## Table of Contents

**Introduction** ................................................................................... 3  
  Supported Operating Systems ................................................................. 3  
  Minimum Hardware Requirements .............................................................. 4  
  Supported CCURE 9000 versions .............................................................. 4  

**Installation** ..................................................................................... 5  
  Installation & Upgrading .............................................................................. 5  

**Configuration & Operation** ............................................................. 8  
  Adding a CompleteView Server ................................................................. 8  
  Setup a Camera ........................................................................................ 12  
  Live Video & Recordings ........................................................................... 14  

**Troubleshooting** ............................................................................... 16
Introduction

The CompleteView / CCURE 9000 integration component provides the following features:

- Receive video from an unlimited number of cameras, at multiple sites, connected to multiple servers.
- Support for IP cameras and encoders by leading manufacturers.
- Simultaneous support for Motion JPEG, MPEG4 & H.264 video formats.
- Per-camera configuration of all video streaming and recording parameters, including resolution, frame rate, schedule, motion and event recording and storage location.
- Display single cameras or entire camera group views.
- Access control events can trigger recording on cameras.
- PTZ camera movement can be controlled automatically on event.
- Comprehensive live and recorded video display capabilities including advanced PTZ controls
- Dynamically enable/disable camera overlays
- Playback of recorded video
- Snapshot and e-mail capabilities.

This guide will provide the necessary steps to install and configure the CompleteView / CCURE 9000 integration component.

Supported Operating Systems

32 Bit

- Microsoft Windows Server 2003 SP2
- Microsoft Windows 7
- Microsoft Windows Server 2008

64 Bit

- Microsoft Windows 7
- Microsoft Windows 8
- Microsoft Windows Server 2008
- Microsoft Windows Server 2012

**Note:** This integration is tested and certified on standalone CCURE 9000 deployments. The integration component is not supported on redundant CCURE 9000 deployments.
Minimum Hardware Requirements

- Core 2 Duo 2.0 Ghz or higher
- 2 GB RAM or higher
- Video Card w/ 256 MB RAM or higher
- 10/100/1000 Ethernet Controller

Supported CCURE 9000 versions

<table>
<thead>
<tr>
<th>CCURE 9000 version</th>
<th>Compatible CompleteView version</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.92</td>
<td>CompleteView 3.5.1</td>
</tr>
<tr>
<td>1.93</td>
<td>CompleteView 3.6</td>
</tr>
<tr>
<td>2.00</td>
<td>CompleteView 3.8</td>
</tr>
<tr>
<td>2.01</td>
<td>CompleteView 3.8</td>
</tr>
<tr>
<td>2.02</td>
<td>CompleteView 3.8</td>
</tr>
<tr>
<td>2.10</td>
<td>CompleteView 4.0</td>
</tr>
<tr>
<td>2.20</td>
<td>CompleteView 4.1</td>
</tr>
<tr>
<td>2.30</td>
<td>CompleteView 4.4</td>
</tr>
<tr>
<td>2.30R2</td>
<td>CompleteView 4.4</td>
</tr>
</tbody>
</table>
Installation

Installation & Upgrading

Prior to installing make sure C-CURE 9000 Client & Server or C-CURE 9000 Server components are installed on the target computer. Note: CompleteView Server and Client components do not have to be installed on the target computer.

1. To begin installation, run the CV_CCure9000.exe installation program.

2. You will be presented with the Welcome screen; click Next to continue.

Note: The procedure to upgrade an existing CompleteView CCURE 9000 integration component is the same as the Installation procedure below. Please reference CCURE 9000 documentation for instructions on upgrading CCURE 9000 software, which should be done prior to installing an updated CompleteView integration component.
3. Choose the folder to install the integration components to. The integration components must be installed in the same folder as the C-CURE 9000 software. By default the installer will populate the install path to the correct folder. Verify and click Next to continue.
4. The next screen allows you to change the installation parameters before installing. Click Next to begin the installation.

6. The installation has completed. Click Finish to exit the installer.
Configuration & Operation

Adding a CompleteView Server

Setup a CompleteView Recording Server

1. Click the Video option on the left hand pane of the C-CURE Admin Station. You will see the screen shown below.
2. Add a "Video Folder" from which you can then add CompleteView servers. To add a "Video Folder" select "Video Folder" from the drop down menu then click "New" (located to the left of the drop down menu).

