SAVANCE WORKPLACE

C-Cure Integration Setup Guide

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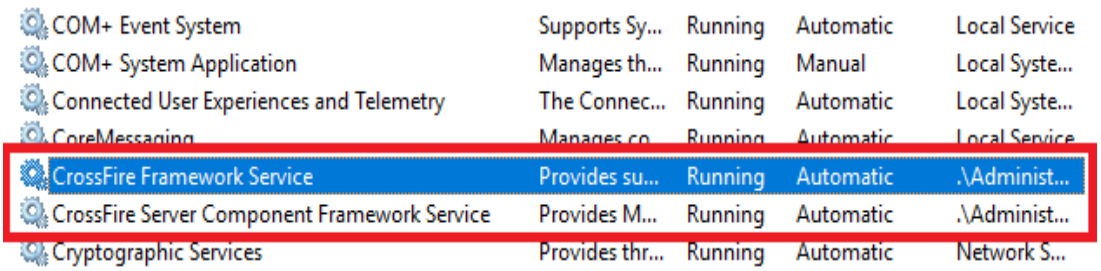
Overview

This is a guide to the setup and troubleshooting of your CCure integration for Savance Workplace. It will show you where to get some of the information that you need to input, as well as explanations as to what each of the settings do, and how you should configure them.

Running The Victor Web Service API

The Victor web service API allows Savance Workplace to ask the CCure system for information on your Cardholders (Personnel), Badges (Cards), Readers, and more. Make sure that the Victor web service is installed and services like **CrossFireFrameworkService** and **CrossFireServerComponentFrameworkService**. **CrossFire Framework Service** and **CrossFire Server Component Framework Service** should be available with status as "**Running**" under windows services.



COM+ Event System	Supports Sy...	Running	Automatic	Local Service
COM+ System Application	Manages th...	Running	Manual	Local Syste...
Connected User Experiences and Telemetry	The Connec...	Running	Automatic	Local Syste...
CoreMessaging	Manages co...	Running	Automatic	Local Service
CrossFire Framework Service	Provides su...	Running	Automatic	.\Administ...
CrossFire Server Component Framework Service	Provides M...	Running	Automatic	.\Administ...
Cryptographic Services	Provides thr...	Running	Automatic	Network S...

VictorWebService should be available under the list of installed programs in ControlPanel.

Microsoft Sync Framework 2.1 Core Components (x...	Microsoft Corporation	10/23/2020	1.65 MB	2.1.2508.0
Microsoft Sync Framework 2.1 Database Providers (...	Microsoft Corporation	10/23/2020	2.05 MB	3.1.2508.0
victor Application Server	Tyco Security Products	10/23/2020	929 MB	3.91.368.477
Microsoft SQL Server Compact 4.0 SP1 x64 ENU	Microsoft Corporation	10/23/2020	21.2 MB	4.0.8876.1
victorWebService	Tyco Security Products	10/23/2020	49.1 MB	3.91.368.477
Microsoft Sync Framework 2.1 Core Components (x...	Microsoft Corporation	10/23/2020	0.98 MB	2.1.2508.0
Microsoft Sync Framework 2.1 Provider Services (x8...	Microsoft Corporation	10/23/2020	2.27 MB	2.1.2508.0
Node.js	Node.js Foundation	10/23/2020	57.5 MB	12.16.1
Microsoft Web Platform Installer 5.1	Microsoft Corporation	10/23/2020	8.35 MB	5.1.51515.0
Apache CouchDB	The Apache Software Foundation	10/23/2020	75.9 MB	2.3.1
Microsoft Sync Framework 2.1 Provider Services (x6...	Microsoft Corporation	10/23/2020	3.42 MB	2.1.2508.0
Microsoft Primary Interoperability Assemblies 2005	Microsoft Corporation	10/23/2020	7.79 MB	9.0.21022
victorWeb	Tyco Security Products	10/23/2020	112 MB	3.91.368.477

Make sure you know all of the following information in order to connect Savance Workplace to the Victor web service API.

