Software House

C•CURE 9000
Schindler Elevator Integration
User Guide

Johnson Controls

Table of Contents

Preface

The *C•CURE 9000 Schindler Elevator System Integration Guide* is for new and experienced security system users who want to learn to use this product for the C•CURE 9000 Security Management System.

In this preface

Finding More Information

Software House Support Portal

The Software House Support Portal provides software downloads, knowledge-based articles, technical documents, and tips to install and use Software House products. Qualified integrators can register to access the Software House Support Portal at: https://support.swhouse.com/#/register. The email address that you use to register to the portal must be the same one you used for the certification course. If the request is approved, logon credentials are emailed 24 to 48 hours after the request is received.

User guides

User guides are available on the Software House website and on the Software House Support Portal.

■ On the Software House website, navigate to the C•CURE 9000 section, and click the Documents tab. You must sign in to access the full range of documentation: https://www.swhouse.com/Products/software_CCURE9000/

■ On the Software House Support Portal, log on, and then navigate to the C•CURE 9000 documentation section: https://support.swhouse.com/#/product/c-cure-9000/documentation

NOTE:

Download user guides to C•CURE 9000 server machines, client machines, or both, where required.

Software downloads

Updated software is available on the Downloads page of the Software House Support Portal:

https://support.swhouse.com/#/software-downloads

NOTE:

To access software downloads, you must log on to the Software House Support Portal.

Online Help

You can access C•CURE 9000 Help by pressing F1 or selecting Help from the menu bar in the Administration/Monitoring Station applications.

Conventions

This manual uses the following text formats and symbols.

Convention	Meaning
Bold	This font indicates screen elements, and also indicates when you should take a direct action in a procedure. Bold font describes one of the following items: • A command or character to type, or • A button or option on the screen to press, or • A key on the keyboard to press • A screen element or name
blue color text	Indicates a hyperlink to a URL, or a cross-reference to a figure, table, or section in this guide.
Regular italic font	Indicates a new term.
<text>	Indicates a variable.

The following items are used to indicate important information.

NOTE	Indicates a note. Notes call attention to any item of information that may be of special importance.

TIP	Indicates an alternate method of performing a task.

	Indicates a caution. A caution contains information essential to avoid damage to the system. A caution can pertain to hardware or software.

	Indicates a warning. A warning contains information that advises users that failure to avoid a specific action could result in physical harm to the user or to the hardware.

	Indicates a danger. A danger contains information that users must know to avoid death or serious injury.

Software House Customer Support Center

Telephone Technical Support

During the period of the Agreement, the following guidelines apply:

- Software House accepts service calls **only** from employees of the Systems Integrator of Record for the installation associated with the support inquiry.

Before Calling

Ensure that you:

- Are the Dealer of record for this account.
- Are certified by Software House for this product.
- Have a valid license and current Software Support Agreement (SSA) for the system.
- Have your system serial number available.
- Have your certification number available.

Hours	Normal Support Hours	Monday through Friday, 8:00 a.m. to 8:00 p.m., EST. Except holidays.
	Emergency Support Hours	24 hours/day, seven days a week, 365 days/year. Requires Enhanced SSA "7 x 24" Standby Telephone Support (emergency) provided to Certified Technicians. For all other customers, billable on time and materials basis. Minimum charges apply - See MSRP.

Note: For telephone support contact numbers for all regions, refer to either of the following pages:

- On the Software House website, go to https://www.swhouse.com/Support/Contact_Technical_Support
- On the Software House Support Portal, go to https://support.swhouse.com/#/contact

Introduction

This chapter describes the Schindler Elevator System integration with C•CURE 9000.

In this chapter:

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 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 the 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 Fresh Installation\Uninstallation.

■ Supports Zone floor mapping.

■ Support for card number inclusion during synchronization with card numbers having future activation dates.

■ Support for redundant Live reporting and Call Type ports.

■ Supports Emergency Recall (on/off) with 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).

Architecture

The architecture of the Schindler Elevator Integration shows how the C•CURE 9000 security system interacts with the Schindler PORT technology.

Figure 1: C•CURE 9000 Schindler Elevator Integration Architecture

2
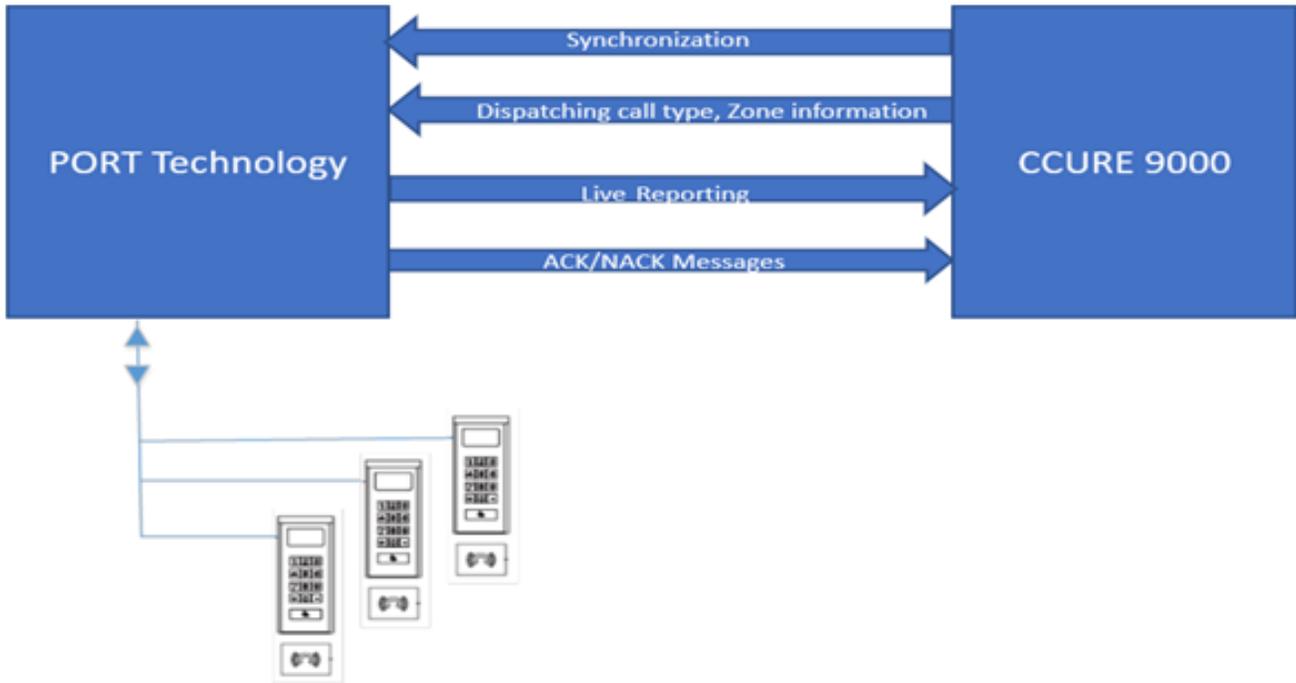
Installation

This chapter provides the pre-installation requirements, the Schindler Elevator integration procedure, and the uninstallation steps.

In this chapter

Installation Overview

The C•CURE 9000 software must be installed before the Schindler Elevator integration software is installed. For information on installing C•CURE 9000, see the *C•CURE 9000 Installation and Upgrade Guide*.

Similar to the C•CURE 9000 system, the Schindler Elevator Integration has client and server components. You must install the client components on every computer that runs C•CURE 9000 client applications, and you must install the server components on the C•CURE 9000 server computer. The Schindler Elevator Integration has the same hardware, software, and disk space requirements as C•CURE 9000; if the target computer meets the requirements for the C•CURE 9000, then it meets the Schindler Elevator Integration requirements.

The installation wizard prompts you to install the Schindler Elevator Integration software. You must perform the basic installation process on each computer in your C•CURE 9000 security system. Be sure to close all C•CURE 9000 and virus--checking applications on client workstations before performing the installation.

Table 1 on Page 16 provides an overview of the steps to install and register the Schindler Elevator System on each computer in your C•CURE 9000 security system.

Table 1: Installation Tasks Overview

Task	See…
1. Install C•CURE 9000, if not already installed.	*C•CURE 9000 Installation and Upgrade Guide*
2. Close any open applications and disable virus-checking software.	
3. Perform the Pre-installation steps.	Before You Begin on Page 17
4. Install the Schindler Elevator System Integration software.	Installation on Page 18
5. Verify the license for the Schindler Elevator System integration software by running the License program on your server.	*C•CURE 9000 Installation and Upgrade Guide*
6. Start the C•CURE 9000 server services and the Schindler Elevator Driver Service.	Starting the Server Services on Page 23

Table 2 on Page 16 provides the installation information on a MAS (Master Application Server) and SAS (Satellite Application Server) environment.

Table 2: Installation on a MAS/SAS

Installation on a ….	Installs…
MAS (Master Application Server)	Nothing is installed. Installation on a MAS is not supported.
MAS remote client and any other client systems	• Only the Schindler Elevator System client objects are installed. • No server or database objects are installed.
SAS (Satellite Application Server)	All Schindler Elevator System components and the database are installed.
SAS remote client and any other client system	• Only the Schindler Elevator System client objects are installed. • No server or database objects are installed.

Before You Begin

Ensure the following before installation:

■ If you are installing Schindler Elevator System Integration on a corporate network, be sure to coordinate with your corporate network administrator.

■ You must have the appropriate Window's permissions. You must be in the local Administrators group, or have equivalent privileges. See the Microsoft Operating System documentation or your system administrator for more information.

NOTE You can stop the CrossFire services manually or during installation, however it is recommended to stop the CrossFire services before initiating the installation of Schindler Elevator System Integration.

Installation

You can install the C•CURE 9000 Schindler Elevator Integration on a local computer or a shared drive over a network.

Downloading the Schindler Elevator Integration

Downloading the Schindler Elevator Integration

1. Log into the Server or Client with Administration privileges.

2. Navigate to www.support.swhouse.com.

3. Select **Integrations** and then select **Software Download**.

4. Download the Schindler Integration software to a folder on your computer.

Running the Setup Program

Running the Installation Program

NOTE Before installing the Schindler Elevator Integration, follow the below steps:

1. Close the C•CURE 9000 Administration Station and Monitoring Station.

2. Open the C•CURE 9000 Server Configuration Application and stop the following server services:

   - CrossFire Framework Service
   - CrossFire Server Component Framework Service

3. Close the C•CURE 9000 Server Configuration Application.

1. Navigate to the folder where you have downloaded the Schindler integration software.

2. Extract the Schindler integration files from the zip file that you have downloaded to a directory.

3. Navigate to the directory **Elevator_Schindler_3.10.xx.x_SWH**.

4. Select **Schindler_Integration.exe** .

   The **Schindler Integration Setup** dialog box appears.

Figure 2: Schindler Integration Setup Dialog Box
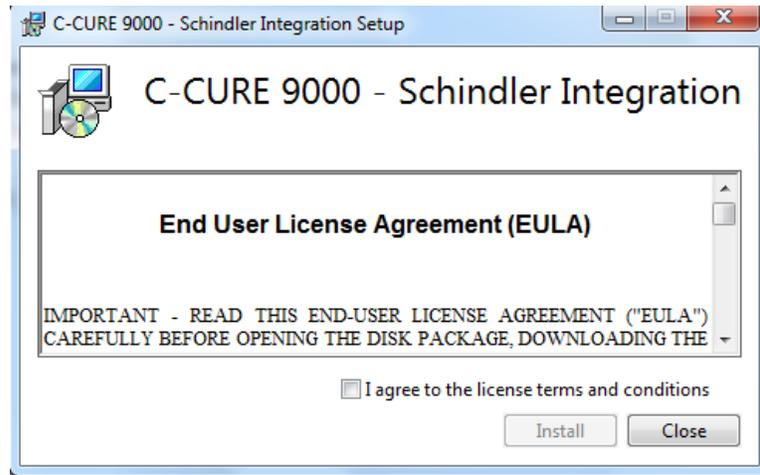
5. Select the **I agree to the license terms and conditions** check box, and then select **Install.**

The **Tyco CrossFire Service Alert** dialog box displays.
The **Tyco CrossFire Service Alert** dialog box appears only for server installations running CrossFire service.

Figure 3: Tyco CrossFire Service Alert
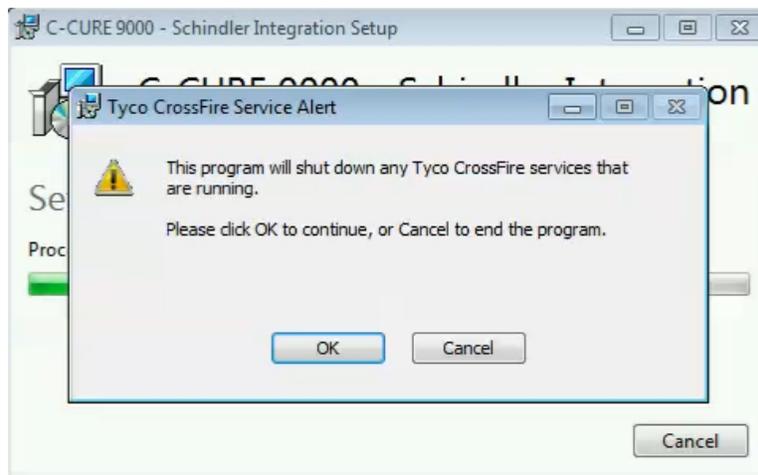
6. Select **OK** to continue with the installation.
The **Schindler Integration Setup Wizard** displays.

Figure 4: Schindler Integration Setup
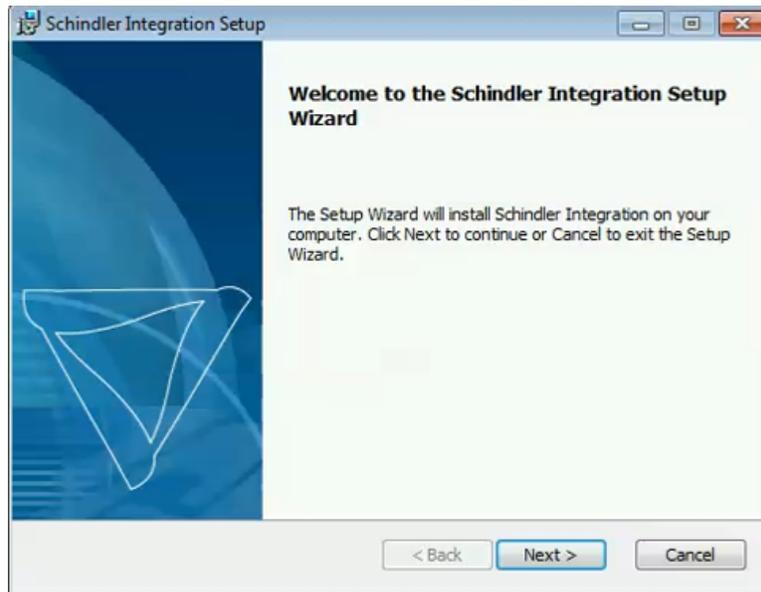
7. Select **Next** to install the Schindler Integration.

    The **Installation Options** dialog box displays.

Figure 5: Installation Options
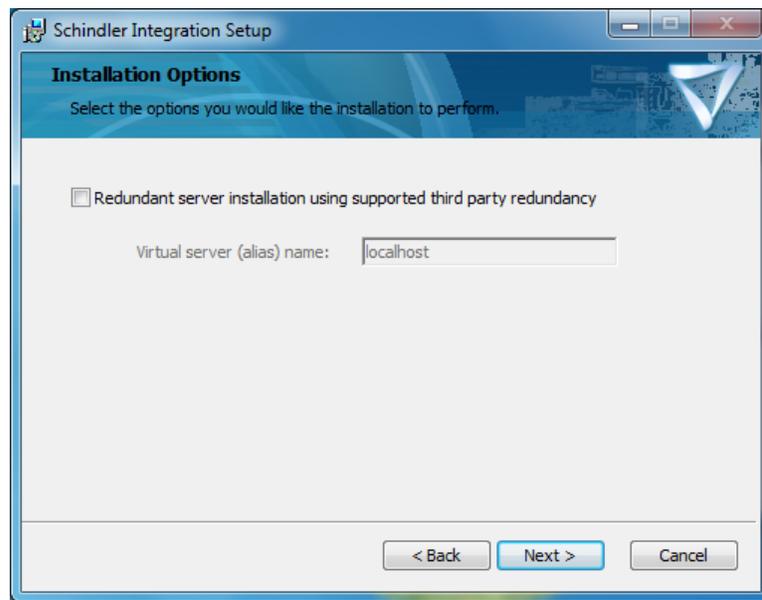
8. If you choose to enable the driver for redundancy, select the **Redundant server installation using supported third party redundancy** check box and enter the Virtual sever (alias) name.

9. Select **Next** to install the Schindler Integration.

    The **Ready to Install Schindler Integration** dialog box displays.

Figure 6: Ready to Install
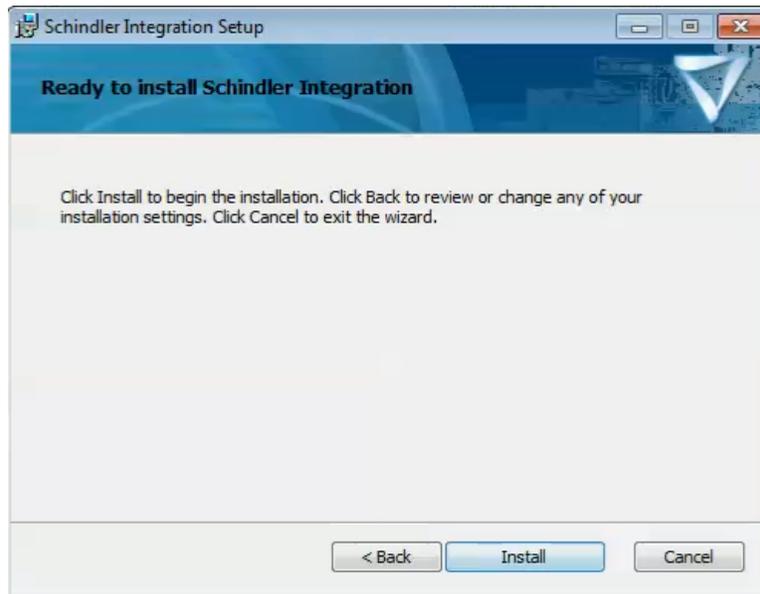
10. Select **Install** to start the installation or select **Back** to modify the installation settings.

     After a few minutes, the **Completed the Schindler Integration Setup Wizard** dialog box displays.

Figure 7: Completed the Schindler Integration Setup Wizard
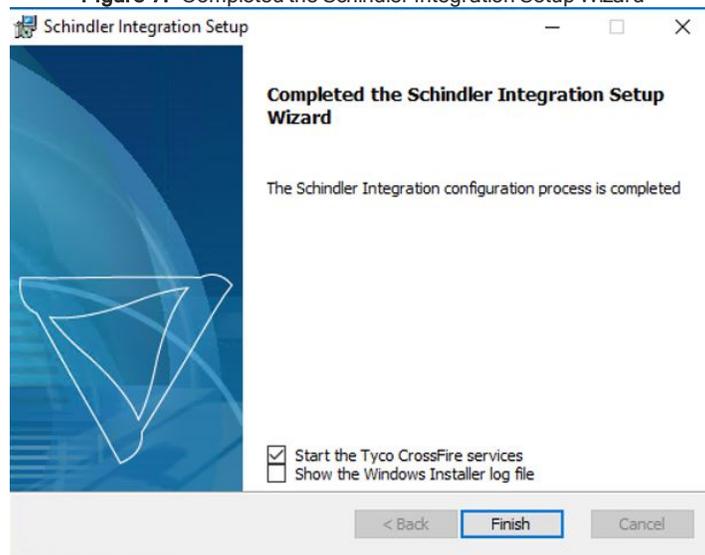
NOTE   Check-box **Start the Tyco CrossFire services** is selected by default. If this check-box is not selected, then the CrossFire services will not start automatically.

11. Select **Finish** to exit the Setup Wizard.

     The **Setup Successful** dialog box displays.

Figure 8: Setup Successful dialog box
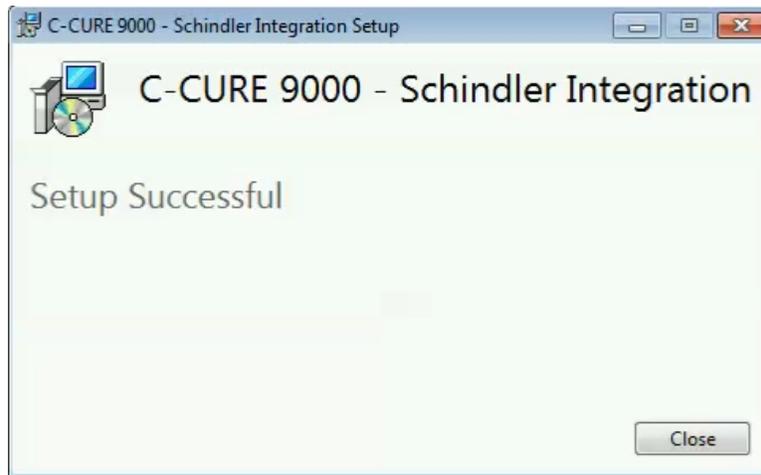
12. Select **Close**.

> **NOTE**
>
> For the redundant environment, if you have not provided the Virtual sever (alias) name during installation or want to modify the Virtual sever (alias) name after installation, do the following (It is recommended to take a back up copy of the config file before you edit):
>
> 1. Go to the folder **.../Tyco/CrossFire/ServerComponents** (if C•CURE is upgraded from previous version), else go to the folder **.../JCI/CrossFire/ServerComponents** (if C•CURE is freshly installed in 3.10).
>
> 2. Open the **TSP.Enterprise.Elevator.Schindler.Server.SchindlerDriverService.exe.config** file.
>
> 3. Scroll down to the client section and change the **localhost** in all the endpoints to the required Virtual sever (alias) name except for the endpoint name="TraceViewerURI".

Starting the Server Services

Before you can configure Schindler Elevator integration object, the CrossFire Framework Service, CrossFire Server Component Framework Service, and the Schindler Elevator Driver Integration Service must be running.

Starting the Server Services

1. From the Start Menu, select **Start>All Programs>Software House>C•CURE 9000>Server Configuration**. The Server Configuration Application opens.

2. Select the **Services** tab.

3. If the Status is displayed as "Stopped" for the **CrossFire Framework Service** under Framework Services, select **Start**.

4. If the Status is displayed as "Stopped" for the **CrossFire Server Component Framework Service** under Framework Services, select **Start**.

5. After the CrossFire Framework Service and CrossFire Server Component Service displays a status of "**Running**", select the **Server Components** tab.

6. If the Status is displayed as "Stopped" for the **Schindler Driver Service** in Extension Services, select in the **Enabled** check box and then select **Start**.

7. When the status of the Schindler Driver Service changes to **Running** you can use the Schindler Elevator System Integration software.

Schindler Configuration File

This section describes different parameters and their meaning that can be changed in the Schindler Elevator Configuration File.

NOTE	Changes to the configuration file requires a driver restart.

The driver installation configuration file, **TSP.Enterprise.Elevator.Schindler.Server.SchindlerDriverService.exe.Config**, is installed at the following locations:

- **.../Tyco/CrossFire/ServerComponents** (if C•CURE is upgraded from previous version).
- **.../JCI/CrossFire/ServerComponents** (if C•CURE is freshly installed in 3.10).
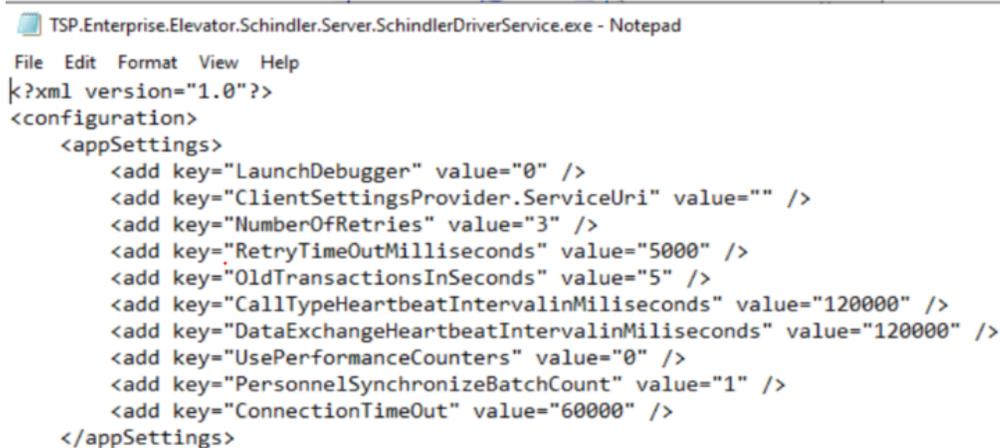
```
TSP.Enterprise.Elevator.Schindler.Server.SchindlerDriverService.exe - Notepad

File  Edit  Format  View  Help
<?xml version="1.0"?>
<configuration>
    <appSettings>
        <add key="LaunchDebugger" value="0" />
        <add key="ClientSettingsProvider.ServiceUri" value="" />
        <add key="NumberOfRetries" value="3" />
        <add key="RetryTimeOutMilliseconds" value="5000" />
        <add key="OldTransactionsInSeconds" value="5" />
        <add key="CallTypeHeartbeatIntervalinMiliseconds" value="120000" />
        <add key="DataExchangeHeartbeatIntervalinMiliseconds" value="120000" />
        <add key="UsePerformanceCounters" value="0" />
        <add key="PersonnelSynchronizeBatchCount" value="1" />
        <add key="ConnectionTimeOut" value="60000" />
    </appSettings>
</configuration>
```

PersonnelSynchronizeBatchCount

This is the number of Schindler Elevator Systems that can synchronize at a time. Recommended value is 1.

RetryTimeOutMilliseconds

This parameter sets the timer for any command Retry Time Out.

OldTransactionsInSeconds

This is the time taken by the Schindler Elevator for processing the card swipe message.

CallTypeHeartbeatIntervalinMiliseconds

This is the time interval for Call Type Heartbeat.

DataExchangeHeartbeatIntervalinMiliseconds

This is the time interval for Data Exchange Heartbeat.

UsePerformanceCounters

This parameter enables the performance counters for processing of card swipe messages.

ConnectionTimeOut

This is the time span of each connection before dropping.

Uninstalling the Schindler Elevator Integration

The Uninstall removes all software components that were installed on the computer by the Schindler Elevator integration installation. Once the uninstall process completes, the computer will be in "clean" state.

This section describes how to uninstall the Schindler Elevator System integration from the Server computer and Client computers of your security system. For additional operating systems, refer to your Microsoft Windows documentation for instructions to access the Add and Remove programs.

