Suprema - CCURE Integration (Advanced Version)

ADMINISTRATOR GUIDE

Version 1.2

English
EN 102.00.SupCC9KiADV

suprema
SECURITY & BIOMETRICS

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Getting Started

Before using the Suprema - C•CURE Integration to implement Suprema Biometrics to the C•CURE 9000 Platform for an access control system, both C•CURE 9000 v2.90, v3.0, v3.10 (or later) Server and Suprema BioStar 2 server along with this Integration Setup service must be installed on the same server/workstation where C•CURE server is installed, and C•CURE 9000 v2.90, v3.0, v3.10 (or later) Client for the workstation(s) where it is going to be used along with this integration setup client.

The Server receives event logs, user information, etc. from connected devices and stores them. The integration can be installed easily. Before installation, please check the Minimum System Requirements.

The Suprema - C•CURE Integration installation setup for server and client can be provided upon request made to the Suprema Team.

Abbreviations

- Software House C•CURE 9000 (C•CURE)
- Suprema's BioStar 2 (BioStar 2)
- Suprema - C•CURE Integration ("Integration" for short)

This integration comprises the following components:

- Suprema - C•CURE Integration Service (Integration Service)
- Suprema - C•CURE Integration Client (Integration Client)
- Suprema - C•CURE Integration Configuration Tool (Integration CT)
  - The Integration CT is the web-based GUI tool to configure the Integration Service (with no GUI) and to adjust parameters regarding the Integration Client as well.

Minimum System Requirements

C•CURE 9000 Standalone server series L, M, N, P	
Recommended hardware and software	
Processor	Intel® 3rd Generation Core i7-3770 or greater (8 MB, 3.4 GHz or greater)
Hard Disk Drives	Dual drives: primary drive = 1TB or greater (9000 Runtime); secondary drive = 1TB or greater (data backups). SSD is recommended.
Drive Speed	7,200 RPM or greater
Memory	16GB or greater

C•CURE 9000 Standalone server series L, M, N, P	
Recommended hardware and software	
Network Adapter Card	Integrated Gigabit Network Port
DVD Drive	Recommended
Video Card	Integrated Video Subsystem (dedicated video accelerator recommended when used as a client workstation)
Database Support (English Only)	SQL Server 2014 (SP1 or later) Express (64-bit) SQL Server 2016 Express/Standard/Enterprise SP1 and higher (64-bit) SQL Server 2017 Express (64-bit) SQL Server 2019 Express/Standard/Enterprise (64-bit)
Operating System Support	Windows 10 Professional & Enterprise (version 1809 or higher) (64-bit) Windows Server 2016 SP1 and higher (64-bit) Windows Server 2019 (64-bit)
Web Server	IIS V8.0 or higher for C•CURE Web, C•CURE Go and victor Web Service

Info

IIS V8.0 is required to install C•CURE Web on the same machine as C•CURE Go or victor Web Service.

C•CURE 9000 Standalone server series Q, R, R+, S, S+, T SAS server series L, M, N, P	
Recommended hardware and software	
Processor	Intel Xeon E3-1240 v5 (3.5 GHz or greater)
Hard Disk Drives	Dual drives: primary drive = 1TB or greater (9000 Runtime); secondary drive = 1TB or greater (data backups). SSD is recommended.
Drive Speed	15,000 RPM or greater
Memory	32GB or greater
Network Adapter Card	Intel Gigabit ET Quad Port Adapter, Gigabit Ethernet NIC, PCIe x4
DVD Drive	Recommended

C•CURE 9000 Standalone server series Q, R, R+, S, S+, T SAS server series L, M, N, P	
Recommended hardware and software	
Video Card	Integrated video subsystem (dedicated video accelerator recommended when used as a client workstation)
Database Support (English Only)	SQL Server 2016 Standard & Enterprise SP1 and higher (64-bit) SQL Server 2019 Standard & Enterprise (64-bit)
Operating System Support	Windows 10 Professional & Enterprise (version 1809 or higher) (64-bit) Windows Server 2016 SP1 and higher (64-bit) Windows Server 2019 (64-bit)
Web Server	IIS V8.0 or higher for C•CURE Web, C•CURE Go and victor Web Service

> **Info**
> IIS V8.0 is required to install C•CURE Web on the same machine as C•CURE Go or victor Web Service.

