

# Installing the C-CURE Connector & Plugin

Last Modified on 02/01/2024 9:54 am EST

## Overview

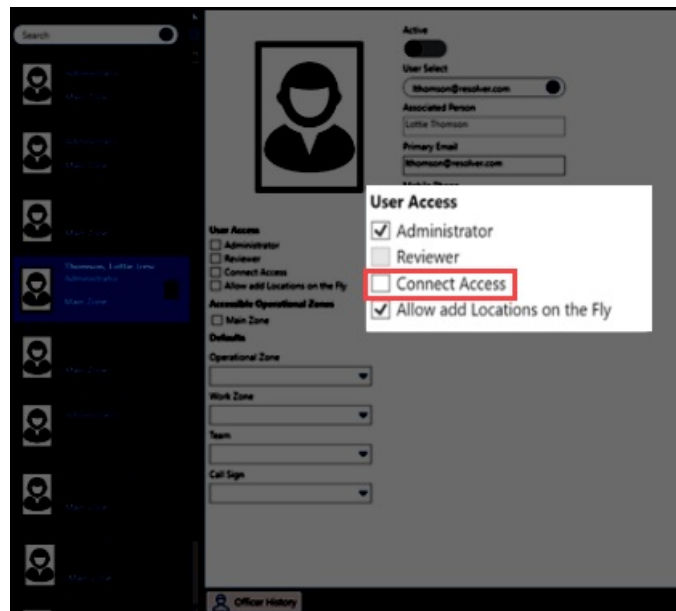
Before starting the Installation process, please contact support to obtain the required **Connect-CCURE RTO** package and to receive further assistance with the installation.

Resolver Connect® allows you to use a C-CURE Connector and Plugin to pull data from the Software House® system and send the data to Resolver Dispatch®, sharing data between the two platforms.

## Installing a C-CURE Connector and Plugin

Before installing the C-CURE Connect and Plugin, customers must contact Software House to update their C-CURE 9000 license to include the Resolver - CCURE9000 - Integration. The update procedure is the same procedure for adding other options or to update a site license.

Before installing the C-CURE Connector and Plugin, log in to Resolver Connect using a Dispatch Administrator account. A Dispatch Administrator account will have the Access Connect radio button enabled.



Connect Access Radio Button

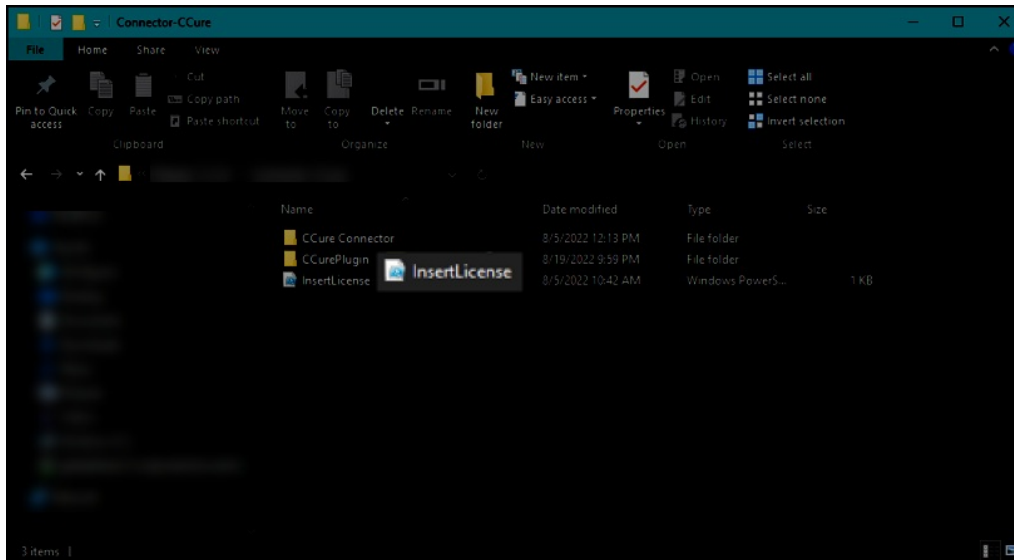


**Notes:**

Resolver recommends installing the C-CURE Connector and Plugin on the C-CURE source server. The Connector will require a standalone server if outbound connections are not possible.

You will need access to **PowerShell** and **SQL Server Management Studio** to run commands and queries related to the installation.

1. Navigate to the network location that houses the **Connect-CCURE RTO** package.
2. Click on the **Connect-CCURE RTO** package and copy the **InsertLicense** PowerShell script.