> Uninstalling this integration does not automatically remove objects that were configured in C•CURE 9000. Before you proceed with this uninstall, you must manually remove the objects from C•CURE 9000 to avoid potential issues with functions.

> Be advised that the Schindler Elevator integration will shut down and restart the Server Services. Therefore, the Schindler Elevator integration uninstall should be planned accordingly.

Uninstalling the Schindler Elevator System Integration

1. Close the C•CURE 9000 Administration Workstation and the Monitoring Station.

2. Open the C•CURE 9000 Server Configuration Application, and stop the following server services:

   - CrossFire Framework Service
   - CrossFire Server Component Framework Service
   - Schindler Driver Service

3. Close the C•CURE 9000 Server Configuration Application.

4. Close the C•CURE 9000 Administration Workstation, the Monitoring Station and the C•CURE 9000 Server Configuration Application.

5. From the Windows Start menu, select **Control Panel> Programs and Features**.

6. Right-click the **C•CURE 9000 - Schindler Elevator Integration** and select **Uninstall**.

   The Modify Setup dialog box opens.

7. Select **Uninstall**. The Drop Database dialog box opens.

8. Select **Yes** to delete the **Schindler Integration database tables** and select **No** to retain the **Schindler Integration database tables**.

9. The **Setup Successful** dialog box appears. Click **Close** to exit the uninstall program.

3

Cloud Connectivity and Support

This chapter explains about requirements and setup guidelines for preparing, configuring Airwall hardware, overlay, and underlay Networks.

In this chapter

Cloud connectivity and support for Schindler elevator driver

Schindler elevator driver supports in cloud environment secured by Airwall zero-trust network policy.

Environment prerequisites

1. **Preprovisioned Airwall hardware in conductor**

    All Airwall devices must be preprovisioned and visible in the Airwall Conductor before deployment. This ensures that each device is correctly registered and ready for secure communication within the zero-trust network.

2. **Overlay and underlay networks**

    Your environment must include properly configured underlay and overlay networks that support Airwall hardware and all required C•CURE field devices, such as iSTAR controllers and elevator hardware.

    • **Underlay network:** Provides the base connectivity within your WAN.

    • **Overlay network**: Establishes a secure, encrypted communication path between on- premises devices and the C•CURE cloud environment.

Airwall provisioning

In an Airwall secured zero-trust environment, communication between the C•CURE cloud machine and field devices (elevator hardware, iSTAR controllers, etc.) requires that all Airwall hardware be properly preprovisioned and configured in conductor by the Professional Services team.

Overlay & underlay network setup

Successful provisioning of Airwall hardware in conductor requires an appropriate underlay network within your WAN. This forms the foundational routing and IP reachability required for Airwall devices to come online.

After device provisioning, you must use the overlay network to establish secure communication between the cloud and on-premise devices. This overlay network enables encrypted, policy controlled traffic flow between all hardware and cloud applications.

Schindler environment for cloud support

The Schindler setup for cloud environments can follow the same principles as the on-premises Schindler deployment. However, it is strongly recommended to implement the overlay and underlay network configuration as directed by the Professional Services team. For detailed guidance on network architecture and configuration, refer to the relevant C•CURE documentation.

During cloud validation testing, the Schindler system demonstrated the ability to process and synchronize Personnel records at an average rate of one record every 0.45 seconds. This performance was measured during bulk synchronization activities over an Airwall-secured network.

Actual synchronization times may vary depending on factors such as network latency, routing conditions, and the specific Airwall configuration between the Schindler ES and the cloud server. Such variability is intrinsic to cloud-based architectures and should be taken into account during system planning and ongoing operations.

Guidance and support (for Airwall provisioning and network configuration)

For Airwall provisioning enquiries, including device onboarding, Conductor configuration, Zero-Trust setup, and underlay or overlay network design, contact the **Professional Services or Support teams**. These teams ensure that all Airwall components and network layers are implemented securely and according to best practices, enabling reliable communication between cloud services and on-premises field hardware.

4

Schindler Elevator System Configuration

This chapter explains how to use the Schindler Elevator Editor to configure Schindler Elevator objects in C•CURE 9000.

In this chapter:

Configuration Sequence Overview

This section provides the configuration sequences and where to find the configuration information.

Table 3: Schindler Elevator System Configuration Sequence

Order of Tasks	See…
1. Create a Schindler Elevator System.	Schindler Elevator System Editor Dialog Box General tab. Schindler Elevator System Editor Dialog Box on Page 50.

2. View the status of the Schindler Elevator System.	Perform one of the following:
	• C•CURE 9000 Monitoring Station Activity Viewer.
	  C•CURE 9000 Monitoring Station Activity Viewer on Page 114.
	• Schindler Elevator System Editor Dialog Box Status Tab.
	  Status Tab on Page 80.

3. (optional) Configure triggers to activate events.	Schindler Elevator System Editor Dialog Box Triggers Tab. Triggers Tab on Page 59.
4. Create the Clearances.	C•CURE 9000 Clearance Editor. For more information, see *C•CURE 9000 Personnel Configuration Guide*.
5. Configure a profile name and define a destination floor for the profile name.	Schindler Elevator System Editor Dialog Box Profile Name Tab. Profile Name Tab on Page 63.
6. Create Personnel records. - The First Name and Last Name is mandatory while creating the Personnel records in Schindler Elevator System. - The Schindler system supports only a maximum of three credentials ID.	C•CURE 9000 Personnel Editor. For more information, see *C•CURE 9000 Personnel Configuration Guide*.
7. Add Clearances to personnel.	C•CURE 9000 Personnel Editor. For more information, see *C•CURE 9000 Personnel Configuration Guide*.
8. Personnel Synchronization (Used to import the personnel records to the Schindler system). Note: This is a one time activity.	Schindler Elevator System Personnel Synchronization. Personnel Synchronization on Page 107.

9. View the personnel synchronization status.	Perform one of the following:
	• C•CURE 9000 Monitoring Station Activity Viewer.
	  C•CURE 9000 Monitoring Station Activity Viewer on Page 114.
	• Schindler Elevator System Editor Dialog Box Status Tab.
	  Status Tab on Page 80.

Order of Tasks	See…
10. Create Personnel Group.	C•CURE 9000 Group Editor General Tab. For more information, see *C•CURE 9000 Personnel Configuration Guide.*
11. Assign the Personnel Group to a Call Type. .	Schindler Elevator System Schindler Terminal ID Dialog Box. Schindler Terminal ID Dialog Box on Page 88.

The Following use cases are associated with the configuration of Pure Wiegand and Generic Wiegand card formats in C•CURE 9000 - 26 bit, 34 bit, and 64 bit:

Use Case 1: Configuration of Pure Wiegand and Generic Wiegand Card Formats in C•CURE 9000 - 26 bit

This section describes the configuration of Pure Wiegand and Generic Wiegand card formats in C•CURE 9000 - 26 bit.

Figure 9 on Page 33 and Figure 10 on Page 34 shows the example of card format with standard 26 bit Wiegand format.

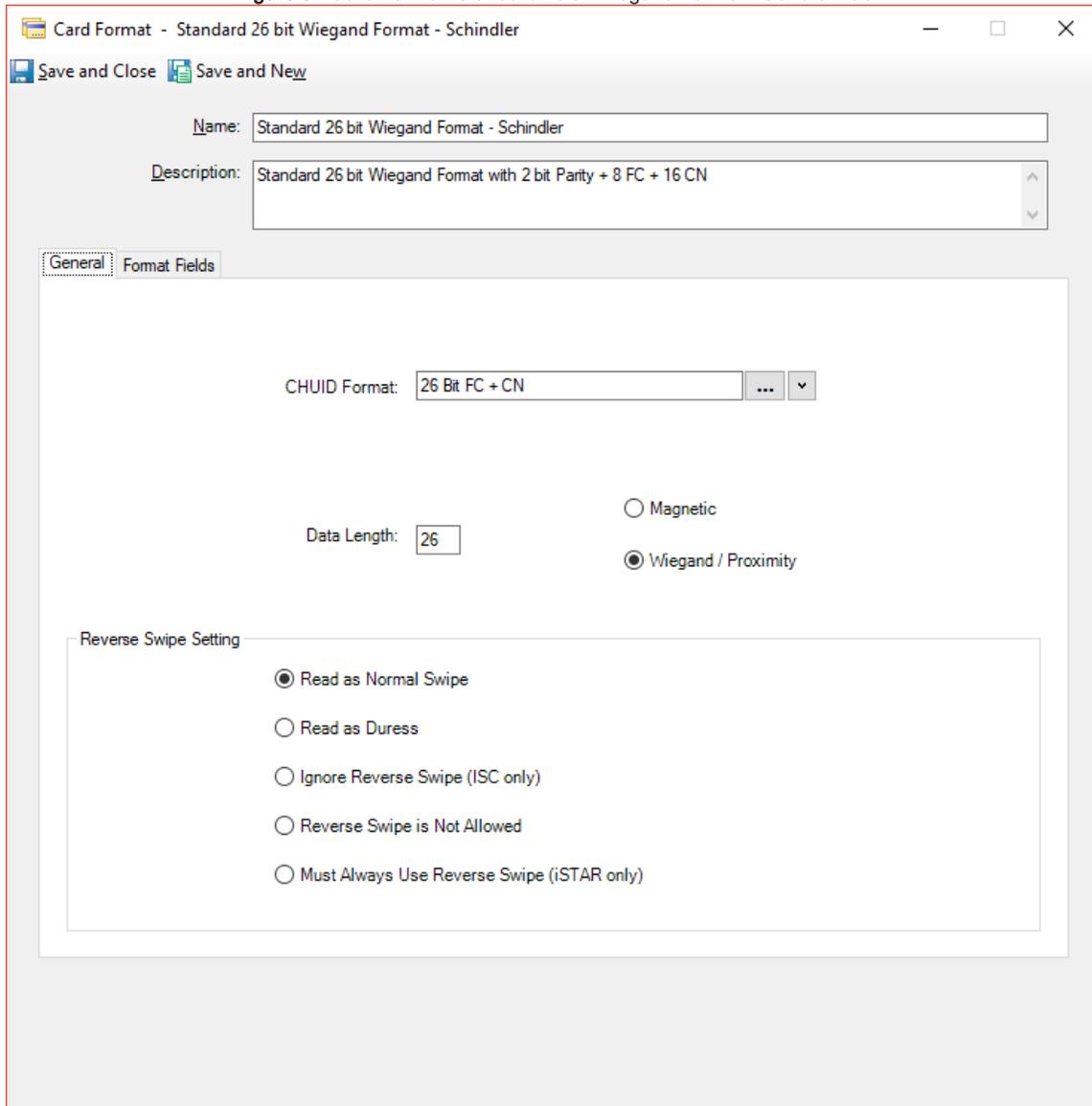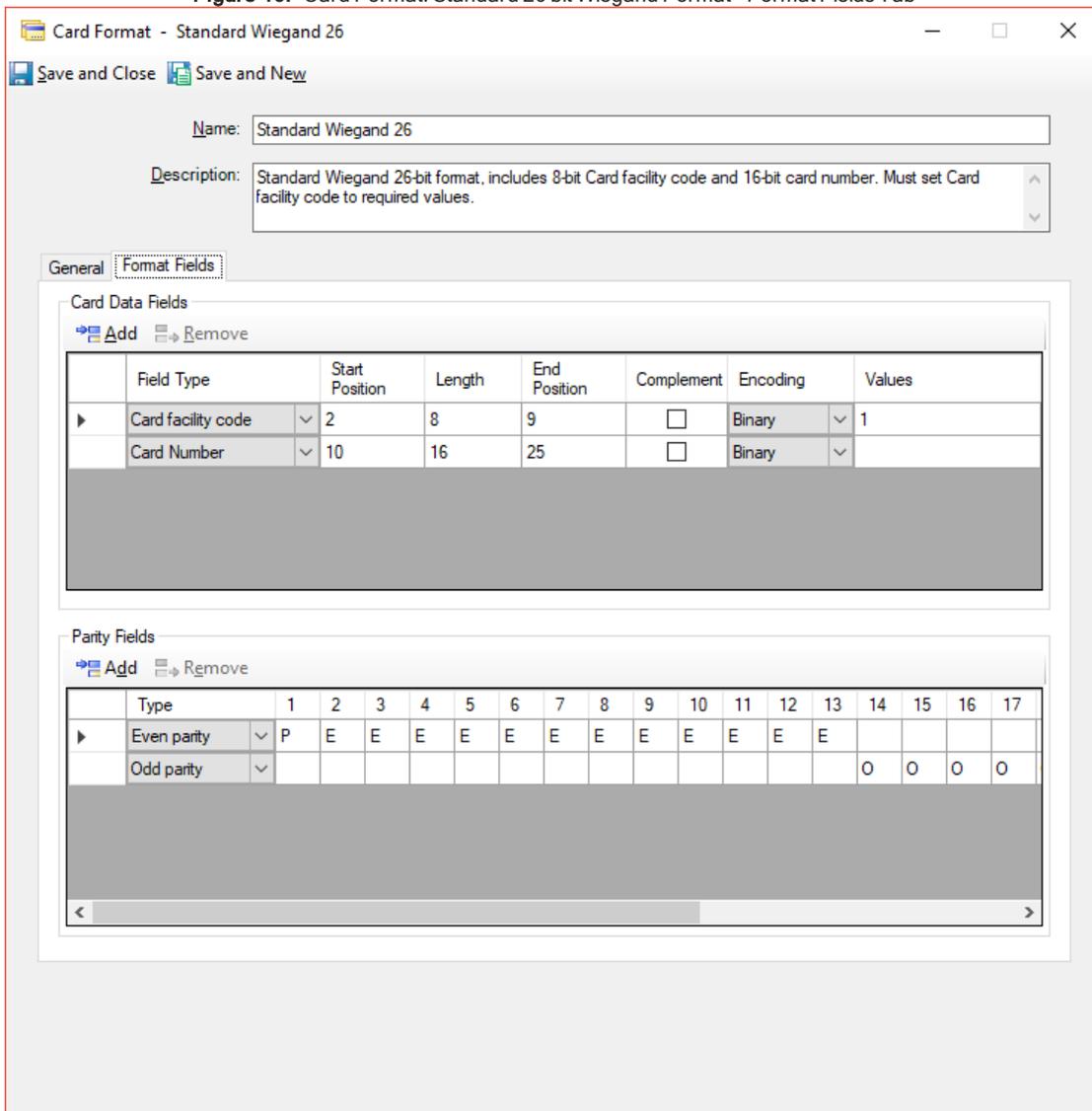**Figure 9:** Card Format: Standard 26 bit Wiegand Format - General Tab

Figure 10: Card Format: Standard 26 bit Wiegand Format - Format Fields Tab

After the 26-bit card format is created in C•CURE 9000, assign the 26-bit card format to the Schindler Elevator System to work for the Personnel.

To Configure Pure Wiegand and/or Generic Wiegand Card Formats in Schindler Elevator System

1. Click **Hardware** tree and edit the Schindler Elevator System.

2. Navigate to **Credentials** tab and select Pure Wiegand and/or Generic Wiegand card format. Refer Figure 35 on Page 72.

Use Case 1.1: To Configure the 26 bit Card Number Only Card Format in Schindler Elevator System

1. Navigate to **Profile Name** tab, and assign the clearance and the 26-bit card format. Refer Figure 11 on Page 35.

Figure 11: Card Format and Profile Name Assignation - 26 Bit
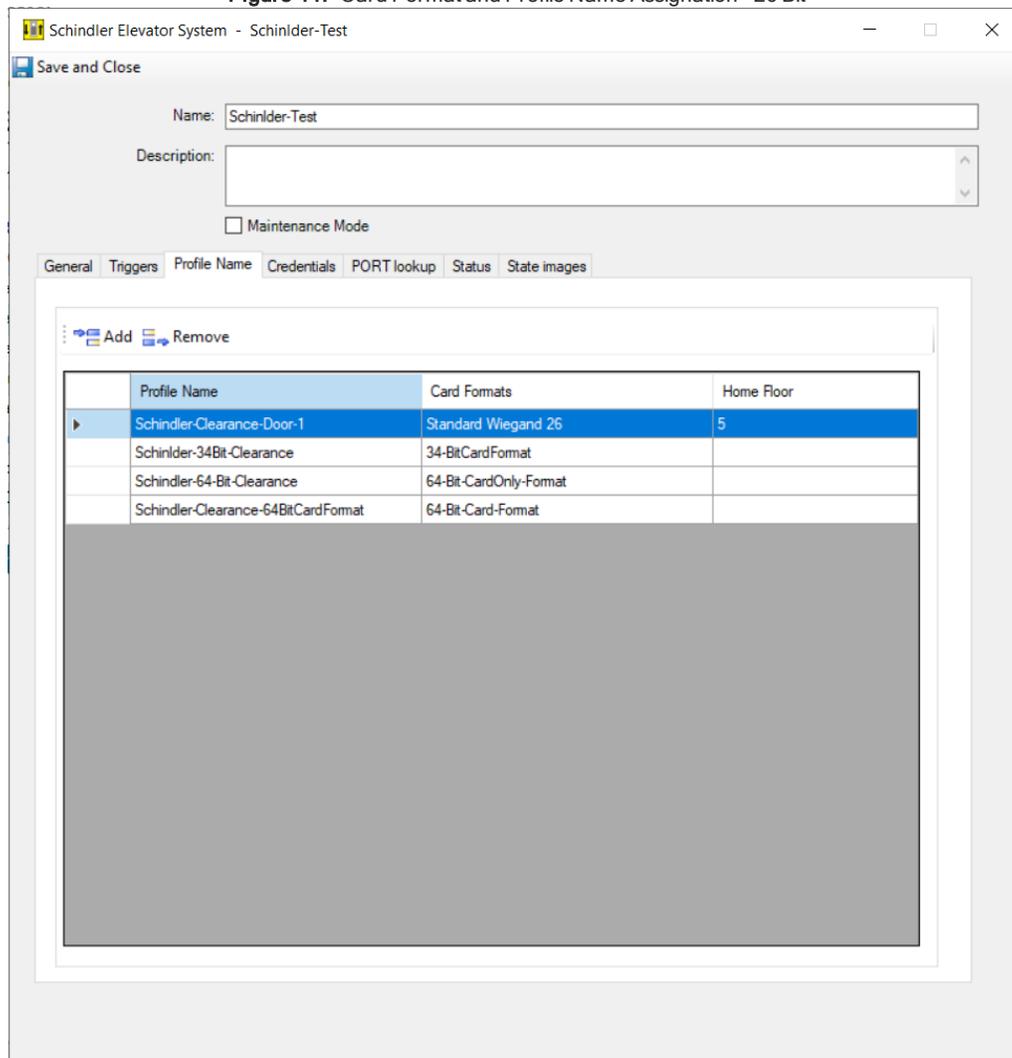
2. Click **Save and Close** to save the configuration.

To Assign the Card Only [Default] CHUID Format to the Personnel in C•CURE 9000
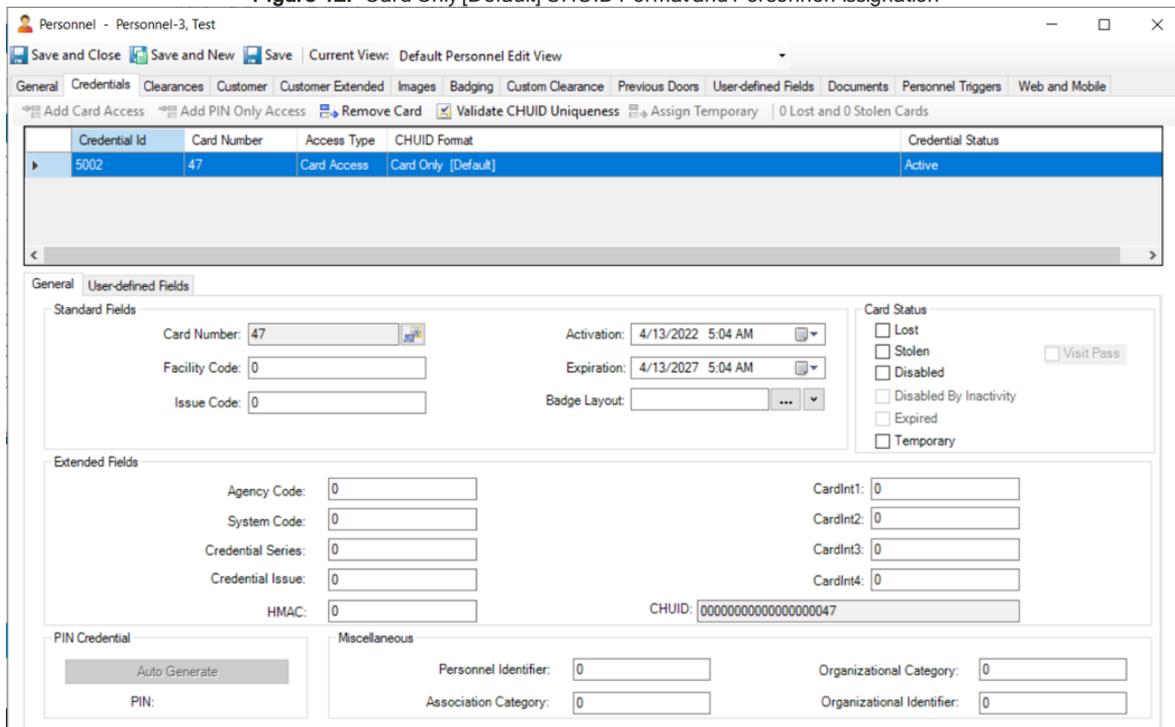
1. Refer Figure 12 on Page 36 to assign the Card Only [Default] CHUID Format to the Personnel in C•CURE 9000.

NOTE 26-bit card format remains active and work for Schindler Elevator system after assigning Card Only [Default] CHUID Format to the Personnel.

Figure 12: Card Only [Default] CHUID Format and Personnel Assignation

2. Click **Save and Close** to save the configuration.

> **NOTE** For more information refer to C•CURE 9000 User Guide - Card Format section.

Use Case 2: Configuration of Pure Wiegand and Generic Wiegand Card Formats in C•CURE 9000 - 34 bit

Use Case 2.1: To Configure the 34 bit Card Number Only Card Format in Schindler Elevator System with option Must Always Use Reverse Swipe (iSTAR only)

This section describes the configuration of 34 bit Pure Wiegand and Generic Wiegand card formats in C•CURE 9000 with option **Must Always Use Reverse Swipe (iSTAR only)**.

1. Click the **Card format and Keys** option in the left side menu.

2. Select **New** to open the new template and to create the 34-bit card format.

3. Enter the name and description in the **Name** and **Description** field respectively. Refer .

Figure 13: Card Format - 34 bit (General Tab)
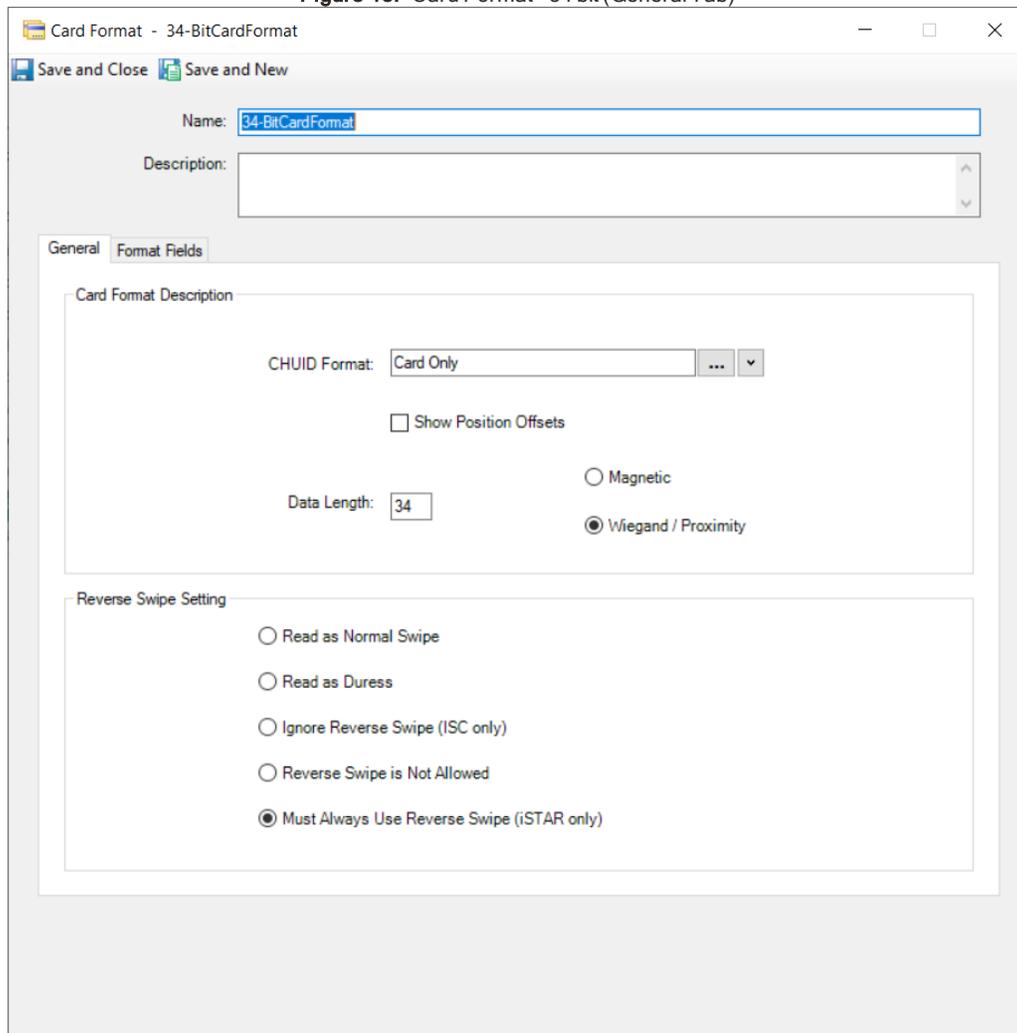
4. Select the following under **Card Format Description** field in **General** tab.

    1. Select the CHUID Format as **Card Only [Default]**.

    2. Enter the Data Length as **34**.

    3. Select the option **Weigand / Proximity**.

5. Select the option **Must Always Use Reverse Swipe (iSTAR only)** under **Reverse Swipe Setting** field in **General** tab.