- For the best performance, use only the 64-bit operating system.
- Integration CT is optimized for MS Edge, Brave Browser or Google Chrome.
- Please do not use older versions of Windows, that can lead to system instability due to OS libraries incompatibility as Microsoft has made substantial changes in OS libraries compared to older versions of those specified in the previous table.
- If MS SQL Server and Suprema BioStar 2 are installed in different PCs, you should install the Native Client on the PC where BioStar 2 was installed.

  > *https://www.microsoft.com/en-us/download/details.aspx?id=50402*

Supported Devices

RFID Devices:

- XPass 2 family
- X-Station 2 family

Facial Devices:

- FaceStation F2
- BioStation 3
- BioEntry W3

Fingerprint Devices:

- BioEntry Family (P2, W2)
- BioLite N2
- BioStation 2, BioStation A2
- X-Station 2 (Finger model)
- BioStation L2

NOT Supported Devices:

- BioEntry R2
- CoreStation
- FaceStation 2 / FaceLite

> **Info**
> USB readers as the BioMini Plus 2 / Slim 2 can be supported through customization. For such please contact latam@supremainc.com.

Suprema - C•CURE Integration Installation

Pre-requisites

- Software House C•CURE 9000 (version 2.90, 3.0, 3.10)
- Suprema BioStar 2 (version 2.9.0 and later)

> **Info**
> You must install BioStar 2 server and C•CURE 9000 Server in the SAME machine.

Considerations

- For specific instructions on how to install and configure C•CURE 9000 or BioStar 2, please refer to the installation manual for each of these platforms.
- If you are using MS SQL 2014 Express (a newer version is better), install the Service Pack 2 by referring to the following web page.

  > *https://www.microsoft.com/en-us/download/details.aspx?id=53168*

- Please bear in mind that due to security reasons this integration does not support HTTP, only HTTPS (over TLS 1.2) then please make sure your BioStar 2 is set to handle HTTPS only.
- The default value for the ports used are as follows. If another program uses the same port the pre-requisites or this integration may not work properly.
  - Suprema - C•CURE Integration

Type	Port	Description
Port	7733	HTTPS over TLS 1.2
Port	51211	Suprema Devices

  - Suprema BioStar 2 backend service

Type	Port	Description
Port	443	HTTPS over TLS 1.2
Port	3312	When MariaDB schema is used.
Port	9002	Web Socket

