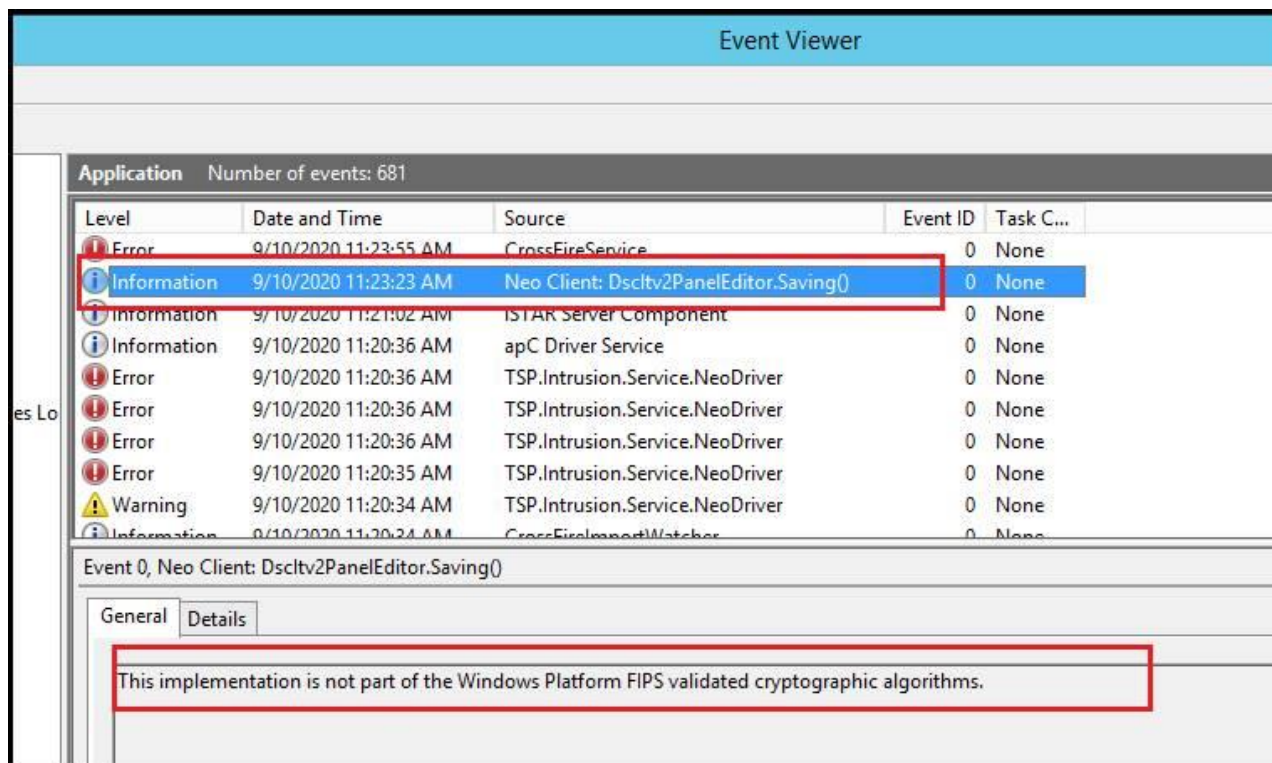


The screenshot shows a software window titled "Neo Panel - MyNEO". At the top left, there is a "Save and Close" button. The form contains the following fields and controls:

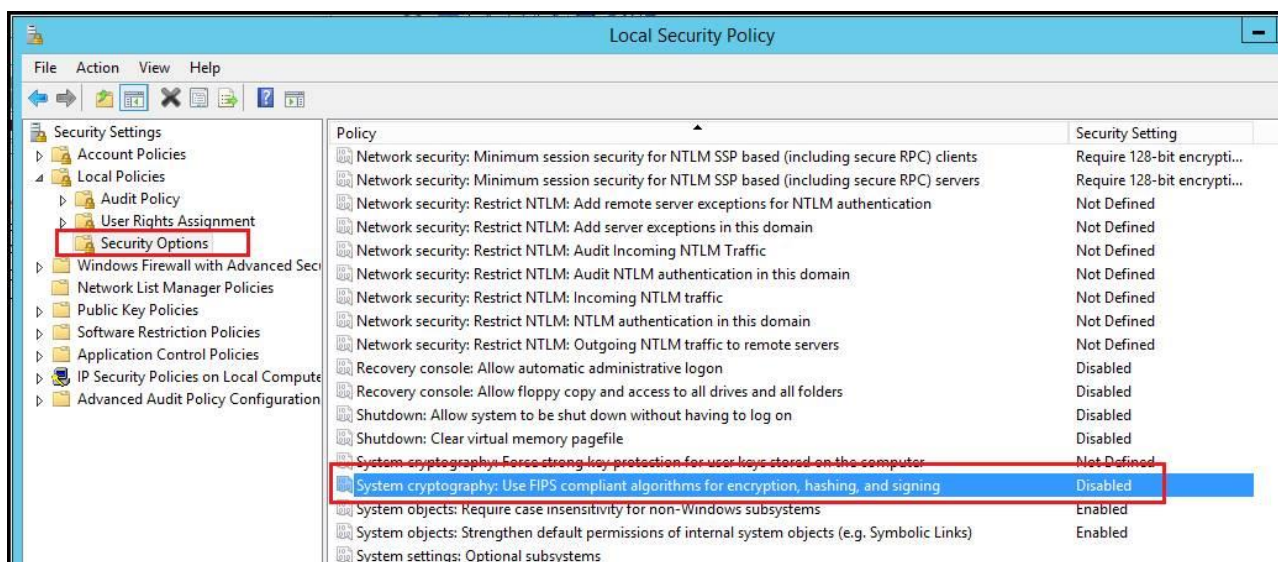
- Name: MyNEO
- Description: 12345678123456781234567812345678
- Enabled: (checked)
- Maintenance Mode: (unchecked)
- Partition: Default
- Configuration tabs: Configuration (selected), Late To Open Control, Panel Information, Status, Users, Triggers, Virtual Zones, State images
- Panel Type: Neo (dropdown)
- Panel Account Number: (empty text box)
- Access Code: (empty text box)
- Connection Type: TCP (dropdown)
- Host IP Address: (empty text box)
- Alarm Port: 0 (text box)
- Installer Code: (empty text box)
- Encryption: (unchecked)
- Local Encryption Key: (empty text box)
- Remote Encryption Key: (empty text box)
- Time Zone: (GMT+01:00) Belgrade, Bratislava, Budapest, Ljub (dropdown)

Additional Symptom:

A Windows APPLICATION Event Viewer error like the one illustrated below which will be generated each time you attempt to save the NEO \ ITV2 Panel configuration. (note that the APPLICATION Event Viewer error will reference either "NEO" or "ITv2", depending on which version of the integration you're currently running). **“This implementation is not part of the Windows Platform FIPS validated cryptographic algorithms.”**



The root cause of this problem is that the System Cryptography Security Policy is enabled on the CCure9000 PC. To resolve this problem, disable the System Cryptography Security Policy as illustrated in the image below. Then, stop and restart the CCure9000 CROSSFIRE Services.



Afterwards, it'll be possible to correctly save the NEO \ ITv2 Panel configurations and all of the fields will remain intact and populated.

If you have any questions regarding this **Knowledge** article, please contact Technical Support.

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