6. Select the **Format Fields** tab and configure the Card Data Fields. Refer Figure 14 on Page 38.

Figure 14: Card Format - 34 bit (Format Fields Tab)
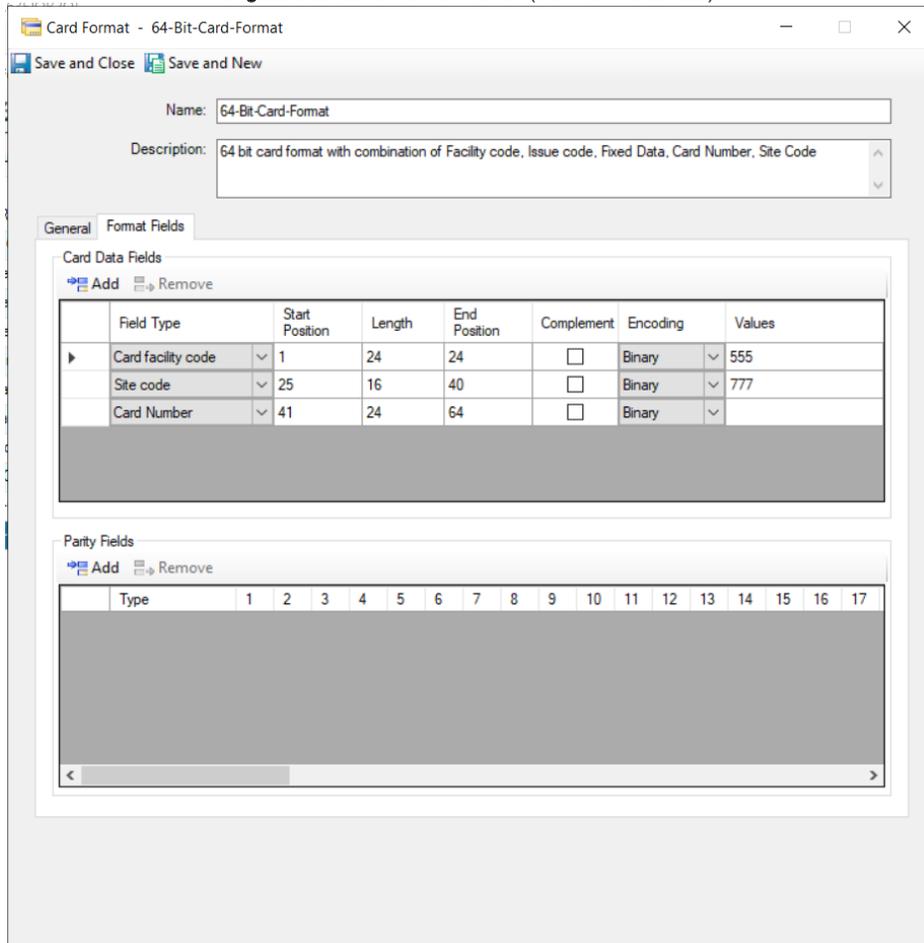
7. Click **Save and Close** to save the configuration.

8. A pop-up appears for copying the card information to C•CURE ID setup, click **OK**.

To Configure Pure Wiegand and/or Generic Wiegand Card Formats in Schindler Elevator System

1. Click **Hardware** tree and edit the Schindler Elevator System.

2. Navigate to **Credentials** tab and select Pure Wiegand and/or Generic Wiegand card format. Refer Figure 35 on Page 72.

To Configure the 34-bit Card Format in Schindler Elevator System

1. Navigate to **Profile Name** tab, and assign the clearance and the 34-bit card format. Refer Figure 15 on Page 39.

Figure 15: Card Format and Profile Name Assignation - 34 Bit
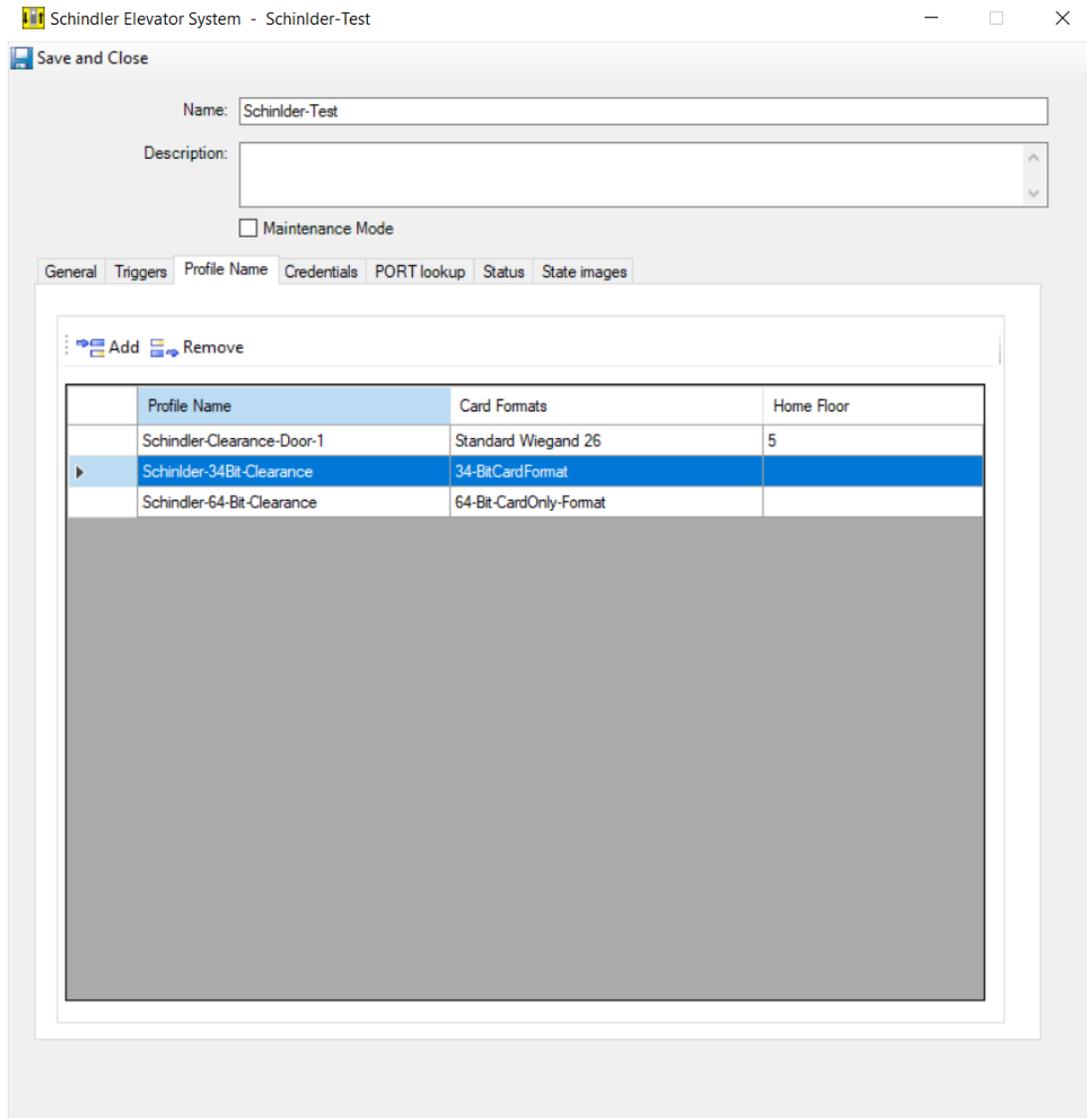
2. Click **Save and Close** to save the configuration.

NOTE	For more information refer to C•CURE 9000 User Guide - Card Format section.

Use Case 3: Configuration of Pure Wiegand Card Formats in C•CURE 9000 - 64 bit

Use Case 3.1: To Configure the 64 bit Pure Wiegand Card Format in C•CURE 9000 with the option Read as Normal Swipe

This section describes the configuration of 64 bit Pure Wiegand card formats in C•CURE 9000 with option **Read as Normal Swipe**.

1. Click the **Card format and Keys** option in the left side menu.

2. Select **New** to open the new template and to create the 64-bit card format.

3. Enter the name and description in the **Name** and **Description** field respectively. Refer Figure 16 on Page 40.
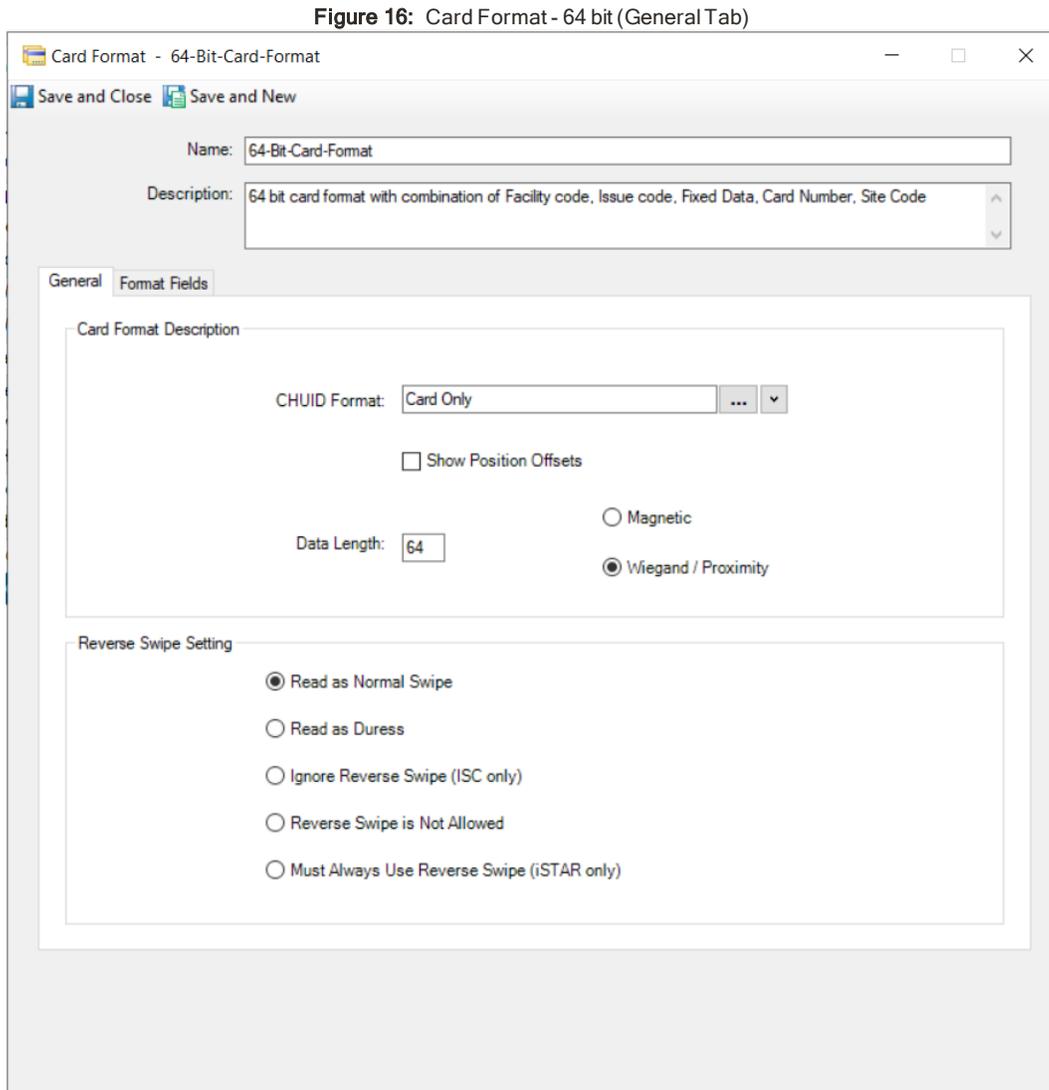
Figure 16: Card Format - 64 bit (General Tab)

4. Select the following under **Card Format Description** field in **General** tab.

   1. Select the CHUID Format as **Card Only [Default]**.

   2. Enter the Data Length as **64**.

   3. Select the option **Weigand / Proximity**.

5. Select the option **Read as Normal Swipe** under **Reverse Swipe Setting** field in **General** tab.

6. Select the **Format Fields** tab and configure the Card Data Fields. Refer Figure 17 on Page 41.

Figure 17: Card Format - 64 bit (Format Fields Tab)
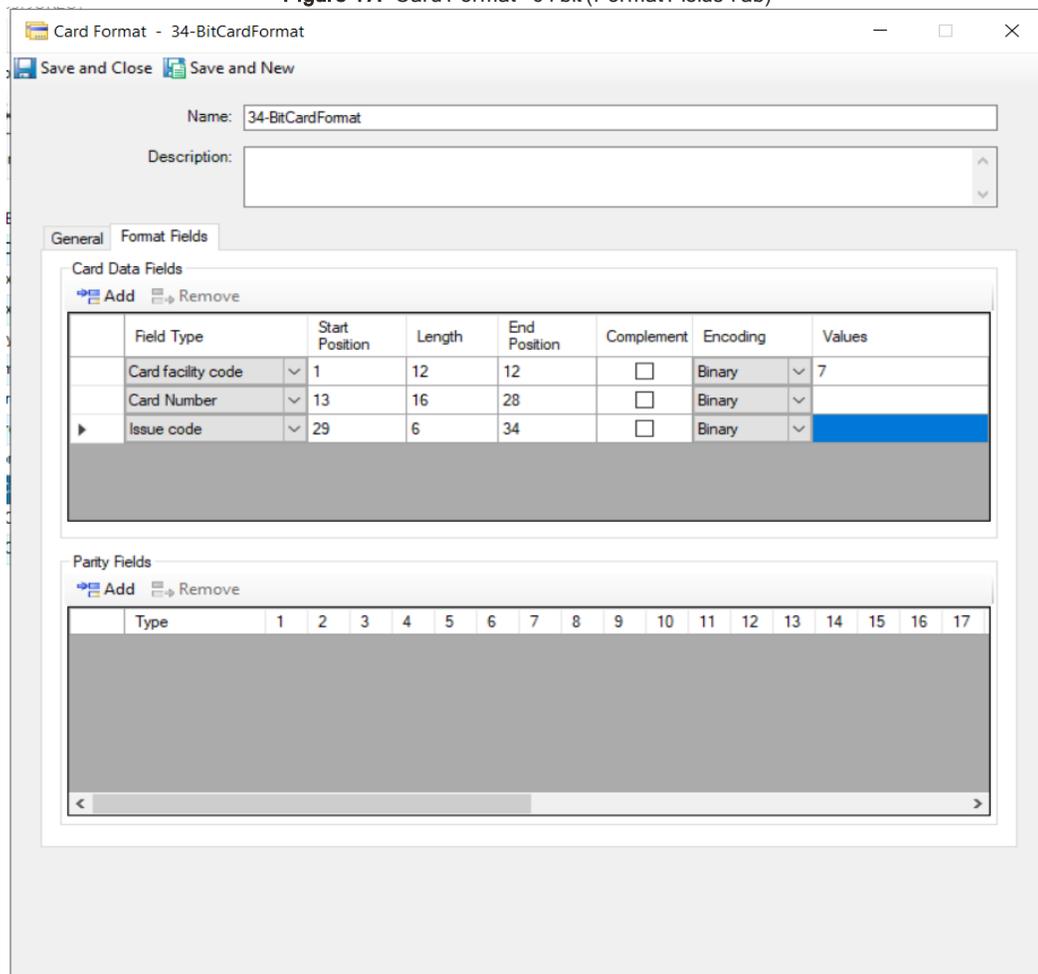
7. Click **Save and Close** to save the configuration.

8. A pop-up appears for copying the card information to C•CURE ID setup, click **OK**.

To Configure Pure Wiegand and/or Generic Wiegand card formats in Schindler Elevator System

1. Click **Hardware** tree and edit the Schindler Elevator System.

2. Navigate to **Credentials** tab and select Pure Wiegand and/or Generic Wiegand card format. Refer Figure 35 on Page 72.

To Configure the 64-bit Card Format in Schindler Elevator System

1. Navigate to **Profile Name** tab, and assign the clearance and the 64-bit card format. Refer Figure 18 on Page 42.

Figure 18: Card Format and Profile Name Assignation - 64 Bit
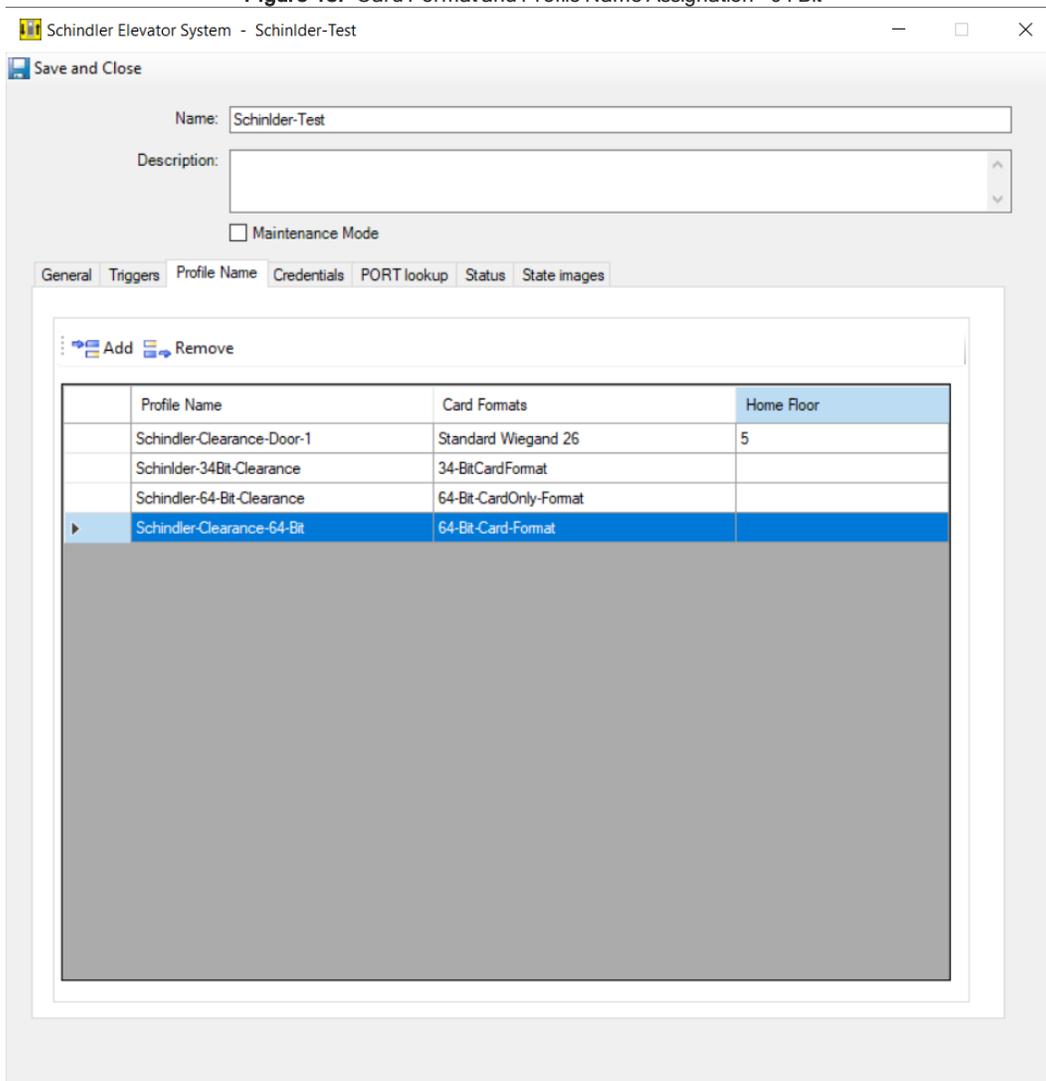
2. Click **Save and Close** to save the configuration.

NOTE For more information refer to C•CURE 9000 User Guide - Card Format section.

Use Case 3.2: Configuration of Pure Wiegand Card Formats in C•CURE 9000 - 64 bit Card Number only

This section describes the configuration of 64 bit card number only with CHUID format.

NOTE For the 64-bit card number, the maximum length or size of the card number is equal to 20 digits. The C•CURE provides the CHUID format configuration to configure the 64-bit, 20-digit length or size card number card only format.

1. Click the **Personnel** option in the left side menu.

2. Click the drop down arrow next to the option **New** and select the **Card Only 64 Template**. Refer Figure 19 on Page 43.

Figure 19: Personnel Administration Pane - 64 bit Card only
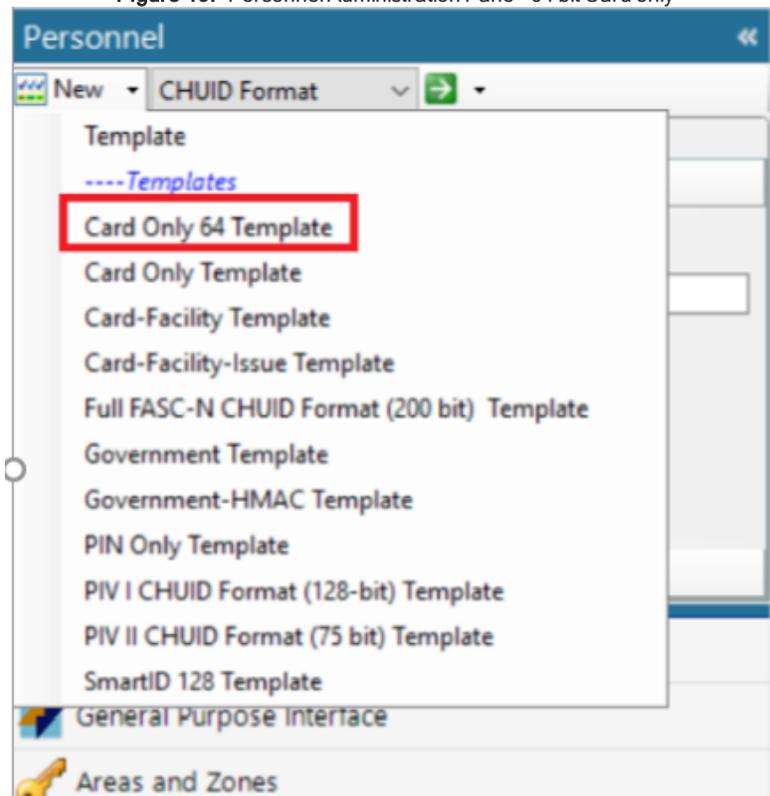
3. Configure the 64-bit CHUID template as shown in .

Figure 20: CHUID Format - 64 bit Card Number only
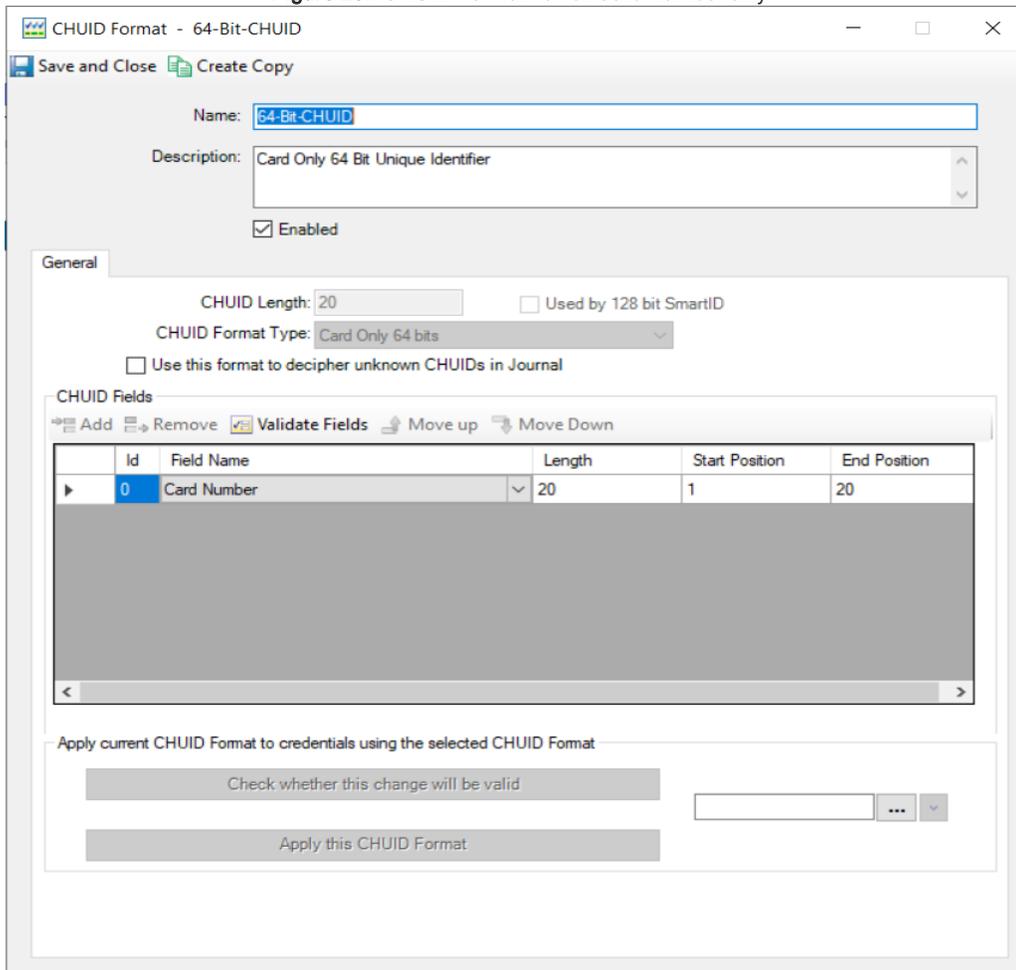
4. Click on **Save and Close** to save the 64-bit size CHUID format.

