Software House

Schindler Elevator Integration for C•CURE 9000 Version 3.10 Release Notes

Date: August 2025
Document number: A163836L9G-A

This release note provides important information about the installation of the C•CURE 9000 Schindler Elevator 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 Schindler Elevator Integration
- Integration software version: 6.10.40.40

NOTE: This version is compatible with C•CURE 9000 version 3.10.

Overview

The Schindler Elevator System integration with C•CURE 9000 supports Synchronization of Personnel data created in C•CURE 9000, Unrestricted Zone matrix (Building Level Floor Access), Zone matrix (User level floor access), and Reports actual activity of Elevator Passenger. The Schindler Elevator System integration also transfers Personnel data when a person swipes the card at any Software House reader, checks if this person belongs to any call type group and sends appropriate command to Schindler system.

Features

The Schindler Elevator System integration with the C•CURE 9000 offers the following features:
- Supports Synchronization of Personnel data created in C•CURE 9000.
  Note: After the changes are made in card formats, Synchronization of Personnel is mandatory.
- Supports a maximum of 64 Company Names.
  Note: Partitions in C•CURE 9000 are mapped to Company Names in Schindler.
- Supports the following Call Types:
  - Call by ID
  - Call by Profile
  - Direct Call
- Supports mapping of the Personnel Group to the Call Types.
- Displays the elevator activity of Personnel in the Journal Log.
- Supports the C•CURE 9000 event configuration based on elevator communication status.
- Supports Remote Monitoring using the C•CURE 9000 Monitoring Station.
- Trigger configurations used to activate C•CURE 9000 events are based on Schindler server communication status.
- Supports the 16-digit decimal card format IIFFFFCCCCCCCCCC and CCCCCCCCCCCCCCCC.
- Supports Pure and Generic Weigand card format up to 64-bit.
  Note: Validated the card formats of 26-bit, 34-bit JCI, 35-bit, 37-bit, and 48-bit on test environment. Also validated additional following card formats for this version of release.
  - Card format 34-bit with the option **Must Always use Reverse Swipe** for Pure Weigand & Generic Weigand
  - Card format 64-bit with the option **Read as Normal Swipe** (Pure Weigand)
  - Card format 64-bit Card Only with the option **Read as Normal Swipe** (Pure Weigand)
- Supports Zone matrix (User level floor access).
- Supports Unrestricted Zone Matrix (Building level floor access).
- Supports reporting of actual activity of Elevator Passenger.
- Supports Configurable Time Delay parameter for unrestricted Zone Matrix Packet Dispatch.
- Supports fresh Installation/Uninstallation.
- Supports Zone Floor mapping using Port Lookup.
- Added support for card number feature usage during synchronization and card numbers having future activation dates.

Johnson Controls

- Supports Emergency Recall (on/off) including manual action support.
- Supports Personnel Additional Fields.
- Supports Personnel Synchronization Options.
- Supports TLS 1.2 for security.
- Supports Bank Name, Company Name and Floor transition details in Live reporting Journaling and Monitoring Station.
  Note: Company Name mapped to the following fields are supported.
    - Personnel Custom Text field
    - Partition Name field
    - Personnel Type field
- Supports the following **Personnel Additional Fields** in Schindler Elevator System-Credential tab:
    - Company Name
    - Home Floor
- Supports card format with the Reverse Swipe (Pure Weigand & Generic Weigand).

Note: For new protocol: Zone range is disabled, and you must add data in port look up for the data to appear in Unrestricted Landing matrix and Zone matrix.
For old protocol: Port Lookup tab is not applicable.
For more information refer to C•CURE 9000 v3.10 User Manual – Chapter 3 - Schindler Elevator System Configuration (PORT lookup Tab).

Software Requirements

The C•CURE 9000 Schindler Elevator System Integration product requires the following software:
- C•CURE 9000 Security and Event Management System: v3.10
- This version of driver is validated on the following Port Technology Simulator versions:
    - 1.2.365.1/1.3.365.1
    - 1.2.364.1/1.3.364.1

The following documents were used to implement the Schindler Port Technology:
- J41900402 (rev Ae4) for turnstiles
- J41900401 (rev Ae3) for elevators
- Third-PartyLiveReportingInterface-111115-1656-78

Contents of the Installation Package

The following table lists the contents of the Schindler Elevator Integration installation package:

Table 1: Installation Package

File	Description
Schindler_Integration.exe	Installation program for the Schindler Elevator System Integration software
UG-CC9K-Schndlr-v3-10-A1638371M7-Aen.pdf	C•CURE 9000 Schindler Elevator System Integration Guide
RN-CC9K-Schndlr-v3-10-A163836L9G-A-en.pdf	Release Notes for C•CURE 9000 Schindler Elevator Integration

Supported Installation Types

The C•CURE 9000 Schindler Elevator Integration supports the following installation types:
- C•CURE 9000 Standalone
- C•CURE 9000 Enterprise

Installation

For information about installation, see the *C•CURE 9000 Schindler Elevator System Integration Guide*.
.