3. Once the Video Folder has been added you will be able to add a CompleteView recording server. To add a recording server, right click on the "Video Folder" then select the "CompleteView Server"/"New".

4. The "CompleteView Server" dialog box will open (pictured below).

![CompleteView Server - LocalHost dialog box](image)

- **IP Address**: Enter the IP Address of the CompleteView recording server.
- **User Name**: Enter the user name of the account C-CURE will use to access the CompleteView server. This is an account created on the CompleteView recording server. **Note: this account requires API access, which is configured under the "Advanced" tab of the user account in the CompleteView Server Configuration application.**
- **Password**: Enter the password associated with the user account.
<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication Port</td>
<td>This is set to the Communications Port of the CompleteView recording server that C-CURE will connect to. This must match the Communications Port configured on the target CompleteView recording server.</td>
</tr>
<tr>
<td>Live Video Port</td>
<td>This is set to the Live Video Port of the CompleteView recording server that C-CURE will connect to. This must match the Live Video Port configured on the target CompleteView recording server.</td>
</tr>
<tr>
<td>Alarm Port</td>
<td>This is set to the Alarm Port of the CompleteView recording server that C-CURE will connect to. This must match the Alarm Port configured on the target CompleteView recording server.</td>
</tr>
<tr>
<td>Poll Period</td>
<td>The number of seconds between &quot;health&quot; status requests from the C-CURE system to the CompleteView recording server.</td>
</tr>
<tr>
<td>Live video frame rate</td>
<td>Live video frame rate retrieved from the CompleteView recording server</td>
</tr>
<tr>
<td>Time Sync</td>
<td>Note: Automatic time synchronization is not supported. Time synchronization using an NTP (Network Time Protocol) is recommended. Configure both the CompleteView recording server and the CCURE 9000 server to use NTP for a time source. Manual time synchronization can also be performed by making sure each server is configured with the same time relative to the servers time zone.</td>
</tr>
<tr>
<td>Time Zone</td>
<td>The time zone of the CompleteView recording server</td>
</tr>
<tr>
<td>Import Cameras</td>
<td>This will automatically import all the cameras from the target CompleteView recording server. This function will also configure the camera's name in C-CURE and whether it's PTZ or fixed based on the camera's configuration in CompleteView.</td>
</tr>
<tr>
<td>Connect</td>
<td>Click Connect to verify the connection between the C-CURE and the CompleteView system. Note: you must click Connect before the Import Cameras button can be used.</td>
</tr>
</tbody>
</table>

**Note:** The account entered in the User Name field must have API Access enabled in CompleteView (Figure 1). This can be configured under the "Advanced" tab of the user account in the CompleteView Server Configuration application.
Note: The Alarms tab in the "CompleteView Server" dialog box allows for the configuration of alarms based on events. Please reference the C-CURE 9000 Administration Manual for further information.
Setup a Camera

Once a CompleteView recording server has been added, cameras can be added to the server. Note, this step is not required if the "Import Cameras" button on the CompleteView Server configuration dialog has already been used to import the cameras.

1. Right click on the server object from the tree to the left of C-CURE's Admin Station.

2. Choose "CompleteView Camera"/"New". You will see the CompleteView Camera dialog box (pictured below).
3. Select the "Camera Type" which can be Fixed or PTZ. Next select the camera "Number" which corresponds to the camera number of the target camera on the CompleteView recording server.

4. Select the "Enabled" checkbox to enable the camera.

5. Enter a camera "Name" and an optional description in the "Description" field.

**Note:** The Alarms tab in the "CompleteView Camera" dialog box allows for the configuration of alarms based on events. Please reference the C-CURE 9000 Administration Manual for further information.
Live Video & Recordings

Creating a Video View & Video Tour

**Note:** Setup instructions for creating a Video View can be found in the C-CURE 9000 Administration Manual under "Video"/"Video View"/"Creating a Video View"

Setup instructions for creating a Video Tour can be found in the C-CURE 9000 Administration Manual under "Video"/"Video Tour"/"Creating a Video Tour"

Viewing Live Video and Recordings

Clicking on a camera in the tree view will display the video viewing interface (pictured below).