– C•CURE 9000 v2.9 or v3.0

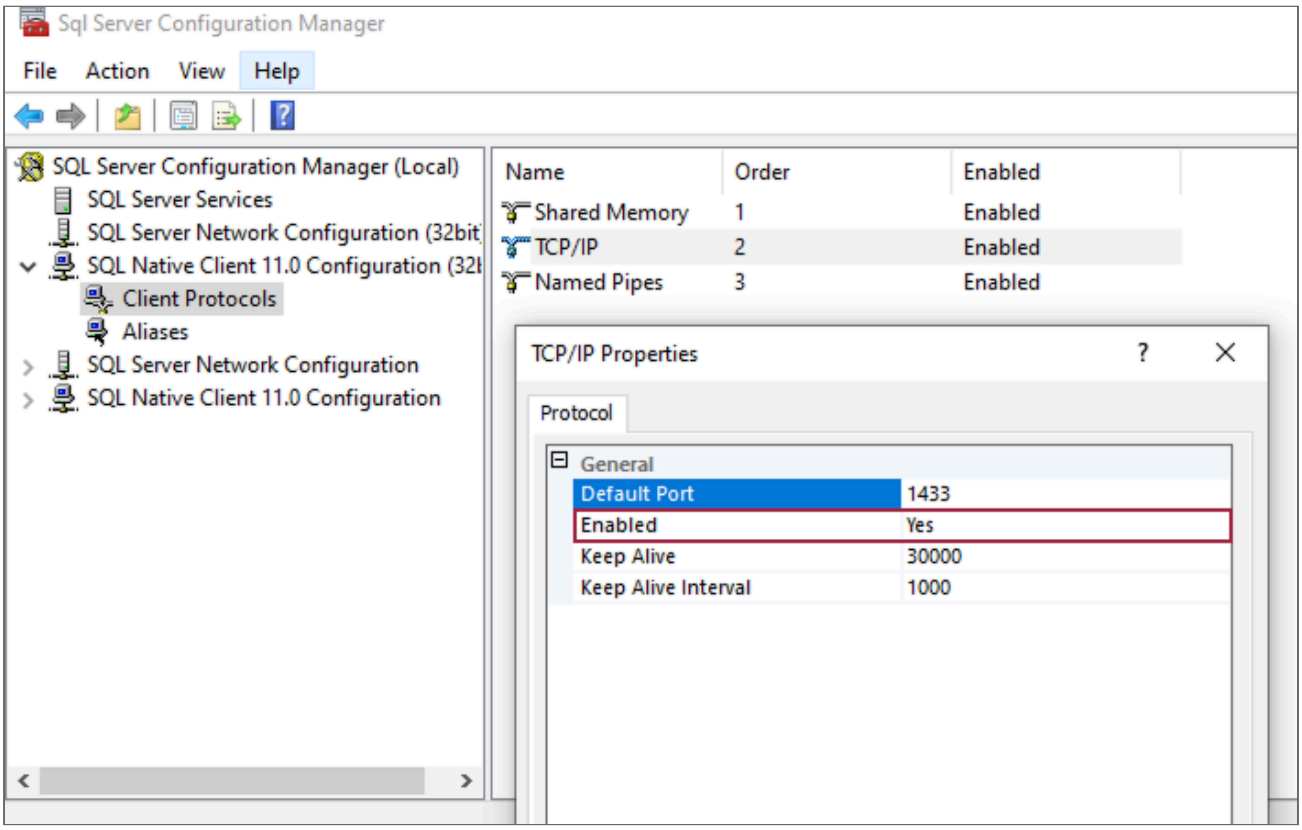
Type	Port	Description
Port	161	For collecting and organizing information about devices.
Port	2901/2	iSTAR Ultra G2 GCM listening port for IP-ACM2 SSL encrypted connection with default certificate/key.
Port	28014	TLS 1.3 Signed Certificate delivery port. iSTAR Ultra G2 opens the port. Host delivers the signed certificates.

