

# Software House

## ITv2 Integration for C•CURE 9000 Version 3.10 Release Notes

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This release note provides important information about the installation of the C•CURE 9000 ITv2 Integration v3.10 on both server and client machines.

In case of discrepancy, the information in this document supersedes the information in any document referenced herein. Read this release note before installing the product.

**Product:** C•CURE 9000 ITv2 Integration

- Integration Software Version: 6.10.485.485

This driver release is qualified with C•CURE 9000 when installed on:

- victor Unified Systems v4.10 (C•CURE v3.10 and victor v7.0)

### What's new

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1. In this driver release, the installation framework has been upgraded from WiX 3 to WiX 6, replacing the deprecated and vulnerable WiX 3 platform with a more secure, compatible, and maintainable solution. For further details, refer to: <https://www.firegiant.com/blog/2025/2/6/wix-v3-and-wix-v4-are-no-longer-in-community-support/>
2. This driver release adds a version-compatibility check that ensures the driver installs only on supported C•CURE versions.
3. This driver version has been validated for compatibility with Microsoft Entra ID using an Azure hosted SQL Server running Microsoft SQL Azure (RTM) 12.0.2000.8, dated November 4, 2025, © 2022 Microsoft Corporation.
4. ITv2 intrusion driver supports for cloud environment secured by Airwall zero-trust network policy.

### Overview

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The C•CURE 9000 ITv2 Integration provides an advanced integration with the DSC PowerSeries Neo and Pro Panels. You can monitor and configure Neo and Pro devices, hardware, and alarms from the C•CURE 9000 Monitoring Station and Administration Station.

### Features

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Major features supported by C•CURE 9000 ITv2 Integration are as follows:

- Supports DSC PowerSeries Neo and Pro Panels.
- Supports Filter Status Messages: Enables Events Buffer.
- Supports Maintenance Mode is used to limit information about an object displayed on the Monitoring Station.
- Supports Synchronization of the following objects from the panel:
  - Partition
  - Zones
  - Output
  - Virtual Zones
  - Users
- Supports Synchronization of the following objects to the panel:
  - Partition
  - Zones
  - Output
  - Virtual Zones
  - Users
- Supports Actions to control the Neo or Pro objects from C•CURE 9000:
  - Partition: Arm, Disarm, System Test
  - Zone: Bypass or Reset

- Output: Activate or Deactivate.
- Supports Creation and Application of Templates for the panel.
- Supports Alarm Filtering, Virtual Keypad, Audit, and Journal log.
- Supports Instant Scheduling of Events and Actions.
- Supports TLS 1.2 for security.
- Supports ITv2 driver installation on the MAS Server.
- Supports import of ITv2 User through the C•CURE Data Import feature, and it can be imported in either of the following three ways.
  - Manual only
  - Activated by event
  - Listening on data
- Supports ITv2 User and C•CURE Personnel PINs synchronization: To enforce matching PINs between C•CURE 9000 Personnel and ITv2 User. Also, for streamlining the ITv2 user management in C•CURE for efficiency and eliminating the need for users to remember two PINs.
- Supports new Context Menu option **User association with Personnel** under ITv2 Panel.
- Supports the functionality: **ITv2 User PIN Reset to 'AAAA' in ITv2 Panel** - After disabling the associated ITv2 Personnel, only User Code will be reset to AAAA (null) in ITv2 Panel.
 

**Note:** Disabling the Personnel only resets the linked ITv2 User PIN (Code) to "AAAA" (null), without affecting the attributes or partitions of the ITv2 User.
- The data label for the **Access Code** in ITv2 Panel editor is changed to **Master Code**.
- In ITv2 Panel Editor, an eye icon has been incorporated for fields like **Local Encryption Key, Remote Encryption Key, Installer Code, Master Code**, and in ITv2 User Editor for the **User Code** field. This facilitates password management and enhances user recall.
- Supports new **ITv2 User** tab under C•CURE Personnel, with this tab user can view the ITv2 Users associated to Personnel, also can view or update System Contact checkbox, the mapping of User Index and Username for the respective Panel Name and Panel Type.
- Users can use the C•CURE Journal to search for ITv2 User activity associated with a specific User Code or Personnel record within a specified time.
- Users can use the **Report** object from the **Data Views** pane to generate C•CURE report for Personnel and its mapped ITv2 Panels.
- Duplication of ITv2 user codes is not permitted for ITv2 User. If a duplicate code is entered and the configuration is saved, an error message will be displayed.