*InsertLicense Script*

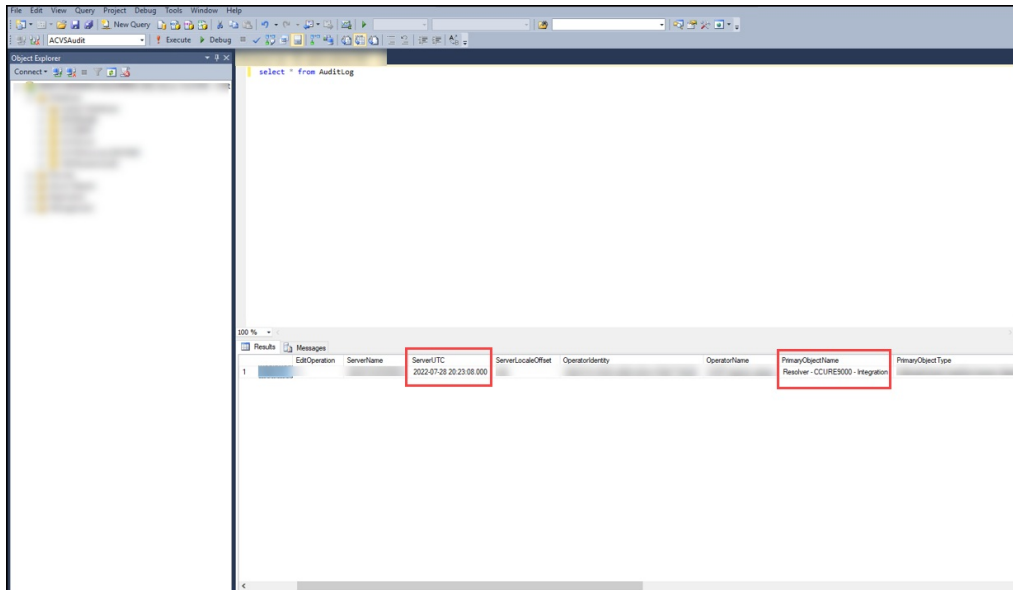
3. Navigate and open **PowerShell** on the connected PC or server and paste the **InsertLicense** script on the command line.



**Note:**

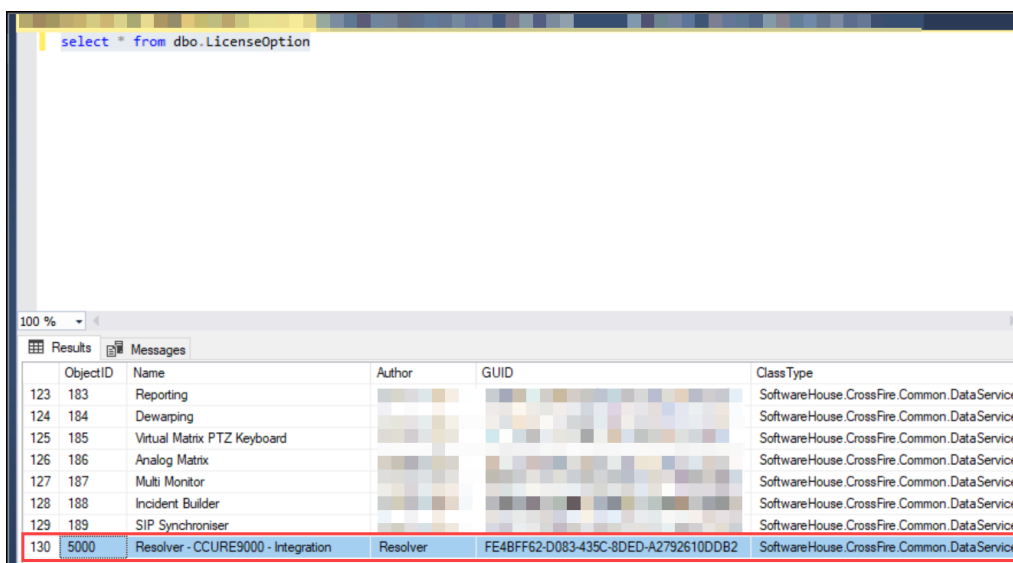
Ensure that your user has Administration user account privileges before running the **InsertLicense** script.

4. Press the **Enter** key to run the script.
5. Navigate and open **SQL Server Management Studio** on the connected PC or server.
6. Query the **ACVAudit** database using the **select \* from Audiolog** command to verify that the **InsertLicense** script was successfully added to the C-CURE database.
7. If successful, the **Results** section will return a log entry listing information about the **InsertLicense** script:
  - **ServerUTC:** year, date, and time the script was run.
  - **PrimaryObjectName:** Resolver – CCURE90000- Integration.