- API Username
- API Password
- API URI: Local IPV4 Address, DNS Name or Fully Qualified Domain Name, port number of the machine running Victor web service API.

https://{ServerAddress:HttpsPort}/{victorWebServiceName}/api

For more information on the Victor web service API setup, refer to CCure Integration API Setup.

CCure Licensing & Cost

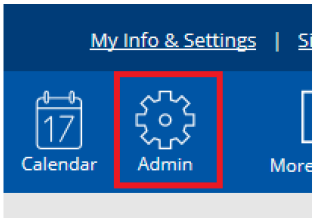
At this time of this writing, the rough cost shared with us was around $7-10k, but that may be unique based on customer size, # of doors, etc. So please double check. Tyco will install/activate the license making the Victor Web Service available for our use.

Creating The Integration

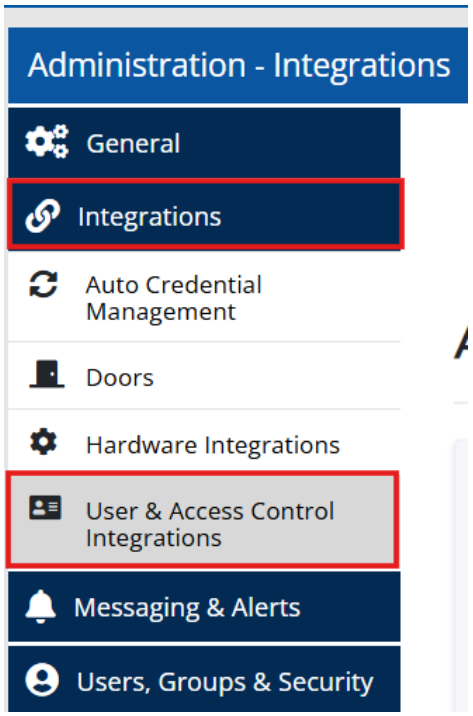
Log into your Savance Workplace web account, at cloud.savanceworkplace.com.

IF you are using an On-Premise Version, please navigate to https://YourServerNameOrIP in any web browser (Configured during the On-Prem Installer IIS prompts).

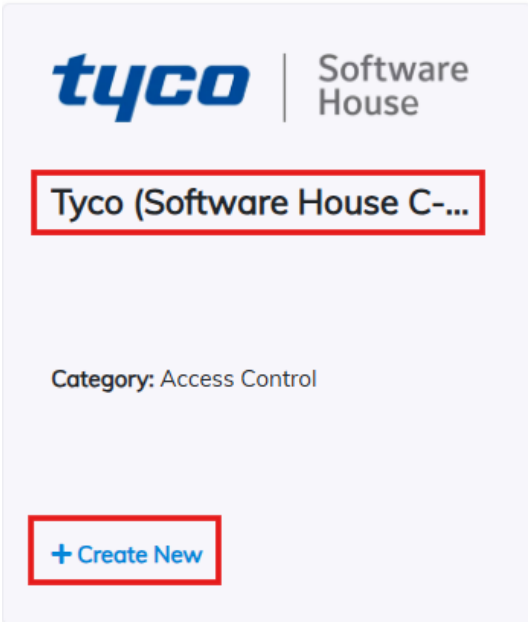
Click **Admin** in the top right of the webpage