## Software Requirements

The C•CURE 9000 ITv2 Integration requires the following software:

- C•CURE 9000 Security and Event Management System: v3.10

## Qualified Hardware and Firmware

The C•CURE 9000 ITv2 Integration supports the following hardware and firmware:

**Table 1: Neo Versions Supported**

Hardware Version	Hardware Model	Firmware Version Supported
UA621 REV03	HS2016 / HS2032 / HS2064 / HS2128 / HS2128E	v01.12.01.13 / v01.14.01.10 / v1.20.01.31 / v1.21.01.01 / v01.30.01.08 / v01.30.01 / v1.31.01.01 / v1.35.01.07 / v1.37.01.12
UA601 Rev03	TL280 / TL280R / TL2803G	v04.11.04.31
UA628 Rev03	HS2LCD	v01.10.01.51 / v01.11.01.1 3 / v1.20.01.29 / v1.30.01.04 / v1.35.01.03
UA685 Rev01	TL280 / TL280R / TL2803G / TL280E / TL280RE	v5.00.04.27 / v05.20.01.29 / v05.02.04.0 3 / v5.03.04.04 / v5.41.04.01

**Table 2: Pro Versions Supported**

Hardware Version	Hardware Model	Firmware Version Supported
UA718Rev03	HS3128PCB / HS3248PCB	v1.30
UA628 Rev03	HS2LCD	v2.30

- Expansion Module: Output expander / Zone expander (HSM2108/HSM2208)
- Wireless Module: HSM2HOST / PG4984 / PG4945

## Installation Package Contents

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The table below lists the contents of the installation package:

**Table 3: Contents of installation**

File	Description
DSC_ITv2-6.10.485.485.exe	Installation program for the ITv2 Integration software
UG-CC9K-ITv2-v3-10-A1638371M2-B-en.pdf	ITv2 Integration for C•CURE 9000 v3.10 - User Guide
RN-CC9K-ITv2-v3-10-A163836L9C-B-en.pdf	ITv2 Integration for C•CURE 9000 v3.10 - Release Notes

## Supported Installation Types

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The ITv2 Integration for C•CURE 9000 supports the following installation types:

- Unified Standalone
- C•CURE 9000 Standalone
- Unified Enterprise
- C•CURE 9000 Enterprise

## Installation

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For installation instructions, refer to the *ITv2 Integration for C•CURE 9000 - User Guide*.

## Upgrading the ITv2 Integration

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Before upgrading the driver from v2.90 to v3.10 and v3.00 to v3.10, the below services must be stopped in the Server Configuration Application.

- CrossFire Framework Service
- CrossFire Server Component Framework Service

The 3.10 ITv2 driver supports the following upgrade scenarios:

- Upgrade from v2.90 to v3.10
- Upgrade from v3.00 to v3.10

To upgrade the ITv2 driver from a version earlier than v2.90 to v3.10, follow an incremental upgrade path to get to version 2.90.

You must upgrade the C•CURE installation before you upgrade the ITv2 Intrusion Integration. For example:

- If the current driver is a C•CURE v2.70 compatible driver, upgrade incrementally to a C•CURE v2.90 compatible driver, and then upgrade to a C•CURE v3.10 compatible driver to maintain data integrity.

- If the current driver is a C•CURE v2.80 compatible driver, upgrade incrementally to C•CURE v2.90 or v3.00 compatible driver, and then upgrade to a C•CURE v3.10 compatible driver to maintain data integrity.

**Caution**

- If you have made any changes in the configuration file: ITv2Configuration.xml, ensure that you back up the file before upgrading. The configuration file is located at Tyco\CrossFire\ServerComponents.
- If you upgrade C•CURE and reboot your system before you upgrade the ITv2 integration, the ITv2 driver is stopped. You must upgrade the ITv2 integration to a C•CURE v3.10 compatible driver before you can start the ITv2 driver.

**Follow the steps below to upgrade the ITv2 integration to v3.10:**

- 1 Use the Unified installer to upgrade to C•CURE 9000 v3.10.  
**Note:** Click **Later** on the prompt that appears after you upgrade C•CURE. Do not click **Reboot**.
- 2 Upgrade the ITv2 integration.
- 3 Reboot the machine.