5. Click the **Card format and Keys** option in the left side menu.

6. Select **New** to open the new template and to create the 64-bit Card Number only card format.

7. Enter the name and description in the **Name** and **Description** field respectively. Refer Figure 21 on Page 45.

Figure 21: Card Format - 64 bit Card Number only (General Tab)
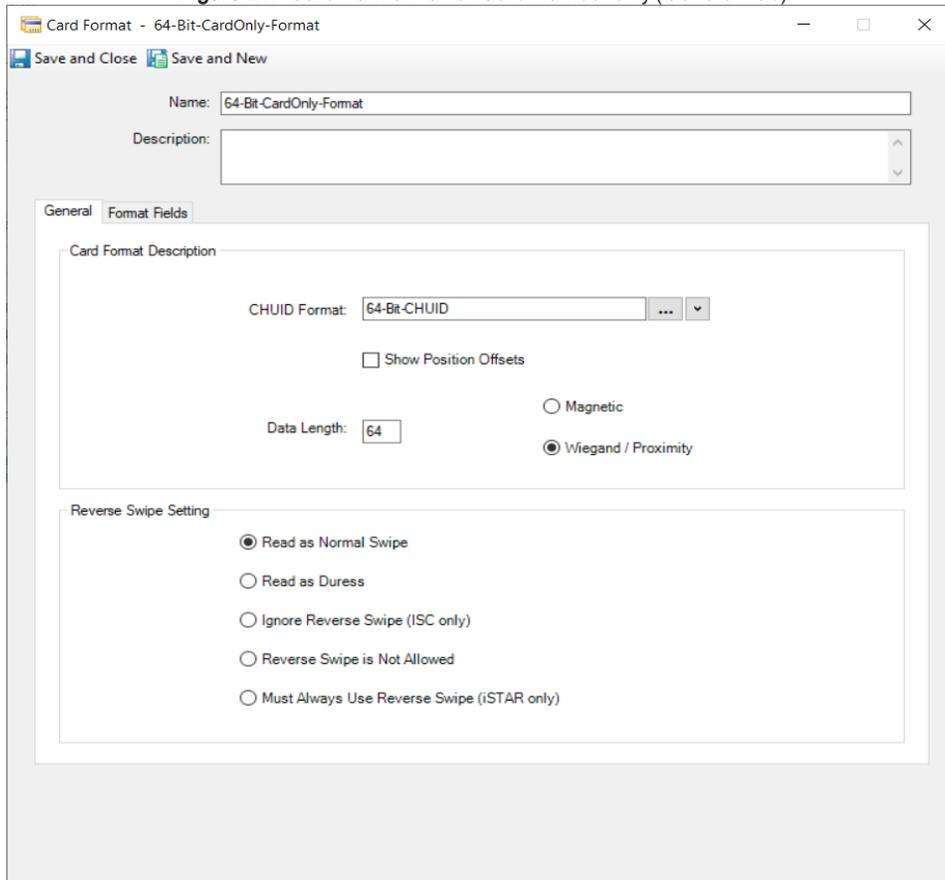
8. Select the following under **Card Format Description** field in **General** tab.

    1. Select the CHUID Format as **64-Bit-Card-Only [Schindler-Aus]**.

    2. Enter the Data Length as **64**.

    3. Select the option **Weigand / Proximity**.

9. Select the option **Read as Normal Swipe** under **Reverse Swipe Setting** field in **General** tab.

10. Select the **Format Fields** tab and configure the Card Data Fields. Refer Figure 22 on Page 46.

Figure 22: Card Format - 64 bit Card Number only (Format Fields Tab)
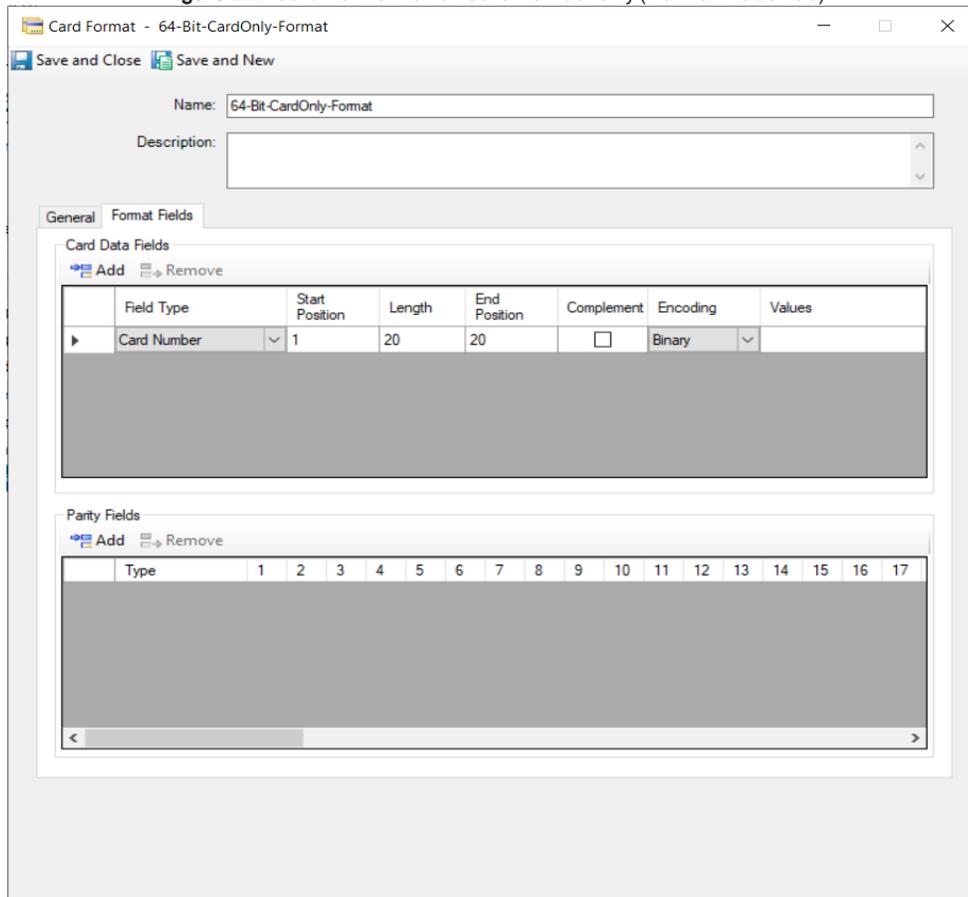
11. Click **Save and Close** to save the configuration.

12. A pop-up appears for copying the card information to C•CURE ID setup, click **OK**.

To Configure Pure Wiegand and/or Generic Wiegand card formats in Schindler Elevator System

1. Click **Hardware** tree and edit the Schindler Elevator System.

2. Navigate to **Credentials** tab and select Pure Wiegand and/or Generic Wiegand card format. Refer Figure 35 on Page 72.

To Configure the 64-bit Card Number Only Card Format in Schindler Elevator System

1. Navigate to **Profile Name** tab, and assign the clearance and the 64-bit card number only card format. Refer Figure 23 on Page 47.

Figure 23: Card Format and Profile Name Assignation - 64 Bit Card Number Only
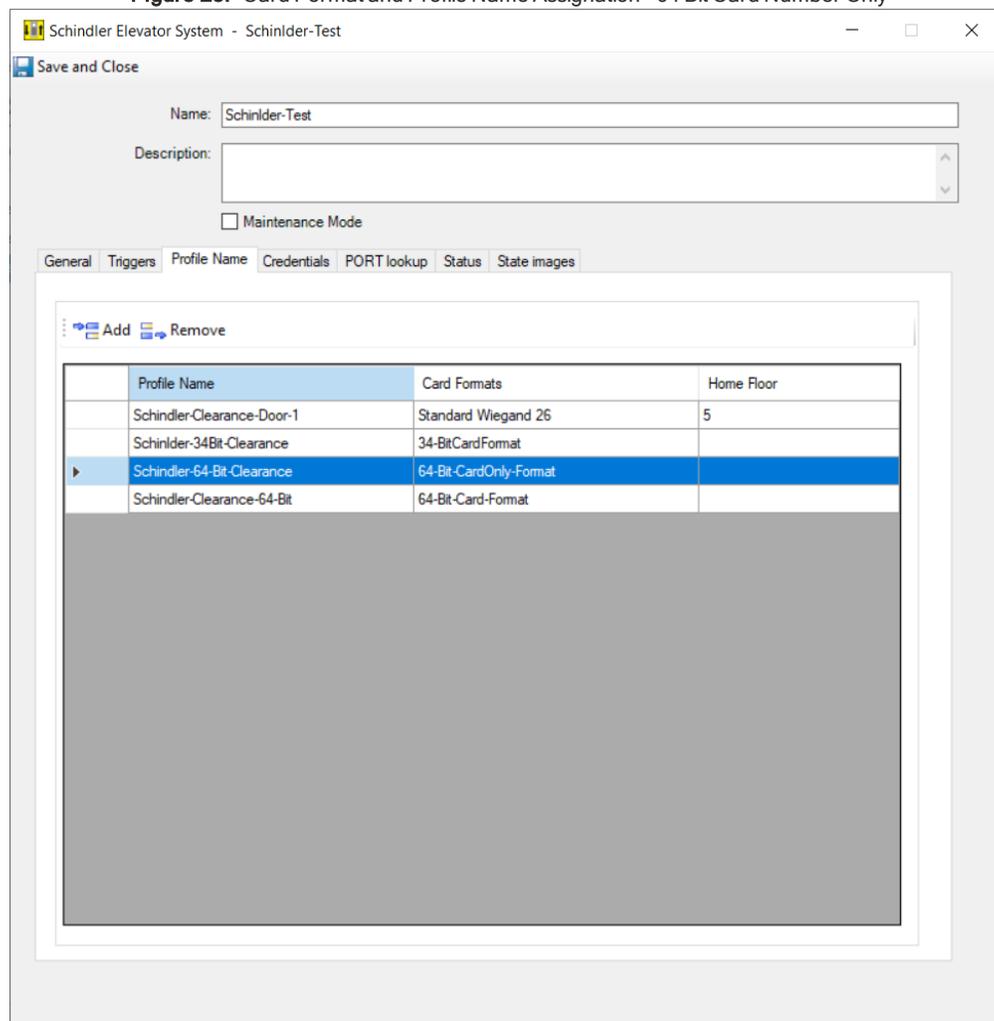
2. Click **Save and Close** to save the configuration.

To Assign the 64 bit Card Number Only CHUID Format to the Personnel in C•CURE 9000

1. Refer Figure 24 on Page 48 to assign the 64 bit Card Number Only CHUID Format to the Personnel in C•CURE 9000.

NOTE   64 bit Card Number Only CHUID Format remains active and work for Schindler Elevator system after assigning 64 bit Card Number Only CHUID Format to the Personnel.

Figure 24: Card Number Only CHUID Format and Personnel Assignation - 64 bit Card Number only
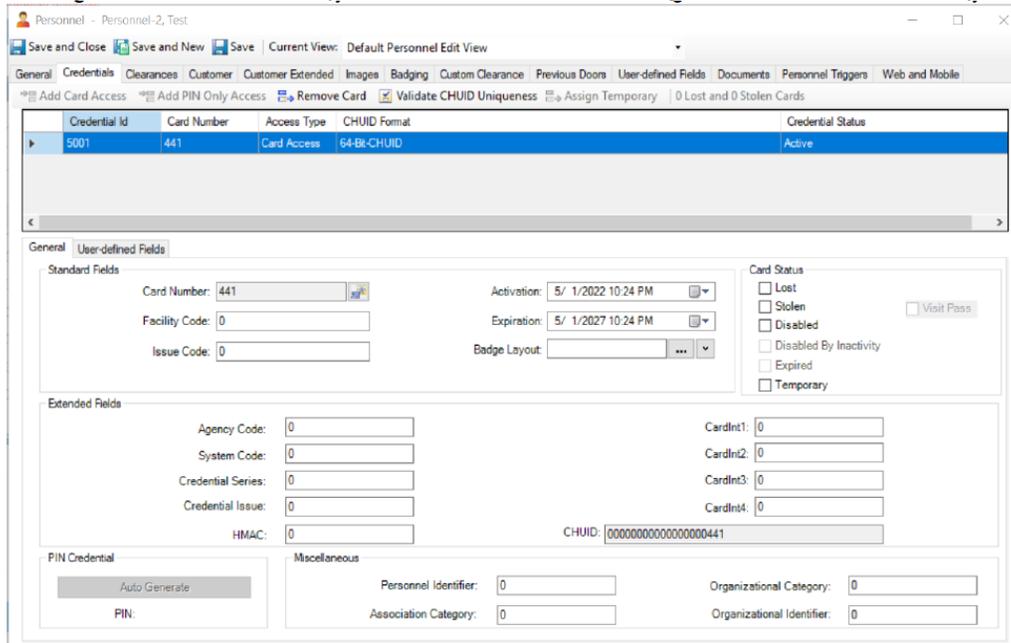
2. Click **Save and Close** to save the configuration.

NOTE	For more information refer to C•CURE 9000 User Guide - Card Format section.

Accessing the Schindler Elevator System Editor Dialog Box

This section explains how to access the Schindler Elevator System in the C•CURE 9000.

To access the Schindler Elevator System Editor

1. Open the C•CURE 9000 Administration Station.

2. Select on the **Hardware** Pane.

3. Right-click on the **Company Name** folder and select **Schindler Elevator System>New**, shown in . The Schindler Elevator System dialog box opens.

Figure 25: Access the Schindler Elevator System Dialog Box
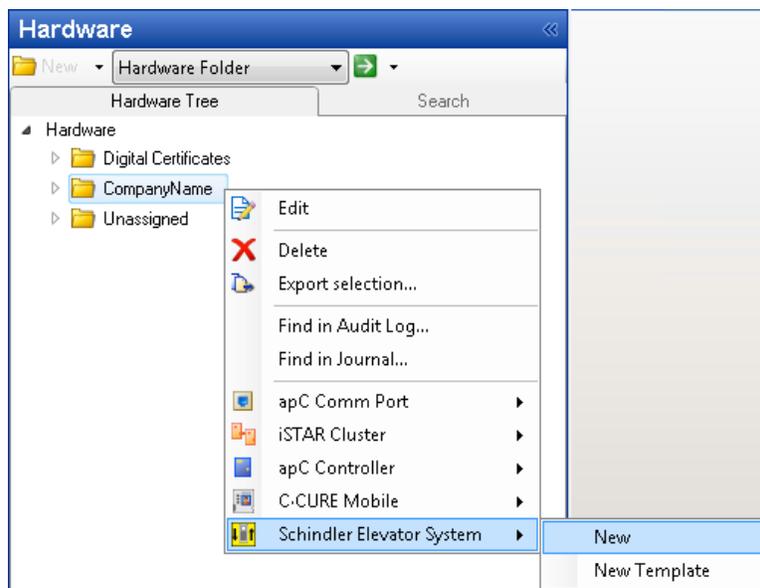
Schindler Elevator System Editor Dialog Box

The Schindler Elevator System Editor dialog box, shown in Figure 26 on Page 51, is used to create and identify the elevator system. Enter the Schindler Server IP address, enter the address for Database Interface Port, Protocol Version and Zone range, and optionally configure Emergency Recall Command, triggers and events, Call Type Port, Live Reporting Port and change state images.

For more information, see the following:

- Accessing the Schindler Elevator System Editor Dialog Box on Page 49
- Schindler Elevator System Editor Dialog Box Definitions on Page 54
- Schindler Elevator System Editor Tasks on Page 55
- Schindler Elevator System Editor Tabs on Page 58

Figure 26: Schindler Elevator New Protocol System Editor Dialog Box

Figure 27: Schindler Elevator Old Protocol System Editor Dialog Box
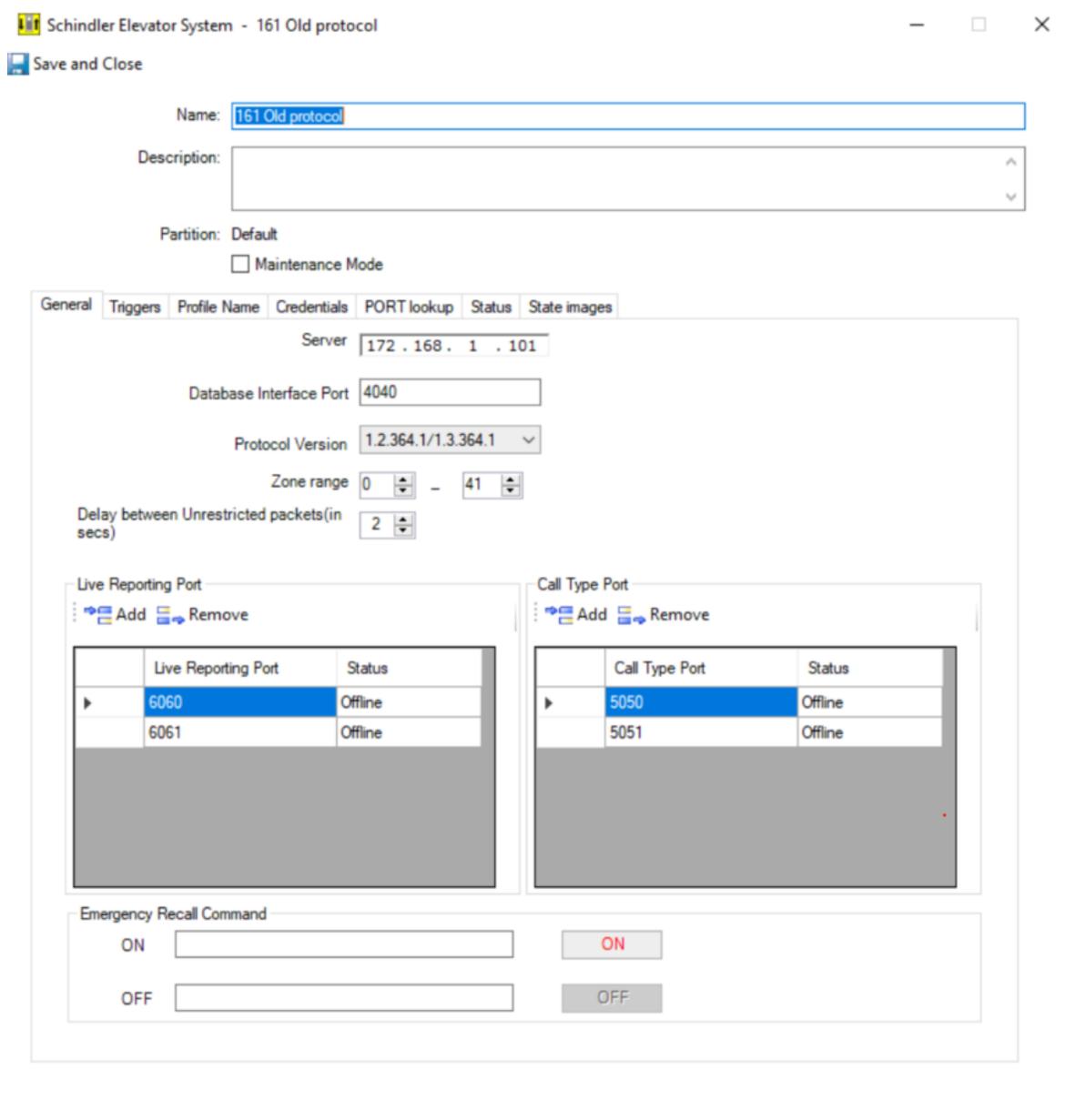
Features - Old Protocol and New Protocol in Schindler Elevator System

Table 4 on Page 52 describes the differences between old and new protocol features in Schindler Elevator System:

Table 4: Feature Differences of Old Protocol and New Protocol

Features	Old Protocol 1.2.364.1/1.3.364.1	New Protocol 1.2.365.1/1.3.365.1
Zone Ranges	Enabled	Disabled
Port Lookup table	Disabled	Enabled

Table 4: Feature Differences of Old Protocol and New Protocol (continued)

Features	Old Protocol 1.2.364.1/1.3.364.1	New Protocol 1.2.365.1/1.3.365.1
Home Floor support	Disabled	Enabled
Card Formats (Credentials Tab)	Only 16 Digit Decimal	• 16 Digit Decimal • Pure Weigand • Generic Weigand
Zone Matrix Mapping for Schindler Restricted and Unrestricted Landing Matrix	Zone ranges are Configured through Zone ranges in the Schindler Elevator system	Zone ranges are Configured through PORT Lookup table in the Schindler Elevator system
Call Types support for Schindler Terminal ID	Call by Profile	• Call by Profile • Call by ID • Direct Call
Personnel Addition fields Mapping for below Fields: • Phone Number • Company Name • Home Floor	Disabled	Enabled
Card Format mapping to the Profile Name of Schindler Elevator system	Disabled	Enabled
Call Types support for Unrestricted Zone Matrix	Only Call by Profile	• Call by Profile • Call by ID

Schindler Elevator System Editor Dialog Box Definitions

Table 5 on Page 54 describes the Schindler Elevator System Editor dialog box fields and buttons.

Table 5: Schindler Elevator System Editor Dialog Box Definitions

Field/Button	Description
Name	Enter a unique name identifying the Schindler Elevator system. • The name is not case-sensitive • Minimum number of characters: 1 • Maximum number of characters: 100
Description	Optional. Enter a description for the Schindler elevator system. • The description is not case-sensitive. • Minimum number of characters: None • Maximum number of characters: 500
Maintenance Mode	Select the Maintenance Mode check box to limit information about the object, that is displayed on the Monitoring Station. Maintenance Mode only affects the information reported at the Monitoring Station. For more information see, Maintenance Mode.
Save and Close	Saves the configuration and closes the dialog box.
General Tab	
Server	Enter the IP address of the Schindler server.
Database Interface Port	Enter the port address of the Schindler Elevator for Personnel Synchronization.
Protocol Version	Select the Schindler protocol version used at sites. Version: 1.2.364.1/1.3.364.1 is the old Protocol Version Version: 1.2.365.1/1.3.365.1 is the new Protocol Version

Table 5: Schindler Elevator System Editor Dialog Box Definitions (continued)

Field/Button	Description
Zone Range	For the Old Protocol: Select the to and from Zone Range values from the drop down.
	For the New Protocol: Zone Range drop-down is disabled and data must be entered under Port Lookup to be displayed under Unrestricted Landing Matrix and Zone Matrix.
Delay between Unrestricted packets (in secs)	Select the time interval between the unrestricted package from the drop-down.
	NOTE: Recommended delay is 3 seconds.
Live Reporting Port	Select the port address of the Schindler Elevator for the Live Reporting. This Port is used to report the activity, such as Schindler Elevator passenger's car allocation, failed allocation etc from Schindler Port Elevator System to C•CURE 9000.
	NOTE: Maximum number of Live Reporting Ports supported by Schindler Port Technology System is 10.
Call Type Port	Select the port address of the Schindler Elevator for the Call Type.
	NOTE: Maximum number of Call Type Ports supported is 10.
Emergency Recall Command	Enter the emergency recall commands in the **ON** and **OFF** field.
	NOTE: Emergency commands can be sent through the call interface using Call by ID.

Schindler Elevator System Editor Tasks

This section describes the tasks performed in the Schindler Elevator System Editor Dialog box.

The following tasks are performed in the Schindler Elevator System Editor dialog box - General tab:

-
-
-
-
-

Creating a Schindler Elevator System

To Create a Schindler Elevator System

1. Select the **Hardware** pane.

2. Select the drop-down menu located under Hardware and select **CompanyName**.

3. Right-click **Company Name** and select **Schindler Elevator System>New**.

   The Schindler Elevator System Editor displays.

4. (Mandatory) Enter a name for the Schindler elevator in the **Name** field.

5. (Optional) Enter a description for the Schindler elevator in the **Description** field.

6. Select the **General** tab and enter the IP address of the Schindler server in the **Server** field.

7. Enter the **Database Interface Port** address, if it differs from the default value: 4040.

8. Enter the **Protocol Version**, it is the Schindler protocol version used at sites.

9. Select the **Zone range** from the drop-down.

NOTE	For the Old Protocol: Select the to and from Zone Range values from the drop down.
	For the New Protocol: Zone Range drop-down is disabled and data must be entered under Port Lookup to be displayed under Unrestricted Landing Matrix and Zone Matrix.

10. Select the **Delay between Unrestricted packets(in secs)** value from the drop-down.

11. Enter the **Live Reporting Port** address.

12. Enter the **Call Type Port** address.

13. Select the **Emergency Recall Command** as **ON** or **OFF**, when required.

14. Select **Save and Close**.

    The Schindler Elevator System is listed under the Hardware folder in the Hardware tree.

    Refer to Schindler Terminal ID Dialog Box on Page 88 to configure the Schindler Terminal ID.

    Refer to Zone Matrix (User Level Floor Access) on Page 96 to configure the Schindler Zone Matrix.

Refer to Unrestricted Zone Matrix (Building Level Floor Access) on Page 100 to configure the Schindler Unrestricted Zone Matrix.

Creating a Schindler Elevator System Template

To Create a Template

1. Select the **Hardware** pane.

2. Select the drop-down menu located under Hardware and select **CompanyName**.

3. Right-click the Company Name folder in the Hardware tree and select **Schindler Elevator System>New Template**.

4. Enter the information for the Schindler Elevator System template.

5. Select **Save and Close**.

   The new template is listed under **Schindler Elevator System>***Templates*.

Editing a Schindler Elevator System

To Edit a Schindler Elevator System

1. Double-click the Schindler Elevator System located in the Hardware tree to open the Schindler Elevator System dialog box.

   Alternately, you can right-click the Elevator System and select **Edit** from the context menu.

2. Make the changes to the configuration.

3. Select **Save and Close**.

Viewing Schindler Elevator System Configurations

To View Schindler Elevator System Configurations

1. Select **Schindler Elevator System** from the **Hardware** drop-down menu.

2. Select on the green right arrow to open a Dynamic View displaying all Schindler Elevator System Configurations.

The Schindler Elevator System tab opens in the Dynamic View displaying a list of Schindler Elevator System configurations.

Deleting a Schindler Elevator System

To Delete a Schindler Elevator System

1. Select the Schindler Elevator System in the Hardware tree.

2. Right-click the Schindler Elevator System and select **Delete** from the context menu.

Schindler Elevator System Editor Tabs

The following sections provide information about the Schindler Elevator System Editor tabs:

- Triggers Tab on Page 59
- Profile Name Tab on Page 63
- Credentials Tab on Page 71
- PORT lookup Tab on Page 76
- Status Tab on Page 80
- State Images Tab on Page 82

Triggers Tab

The Triggers tab, shown in Figure 28 on Page 60, is used to configure triggers to activate events.

Triggers are used by C•CURE 9000 to activate specific actions when a particular predefined condition occurs. Once the Elevator status matches one of these values, the linked Activate Event action is triggered and the user-specified event is set to an active state (if allowed by the event, which should be armed at the time). Typically, you would use the activated event to send messages to a security guard or administrator when an elevator has a particular status.

By creating new rows and selecting different values for each row, each value of the Status field can trigger its own event. It is also possible to trigger two different events for the same status value by creating two rows with the same value and then linking each row to its own event.