*Query Results*

8. Query the **ACVSCore Database** using `select * from dbo.LicenseOption` to verify that the license was successfully added to the database. If successful, the Results section will have an entry in the table for **ObjectID = 5000, Name = Resolver - CCURE9000 - Integration**.



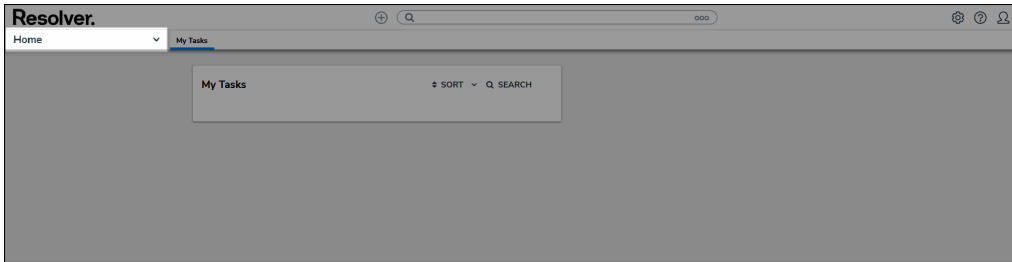
*Resolver - CCURE9000 - Integration*

9. Restart the **CrossFire** services for the license to take effect.
10. Navigate back to the **Connector-CCURE RTO** package network location and copy the contents from the **CCURE cConnector Strongly Signed** folder.
11. Navigate to the CCURE server components folder **C:\Program Files (x86)\Tyco\CrossFire\ServerComponents** and paste the contents from the **CCURE cConnector Strongly Signed** folder into the **CCURE** folder.

# Register the C-CURE Connector

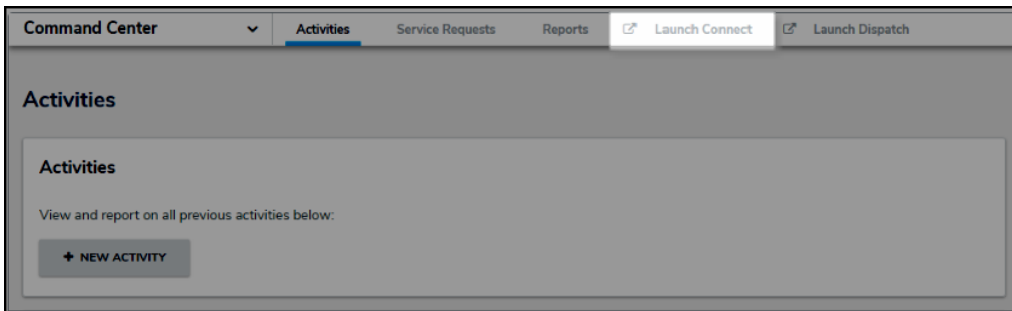
Registering the C-CURE Connector will create a **Connector ID**.

1. Open **Resolver Connect** by logging into **Resolver**.
2. From the **Resolver Home** screen, select the **Command Center** link from the **Home** drop-down list.