**Note:** After an upgrade, if there are duplicate User Codes for multiple users, performing manual actions on these users will trigger an error message in the monitoring station. Consequently, it becomes necessary to update the User Code for the ITv2 User to resolve this issue.

**Scalability**

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This driver is qualified with the following panels:

- DSC PowerSeries Neo - 500 panels per server
- DSC PowerSeries Pro - 50 panels per server

**Note:** The DSC PowerSeries Pro Panel support 4 times the number of Partitions (Total of 8 Partitions in Neo versus 32 in Pro Series) and double the number of zones (Total of 128 Zones in Neo and up to 248 Zones in Pro Series). The performance numbers for the DSC PowerSeries Pro Panels are run with a fully loaded set of Zones and Partitions per Panel. The actual number of Panels which is possible to support at customer sites may depend on the capacity usage of the Partition Zone association per Panel.

ITv2 User Import using C•CURE Data Import feature has been qualified for below configuration.

**Table 4: ITv2 User Import - C•CURE Data Import configuration**

ITv2 User Import			
Total ITv2 User Import	No of Panels Tested	Partitions	Memory & Processor
6125	7 Panels	Combinations of 32, 8	32gb, 10 Processors

**Note:** While qualifying the above configuration, the time taken was 12 minutes, however this timeframe may vary based on individual system configurations.

**Language Support**

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This driver supports the English (US) language.

**Compatibility Matrix**

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The table below lists the Compatibility Matrix for the ITv2 integration.

**Table 5: Compatibility matrix**

C•CURE 9000 version 3.10	
Partner	DSC
Partner Product	PowerSeries Neo and Pro

Partner Product version	<ul style="list-style-type: none"> <li>• Hardware version: UA628 REV03, Keypad Model: HS2LCD, and Firmware version: v01.10.01.51, v01.11.01.13, v1.20.01.29, v1.30.01.04, v1.33.01.02, and v1.35.01.03</li> <li>• Hardware version: UA601 REV03, Communicator Model: TL280/TL280R/TL2803G, and Firmware version: v04.11.04.31</li> <li>• Hardware version: UA685 REV01, Communicator Model: TL280E/TL280RE, and Firmware version: v5.00.04.27, v05.02.04.03, v5.03.04.04, v5.40.04.07 and v5.41.04.01</li> <li>• Hardware version: UA621 REV03, DSC Neo Panel Model: HS2016, HS2032, HS2064, HS2128, HS2128 E, and Firmware version: v01.12.01.13, v01.14.01.10, v1.20.01.31, v1.21.01.01, v01.30.01.08, v1.31.01.01, v1.33.01.05, v1.35.01.07 and v1.37.01.12</li> <li>• Expansion Module: Output expander/Zone expander (HSM2108/HSM2208)</li> <li>• Wireless Module: HSM2HOST/PG4984/PG4945</li> <li>• Hardware version (Pro Panel): UA718 Rev03, Hardware Model: HS3128PCB / HS3248PCB, and Firmware version: v1.30</li> <li>• Hardware version (Pro Panel): UA628 Rev03, Hardware Model: HS2LCD, and Firmware version: v2.30</li> </ul>
Integration driver version	6.10.485.485
C•CURE 9000 License option	CC9000-Neo
Support C•CURE Cloud	Yes
Enterprise Certified	Yes
Redundancy Certified	<b>High Availability</b> only using <b>Stratus everRun Enterprise v7.9.2-324</b> in Standalone installation.
Disaster Recovery certified	<b>Disaster Recovery</b> was validated using <b>Stratus everRun Extend (Arcserve Continuity Suite) version 18.3.0.7033</b> , with testing conducted using the Virtual IP in Standalone installation.
Microsoft EntraID Tested	<b>Yes</b> This driver has been validated with an Azure-hosted SQL Server running version <i>Microsoft SQL Azure (RTM) - 12.0.2000.8</i> , dated November 4, 2025, © 2022 Microsoft Corporation.
Supported Server OS	All OS supported by C•CURE 9000 Server
Supported Client OS	All OS supported by C•CURE 9000 Client
Supported SQL	All SQL supported by C•CURE 9000 Server

## Known Issues and Limitations

This section describes the C•CURE 9000 ITv2 Integration known limitations.