For more information, see the following:

- Triggers Tab Definitions on Page 61
- Triggers Tab Tasks on Page 61

Triggers Tab

<p style="text-align:center">Figure 28: Schindler Elevator System Editor – Triggers Tab</p>
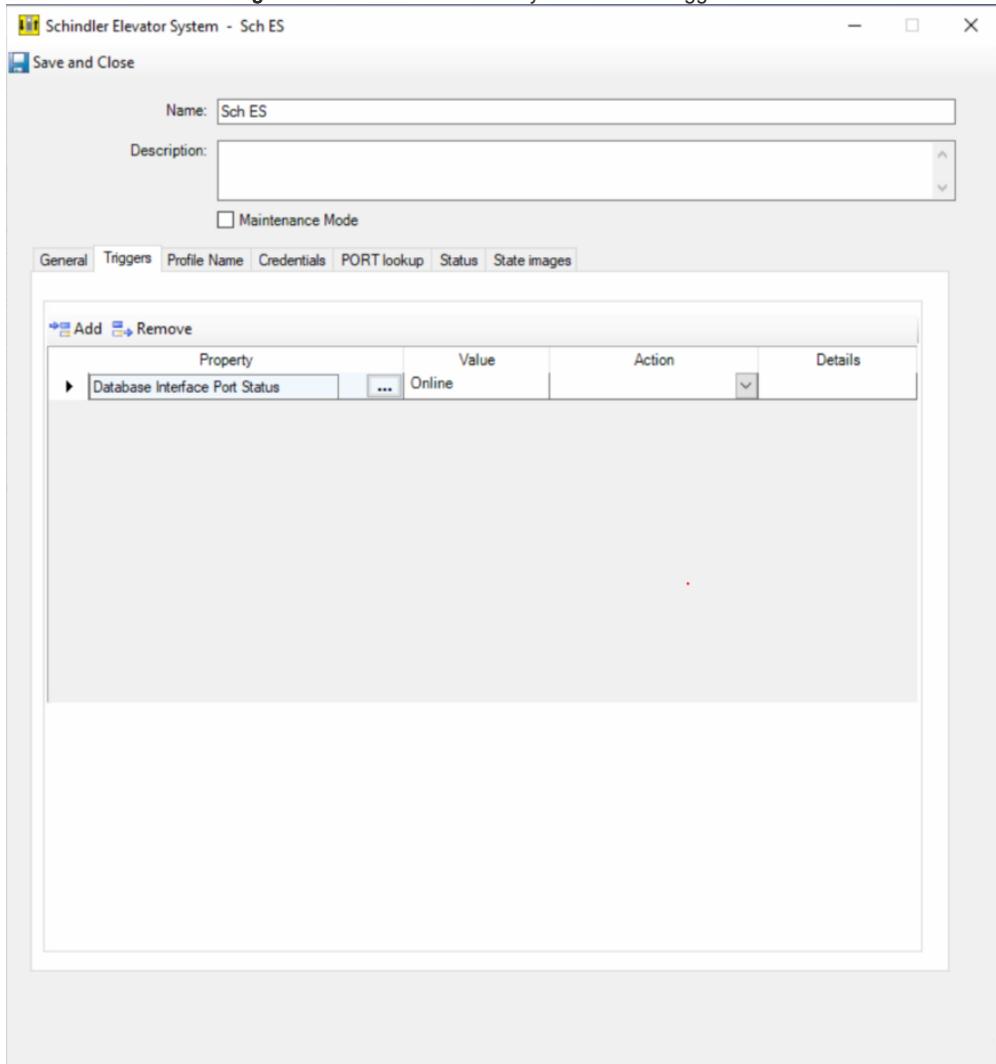
Triggers Tab Definitions

The Schindler Elevator System Editor – Triggers tab fields and buttons are described in Table 6 on Page 61.

Table 6: Schindler Elevator System Editor Dialog Box-Triggers Tab Definitions

Field/Button	Description
Add	Select this button to create a new row in the Triggers table. You must configure all fields in the row to complete the Add operation.
Remove	Select this button to remove a selected row from the Triggers table.
Property	Select in the Property column, and then select [...]. The Property browser opens presenting properties available for the Schindler Elevator System. • CommunicationStatus - The current Communications Status of Schindler server. Select the Property to select it and add it to the column.
Value	Selections are Online and Offline.
Action	Select the drop-down menu to select an action to occur. This action selected will occur when the object's selected Property receives the selected Value.
Details	The name of the event configured for the row (read-only) entered by the system.
Event	Select the selection button [...] to select a Event that you want to associate with the trigger. Events are created in the C•CURE 9000 Configuration pane. See the *C•CURE 9000 Software Configuration Guide* for more information.

Triggers Tab Tasks

The following tasks are performed in the Triggers tab:

Selecting Triggers to Activate Events

To Select Triggers to Activate Events

1. Select the **Triggers** tab.

2. Select the **Add** button.

3. Select the blank row under the **Property** field.

4. Select `...`

   The Schindler Elevator System dialog box.

5. Select a blank row under the **Value** field .

6. Select **Offline** or **Online** from the drop-down list.

7. Select the drop-down box under **Action** and select **Activate Event**.

   The Event field appears at the bottom of the dialog box.

8. Select `...` in the Event field.

9. Select a pre-configured event to activate.

   The event is displayed in the Details field.

10. Select **Save and Close**.

11. Select the **Remove** button.

Profile Name Tab

The Profile Name tab, as shown in Figure 30 on Page 64, lets you assign the access privileges to a person (clearances), select the card formats if required, and assigns the home floor. You can add multiple profile names to the Schindler Elevator system.

NOTE You must attach the Clearances with the Personnel and map it to the Profile Name for synchronization of the personnel details to the Port System, if not the synchronization fails. Refer to Figure 29 on Page 63 and Figure 30 on Page 64

Figure 29: Personnel-Clearance image
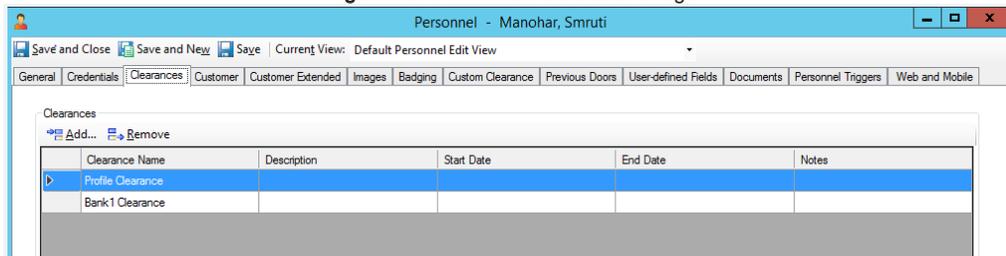
For more information, see the following:

- Profile Name Tab Definitions on Page 69
- Profile Name Tab Tasks on Page 69

Profile Name Tab

Figure 30: Schindler Elevator System Editor - Profile Name Tab
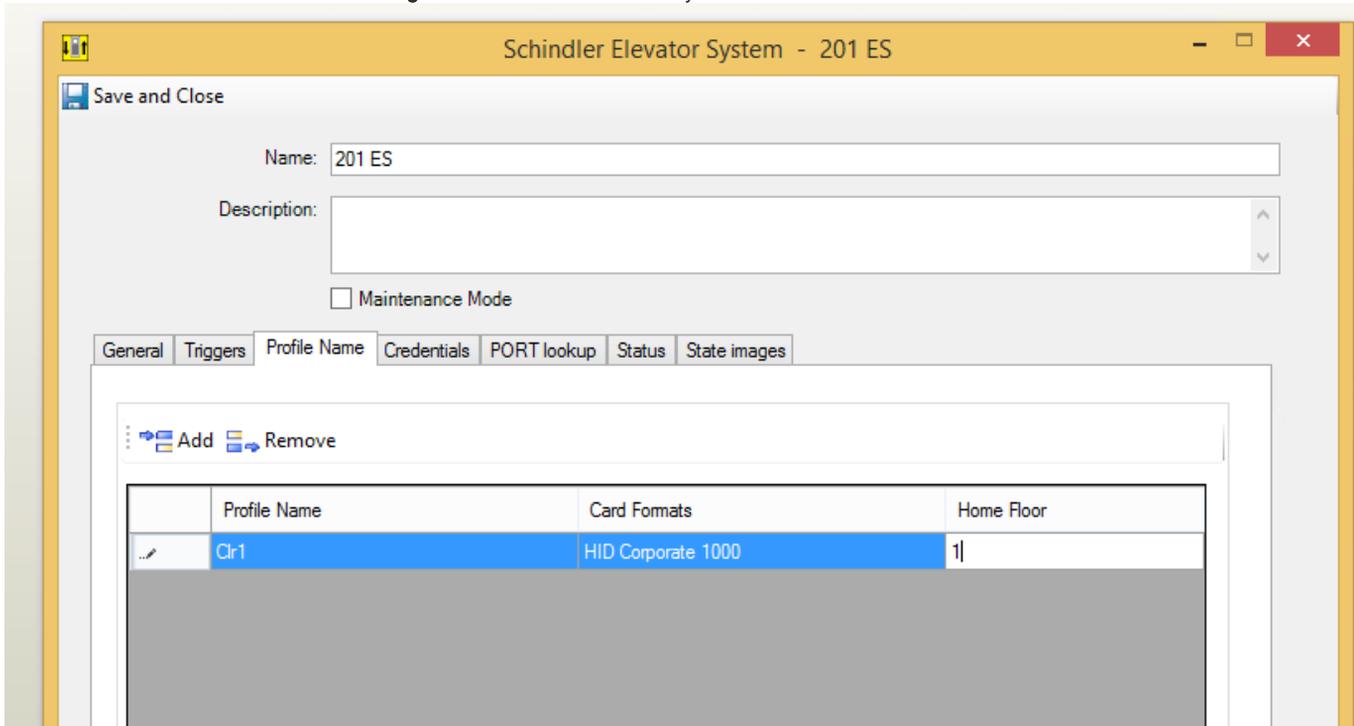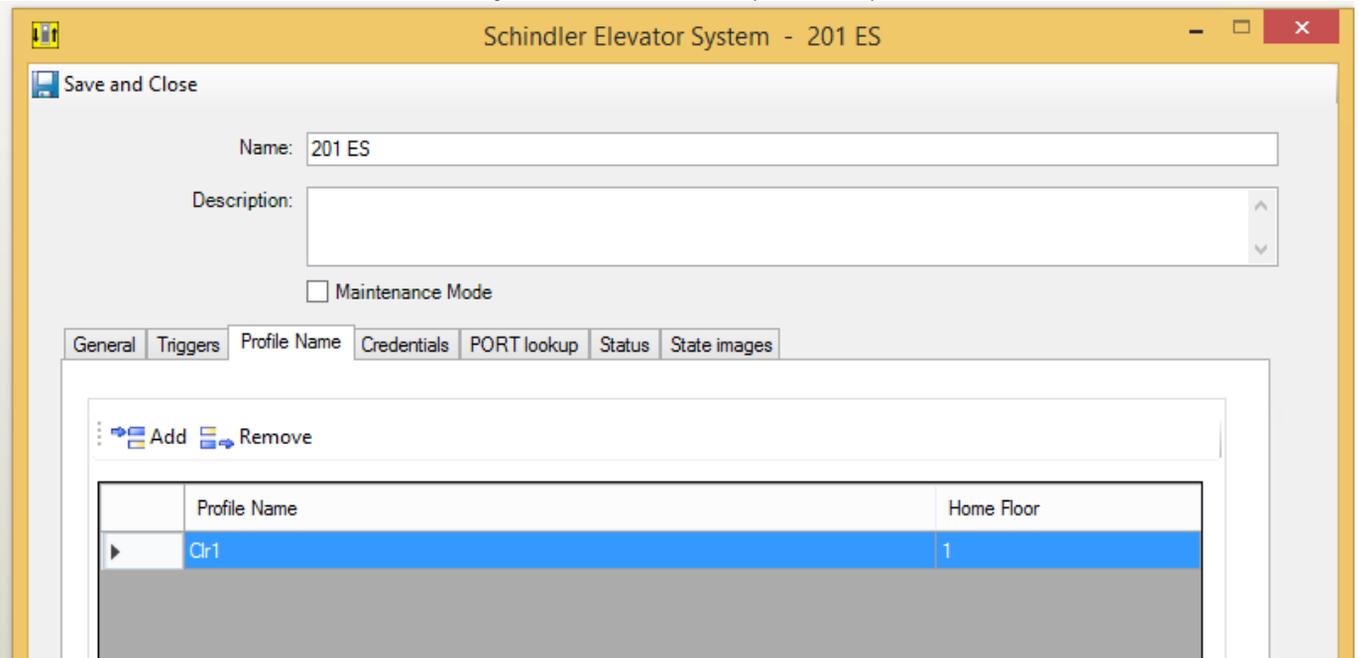
Figure 31: Profile Name Tab (Old Protocol)

> **NOTE**
>
> If you chose the Old Protocol the card format field is hidden.

Schindler Elevator System - Profile Name mapping to the Personnel Clearance

Common Clearance mapping is mandatory for the successful Personnel Synchronization with the Schindler port - HLI system, and should be configured in the following places:

- Under the Profile Name tab of the Schindler Elevator system
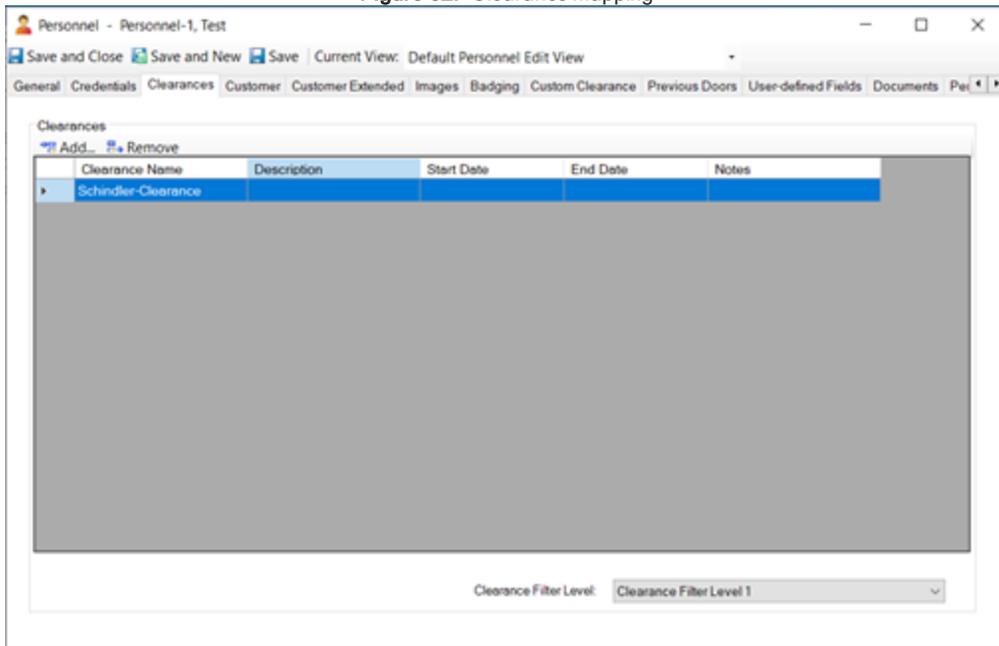- Under the Clearance tab of the Personnel

Configuration of one common Clearance for the Personnel and for the Schindler Elevator System Profile.

1. Navigate to **Personnel** and edit the Personnel record.

2. Navigate to **Clearance** tab and add the Clearance. Refer to Figure 32 on Page 66.

Figure 32: Clearance Mapping

3. Click **Save and Close** to save the personnel record.

4. Click on the Hardware Pane and edit the Schindler Elevator System under the company name folder.

5. Navigate to **Profile Name** tab.

6. Add and select the same clearance that was selected for the personnel in the Profile Name tab of the Schindler Elevator System.

7. Select the Card Format. Refer to Figure 33 on Page 67.

Figure 33: Clearance Mapping - Profile Name Tab
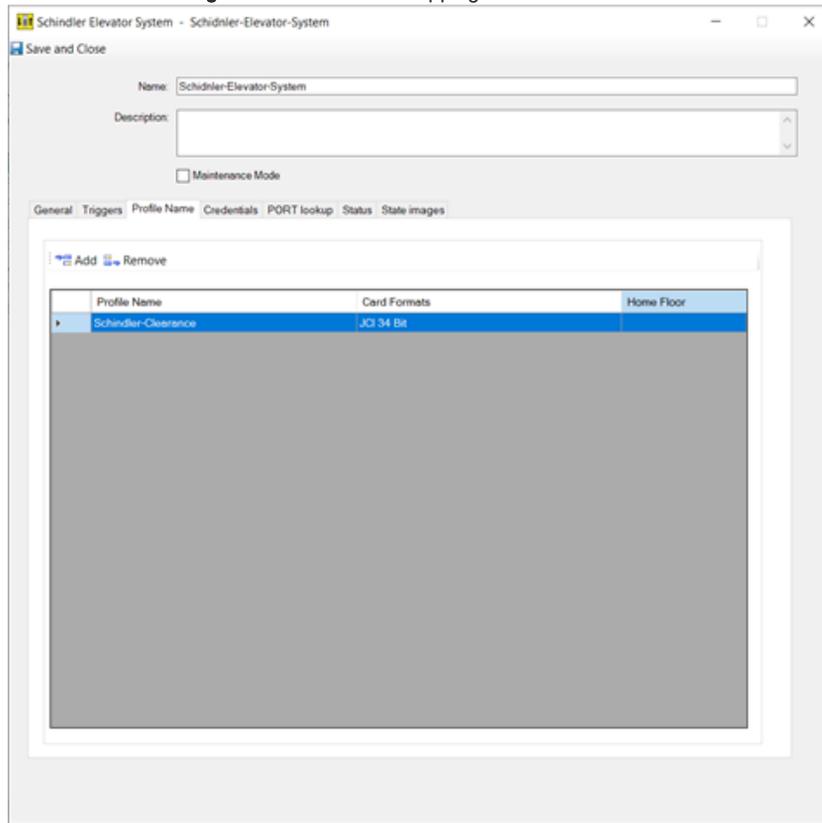
8. Click on **Save and Close** to save the configuration.

Schindler Elevator System Profile Name mapping to the Personnel Clearance and Restricted Zone Matrix.

The Zone level access floors of the Schindler Restricted Zone Matrix will be dispatched to the personnel, only if the same/common Clearance is assigned/configured to the Personnel (refer to Figure 32 on Page 66), Restricted Zone Matrix (refer to Figure 34 on Page 68) and the Schindler Elevator system Profile Name tab (refer to Figure 33 on Page 67) .

Figure 34: Clearance Mapping - Zone Matrix
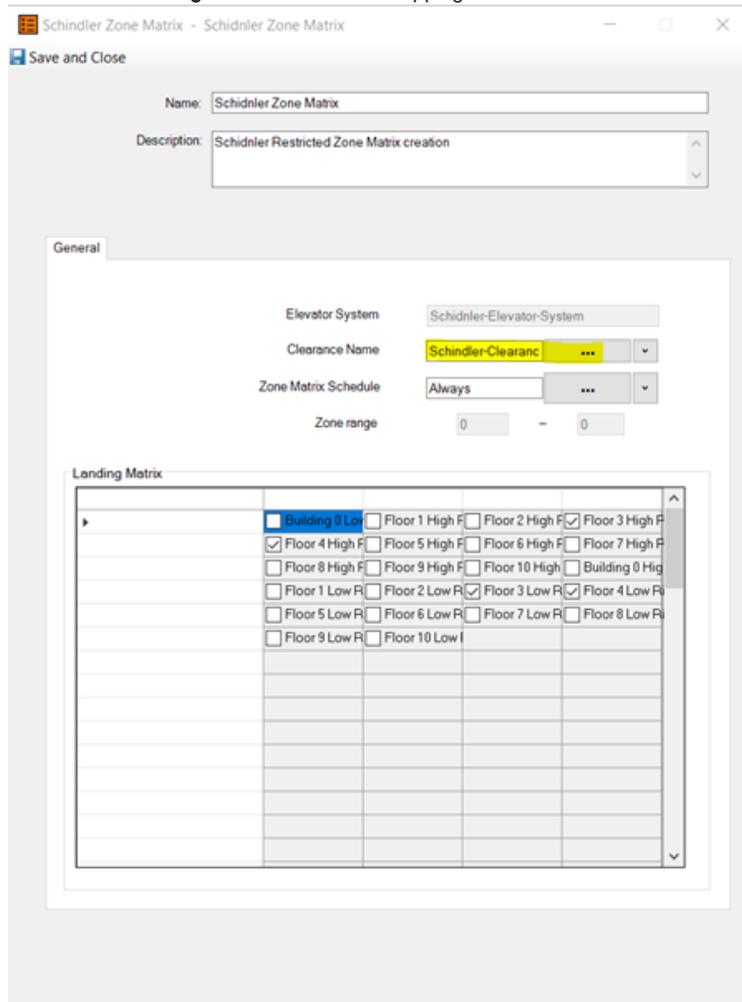
Profile Name Tab Definitions

The Schindler Elevator System Editor – Profile Name tab fields and buttons are described in Table 7 on Page 69.

<p align="center">**Table 7:** Schindler Elevator System Editor Dialog Box-Profile Name Tab Definitions</p>

Field/Button	Description
Add	Select this button to create a new profile name.
Remove	Select this button to remove the selected profile name from the table.
Profile Name	Select this filed, then select ⌈ ... ⌋ to open a selection dialog box listing the available profile names in the Schindler Elevators System. Select a name from the dialog box and that name is added to the table.
Card Formats	Select this field to choose a required card format. This field is not mandatory for cards with 16 decimal digits.
Home Floor	Type the home floor number for the selected profile name. This field is mandatory, if the call type is Direct call.

Profile Name Tab Tasks

The following tasks are performed in the Profile Name tab:

- Adding Profile Name on Page 69
- Deleting Profile Name on Page 70

Adding Profile Name

To add a Profile Name

1. Select the **Profile Name** tab.

2. Select the **Add** button to add a profile name.
   A new row appears in the table.

3. In the **Profile Name** field, select a new row.

4. Select the ⬚ **...**

    The selection dialog box listing the available profile names in the Schindler Elevators System appears.

5. Select a name from the dialog box.

    The name is added to the table.

6. In the **Card Formats** field, select the card format for the profile name.

7. In the **Home Floor** field, type the home floor for the profile name.

8. Select **Save and Close**.

Deleting Profile Name

To Delete a Profile Name

1. Select the row selector button ▶ to select the profile name that you want to remove.

2. Select the **Remove** button.

Credentials Tab

The **Credentials tab** shown in Figure 35 on Page 72 is used to select Card Formats, Personnel Additional Fields and Personnel Number.

Card formats specify the arrangement of data on an access card. The reader connected to a controller reads this data. Each card format is associated with a card holder unique identifier (CHUID) format.

The Schindler Elevator System Integration supports card format configurations of 16-digit decimal, Pure Wiegand and Generic Weigand.

16-digit Card format configuration, with the syntax *IIFFFFCCCCCCCCCC* where:

- *I* refers to the Issuer Code
- *F* refers to the Facility Code
- *C* refers to the Card number

Pure Wiegand and Generic Weigand card format configuration, where it covers any format up to 64 bits with the combination of one or more following fields

- CardNumber
- CardFacilityCode
- IssueCode
- SiteCode
- FixedBinary
- FixData
- AgencyCode

and with the syntax *WWWWWWWWWWWWWWWW*, where:

- *W* refers to the hexadecimal equivalent of the raw binary Wiegand data as transmitted from the reader (including all parity bits) padding of 0's as needed.

Credentials Tab

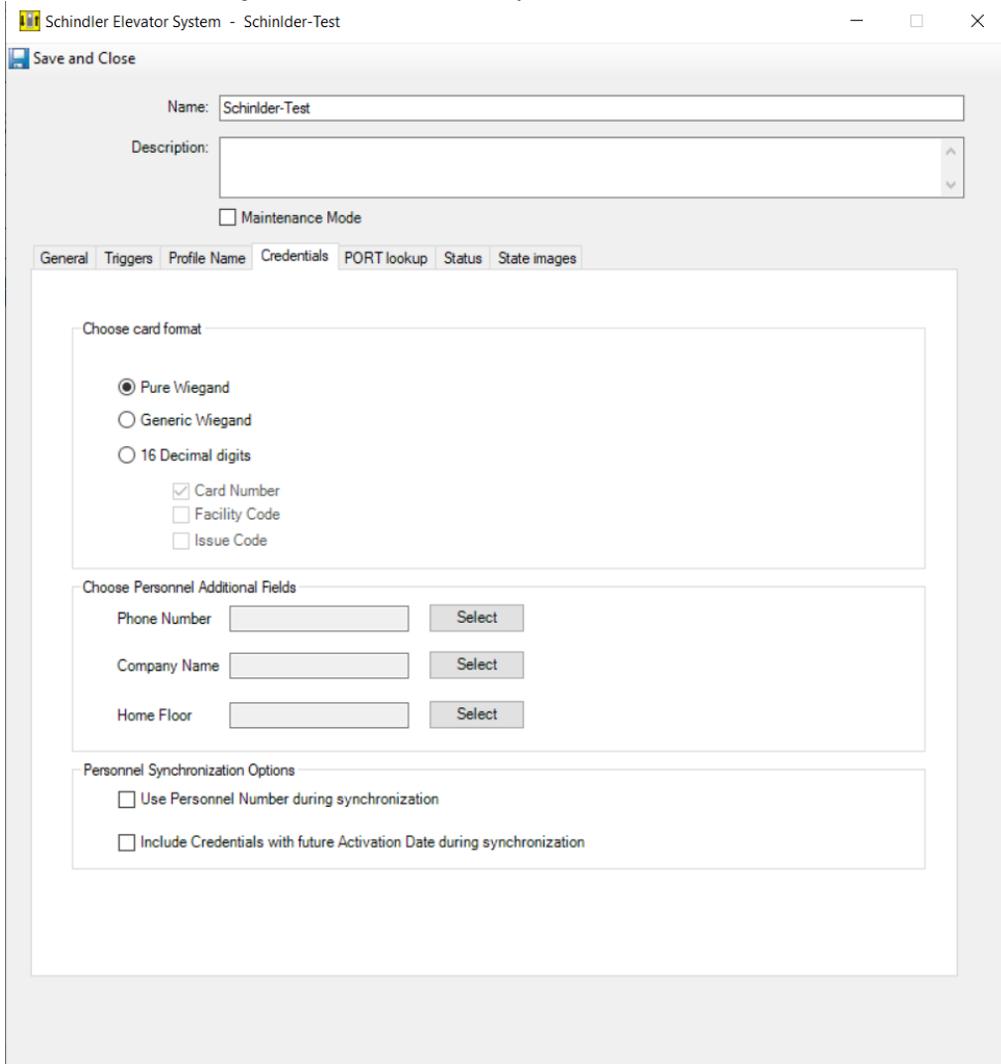**Figure 35:** Schindler Elevator System Editor – Credentials Tab

Table 8 describes the inputs for CHUID fields.

Table 8: Inputs for CHUID Fields

Field Name	Length	Start Position	End Position

Issue Code	2	1	2
Facility Code	4	3	6
Card Number	10	7	16
	16	1	16

NOTE

- If the Schindler PORT Technology system supports the 16-digit CHUID with Issue Code, Facility Code and Card Number then the CHUID format in Table 8 on Page 72 applies.
- If the card number is 16 digit in length, the following are the scenarios:
  - Passing the card number with Facility Code or Issue Code or both, unchecked the card format configuration will be CCCCCCCCCCCCCCCC.
  - Passing the card number with Facility Code or Issue Code or both, checked the card format configuration will be IIFFFFCCCCCCCCCC

For older Protocol Version, card formats: Pure Wiegand and Generic Wiegand, and Personnel Additional Fields are disabled.