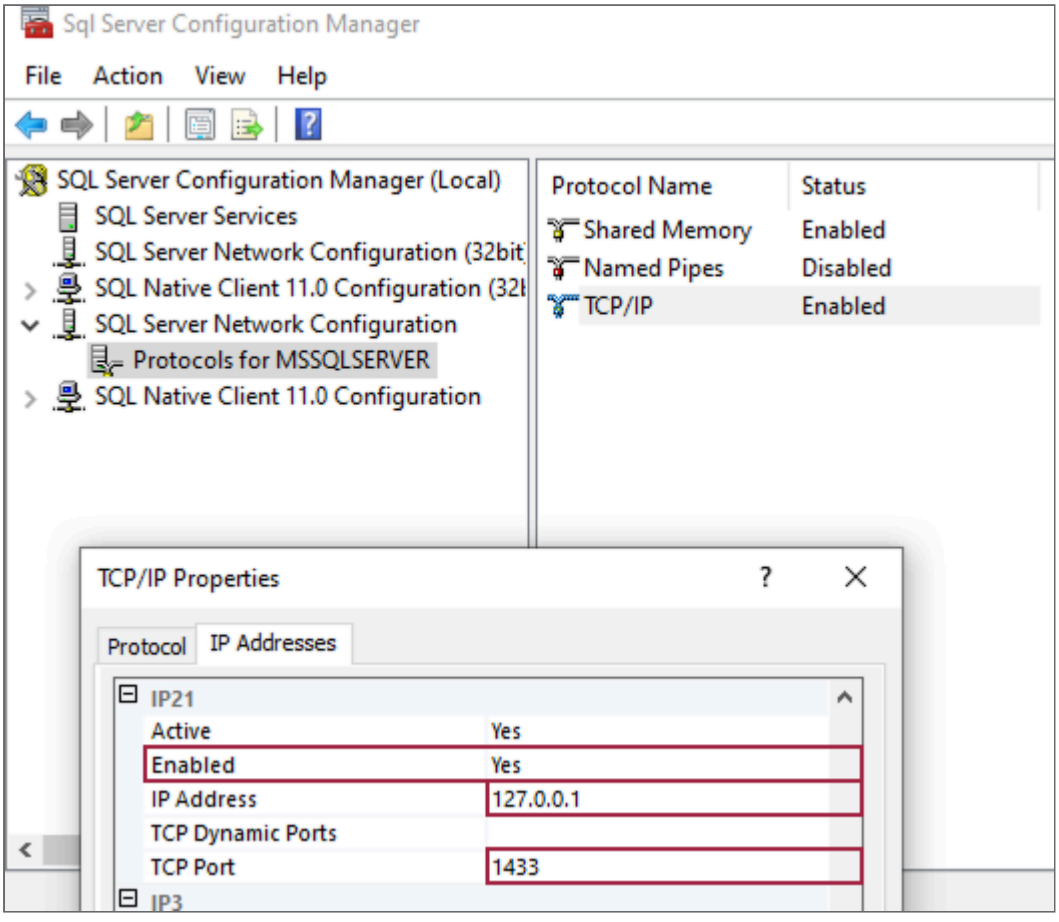
– Microsoft SQL server

Type	Port	Description
Port	1433	Or as configured.

- The data is transferred under TLS 1.2 with private certificates, sensitive data (user, passwords, configurations) besides the encryption in transport layer, are stored encrypted.
- Before Installation starts, please ENSURE that MS SQL is being configured to:

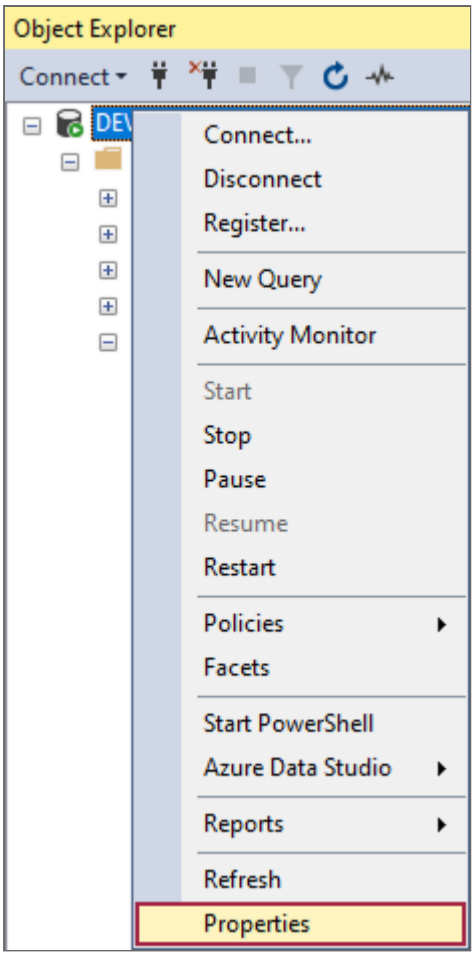
– Allow IP connections in the desired port (1433 default), from the desired IP address (es) as shown in the following images.