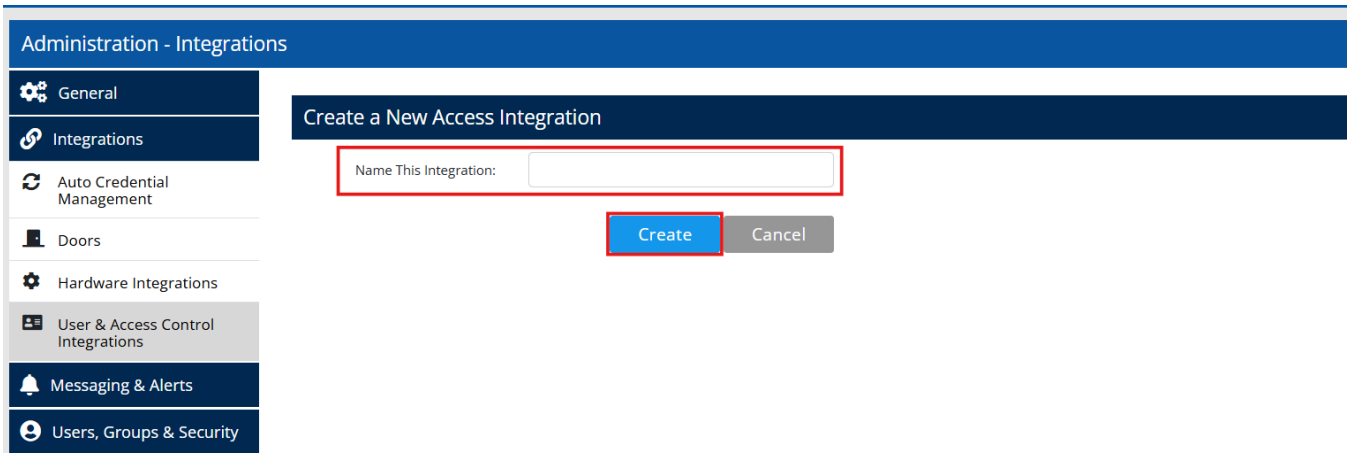
Click on **Integrations** and select **User & Access Control Integrations** from the drop-down menu.



Scroll down to the **Tyco (Software House C-Cure)** Integration box and click on the + Create New button.



From the drop-down menu, select **Tyco (Software House C-Cure)** as your provider. Give your integration a name to remember it by, then click **Create.**



Your new integration has now been created. You'll notice the integration's ID is located just beneath its name. Save this ID for later. This is the ID that you'll use to configure the connector.

Configuring the Integration

Under the Integration Settings header, you'll notice all the settings you can configure:

Integration Enabled:
If this is set to **No**, the connector and integration will not be active.

API Username:
The username that your admin account in CCure uses to log in.

API Password:
The password that your admin account in CCure uses to log in.

API URI:
https://[IP Address]:[Port]/[victorWebServiceName]/api/

IP Address: the network location of the machine that runs Victor web service.
Port: the network port on which it is configured to run.
Example: https://192.168.18.239:443/victorWebService/api/

Polling Only:
If this setting is enabled, instead of card swipes and other events instantly being sent to Savance Workplace, the connector will check with the CCure every so often to see if any new events have occurred. You can set this time interval using the setting Polling Interval.

Polling Interval (seconds):
The time in between event polls, as described above.

Sync User Interval (minutes):
The time between each UserSync that the connector executes to check for new CCure cardholders.

Sync Door Interval (minutes):
The time between each DoorSync that the connector executes to check for new CCure readers.

Note: Sync Doors on Event Activity makes it so when an event is received by the Connector - if it doesn't recognize the door it will create a new one.

Sync Door Interval, if it's greater than 0, will sync all doors every X number of minutes, so in this case it's syncing doors every hour. If you want to disable automatic door sync altogether, Sync Doors On Event has to be off and Sync Door Interval needs to be 0.

Default User Password:
When a user is synced from CCure into Savance Workplace, they are assigned a username and password. This is the default password that any synced users are assigned. A user's password can be changed from the default at any time by right-clicking on a user, selecting

Administer User, and then typing a new password in the password and confirm password box.

Default Door Status:

When a new card reader is synced through the integration (or by scanning a card on it), this is the status that it will assign people. You can always change the status that readers assign people through the **Doors** menu in the Admin page.

Default Door Location:

When a new card reader is synced through the integration (or by scanning a card on it), this is the location where it will be marked as located. You can always change the location of the reader through the **Doors** menu in the Admin page.

User Groups Sync White List, User Groups Sync Black List:

These are a CSV (comma-separated values) list of access levels (called Clearances in CCure) through which you can select certain roles of people to be synced or ignored.

- White List: Only people who do have an **access code** listed here will be synced.
- Black List: Only people who **do not have** an access code listed here will be synced.
  -Note: Only the white list or the black list can be used at one time.