Upgrading the Schindler Elevator Integration

Caution:
If you have made any changes in the configuration file - SchindlerElevatorDriverService.exe, ensure that you back up the file before upgrading. The configuration file is located at:

- **.../Tyco/CrossFire/ServerComponents** (if C•CURE is upgraded from previous version)
- **.../JCI/CrossFire/ServerComponents** (if C•CURE is freshly installed in 3.10)

The 3.10 Schindler driver supports the following upgrade scenarios:

- Upgrade from 2.90 to 3.10
- Upgrade from 3.00 to 3.10

To upgrade the Schindler Integration to v3.10, complete the following procedure:

1. Use the Unified installer to upgrade to C•CURE 9000 v3.10.
2. Click **Later** on the prompt that appears after you upgrade C•CURE. Do not click **Reboot**.
3. Upgrade the Schindler Integration.
4. Reboot the machine.

Caution:
When you upgrade C•CURE, if you reboot the machine before you upgrade the Schindler Integration, then the previous Schindler Integration remains active. Before you can upgrade the Schindler Integration, you must complete the following steps:

1. Open the Task Manager.
2. Right-click **Schindler Elevator Driver Service.exe** and select **End Task**.

Scalability

This driver is qualified with x1 elevator system per server and is qualified for 30,000 personnel.
Note: Synchronizing 30,000 personnel takes approximately 100 minutes on simulator. Test was performed on a system with the following specifications: 32 GB memory and 40 cores.

Language Support

This driver supports the English (US) language.

Compatibility Matrix

The following table lists the Compatibility Matrix of the Schindler Elevator Integration:

Table 2: Compatibility Matrix

C•CURE 9000 Version 3.10	
Partner	Schindler
Partner Product	Schindler
Partner Product version	Schindler Port Technology
Integration driver version	6.10.40.40
C•CURE 9000 License option	CC9000- SCHIND(SM/MD/LG)
Enterprise Certified	Yes
Redundancy Certified	**High Availability** only using **Stratus everRun Enterprise v7.9.2-324** in Standalone installation.
Disaster Recovery certified	**Disaster Recovery** was validated using **Stratus everRun Extend (Arcserve Continuity Suite)**

	version 18.3.0.7033, with testing conducted using the alias name in Standalone installation.
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 Schindler Elevator known limitations.

- Turnaround time for each Call Type dispatch depends on response time of PORT technology. This can potentially lead to delayed responses if there are multiple call type requests.
- Synchronization of 30000 Personnel records takes approximately 100 minutes on simulator.
- Any modifications in the Profile Name Tab are not captured in the Audit Logs.
- If you install the Schindler Elevator 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 sever 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.
- This version of the driver does not support redundancy solution.
- During the resynchronization of the Schindler Driver, window displays to choose the file path. This is an intermittent issue.
  - o **Workaround**: Choose the Schindler installer and resync process will proceed.
- The following scenario does not work for upgrade but works for fresh installation:
  - o If the schedule assigned to Zone Matrix and Unrestricted Zone Matrix is deleted, then no error message is displayed even though schedule is mandatory for Zone Matrix. Also, a deleted schedule is still displayed in Edit window.
- The values for card formats are picked up from the Personnel and not from the Card Formats field.
- Landing Matrix data will be empty for Unrestricted zone Matrix and Restricted Zone Matrix if port look-up data is not filled for the New Protocol.
- Perform synchronization of 1 elevator system at a time.
- When updating from the Old Protocol to the New Protocol, and vice-versa, Unrestricted Landing Matrix and Restricted Zone Matrix should be reconfigured and saved.
- Emergency Recall (On/Off), text must match with text entered in the Port Technology System to ensure the system works correctly.
- Do not stop and start the driver in quick succession as this can cause unexpected behaviour.
- On the PORT look up tab, if the Zone number is updated and Elevator System is saved, the Clearance Landing matrix and Unrestricted Landing matrix must be reconfigured.
- If any row is added or deleted on the PORT look up tab, the Clearance Landing matrix and Unrestricted Landing matrix may need to be reconfigured.
  NOTE: Sync personnel before creating Clearance Landing matrix.
- Personnel must be resynced if the data in the Elevator System GUI is changed.
- If protocol is changed from New to Old, zone range is reset to 0 and must be reconfigured.
- Triggers for Call Type Port will not work as expected after upgrading due to redundant port types being added.
- Landing Matrix is dispatched even if Personnel is not synced and has clearance mapped to the Elevator System Profile.
- When personnel are created the Landing Matrix is dispatched multiple times for those users.
- Landing Matrix is dispatched for Expired user.
- Landing Matrix is dispatched for users with no credentials.
- Deployment of combination of ES integrations (OTIS, ThyssenKrupp, KONE and Schindler) on the same C•CURE 9000 system is not supported.

- After the successful resynchronization of Schindler Driver, restart option provided does not work.
    - **Workaround**: Restart the system from the Windows Start menu.
- When upgrade is performed from C•CURE v2.9/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. Users must perform the upgrade of all the integrations.

Note: Cloud support is not qualified in the current release.

Defects Fixed

No defects fixed in this version of the software.

Copyright Notice