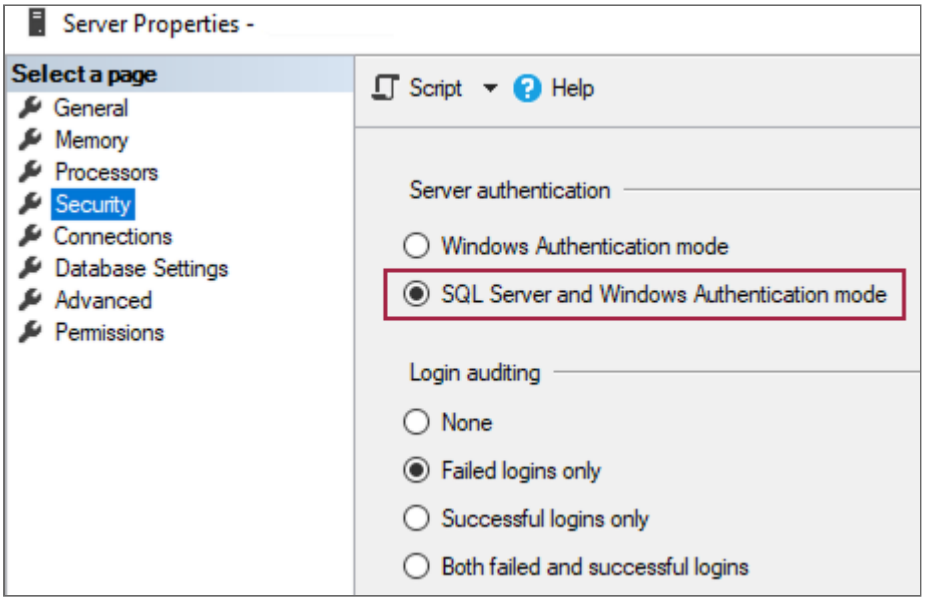




> **Info**
> A PC restart/reboot might be required for the new settings to take effect in MS SQL.

- Allow SQL Authentication:
  - In the SQL Server Management Studio: Object Explorer, right click on the **Server** → **Properties** → **Security** → Select **SQL Server and Windows Authentication mode** → **Apply**.





- Windows Authentication and SQL Authentication (Local and Domain based) are supported for this integration.
- For Windows Authentication please be aware that the current Windows user account (where the integration has been installed) must have clearance to C•CURE databases, either for local or domain users. Otherwise, the Integration CT will fail to connect.
- Please mind specific Database configurations when integrating with Active Directory, if you get any issue with the Database connection, please open a ticket to request technical support.

Installation Procedure

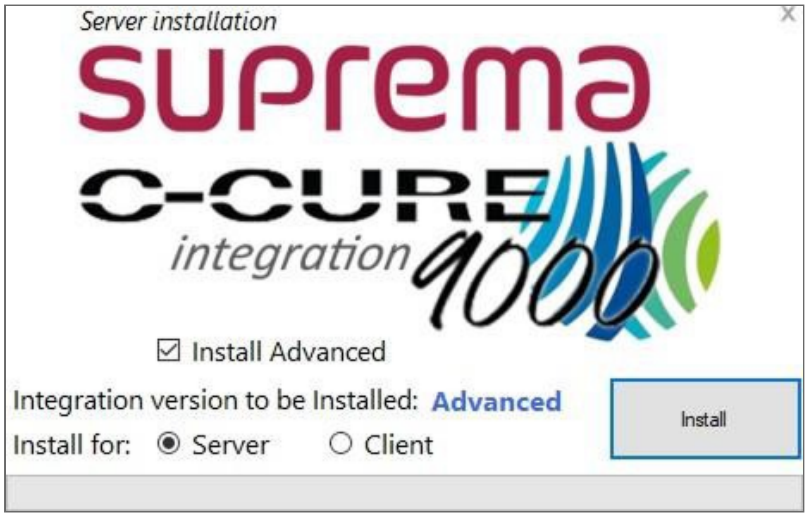
The previous BASIC version of this integration has been deprecated. Currently only the ADVANCED version is supported, a specific installer shall be provided to you depending on the integration version you may want to work with.

This guide is for the ADVANCED version.

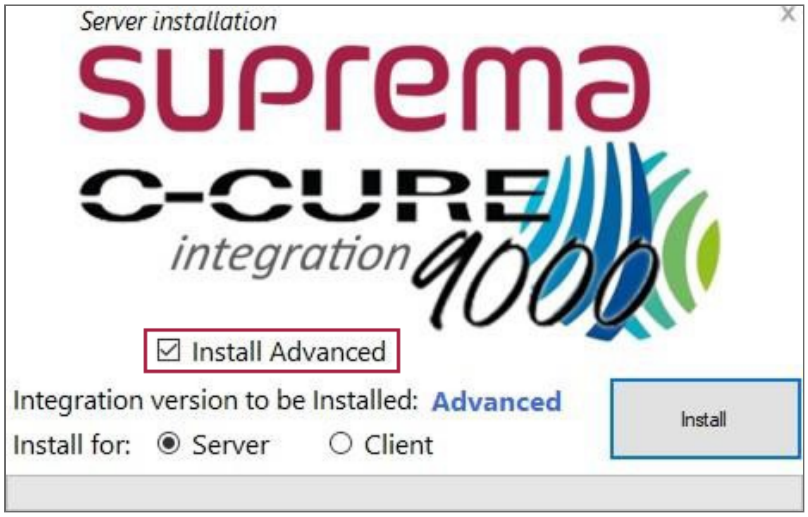
Install Server Integration

> **Info**
> CrossFire Services may be stopped completely before starting with this installation and start them back again after finishing it.