User Types Sync Black List:

These are a CSV (comma-separated values) list of user types (called Personnel type in CCure) through which you can select people of certain types to be ignored.

Sync Users on Event Activity:

When the connector is running and an CCure cardholder without a Savance Workplace account swipes a card, Savance Workplace will automatically try to create a profile for the cardholder in Savance Workplace. If this setting is set to **No**, Savance Workplace will ignore these inputs.

Sync Door on Event Activity:

When the connector is running and an access event occurs on a card reader that has not been synced with Savance Workplace yet, Savance Workplace will try to automatically add the reader into Savance Workplace. If this setting is set to **No**, Savance Workplace will ignore these inputs.

After you select and input all of the settings that you need, make sure to click **Save Settings**. If you forgot to input a required value, make sure you fix that.

Before you set up the connector, make sure that the Victor Server service is running, and you're connected to it by clicking the "Test API Call" button

Installing the Connector

The connector is the software that forwards live events, such as badge swipes, to your installation of Workplace. This allows you to swipe a card at your CCure readers, and see the status change in Workplace nearly instantly. You have to run it as a Windows Service.

Get the latest Workplace Connector from Latest Connector. Before you unzip the file, make sure you right-click it and go to Properties and Unblock the file if the option is available (see below).

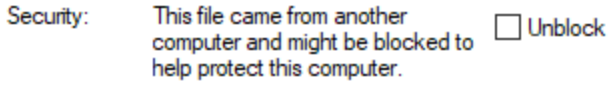
Extract it in C:\EIOBoard Connector. If you plan to install it in another location, edit the InstallEbConnector.bat file and edit where it says "C:\EIOBoard Connector\EBConnectorService.exe " with your preferred file path. Later when you perform the install, you'll be able to run the installer by double-clicking this .bat file. Note: Be sure to set the Service Startup Type to Automatic (Delayed) from the Windows Services Manager.

Simply run InstallEbConnector.bat in the same folder where the Connector was extracted. There will be a 'Commit phase' that completes after a successful install. If you see any indication of an attempted 'Rollback' and all the file paths are correct, this means you are either not allowed to install the service or the dependencies for the service are missing.

Manually install .NET 4.7.2 or the version of .NET declared in the .config file mentioned earlier.

Additionally, you should attempt to run the service from the current directory as an executable. It will give you a better understanding of what's wrong with the installation. If you see an information message that asks you to start a service through the appropriate channels, you can assume the installation succeeded.