NOTE

For Generic Weigand format the total length of the card format will be 64 bit which is a combination of 56 bit of credential (example: Issue Code, Facility Code and Card Number) and 8 bits of card length.

Credentials Tab Definitions

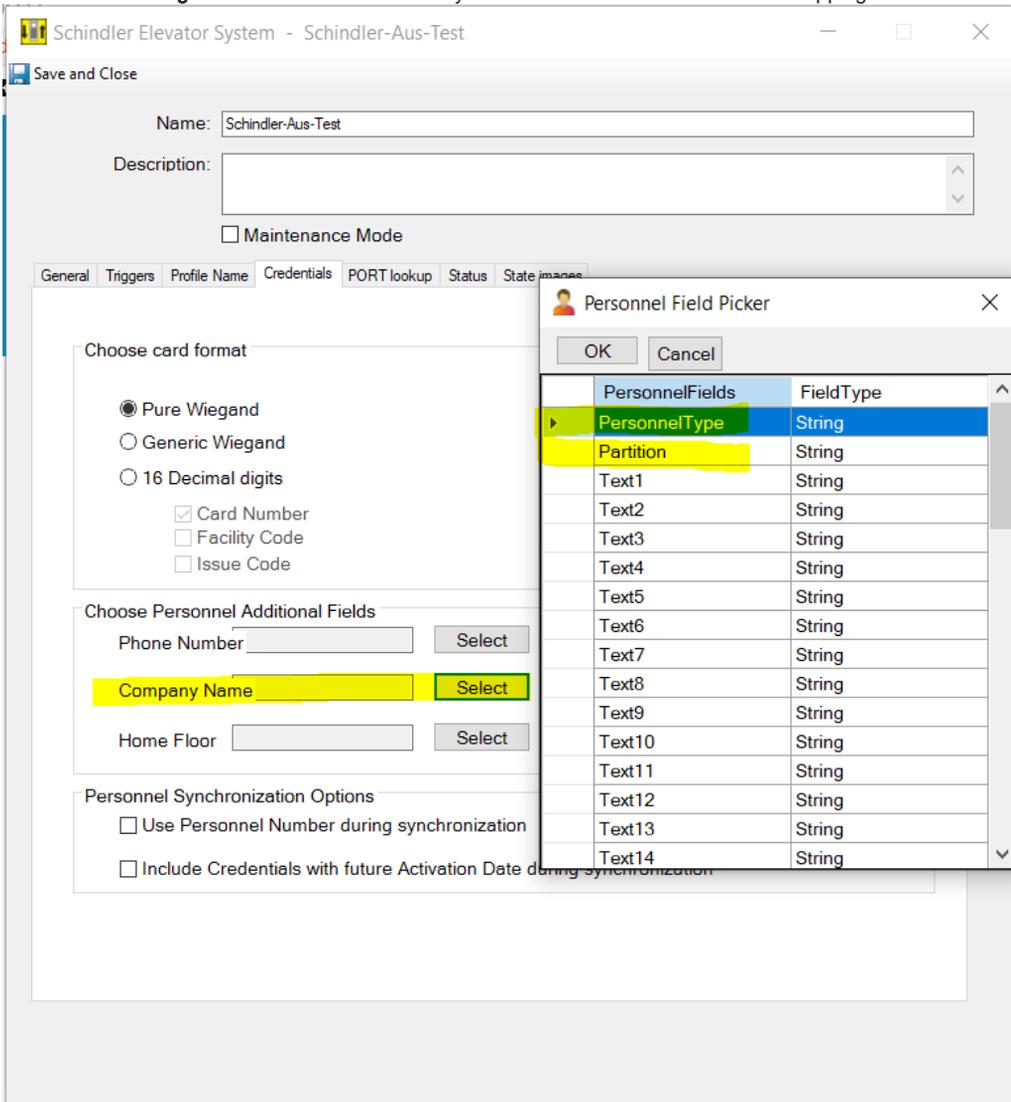The Schindler Elevator System Editor – Credential Tab fields and buttons are described in Table 9 on Page 73.

Table 9: Schindler Elevator System Editor Dialog Box-Profile Name Tab Definitions

Field/Button	Description
Choose card format	Use this field to select the any of the following card format. • Pure Wiegand • Generic Wiegand • 16 Decimal digits

Table 9: Schindler Elevator System Editor Dialog Box-Profile Name Tab Definitions (continued)

Field/Button	Description
Choose Personnel Additional Fields	Use this field to select a Phone Number, Company name and Home Floor. For more information , see the *C•CURE 9000 Personnel Configuration Guide*. NOTE: You can select data from fields "Text 1" through to "Text 25" and "Int1" through to "Int9" for any of the fields (can map any one field at a time) or you can also map to other fields like Partition and PersonnelType. Partition field will be the default, if the Personnel Additional Field is not mapped to any other field. Refer Figure 36 on Page 75.
Use Personnel Number	Select this option to display the personnel number during synchronization instead of first and last name.
Include Credential with future activation date	Select this option to include personnel with future activation date during synchronization.

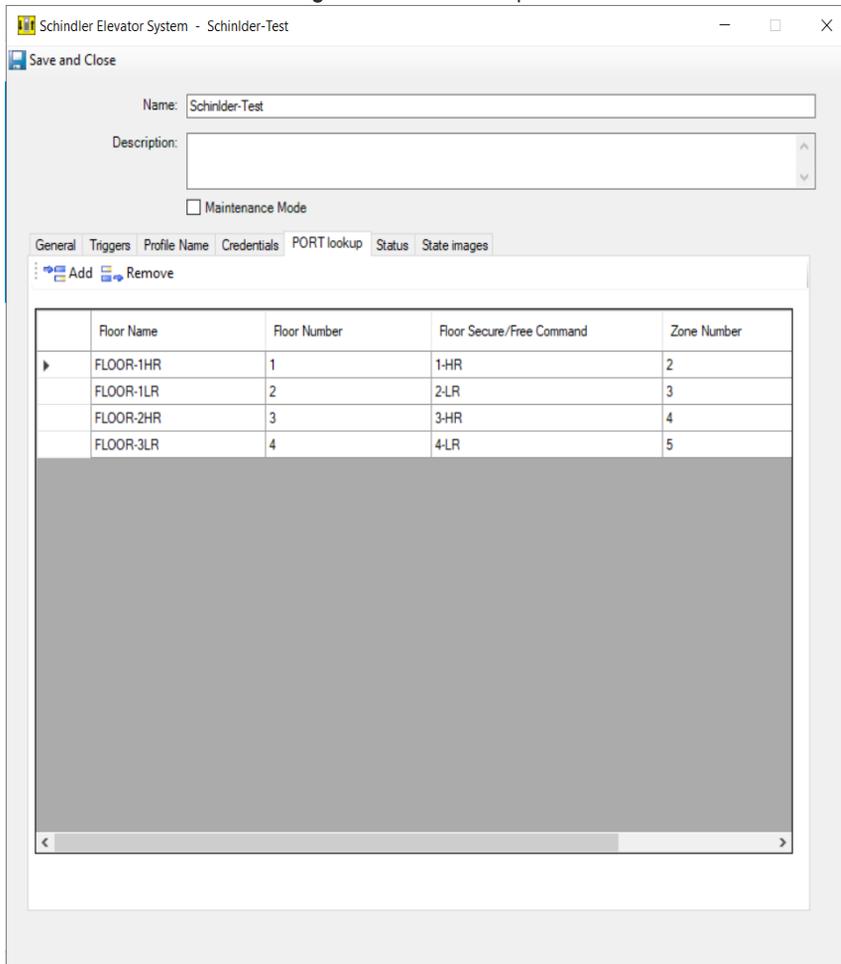Figure 36: Schindler Elevator System Editor – Credentials Tab Field Mapping

PORT lookup Tab

You can map the numerical value of the floor with the zone number on the PORT lookup tab.

For more information, see the following:

Figure 37: PORT lookup Tab

PORT lookup Tab Definitions

describes the PORT lookup Tab fields and buttons.

Table 10: Schindler Elevator System Editor Dialog Box-PORT lookup Tab Definitions

Field/Button	Description
Add	Select this button to create a new PORT lookup.
Remove	Select this button to remove the selected PORT lookup from the table.
Floor Name	Enter the name of the floor.
Floor Number	Enter the numerical value of the required floor.
Zone Number	Enter the zone number in this field.
Floor Secure/Free Command	Enter the floor Commands without the word Secure/Free. For example: For floor commands **Free 1 LR** or **Secure 1 LR**, enter only the command **1 LR** without the word Free or Secure.

Note: **Home Floor Personnel Group** field from **PORT lookup** Tab is removed from this version of release. The functionality of this field is implemented in **Choose Personnel Additional Fields** option in Credentials Tab. Refer to Figure 35 on Page 72.

PORT lookup Tab Tasks

The following tasks are performed in the PORT lookup tab:

- Adding PORT lookup on Page 78
- Deleting PORT lookup on Page 79

Adding PORT lookup

To add a PORT lookup

1. Select the **PORT lookup** tab.

2. Select the **Add** button to add a PORT lookup.
   A new row appears in the table.

3. In the **Floor Name** field, enter the name of the floor.

4. In the **Floor Number** field, enter the numerical value of the floor.

5. In the **Floor Secure/Free Command** field, enter **Secure/Free Command**.

6. In the **Zone Number** field, enter the zone number of the floor.

7. Select **Save and Close**.

Deleting PORT lookup

To Delete a PORT lookup

1. Select the row selector button ▸ to select the PORT lookup that you want to remove.

2. Select the **Remove** button.

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.
	Do not add the Free/Secure prefix to the Free/Secure command on the Port Lookup tab. The Free/Secure prefix must reflect XX/YY in the Free/Secure template and must match as per Schindler data.

Status Tab

The Status tab, shown in Figure 38 on Page 80 provides read-only information about Database Interface Port Status, and Personnel Synchronization Status.

For more information, see the Status Tab Descriptions on Page 81

Figure 38: Schindler Elevator System Editor - Status Tab
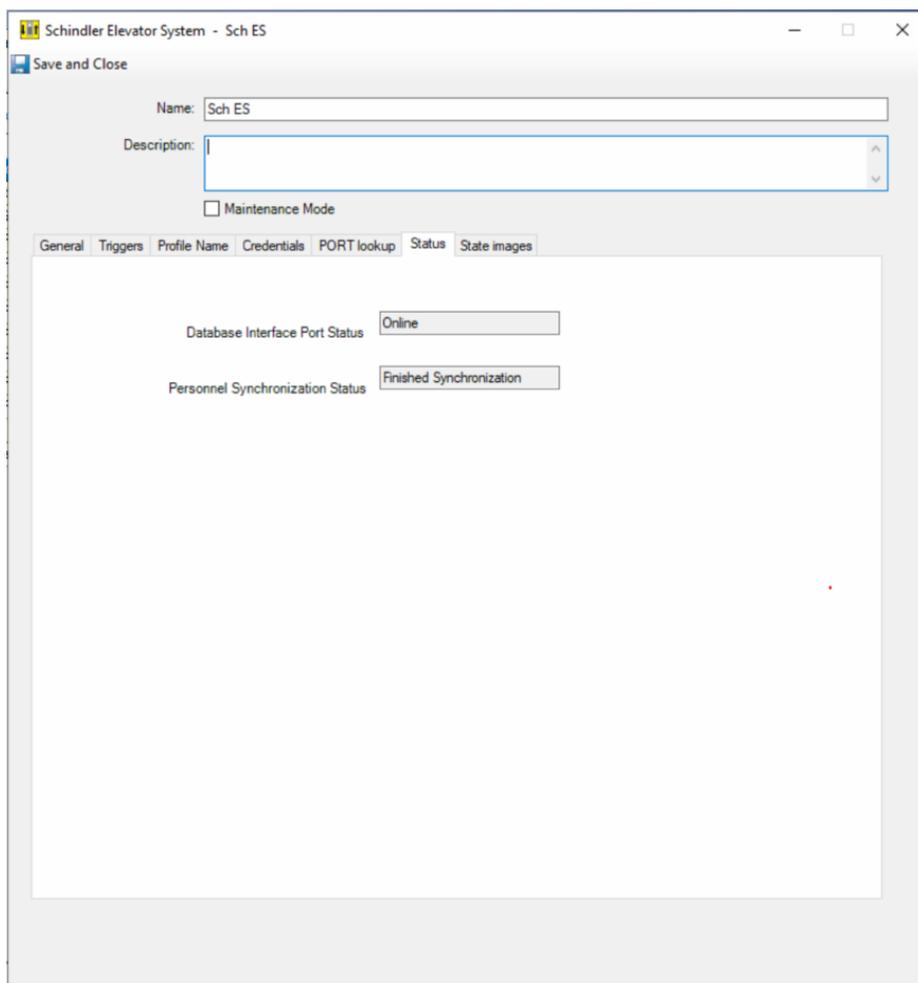
Status Tab Descriptions

The Schindler Elevator System Editor-Status tab fields are described in Table 11 on Page 81.

Table 11: Status Tab Definitions

Field/Button	Description
Database Interface Port Status	Value (Status): • **Online**: The Schindler Elevator System Database Interface Port is connected and communicating with the Schindler server. • **Offline**: The Schindler Elevator System Database Interface Port is not connected with the Schindler Server. • **Unknown**: The status cannot be determined.
Personnel Synchronization Status	Value (Status): • **Start Synchronization**: This is default value. • **Synchronizing**: The Schindler Elevator System starts synchronizing Personnel data. • **Finished Synchronization**: The Schindler Elevator System completes synchronizing Personnel data. • **Synchronization Fault**: The Schindler Elevator System has problem synchronizing Personnel data.

State Images Tab

The State Images tab, shown in Figure 39 on Page 83 displays the current elevator system images that display in the Monitoring Station to represent activities concerning the elevator system. You can select other images to display for this elevator system or return back to the default images, as described in this section.

for information about changing the state images.

Figure 39: Schindler Elevator System Editor – State Images Tab
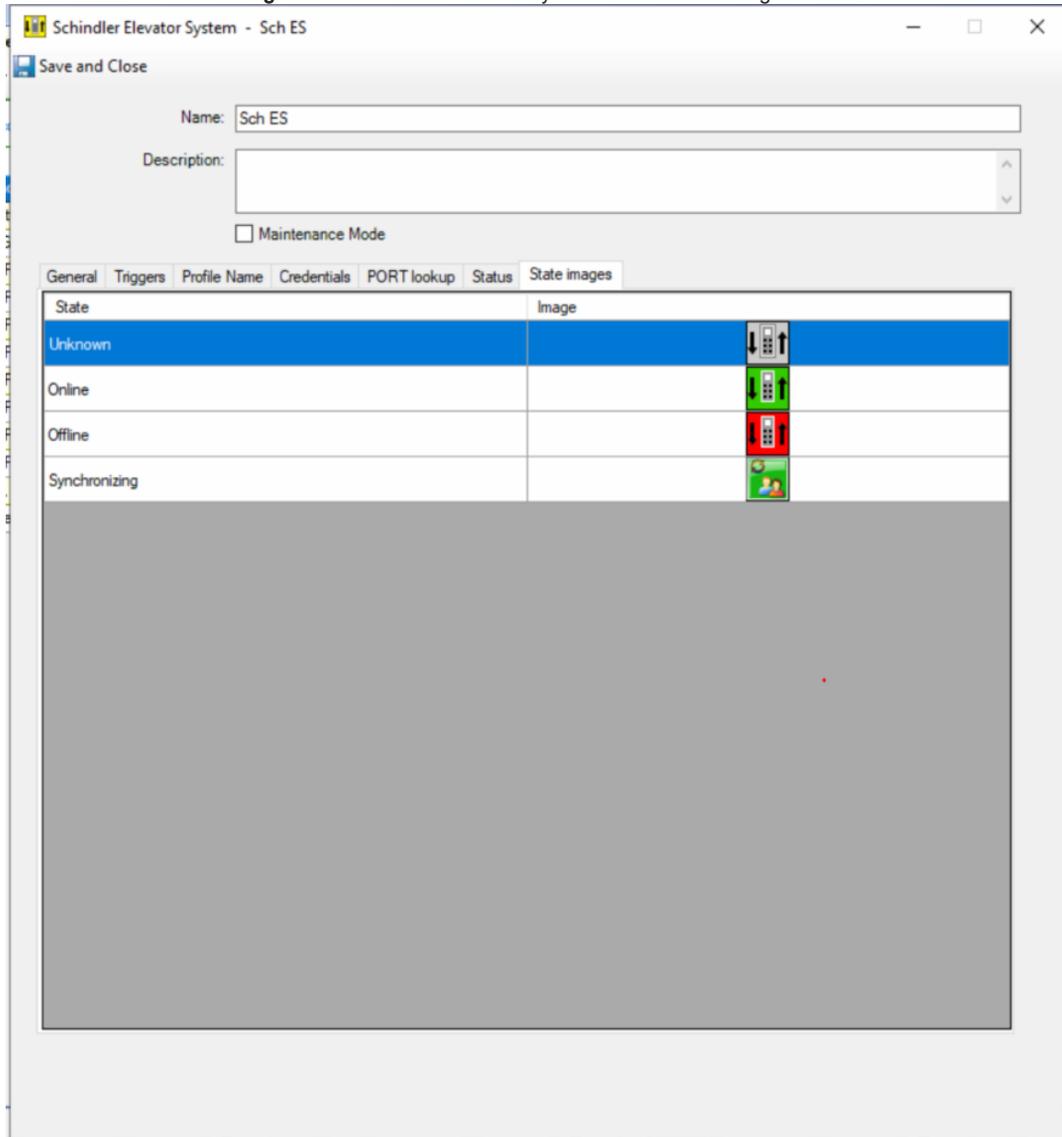
State Images Tab Tasks

The following tasks are performed in the State Images tab:

Replace a State Image

To Replace an Image

1. Double-click the default image in the tab to open a Windows file selection dialog box.

2. If necessary, navigate to find the new image.

3. Select the desired replacement image and select **Open**.

The new image replaces the default image and displays in the State Images tab.

Restore the Default State Image

To Restore the Default Image

- Right-click the image in the State Images tab and select **Restore Default**.

Maintenance Mode

Maintenance Mode is used to limit information about an object that is displayed on the Monitoring Station. Maintenance Mode only affects the information reported at the Monitoring Station.

A few examples for using the Maintenance Mode are:

- To prevent the display of information about:
  - Parts of the system being installed by an integrator
  - Hardware being serviced, requiring maintenance, or being tested.
- To only monitor information about hardware being serviced, requiring maintenance, or being tested.
- To view information about all objects, including those tagged to Maintenance Mode.

If you place an object in the Maintenance Mode, it does not prevent actions from occurring. For example, if an event assigned to an intrusion zone in Maintenance Mode activates an output that turns on the building-wide evacuation alarm, the activation of the output will still occur.

Maintenance Mode is only reported in Journal messages when an object is tagged to Maintenance Mode.

Operator Privilege and Application Layout Filtering assignments determine whether or not an object in Maintenance Mode is viewable, as being in Maintenance Mode, on the Monitoring Station. Operators with the appropriate privileges and Application Layout Filtering can view objects in Maintenance Mode.

Schindler Terminal ID Configuration

This chapter describes how to configure the Schindler Terminal ID.

In this chapter

Accessing the Schindler Terminal ID Dialog Box

The Schindler Terminal ID dialog box is used to assign the Personnel Group to the Call Type.

| NOTE | The Schindler Elevator System must be configured before you can access this dialog box. Schindler Elevator System Editor Dialog Box for more information. |

To Access the Schindler Terminal ID Dialog Box

Right-click the elevator system icon under the Schindler Elevator System folder in the Hardware tree, and select **Schindler Terminal ID>New**, as shown in Figure 40 on Page 87.
The Schindler Terminal ID dialog box opens. Schindler Terminal ID Dialog Box on Page 88

Figure 40: Access the Schindler Terminal ID Dialog Box
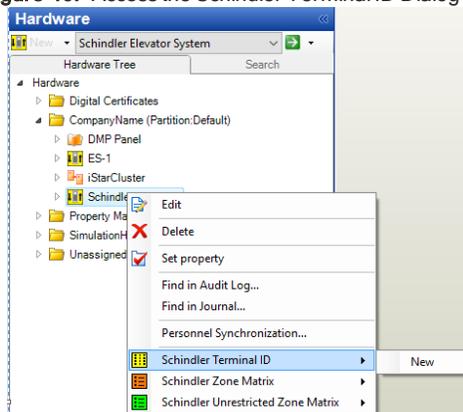
Schindler Terminal ID Dialog Box

Schindler Terminal ID is a physical terminal where the card is swiped to get the access to the Elevator System. This Terminal ID is also used to communicate with the user.

The Schindler Terminal ID dialog box, shown in Figure 42 on Page 90, represents the Terminal ID present in the Schindler Elevator System and is used to create and identity for the Terminal ID, select the door name, and assign the pre-configured Personnel Group to the Call Type.

Call Types

Call Type defines the method by which Schindler PORT receives the call for selected Personnel Group.

Following Call Types are available for Schindler PORT technology:

NOTE   Call Type such as **Call by ID**, **Call by Profile** and **Direct Call** are qualified.

Figure 41: Call Types

- **Call by Profile:** PORT Technology receives call as profile information. For example:

> 0060217|Tyco|123456|
>
> **006** Message Number
>
> **02** Function ID
>
> **17** Terminal Number (Terminal ID)
>
> **Tyco** Profile Name
>
> **123456** User Number

- **Call by ID:** PORT Technology receives call as unique ID information. For example:

```
0061417|123456|

006 Message Number

14 Function ID

17 Terminal Number (Terminal ID)

123456 User Number
```

- **Direct Call:** PORT Technology receives direct call from external system. For example:

```
1751617|1|5000|

17516 Message Number

17 Functional ID

1 Terminal ID

5000 User number
```
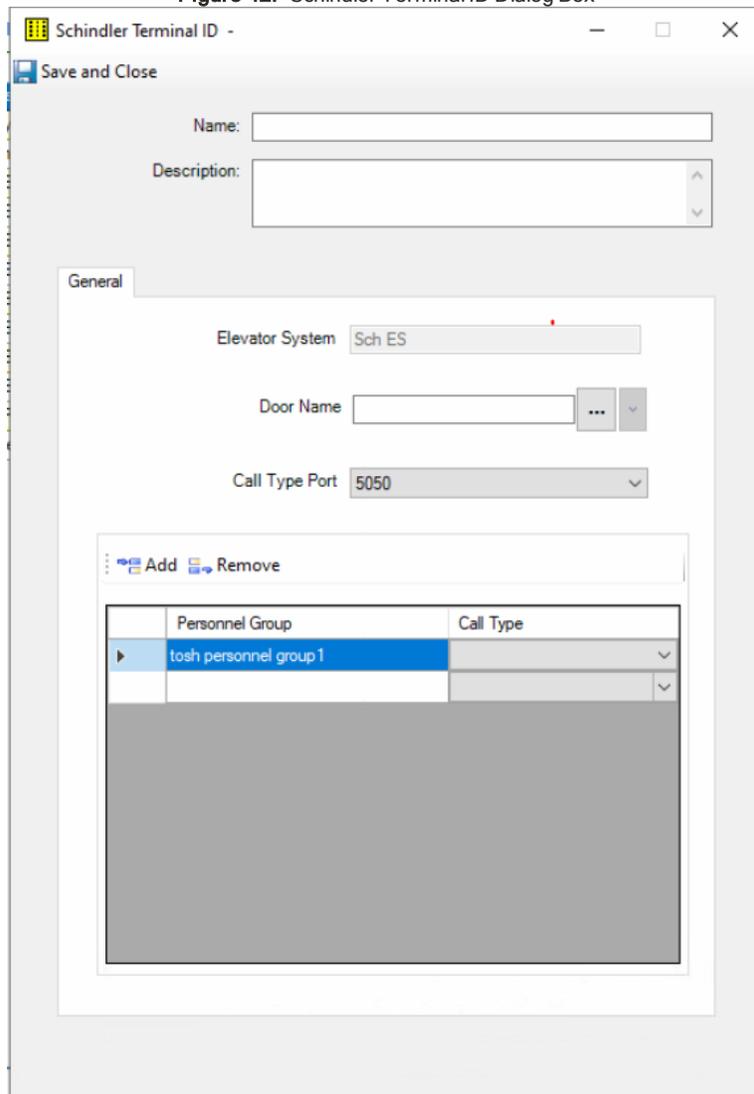
NOTE To use the Direct Call option, you must assign a Destination Floor Number in the Profile Name Tab.

For more information, see:

- Accessing the Schindler Terminal ID Dialog Box on Page 87
- Schindler Terminal ID Dialog Box Definitions on Page 91
- Schindler Terminal ID Dialog Box Tasks on Page 92

Figure 42: Schindler Terminal ID Dialog Box

Schindler Terminal ID Dialog Box Definitions

Table 12 on Page 91 describes the Schindler Terminal ID dialog box fields and buttons.

Table 12: Schindler Elevator System Editor Dialog Box Definitions

Field/Button	Description
Name	Enter a unique name to identify the Schindler Terminal ID. • Enter only numeric values.
Description	(Optional) A description for the Schindler Terminal ID. • The description is not case-sensitive. • Minimum number of characters: None • Maximum number of characters: 500
Save and Close	Saves the configuration and closes the dialog box.
General Tab	
Elevator System	Displays the name of the Schindler Elevator System. This is read-only field.
Door Name	Click the selection button [...] to select a pre-configured door which is received from C•CURE 9000.
Call Type Port	Select the required Call Type Port from the drop-down.
Add	Click to add a new row for configuration.
Remove	Click to remove a selected row.
Personnel Group	Click the selection button [...] to select the pre-configured Personnel Group . See the C•CURE 9000 Software Configuration Guide for information on creating personnel groups.
Call Type	Call Type defines the method by which Schindler PORT receives the call for selected Personnel Group. Available Call Types for Schindler PORT technology are: • Call by Profile • Call by ID • Direct Call

Schindler Terminal ID Dialog Box Tasks

This section describes the following tasks:

Configuring a Terminal ID

To Configure a Terminal ID

1. Right-click the elevator system icon under the Schindler Elevator System folder in the Hardware tree and select **Schindler Terminal ID>New**.

   The Schindler Terminal ID dialog box opens.

2. Enter a name, of up to 100 characters, for the Terminal ID in the **Name** field.

3. Select the selection button [...] located to the right of the Door Name.
   The iSTAR Doors selection box opens with a list of pre-configured doors.

4. Select a door configuration from the list of pre-configured doors.
   The selected door appears in the Door Name field.