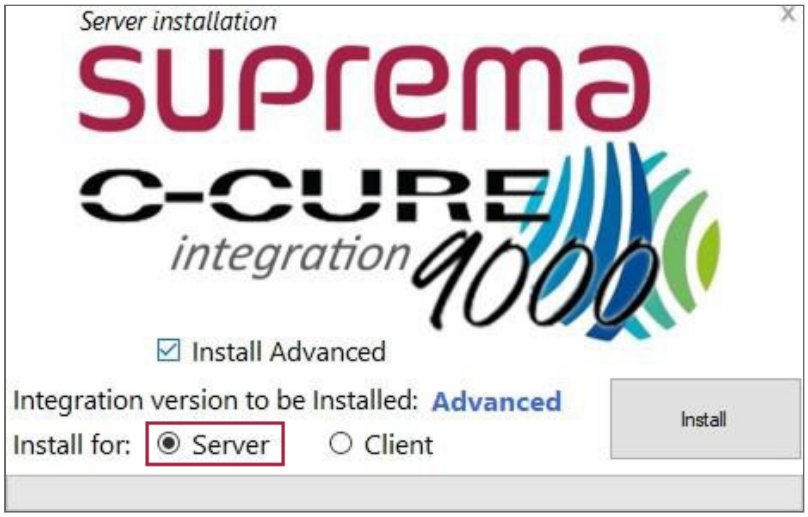
1. Double click on the setup program (Suprema-CCURE_Integration-v2.x.exe).



2. First of all, choose which version will you install:

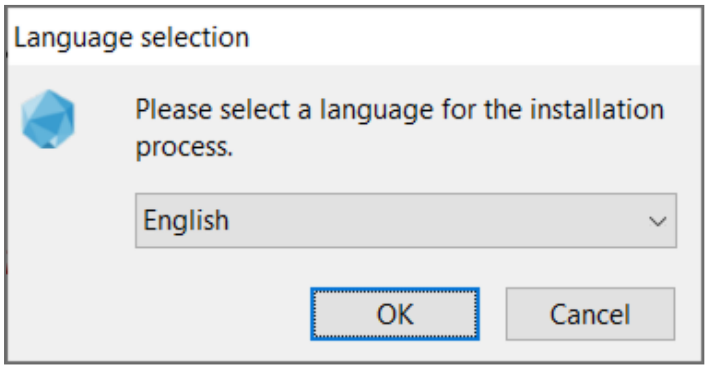


3. Check the option for **Server**, then click install and it will allow you to start the Installation process for the server integration.