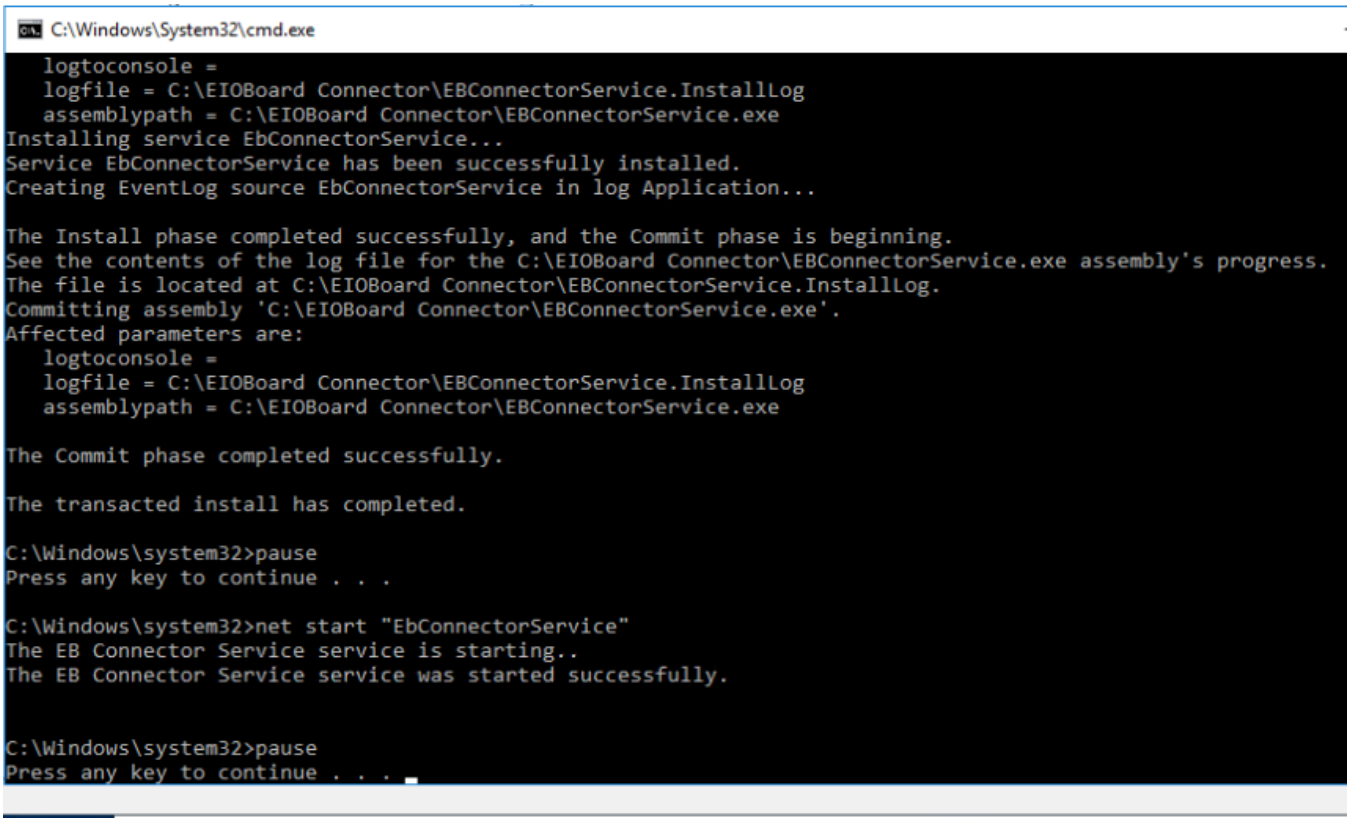
If there are errors, right-click EBConnectorService.exe and view properties. If you see:



Make sure to check Unblock and then try the installation again.

Remember, to install it in another location, edit the InstallEbConnector.bat file and edit where it says "C:\EIOBoard Connector\EBConnectorService.exe":

After the first pause, the batch file will also start the connector service. The service can be managed through the Windows services app.



To make sure the connector is running:

- Press the windows key and R, then type “services.msc”
- Right click on “EBConnectorService”, click “Properties”
- If “Service status” is “Stopped”, click “Start”

To make sure the connector always runs:

- Press the windows key and R, then type “services.msc”
- Right click on “EBConnectorService”, click “Properties”
- If “Startup type” is set to Manual, change it to “Automatic (Delayed Start)”

- Click “Apply”, and the “OK” in the bottom of the window.

We are planning and developing a utility app for managing the Connector service, settings, and viewing logs.

Configuring the Connector

Next you’ll need to edit the Settings.json file. The following highlighted settings should be modified to values appropriate for your environment. The rest can remain unchanged:

Settings.json


```
{
	"integrationPartner": "Tyco (Software House C-Cure)",
	"integrationID": "7748e8fe-036b-4d45-91d5-7ba2c6801397",
	"pluginName": "TycoCCurePlugin.dll",
	"pluginLocation": "plugins\\TycoCCure",
	"apiPublicID": "A5D49013-48C5-4AF0-B87B-A1C44AD7C8A0",
	"apiSecretKey": "D72F7D82-109D-4EA9-9D22-D076E60EEF92",
	"ebApiUrl": "http://v10test.eioboard.com/eioboard/api",
	"ebAppId": "",
	"smtpServer": "smtp.gmail.com",
	"smtpUsername": "arungopalakrishnan@savance.com",
	"smtpPassword": "",
	"smtpPort": "",
	"fromEmail": "",
	"toEmail": "",
	"maxRetryAttempts": "",
	"logFilePath": "C:\\ConnectorLogs\\",
	"Logging": "2"
}
<?xml version="1.0" encoding="utf-8"?>
<configuration>
```

```
 <appSettings>
   <add key="integrationPartner" value="Tyco (Software House C-Cure)" />
   <add key="integrationID" value="7748e8fe-036b-4d45-91d5-7ba2c6801397" />
   <add key="pluginName" value="TycoCCurePlugin.dll" />
   <add key="pluginLocation" value="plugins\\TycoCCure" />
   <add key="apiPublicID" value="A5D49013-48C5-4AF0-B87B-A1C44AD7C8A0" />
   <add key="apiSecretKey" value="D72F7D82-109D-4EA9-9D22-D076E60EEF92" />
   <add key="ebApiUrl" value="http://192.168.82.146/eioboard/api" />
   <add key="ebAppId" value="" />
   <add key="smtpServer" value="" />
   <add key="smtpUsername" value="" />
   <add key="smtpPassword" value="" />
   <add key="smtpPort" value="" />
   <add key="fromEmail" value="" />
   <add key="toEmail" value="" />
   <add key="maxRetryAttempts" value="" />
   <add key="logFilePath" value="C:\ConnectorLogs\" />
   <add key="logging" value="2" />
</configuration>
```

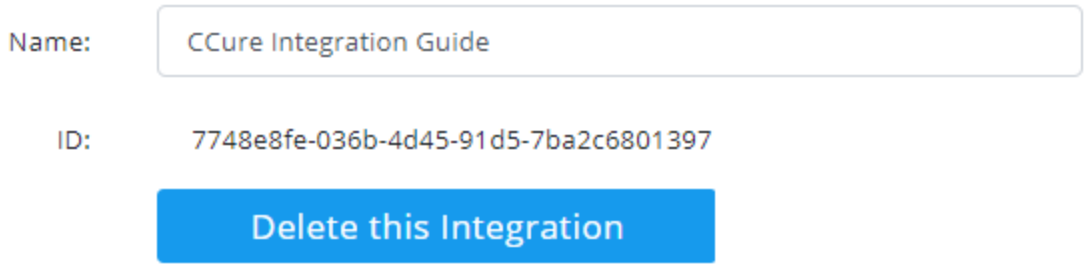
Here are the settings in detail, remember to remove any extra whitespace when entering them into the config.

integrationPartner

This needs to be set to **“Tyco (Software House C-Cure)”**. Because we support many access control systems from different companies, this lets the Connector know what type of integration you’re setting up.

integrationID

This will be the Integration ID that was generated upon creation of the integration in Savance Workplace:



pluginName

This needs to be set to “{integrationPartner}Plugin.dll” i.e for this integration it should be “TycoCCurePlugin.dll”. Because we support many plugins for access control systems from different companies, this lets the Connector know which one you’re setting up.

pluginLocation

This needs to be set to “plugins\{integrationPartner}” i.e for this integration it should be “plugins\TycoCCure”, this one lets the Connector know where the plugin is located under the Savance Workplace Connector folder.

apiPublicID and apiSecretKey

These are the API Public Key and API Secret provided to you by Savance, to gain access to the Savance Workplace API. For intranet (on premise) installs you will be able to generate these yourself by going to http://[Your Server IP]/eioboard/Administration/apim.aspx. You’ll need to be logged in as an Savance Workplace Master Admin to have access to the page, to log in, go to https://[Your Server IP]/eioboard/Login.aspx, and enter your credentials. Also, the “/eioboard” is only necessary in the URI if you installed Savance Workplace to a virtual directory, if you installed a new or existing website, this will not be needed.

ebApiUrl

This is the URL of the Savance Workplace API. For Cloud accounts this will be:
https://cloud.savanceworkplace.com/api

For intranet (on premise) installs, this will be:
https://[Your Server IP]/eioboard/api

ebAppId

This setting is not needed for CCure integrations.

smtpServer, smtpPort, smtpUsername, and smtpPassword

These settings are optional and if configured will be used to send email alerts when the Connector loses connection with the WebSDK API. The connector is designed to recover from lost connections automatically, but these emails can be useful for checking the connection and making sure missed events are synced up.

fromEmail

This is the sender's email address.

toEmail

This is the recipient's email address (who will receive all the notification emails).

maxRetryAttempts

This will be the maximum number of attempts allowed to restart the connector in case of any connector failures.

logFilePath

This setting is optional but recommended. The connector will create log files at the specified location. These can be useful for troubleshooting connection issues and will not take up more than 100MB of disc space.