![Video Viewing Interface](image)

Above the live video display, control buttons provide the following functions.
### Troubleshooting

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Show Overlay:</strong> This will toggle the text overlay configured for the camera on the CompleteView recording server. Note, the overlay text size may appear small on high resolution cameras. This is due to scaling the image to a smaller size to fit on the screen. Recorded video quality of the text overlay is not affected.</td>
<td></td>
</tr>
<tr>
<td><strong>Take a Snapshot:</strong> Saves the current image as a JPEG snapshot.</td>
<td></td>
</tr>
<tr>
<td><strong>Retrieve a Recorded Video:</strong> Displays the playback controls, allowing for playback of recorded video (see Playback of Recorded Video).</td>
<td></td>
</tr>
<tr>
<td><strong>Go to Live Video:</strong> Stops playback and resumes live video display.</td>
<td></td>
</tr>
<tr>
<td><strong>Reconnect to Camera:</strong> Initiates a reconnection attempt to the camera if connection is lost.</td>
<td></td>
</tr>
<tr>
<td><strong>Take Snapshot and E-mail:</strong> Opens a new e-mail with the current image as a snapshot attachment.</td>
<td></td>
</tr>
</tbody>
</table>

### Playback of Recorded Video

When playback of recorded video is initiated the following controls will be displayed below the video window.

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Recorded</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Time Range</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Play</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Stop</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Pause</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Export</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Rate:</strong> X 1.0</td>
<td></td>
</tr>
<tr>
<td>04:34:30 PM</td>
<td></td>
</tr>
<tr>
<td>00:00:10</td>
<td></td>
</tr>
<tr>
<td><strong>Export</strong></td>
<td></td>
</tr>
</tbody>
</table>

- **Playback Bar::** Displays the current location of playback relative to the time range of video retrieved from the CompleteView recording server.
- **Time Range:** Opens a dialog box used to select the time range of video to retrieve on the selected camera from the CompleteView recording server. The time range must be selected before recorded video can be played back.
- **Play:** Plays the clip at the speed defined by "Rate".
- **Stop:** Stops playback of recorded video.
- **Pause:** Pauses playback of recorded video.
- **Export:** Saves the current video clip as an AVI file to a user-specified location.

- **Rate:** defines the playback speed relative to the originally recorded speed. Ex. 2x will play the video back at twice the originally recorded speed.
- **Displays the time that the current image shown was recorded.**
- **Displays the total time of the clip retrieved.**
Troubleshooting

**Choices to add "CompleteView Server" and "CompleteView Camera" do not appear in the C-CURE 9000 interface following installation**

The CompleteView License may not be in place:

1. Open C-CURE 9000 License application. Click the "Unified” tab.
2. Click “Add new license” button. Navigate to the directory containing the license file and select the license.
3. Once the license is successfully added, on the “C-CURE 9000” tab, “CompleteView” Feature Name should be displayed in the Licensed Features list.

**Activity from CompleteView does not appear in the C-CURE Activity Viewer**

The CompleteView server component may not be enabled or started:

1. From the Start Menu, select Start > All Programs > Software House > CCURE 9000 > Server Configuration to open the C•CURE 9000 Server Configuration Application.
2. Under “Extension Services” : Select the Enabled check box for the "Salient CompleteView Video Driver Service" and then press Start.
3. When the Status for "Salient CompleteView Video Driver Service" changes from Stopped (Red) to Running (Green), you can start using the integration software.

"Import Cameras" and manually adding cameras in the C-CURE 9000 interface does not work.

API Access might not be enabled. To enable API access for the user account open the Server Configuration application on the CompleteView recording server you are attempting to add camera from.

1. Expand "Users/Groups" from the tree view in Server Configuration
2. The user account being used for C-CURE's access to CompleteView should be listed. Select that account.
3. Click the "Advanced" tab displayed to the right.
4. Check the box labeled "I have read the above...". Check the box labeled "Grant user access to control server through API."
5. Click "Save and Exit" to save the changes.

You should now be able to add camera from CompleteView into C-CURE 9000. Please see the CompleteView "Administrator's Manual" > Server Configuration > "Users/Groups" for additional information on setting up user accounts.
Technical Support

Salient Systems: Contact Salient @ 1-512-617-4802 M-F 8am-6pm Central or support@salientsys.com for CompleteView and integration support