5. Select a Call Type Port from the list of pre-configured multiple call type ports.

6. In the **General** tab, select the **Add** button.

7. Select the blank row under **Personnel Group**, and then select the selection button [...] to select the Personnel Group from the list.

8. In the **Call Type** drop down, select the Call Type to assign to the selected Personnel Group.

9. Select **Save and Close** to save the configuration.

Editing a Terminal ID Configuration

To Edit a Terminal ID Configuration

1. Double-click the Terminal ID configuration in the tree that you want to edit.

   Alternately, you can right-click the Terminal ID configuration in the tree and select **Edit** from the context menu.

2. Make the changes to the configuration.

3. Select **Save and Close**.

Viewing All Terminal ID Configurations

To View All Terminal ID Configurations

1. Select the **Hardware** drop-down menu and select **Schindler Terminal ID**.

2. Select on the green right arrow located to the right of the **Hardware** drop-down menu.

The Schindler Terminal ID tab opens in the Dynamic View displaying a list of Schindler Terminal ID configurations.

Deleting a Terminal ID Configuration

To Delete a Terminal ID Configuration

1. Right-click the Terminal ID configuration that you want to delete and select **Delete** from the context menu.

   The Deleting Schindler Terminal ID objects dialog box opens.

2. Select **Yes** to confirm the deletion.

   The object is deleted.

3. Select **OK** to confirm that the object was deleted.

6

Schindler Zone Matrix

This chapter describes how to configure the Schindler Zone Matrix and Schindler Unrestricted Zone Matrix.

In this chapter:

Overview

A Schindler Zone Matrix, is created to assign Floor access and (or) User access depending on the Clearance and Schedule.

There are two types of Zone Matrix:

- Schindler Unrestricted Zone Matrix
- Schindler Zone Matrix.

Zone Matrix (User Level Floor Access)

The Schindler Zone Matrix (User Level Floor Access) is used to assign the user floor access rights to the Users.

NOTE	The Schindler Elevator System must be configured before you can access this Zone Matrix (User Level Floor Access).

To Access the Zone Matrix (User Level Floor Access)

1. Right-click the elevator system icon under the Schindler Elevator System folder in the Hardware tree.

2. Select the **Schindler Zone Matrix** option from the list and then select **New**.
   The Schindler Zone Matrix box opens.

Figure 43: Access the Schindler Zone Matrix Box
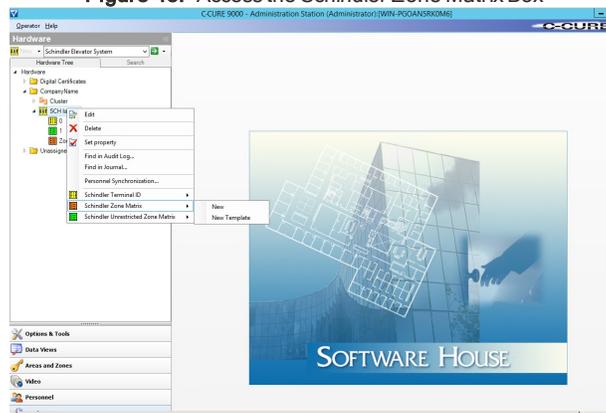
Zone Matrix (User Level Floor Access) Dialog Box

The new Zones Matrix configuration indicates the associated Schindler Elevator System, a Clearance name, Schedule and a Zone Range.

The Schindler Zone Matrix dialog box displays the Zones available in the Schindler Elevator System.

A Zone Matrix Schedule is associated to indicate, when the selected zones will be accessible for the schedule period and for the respective clearance associated to the matrix.

Number of Zones depends upon the configuration in Schindler Elevator System.

NOTE Maximum value of Zone supported is 255.

Figure 44: Schindler Zone Matrix Dialog Box (New Protocol)

Figure 45: Schindler Zone Matrix Dialog Box (Old Protocol)

NOTE	The User Level Floor Access Matrix is send to Port system even if the clearance(s) is not attached to Profile Name but assigned to Zone Matrix and Personnel Record(s).
	Hence, If the Personnel Record(s) is or are already synchronized in the Port system then the User Floor Access Rights are granted.
	Clearance and Schedule should be unique for each matrix.

Unrestricted Zone Matrix (Building Level Floor Access)

The Schindler Unrestricted Zone Matrix (Building Level Floor Access) is used to assign the building level floor access rights to the Users.

NOTE	The Schindler Elevator System must be configured before you can access this Unrestricted Zone Matrix (Building Level Floor Access).

To Access the Unrestricted Zone Matrix (Building Level Floor Access)

1. Right-click the elevator system icon under the Schindler Elevator System folder in the Hardware tree.

2. Select the **Schindler Unrestricted Zone Matrix** option from the list and then select **New**.
   The Schindler Unrestricted Zone Matrix box opens.

Figure 46: Access the Schindler Unrestricted Zone Matrix Box
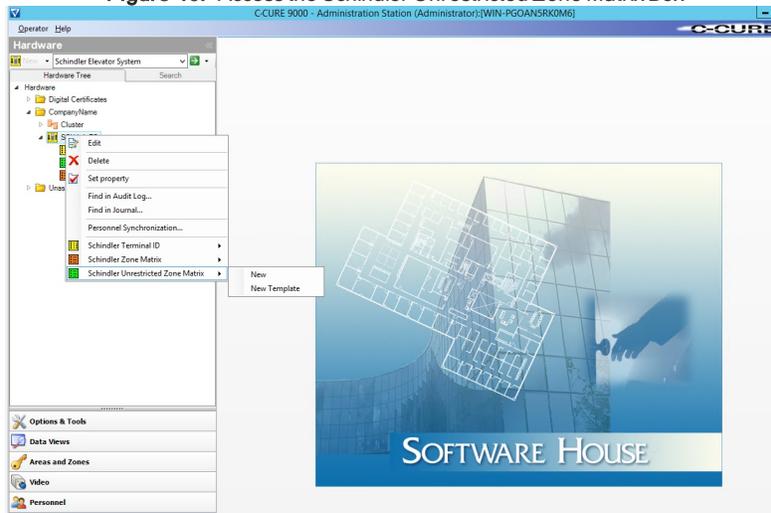
Unrestricted Zone Matrix (Building Level Floor Access) Dialog Box

You can create a Schindler Unrestricted Zone Matrix under the Schindler Elevator System as a new Zone Matrix object.

The Unrestricted Zone Access Matrix is associated with the displayed Elevator System .

A Schedule is associated to indicate when the selected zones will be accessible for the scheduled period.

The number of Zones depends upon the configuration of the Schindler Elevator System.

NOTE
- Maximum value of Zone supported is 255.
- Call Type is restricted to Call by Profile for older protocol versions. Use Call by ID or Call by Profile on the new protocol version.
- Do not update "XX" or "YY" on the Call by ID call type on the new protocol version. You can change the name of the Secure/Free Template as required.
- Do not enter data in empty fields in the Unrestricted Landing Matrix. This will cause problems with the system

Refer to Figure 47 on Page 102, if the new Protocol Version is selected in the elevator system.

Figure 47: Schindler Unrestricted Zone Matrix Dialog Box (New Protocol: Call by Profile)
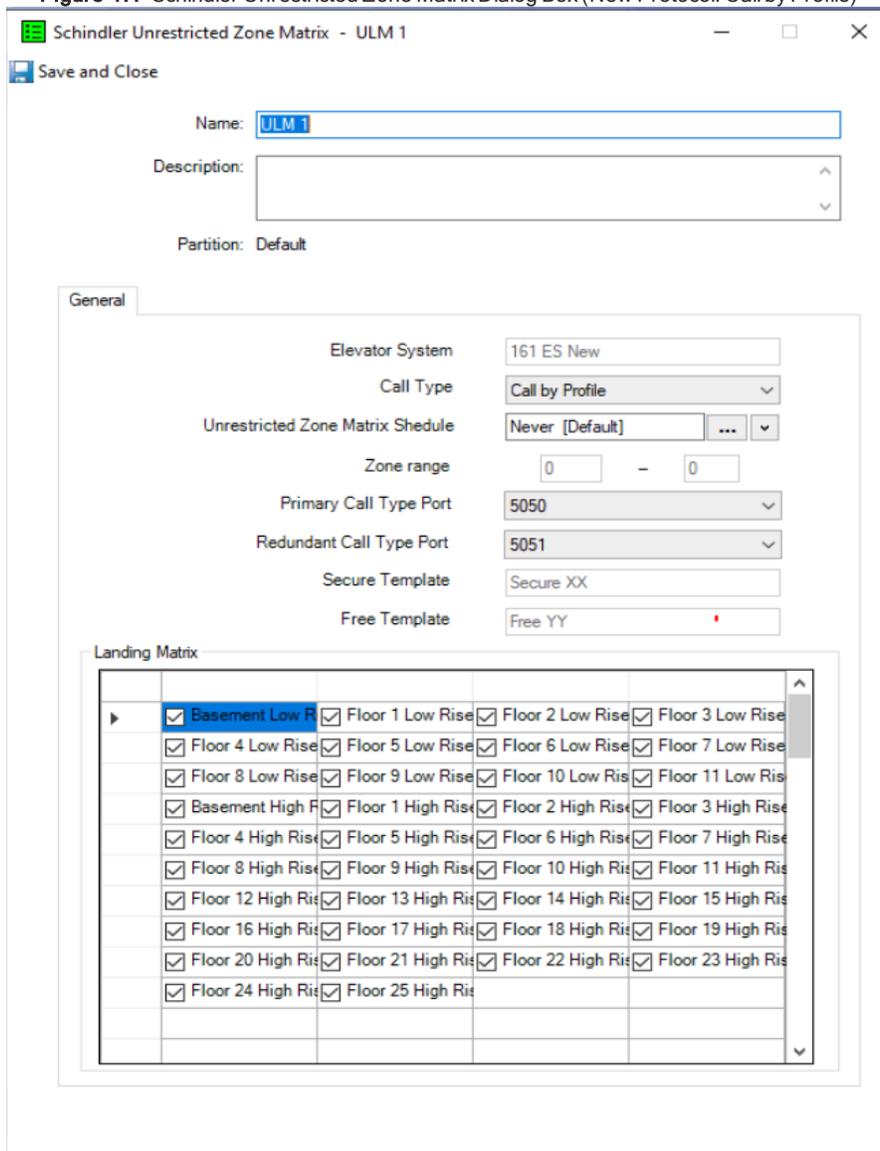
Figure 48: Schindler Unrestricted Zone Matrix Dialog Box (New Protocol: Call by ID)
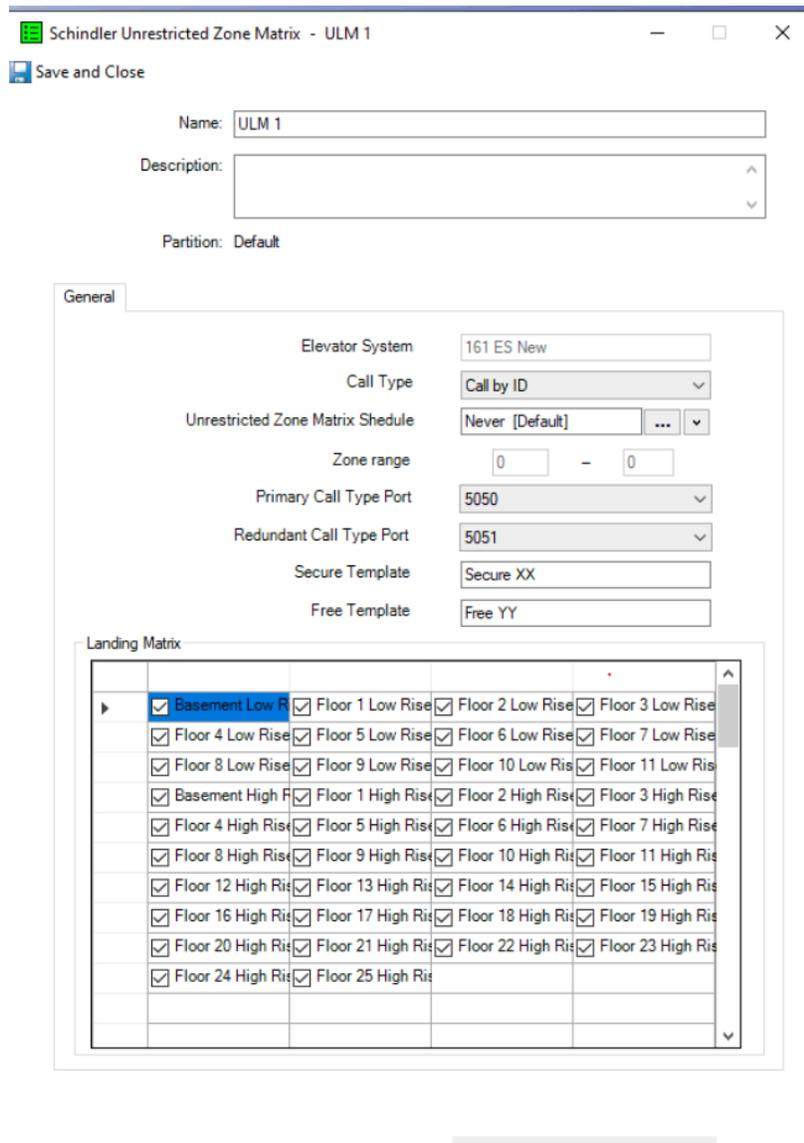
Refer to Figure 49 on Page 104, if the older Protocol Version is selected in the elevator system.

Figure 49: Schindler Unrestricted Zone Matrix Dialog Box (Old Protocol: Call by Profile)
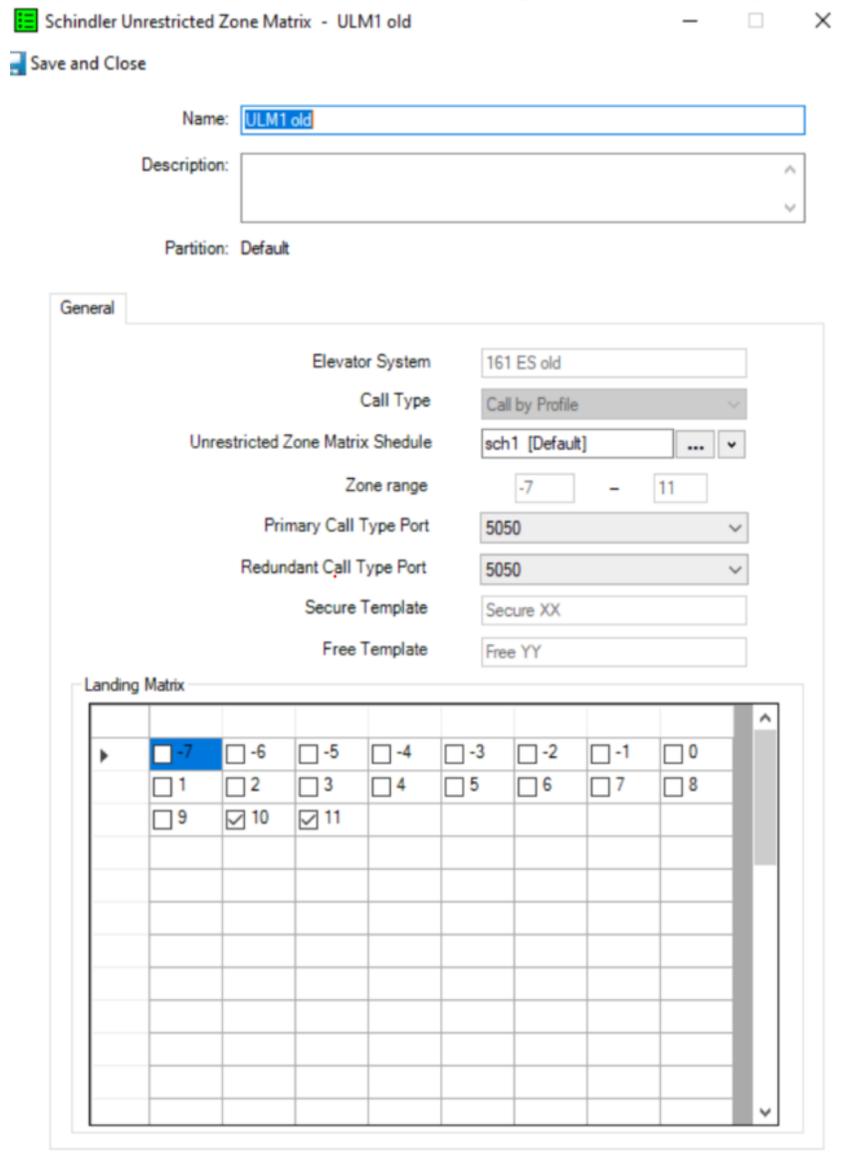
> **NOTE** For older Protocol Version, Secure Template and Free Template fields are disabledsee Figure 49 on Page 104.

Unrestricted Zone Matrix (Building Level Floor Access) Definitions

Table 13 on Page 105 describes the Unrestricted Zone Matrix (Building Level Floor Access) fields and buttons.

Table 13: Unrestricted Zone Matrix (Building Level Floor Access) Definitions

Field/Button	Description
Name	Enter a unique name identifying the Schindler Elevator system. • The name is not case-sensitive • Minimum number of characters: 1 • Maximum number of characters: 100
Description	Optional. Enter a description for the Schindler elevator system. • The description is not case-sensitive. • Minimum number of characters: None • Maximum number of characters: 500
Save and Close	Saves the configuration and closes the dialog box.
General Tab	
Elevator System	Displays the associated elevator systems.
Call Type	Select the call type Call by ID or Call by Profile from the drop-down
Unrestricted Zone Matrix Schedule	Click the selection button ▭ to select a pre-configured unrestricted zone matrix schedule which is received from C•CURE 9000.
Zone Range	Displays the from and to zone range values.
Primary Call Type Port	Select the pre-configured Primary Call Type Port from the drop-down.
Redundant Call Type Port	Select the pre-configured Redundant Call Type Port from the drop-down
Secure Template	Secure Template is editable and can be set to required template name and has to match with template name in Port Technology system. **Note**:If older protocol version is selected in the elevator system, then this field is not applicable.
Free Template	Free Template is editable and can be set to required template name and has to match with template name in Port Technology system.. **Note**: If older protocol version is selected in the elevator system, then this field is not applicable.
Landing Matrix	Select the pre-configured floors from the list of floors.

7

Schindler Personnel Configuration

This chapter describes how to configure the Personnel.

In this chapter

Personnel Synchronization

Personnel Synchronization is a process by which the Personnel records created in C•CURE 9000 are imported to Schindler PORT technology system. This process has to be implemented only once. Whenever Personnel records in C•CURE 9000 are added, deleted or updated sync happens automatically. This process can take a long time if a large amount of data needs to be synchronized.

Ensure the following before you perform the Personnel Synchronization:

■ The personnel record has the first and the last name in the C•CURE 9000 Personnel Editor General tab.
For more information, see *C•CURE 9000 Personnel Configuration Guide.*

■ The personnel record has only a maximum of three credential ID in the C•CURE 9000 Personnel Editor Credentials tab.
Note: The Schindler Elevator System supports only a maximum of three credentials.

■ The Clearances is added to the personnel record in the C•CURE 9000 Personnel Editor Clearances tab.
For more information, see *C•CURE 9000 Personnel Configuration Guide.*

■ The Clearances is added to the **Profile Name** tab in Schindler Elevator system.
For more information, Profile Name Tab on Page 63.

NOTE	• Personnel Synchronization (Full and Differential) option is available when Schindler Elevator communication status is either online or offline.
	• When the Schindler driver is stopped, the offline sync does not support the deletion of Personnel record operations.
	• After the changes are made in card formats, Synchronization of Personnel is mandatory.

Progress Bar

1. During synchronization, a warning pop-up box and progress bar appears to alert the user about the progress of the synchronization as shown in Figure 50 on Page 108.

2. User cannot **Cancel** or **Stop** the ongoing synchronization.

3. Use the **Close** button to close the pop-up progress box as shown in Figure 51 on Page 108 .

4. Synchronization will continue to complete, even if the progress bar is closed.

Figure 50: Schindler Synchronization Message
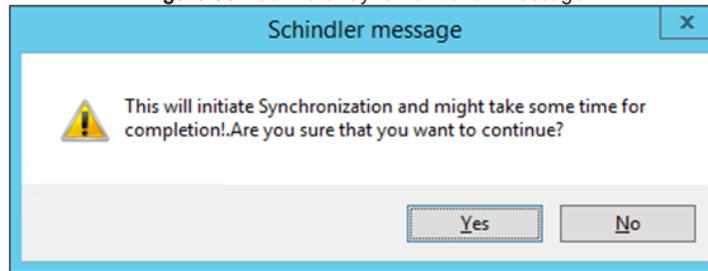
Figure 51: Progress Bar in Synchronizing Personnel Objects
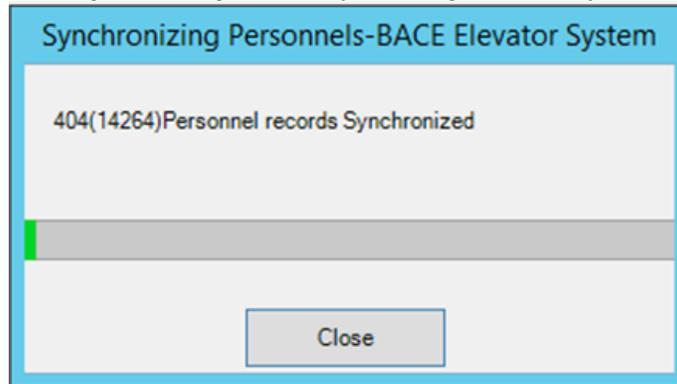
Accessing Personnel Synchronization Action

To Access the Schindler Personnel Synchronization Action

1. Right-click the elevator system icon under the Schindler Elevator System folder in the Hardware tree, and select **Personnel Synchronization**, as shown in Figure 52 on Page 108.
   The personnel details is getting synced with the Schindler Elevator system, as shown in Figure 53 on Page 108

Figure 52: Accessing the Schindler Personnel Synchronization Action
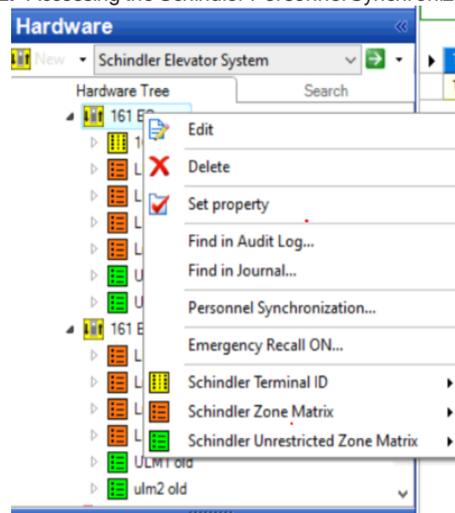
Figure 53: Synchronizing Personnel with Schindler Elevator

8

Emergency Recall

This chapter describes how to use Emergency Recall.

In this chapter

Emergency Recall

Emergency Recall On/OFF function is added as a manual action option in the Elevator system menu. Alternatively, user can also access this feature from the Schindler Elevator System Edit Dialog box.

Emergency Recall ON/OFF text should be added in the Elevator System GUI and Elevator system should be saved before Activating Emergency Recall ON /OFF.

NOTE	Refer Schindler Port HLI Documentation for Emergency Recall feature.

Adding Emergency Recall ON/OFF text:

1. Right click on Schindler Elevator System and click Edit. Edit dialog box opens.

2. Enter the correct text for Emergency Recall ON and Emergency Recall OFF.

3. Click Save and Close button for Schindler Elevator System.

Activating Emergency Recall ON:

1. To activate Emergency Recall ON, right-click on the configured Elevator System. The Emergency Recall option is displayed, as shown in Figure 54.

Figure 54: Emergency Recall option
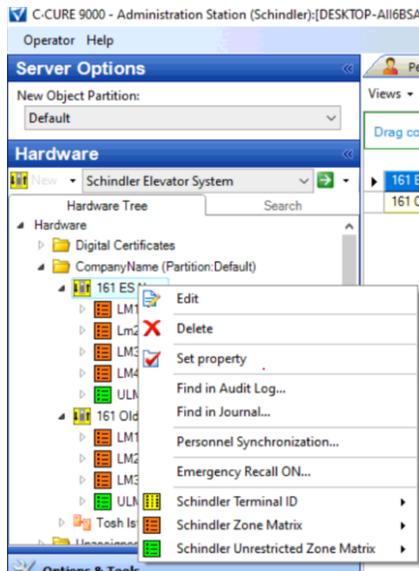
2. Click on Emergency Recall ON. Click Yes to perform the Emergency Recall ON action. The Emergency Recall ON option changes to Emergency Recall OFF.

Activating Emergency Recall OFF:

1. To activate Emergency Recall OFF, right-click on the configured Elevator System. The Emergency Recall option is displayed, as shown in Figure 54.

2. Click on Emergency Recall OFF. Click Yes to perform the Emergency Recall OFF action. The Emergency Recall OFF option changes to Emergency Recall ON.

Accessing Emergency Recall from Elevator System Edit option:

1. Make sure the correct text for Emergency Recall ON and Emergency Recall OFF is added and Elevator System is saved before setting Emergency Recall ON/OFF.