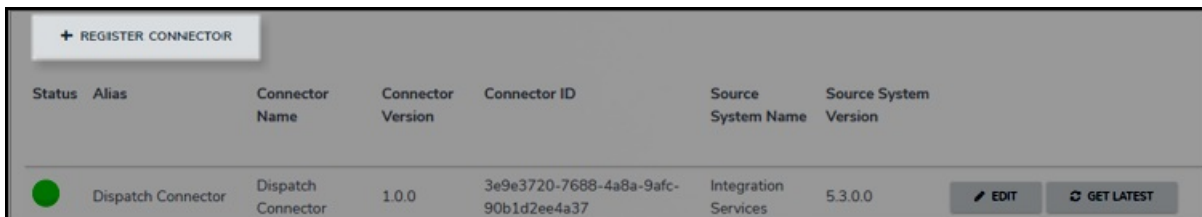
*Home screen Drop-Down List*

3. From the **Command Center** screen, click on the **Launch Connect** link on the **Menu Bar**.



*Launch Connect Link*

4. From the **Resolver Connect Home** screen, click on the **REGISTER CONNECTOR** button.



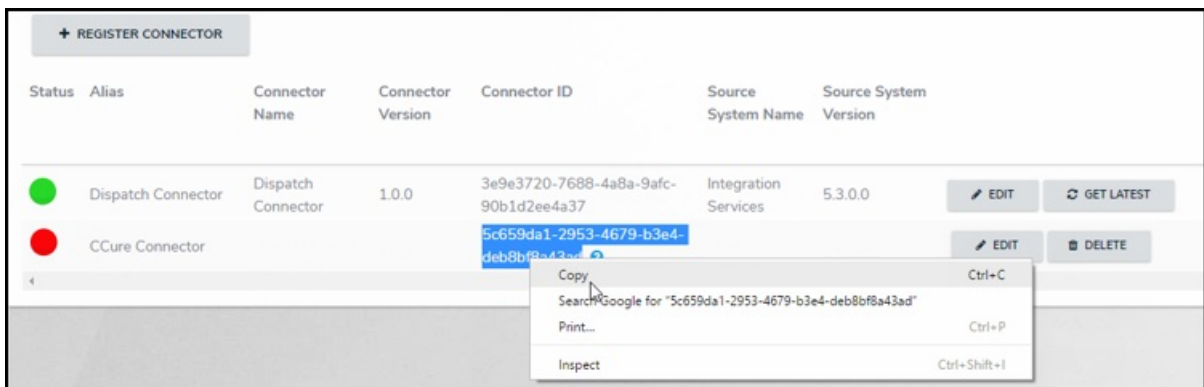
*Register Connector Button*

5. Enter a connector name in the **Connector Alias** field and click the **Save** button.



*Register Connector Screen*

6. The **Register Connector** screen will appear, listing the newly registered connector.
7. Copy the C-CURE **Connector ID**.



*Registered C-CURE Connector*

## Preparing the JSON Files

Before editing the **appsettings.json** file, you must register the C-CURE Connector and copy the **Connector ID**.

1. Navigate to the server components location **C:\Program Files (x86)\Tyco\CrossFire\ServerComponents**.
2. Locate the **CCureConnectorConfig.json** file.
3. Right-click the **CCureConnectorConfig.json** file and select **Open with** from the pop-up menu. If **Notepad** is not in the recent section, select the **Choose another app** link and select **Notepad**.
4. Locate the **ConnectorID** tag and copy and paste the new **Connector ID** between the quotation marks after the **ConnectorID** tag.
5. Edit the connect the URL with the connect endpoint received from DevOps on the **CoreDispatch service stack**.
6. Provide DevOps with the **ConnectorID** so they can update the Services config with it.

7. Save the config file.



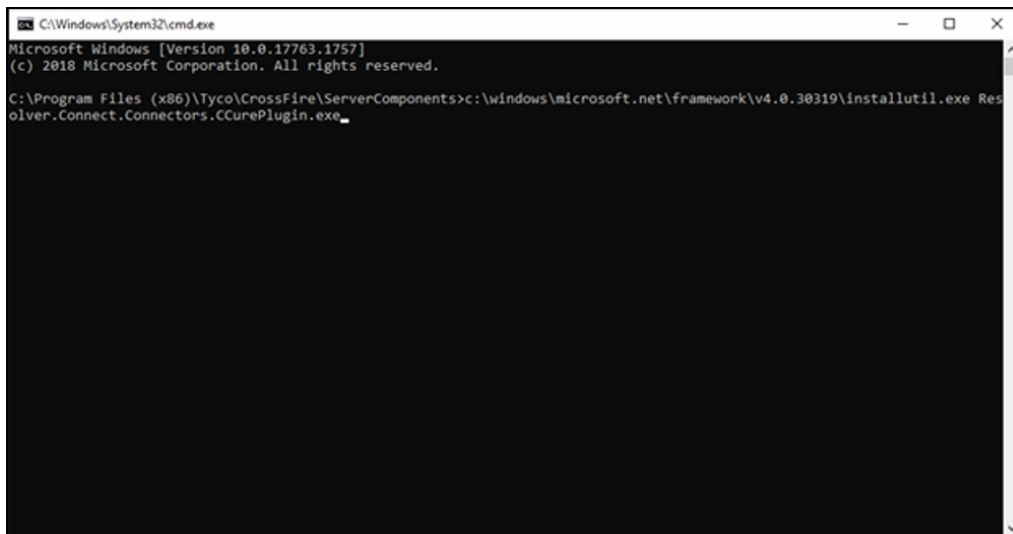
```
CCureConnectorConfig - Notepad
File Edit Format View Help
{
  "ConnectUrl": "https://connect-24-1-0-0.sb.myincidents.com",
  "ConnectorId": "04baf8a4-de8a-4b85-8fb7-74d609948ca1"
}
```

*CCureConnectorConfig File*

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## Run the installutil Command