- One panel can be associated with only one alarm filter.
- If you install the ITv2 Integration on remote clients, the Integration Setup dialogue box appears, and you may be prompted to select an Installation Option for Redundancy sever. Ignore this message and click **Next** to continue with installation. If you select the Redundancy server installation using supported third-party redundancy check box, provide the virtual server location, and then click **Next**; this selection is ignored and there is no functional impact.
- The ITv2 Integration with C•CURE 2.40 onwards does not support EMC AutoStart or RepliStor products due to their End-Of-Life status.
- Migration of a standalone machine with ITv2 Driver to SAS is not supported.

- Apply template feature will not be successful, until the panel capabilities (like number of zones/partition/output/user) are extracted from the panel.
  - **Workaround:** Synchronization from Panel before applying template.
- ITv2 driver stop will not be successful, if the synchronization/configuration read of more than 200 panels are in progress.
  - **Workaround:** Restart the driver and there will be no impact on the functional.
- Duress Code Attribute (DCA) write to the panel will not be successful if Duress Code option is not enabled in panel programming.
  - **Workaround:** Enable Duress Code option in Panel programming. Refer to the Panel User manual.
- Bulk Output activate will not be successful if the Partition Assignment tab output is not proper.
  - **Workaround:** Assign output to the enable partition.
- Zones removal from partition are not getting reflected in the Partition-Zone Assignment tab on partition editor.
  - **Workaround:** After Zone removal, sync from panel to be performed to reflect the exact configuration of the panel.
- Master User modification is not allowed through the integration.
- Panel access code length and C•CURE PIN length requires to be same to read and write the user information.
- During Status synchronization of 500 Neo panels, first batch synchronization takes fifty percent of the complete sync process time.
- When trying for 500 Neo panels to bring online, panels start loading online gradually instead of being loaded immediately.
- Output labels write to the panel is not supported.
- When Partition status is changed to **Arm**, the status image is not getting updated in C•CURE **Monitoring Station**.
- The following limitations apply if you have multiple intrusion integrations installed on your system. For example, Neo, DMP, Galaxy, Sur-Gard, or Bosch.
  - When you uninstall an intrusion integration, if you select the **Database Drop** option, it causes the other intrusion integrations to malfunction.
  - If you plan to upgrade an integration, ensure that you upgrade all integrations on your system. If any of the Integrations is not upgraded, then it may lead to malfunctioning of other integration services or CF services
- In virtual keypad partitions are not sorted in alphabetical order.
- While assigning **Personnel** to ITv2 Panel's user (under ITv2 Panel-->User tab), if you click the browse button then the **Personnel** from all the C•CURE **Partitions** (including **Default Partition**) gets listed and, also are allowed to assign.
  - **Workaround:** It is recommended to select the **Personnel** belonging to C•CURE **Partition** same as of ITv2 Panel's Partition.
- This version of driver has fixes for C•CURE **Partition** assignment issue for ITv2 Objects. Hence after upgrading to this version of driver perform the **Sync from Panel** on ITv2 Panel, so that all objects have correct C•CURE Partitions assigned to them.
- After upgrading from previous versions to this version of driver, if ITv2 Panel needs to be moved from one C•CURE **Partition** to another then perform the **Sync from Panel** on ITv2 Panel before moving the ITv2 Panel, so that all objects have correct C•CURE Partitions assigned to them.
- When upgrade is performed from C•CURE v2.90/v3.0 with multiple Integrations and post C•CURE v3.10 upgrade, then upgrade of all Integrations is mandatory. If any of the Integrations is not upgraded, then it may lead to malfunctioning of other integration services or CF services. User must perform the upgrade of all the integrations.
- The following list of Alarm Filter categories were not tested in the Alarm Filter functionality due to lack of information on simulating the Alarm/Event notifications:
  - Receiver Events
  - Wireless Device Events
  - Alternate Communicator
  - Maintenance OpenClose Events

- Fire Alarm
- For Data Import of ITv2 User Import: This version of the release only supports the **Add only; do not match records** option for the **Default Import Mode** field.

## Defects Fixed

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No defects fixed in this version of the software.

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