

# C•CURE 9000 v3.10 / v3.10.1 – iSTAR Personnel Record Download Issues When SSO Is Enabled

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## Overview

We are aware of an issue in **C•CURE 9000 v3.10 and v3.10.1** where **personnel record downloads to iSTAR controllers may intermittently fail** when **Single Sign-On (SSO)** is enabled.

## Affected Products

- C•CURE 9000 v3.10
- C•CURE 9000 v3.10.1
- All iSTAR Controllers

## Issue Details

- Personnel record downloads to iSTAR controllers may not complete successfully when SSO is enabled
- The issue may occur intermittently and may recur over time
- User authentication and access to C•CURE applications via SSO continue to function normally

## Impact

- Personnel record downloads to iSTAR controllers may be unreliable while SSO is enabled
- Slow, Fast, and Incremental downloads are affected

### There is no impact to:

- User login via SSO
- General iSTAR controller operation
- Other integrations, including Victor Web Service integrations

## Resolution

This issue has been resolved in the following releases:

- **C•CURE 9000 v3.10 CU01**
- **C•CURE 9000 v3.10.1 CU01**

Customers experiencing this issue are advised to upgrade to the appropriate cumulative update.

## Temporary Workarounds

If an upgrade cannot be performed immediately:

- Restarting the iSTAR driver may temporarily restore personnel record download functionality

## Important Notes

- This workaround is temporary and not recommended as a long-term solution
- The issue may recur and require repeated driver restarts
- Disabling SSO fully restores functionality but may not be acceptable in all environments

## Tracking Reference

- Bug ID: **CCUREIQ-109974**