2. Right click on Schindler Elevator System and click Edit. The Edit dialog box opens.

3. To set Emergency Recall ON, Click on the "ON" button.

4. To set Emergency Recall OFF, Click on the "OFF" button.

Figure 55: Accessing Emergency Recall from the Elevator System Editor
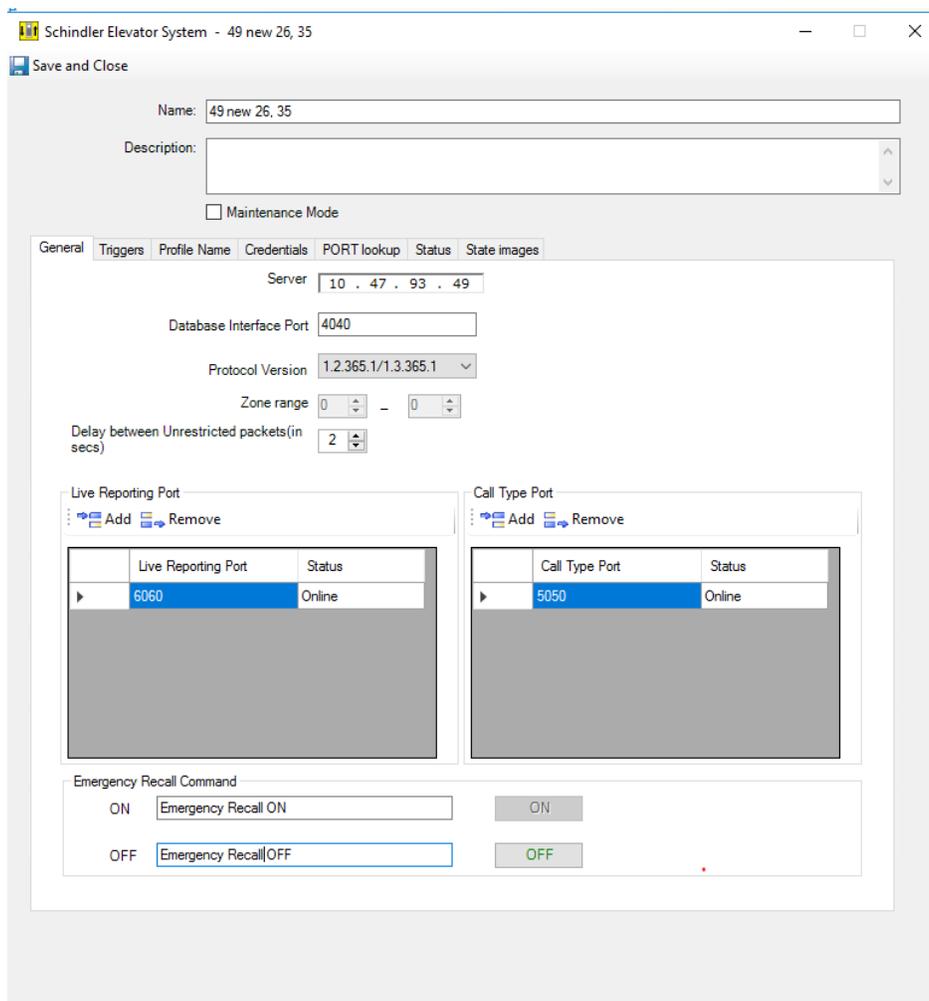
NOTE   Emergency Recall option is available only if Schindler Elevator communication status is online.

9

Monitoring Schindler Elevator Activity

This chapter describes the C•CURE 9000 Monitoring Station Activity Viewer.

In this chapter

C•CURE 9000 Monitoring Station Activity Viewer

The C•CURE 9000 Monitoring Station Activity Viewer, shown in , displays the Schindler access control activities.

Activities in the list are displayed in rows that contain an icon, the date and time of the activity, the type of activity or object, its name, the object's partition name [in brackets], and an activity message. You can select the activity icon to view additional information about the object, or right-click the icon to display the context menu for more options or to initiate a manual action.

See the *C•CURE 9000 Monitoring Station Guide* for more information about the Activity Viewer.

Figure 56: Monitoring Station Activity Viewer

Live Reporting

Live reporting is used for reporting the actual activity of the elevator passengers.

Activities in the list are displayed in rows that contain the server date and time, the 1st object name (Elevator System), the 2nd object name (Personnel Name), the 3rd object name (Origin/From/Zone), the 4th object name (Destination/To/Floor), and followed by an activity message text.

NOTE	The respective fields will be displayed [Object 3 & Object 4] only if the field values match with the PORT lookup table defined in the Elevator Object.

Figure 57: Live Reporting - Journalling

10

Journal and Audit Messages

This chapter describes the Journal and the Audit messages and how to locate them.

In this chapter

Journal and Audit Log Messages

Table 14 on Page 117 lists the journal messages reported by the Schindler Elevator System to the C•CURE 9000 database.

All configuration changes to the C•CURE 9000 database are recorded to the Audit Log.

Table 14: Journal Log Messages

Category	Object	State Changes	Message Description
Object Change State	Elevator System	Online	*<name of the Elevator System>*is Online
		Offline	*<name of the Elevator System>* is Offline
System Activity	Driver	Start	System Activity: Schindler Elevator Driver Service started on computer *<computer name>*
		Stop	System Activity: Schindler Elevator Driver Service stopped on computer *<computer name>*
Personnel Synchronization	Personnel	Synchronizing	Personnel records Synchronizing for *<name of the Elevator System>*
		Finished Synchronization	Personnel records Finished Synchronization for *<name of the Elevator System>*
		Fault Synchronization	Personnel records Fault Synchronization for *<name of the Elevator System>*
Call Type	Terminal ID	NA	*<Operator Name>* belongs to DirectCall call type
			<Operator Name> belongs to CallByID call type
			<Operator Name> belongs to CallByProfile call type
Emergency Recall	Elevator System	1. Emergency Recall ON 2. Emergency Recall OFF	'Emergency Recall Status' changed from 'Off' to 'On' Emergency Recall Command 'Emergency Recall OFF'. Emergency Recall Command 'Emergency Recall OFF, CallType Port: 5050'.
Card Format	Elevator System	Card Format Type	'Card Format Type' changed from 'Decimal' to 'Pure Wiegand'. 'Card Format Type' changed from 'Pure Wiegand' to 'Generic Wiegand'. 'Card Format Type' changed from 'Generic Wiegand' to 'Pure Wiegand'.
Live Reporting	Elevator System	NA	<Car Allocation Message> Server Message Date/Time | Elevator Message Date/Time | Car Allocation | Last Name | First Name | Company Name | (Card: Credential #) | at | Elevator System | Bank Name on Date/Time | Origin: from start (start zone) | Destination: to (destination zone) <Failed Car Allocation Message> Server Message Date/Time | Elevator Message Date/Time | Failed Car Allocation | Last Name | First Name | Company Name | (Card: Credential #) | at | Elevator System | Bank Name on Date/Time | Origin: from start (start zone) | Reason

Locating Schindler Objects in the Journal

You can search for journal entries related to the Schindler Elevator.

To Locate Journal Entries for a Schindler Elevator Object

1. Right-click a Schindler Elevator object in the Hardware Tree and select **Find in Journal** from the context menu.

   The Query Parameters dialog box opens.

   By default the query searches in the Journal for occurrences of the selected Schindler Elevator System object within the last 7 days.

2. Select **Run**.

   A Query - Journal for dialog box opens displaying the Journal Entries for the Schindler Elevator object.

Alternatively, you can select **Modify** to modify the query definition, adding or removing query parameters.

Live Reporting for Car Allocation, Failed Car Allocation messages

In Live Reporting Interface, the Integration update allows actual elevator passenger activity to transmit from the Schindler Port System to C•CURE 9000.

The C•CURE 9000 can get notified about the Car Allocation Message, Failed Car Allocation Messages.

A message is sent to the C•CURE Monitoring Station that captures the following information:

- Last Name
- First Name
- Company Name
- C•CURE Credential ID#
- Elevator System
- Bank Name
- Origin Floor
- Destination Floor
- Date
- Time.

Below is the example for Car Allocation message, Failed Car Allocation message.

Example Car Allocation Message:

Server Message Date/Time | Elevator Message Date/time | Car Allocation | Last Name | First Name | Company Name | (Card: Credential #) | at | Elevator System | Bank Name on Date/Time | Origin: from start (start zone) | Destination: to (destination zone)

Car Allocation for 'Personnel-1, Test' - Company: 'Johnson Controls Pvt. Ltd.' at Elevator 'Schindler-Aus-ES', Bank 'PTDB3-Conf4' on '2013-09-25 09:58:23', Origin: '0', Destination: '-2'

Refer to to view the C•CURE 9000 Monitoring Station Activity Viewer.

Example for Failed Car Allocation Message:

Server Message Date/Time | Elevator Message Date/Time | Failed Car Allocation | Last Name | First Name | Company Name | (Card: Credential #) | at | Elevator System | Bank Name on Date/Time | Origin: from start (start zone) | Reason

Failed Car Allocation at Elevator 'Schindler-Aus-ES', Bank 'PTDB3-Conf2' Terminal ID : 1.50.15.10 on 2007-08-13 10:51:34 as No Lift to Zone: FL-1HR, Floor: Floor-3HR, Reason: 'Jobmanager suspended' , Doe, John(Accounting) - Company: Johnson Controls Pvt. Ltd.

Refer to Figure 56 on Page 114 to view the C•CURE 9000 Monitoring Station Activity Viewer.

Table 15 on Page 119 lists the Reasons for Failed Car Allocation:

Table 15: Failed Car Allocation Reasons

Type	Zone	Floor	SOM	Reason	Card type	User ID	PIN	Card Number
No Access		X		X		X		
No Lift	X	X		X		X		
User Expired						X		
User Not yet Valid						X		
Invalid SOM			X	X		X		
Invalid PIN			X[1)				X	
Invalid Card			X[1)		X			X

Locating Schindler Audit Log Entries

You can search for Audit Log Entries related to the Schindler Elevator objects.

To Locate Audit Log Entries for a Schindler Elevator Object

1. Right-click a Schindler Elevator object in the Hardware Tree and select **Find in Audit Log** from the context menu.

   The Query parameters dialog box opens.

   By default the query searches in the Audit Log for occurrences of the selected object within the last 7 days.

2. Select **Run**.

   The Query - Audit Log opens displaying the Audit Log Entries for the Schindler Elevator object.

Alternatively, you can select **Modify** to modify the query definition, adding or removing query parameters.

11

Troubleshooting

This chapter describes troubleshooting tips for dealing with issues that may occur during installation of Schindler Test Build with Fix.

In this chapter

Troubleshooting

Synchronization of Personnel

Follow the steps to avoid errors during a synchronization of Personnel:

Problem

Synchronization of Personnel is not working correctly.

Solution

Follow the steps to correct the Synchronization of Personnel:

1. Create the user template in Port Technology system.

2. Make sure that the user template name is matched in C•CURE 9000 Profile Name Tab of Schindler Elevator System.

Live Reporting Port and Call Type Port is not Online

Problem

Live Reporting Port and Call Type Port configured in the Schindler Elevator System is Offline or not coming Online.
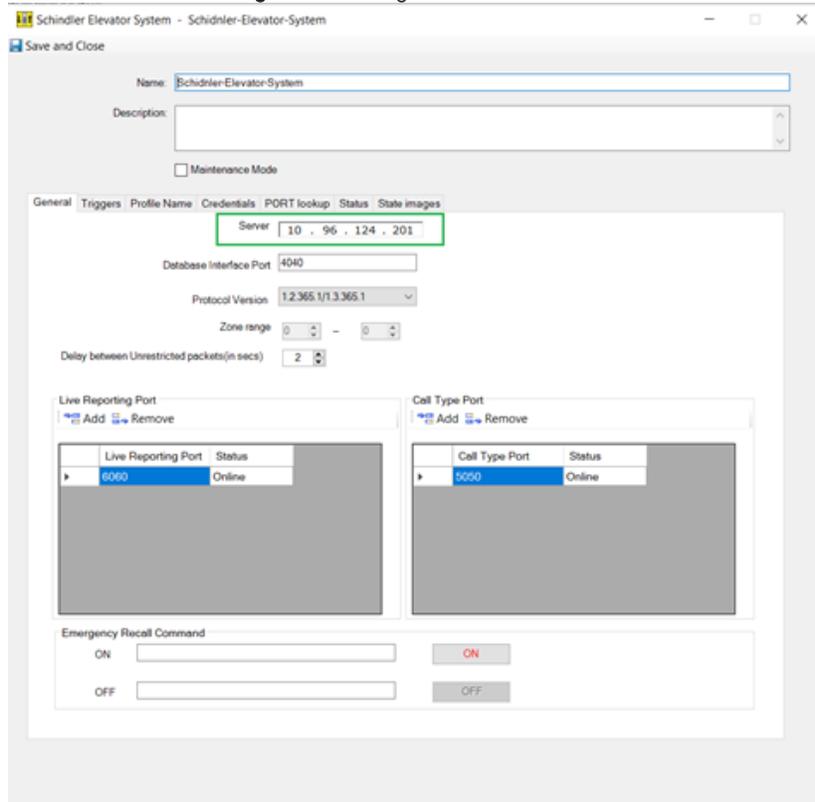
Figure 58: Live Reporting Port - Offline
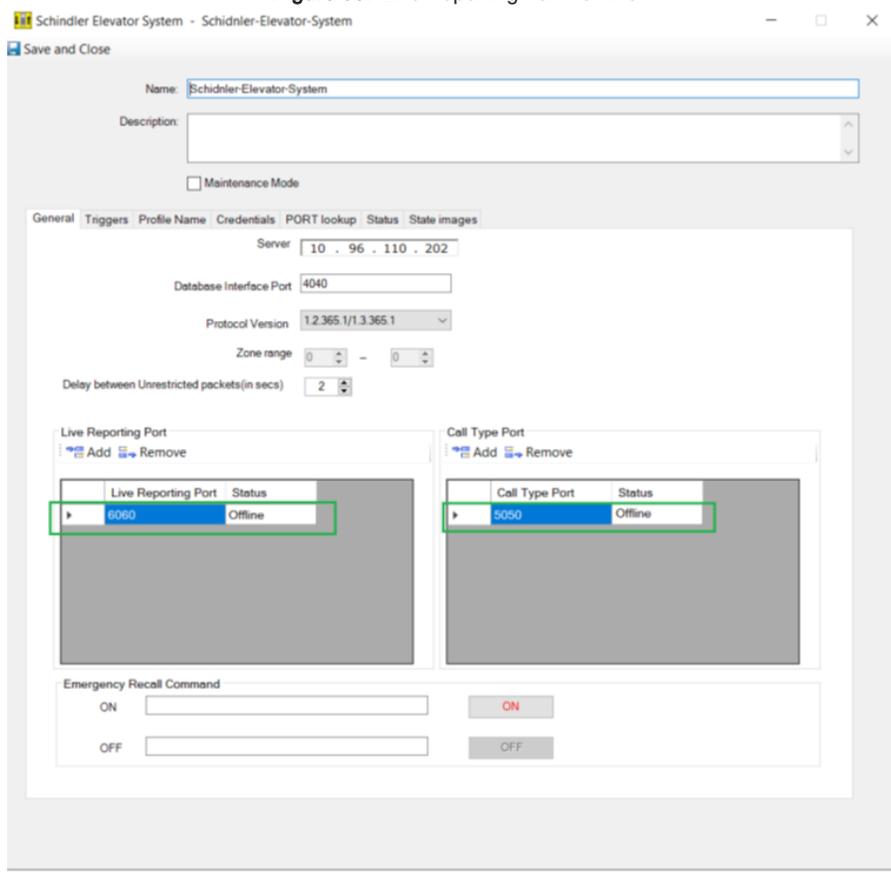
Solution

Follow the steps to get the Live Reporting Port Online:

1. Ensure that the correct IP address of the server configured in the Schindler Elevator System.

Figure 59: Configured IP Address - ES

2. Ensure that the Schindler Elevator System Integration driver service is started and Running in the Server Configuration Application.

Figure 60: Driver Service Running Status
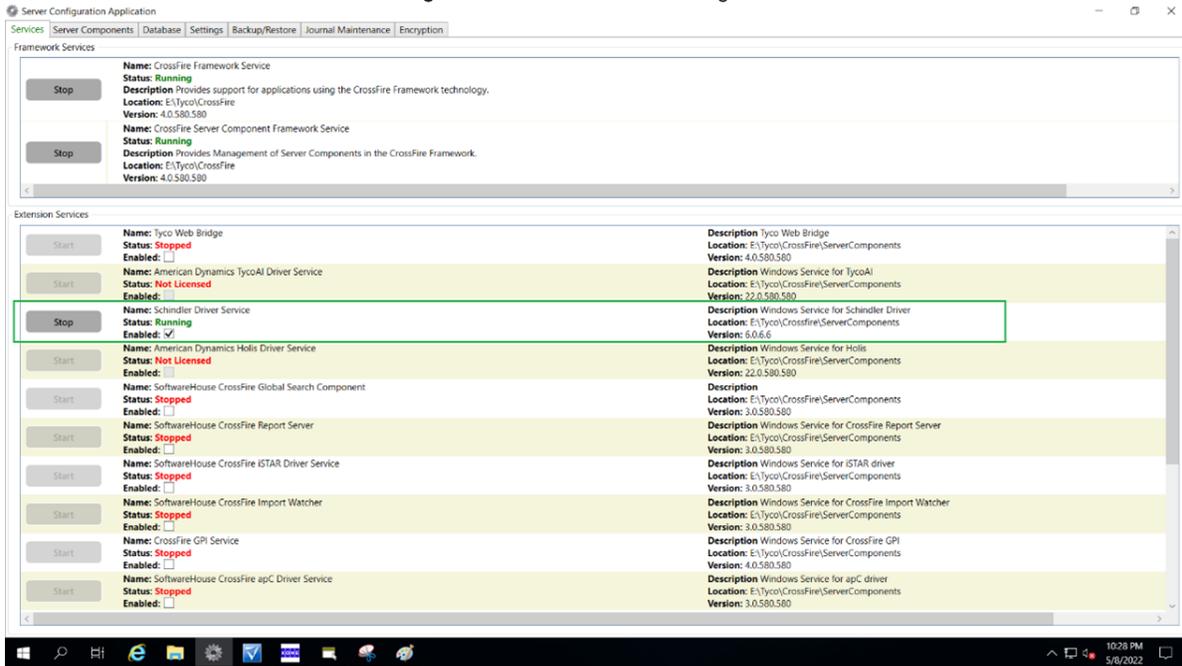
3. Ensure that the version of the Schindler Elevator system driver is compatible with the installed C•CURE 9000 system version.

Personnel Synchronization

Follow the steps to avoid errors during a synchronization of Personnel:

Problem

All or few of person's details are not synchronized or working with the Schindler Elevator System during Personnel Synchronization.

Solution

Follow the steps to correct the Synchronization of Personnel:

1. Make sure that the Credentials are added to the person under the Credentials tab of the Personnel Profile.

Figure 61: Personnel Syn - Credentials Tab
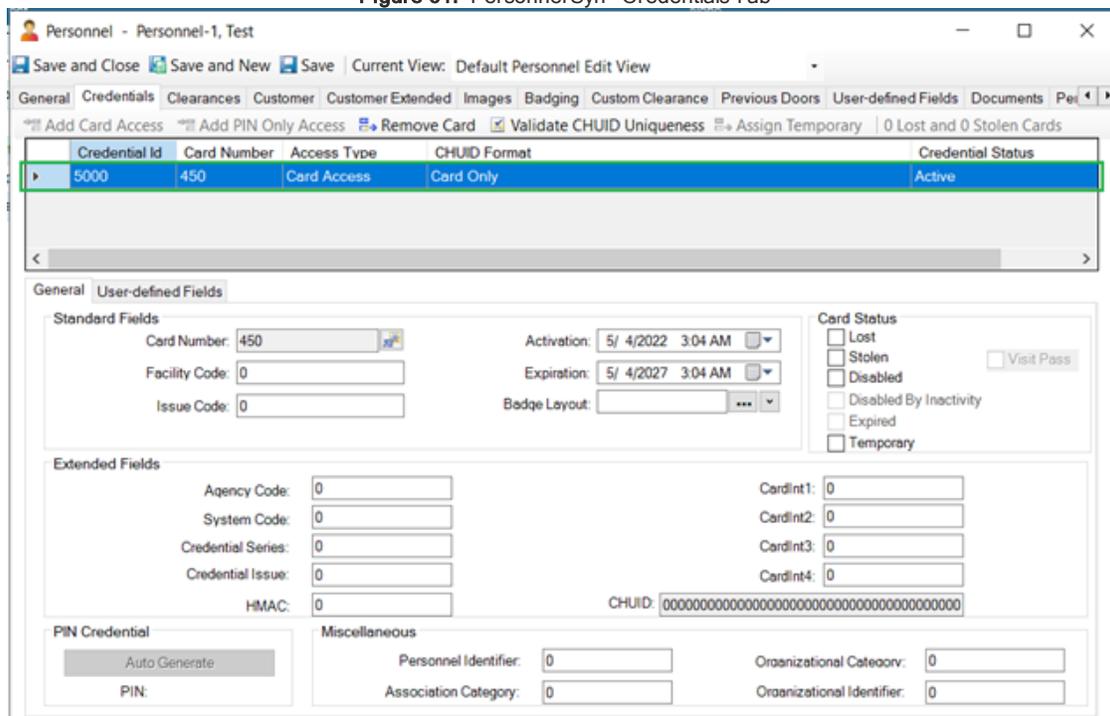
2. Make sure that the same or common Clearance is configured under the Personnel Clearance tab and Schindler Elevator System Profile Name tab.

A

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B

Schindler Elevator FAQ

This appendix contains a list of commonly asked questions and answers about Schindler Elevator Integration.

Schindler Elevator Frequently Asked Questions (FAQ)

How do you investigate if the Schindler Elevator Integration service does not start or stop properly?

If the Schindler Elevator Integration service cannot start or stop automatically, then you can open the trace view to quickly check the reason, as defined below.

1. Open Run window and type **eventvwr.msc**.
2. Go to Windows Logs and Application.
3. Search for the entry related to Schindler Elevator service and check the error.

How do you validate the connection between C•CURE 9000 Security and Event Management System (Schindler Integration Driver) and Schindler Port Technology Server?

To check the connection, follow the procedure below:

1. Verify the IP address provided in the Schindler Elevator System General tab.
2. If the correct IP address is provided, the C•CURE 9000 is connected to the Schindler Elevator System. The online message is displayed in the Monitoring Station as shown below.

   Schindler_Elevator_1 is the Schindler Elevator object created in C•CURE 9000.

3. Verify that the Database Interface Port should be 4040.

If any of the ports are not online, follow the steps below:

1. Open command prompt.
2. Type **netstat -a**.
3. The local address (IP:Port) state should be established.

How do you check if Personnel Synchronization is in process?

To check the Personnel Synchronization, follow the procedure below:

1. When the user performs the Personnel Synchronization, the message is displayed in the Monitoring Station.
2. Verify the personnel records that are sent to the Schindler Elevator System during synchronization in the Diagnostics View and Wireshark log.
3. Verify the Personnel Synchronization failure in the Diagnostics View.
4. The Diagnostics View displays an error message, if the clearances are not added in the Profile Name tab.

To enable the Trace View:

1. Open the Server Configuration Application.
2. Click on top right corner of the window (below to close button) 5 times.
3. Diagnostics tab appears and click on Diagnostics tab.
4. Click on Connect button and validate the button to turn red.

5. All the Switches appears in red.

6. Click on Schindler Integration Switch 3 times and make it green.

7. Now the logs will be captured in the diagnostics.

To enable the Wireshark log:

1. Open Wireshark, go to Capture and Input tab and then select the Ethernet as interface and click **Start**.

2. On the filter, add **tcp.port == 4040** and filter. Now the logs will be captured in the Wireshark log.

How do you verify the Call Type Dispatch?

Swipe the card on the Reader. Check the card admit or reject message in the C•CURE 9000 monitoring station. The call type logs are captured in the Diagnostics View and in the Monitoring Station.

| NOTE | It is advised to maintain a time gap of 5 sec between card swipes for Schindler Elevator System to process the admit or reject of the card. |

Why is the Profile Name tab used in the Schindler Elevator System?

The Profile Name tab is used to assign Clearances to Schindler Personnel. The Clearance Name should match the Profile Name defined in the Schindler PORT Technology System.

What is the Unrestricted Zone Matrix?

The Unrestricted Zone Matrix is also called User Floor Access Rights, this is where all the elevator passengers are allowed to access select floors without any restriction during a scheduled period of time.

What is the Zone Matrix?

The Zone Matrix is also called Building Floor Access Restriction, this is where the elevator passengers are allowed to access floors based on the Clearance assigned to the Personnel and Zone Matrix during a scheduled period of time.

What is Live reporting?

Live reporting is used for reporting the actual activity of the elevator passengers.

Example: A passenger is allowed to use the elevator or not is based on the card swiping (If a passenger is allowed to use the elevator, the report shows which elevator he is using and to which floor or zone he is traveling to (or) If a passenger is not allowed to use the elevator, the report shows a specified reasons).

What are the ports used by Schindler Elevator Integration?

The Schindler Elevator Integration uses 3 ports for its communication and data transfer as mentioned below:

- 4040 is used for the database interface port. This port is the address of the Schindler Elevator for Personnel Synchronization.

- 5050 is used for the call type port. This port is the address of the Schindler Elevator for call type.

- 6060 is used for the live reporting port. This port is used to report the activity, such as Schindler Elevator car allocation, failed allocation etc. from the Schindler Port Elevator System to C•CURE 9000.

What is Number of Zones?

These are the number of floors (Zones) configured or available in the Schindler PORT Technology System. The same number of Zones must be enabled in the Unrestricted Zone Matrix (Building Level Floor Access) and Zone Matrix (User Level Floor Access).
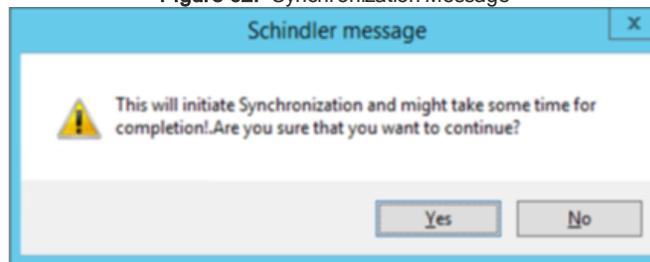
NOTE	Maximum value of Zone supported is 255.

What is progress bar and why it is used?

For Personnel Synchronization, a warning pop-up box and progress bar appears to alert the user about the progress of the synchronization. Refer to Figure 62 on Page 131.

Figure 62: Synchronization Message

Progress bar shows the status of personnel getting synchronized with the Schindler Elevator System. Refer to Figure 63 on Page 131

Figure 63: Progress Bar
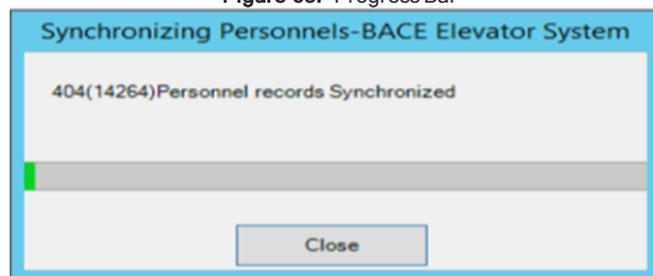
Why is 16-digit card number is used?

A 16-digit card number is used, when the customer opts to use only the card number and not the facility code and issue code.

In this instance, the facility code and issue code should be unchecked from the Credential tab and the 16-digit card number should be provided to the personnel card number, refer to Figure 35 on Page 72. Zeros will need to be added to the beginning of the card number, in order to complete the 16- digit number if the card number falls below 16 digits.

The largest card number# supported by the current plugin is 0x7FFFFFFF (limit of integer: $2^{31} - 1$ on a 32-bit platform), which in decimal = 2147483647.

What is Pure Wiegand or Generic Wiegand card format?

Pure Wiegand or Generic Wiegand card format covers any format up to 64-bits.

Pure Wiegand supports 64-bit raw card numbers, Generic Wiegand supports 56-bit raw card numbers. 8 bits are prefilled with Wiegand length.

Refer to Figure 35 on Page 72.