Logging

Suggested Value: **2**
Purpose: **0 - ALL, 1 - MINIMAL and 2 - VERBOSE**, Verbose logging mode that records more information than the usual logging mode (MINIMAL).
Verbose logging options are usually enabled specifically for troubleshooting.

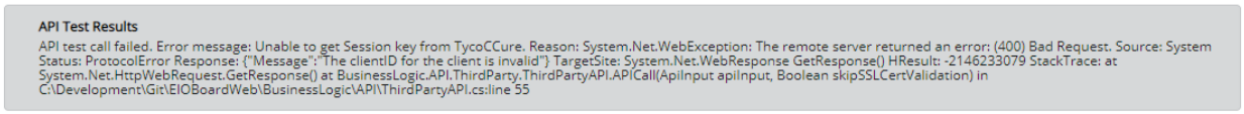
Troubleshooting the Web Config

Please check the **web.config** files for both **EIOBoardWeb** and **EIOBoard API** for the following TycoCCure settings under appSettings section,

```
  <!-- Integration TycoCCure -->
  <add key="TycoCCureClientID" value="XXXXXXXX-XXXX-XXXX-XXXX-XXXXXXXXXXXX"
/>
```

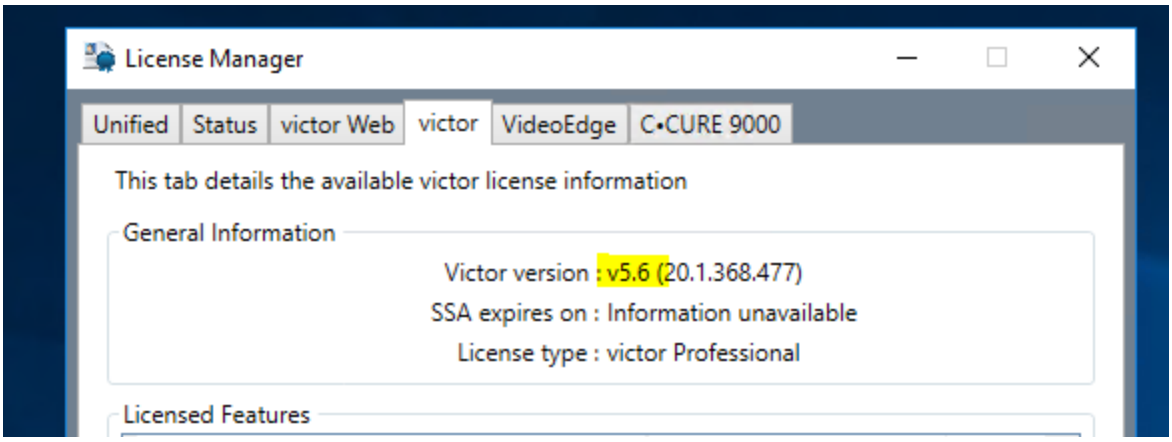
```
<add key="TycoCCureClientName" value="XXXXX - XXXXXX - Integration" />
<add key="TycoCCureClientVersion" value="2.90" />
<add key="VictorVersion" value="5.6" />
</appSettings>
```

If the **VictorVersion** is incorrect then the "**Test API Call**" will fail in EIOBoardWeb > Administration > User & Access Control Integrations.



Error 400 Bad Request

You can get the Victor version from License Manager



Troubleshooting the Connector

Check the log file for errors. If it says it's having trouble connecting to the Savance Workplace API, check that the settings for IntegrationID, APIKey, and APISecret are set properly and with no White space. Also check that the EB API is configured correctly by going to <eioboard hosted site>/EIOBoard/API/swagger. If you get an error message instead of a screen that looks like this:

If that's working correctly, check the physical location for the API, and make sure it was installed correctly.