1. Navigate to the CCURE server components folder **C:\Program Files (x86)\Tyco\CrossFire\ServerComponents**. Locate and click the **Command Prompt** to open the application.
2. From the **Command Line**, run the **installutil** command for the Plugin location **c:\windows\microsoft.net\framework\v4.0.30319\installutil.exe Resolver.Connect.Connectors.CCurePlugin.exe**.



```
C:\Windows\System32\cmd.exe
Microsoft Windows [Version 10.0.17763.1757]
(c) 2018 Microsoft Corporation. All rights reserved.

C:\Program Files (x86)\Tyco\CrossFire\ServerComponents>c:\windows\microsoft.net\framework\v4.0.30319\installutil.exe Resolver.Connect.Connectors.CCurePlugin.exe
```

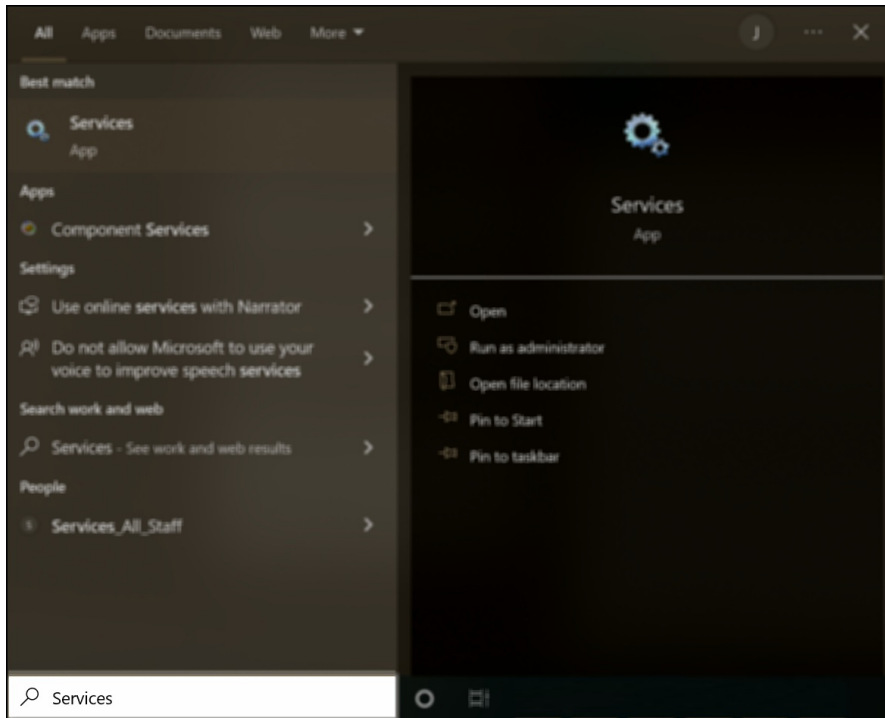
*Command Prompt - installutil Command*

3. When the command is finished running, click the **x** button in the top right-hand corner to close the **Command Prompt**.

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## Confirming the C-CURE Connector and Plugin Installation

1. Navigate and open **Windows Services** by entering **Services** in the **Windows Search** field on the **Taskbar** and pressing the **Enter** key.



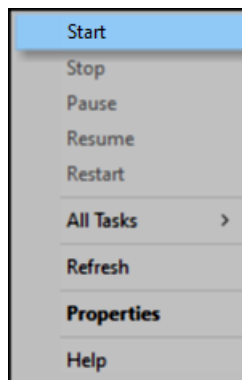
*Windows Services*

- From the **Services** screen, scroll until you find the **Resolver CCure Plugin Service** item.

Remote Procedure Call (RPC)	The RPCSS ...	Running	Automatic	Network S...
Remote Procedure Call (RPC) Locator	In Windows...		Manual	Network S...
Remote Registry	Enables rem...		Automatic (T...	Local Service
<b>Resolver CCure Plugin Service</b>	<b>Resolver's C...</b>	<b>Running</b>	<b>Automatic</b>	<b>Local System...</b>
Resultant Set of Policy Provider	Provides a n...		Manual	Local System...
Routing and Remote Access	Offers routi...		Disabled	Local System...
RPC Endpoint Mapper	Resolves RP...	Running	Automatic	Network S...

*Resolver CCure Plugin Service*

- Right-click the **Resolver CCure plugin service** item and select **Start** from the pop-up menu.



*Start Link on Pop-Up Menu*

- Log back into **Resolver Connect**.

5. A **Circle** icon will appear in the C-CURE Connector's **Status** field, which indicates the following depending on the circle's color:
- **Green Circle:** The C-CURE Connector is running.
  - **Yellow Circle:** The C-CURE Connector is running, but configuration errors exist.
  - **Red Circle:** The C-CURE Connector is not running.



**Note:**

See the **Connect User Guide** for further information regarding generating, registering, device configuration, or creating rules.