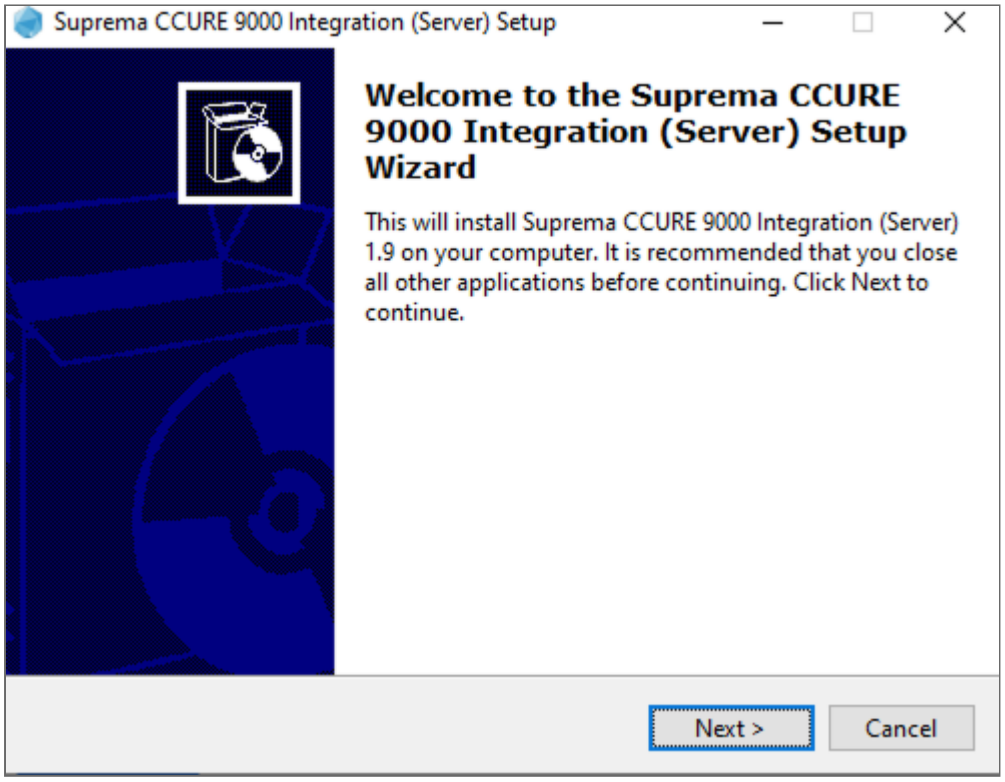


> **Info**
> As this is a Stub installer you must be aware that a constant Internet connection MUST be provided.

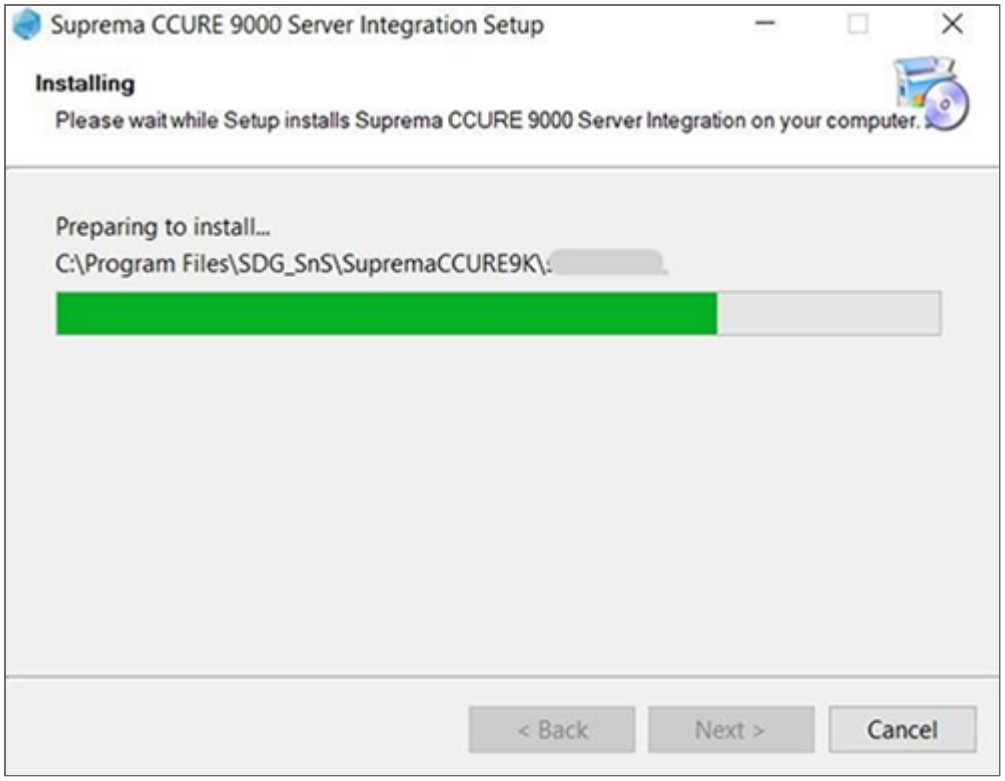
4. Once the download is finished it will show you the following. Select a language and click **OK**.



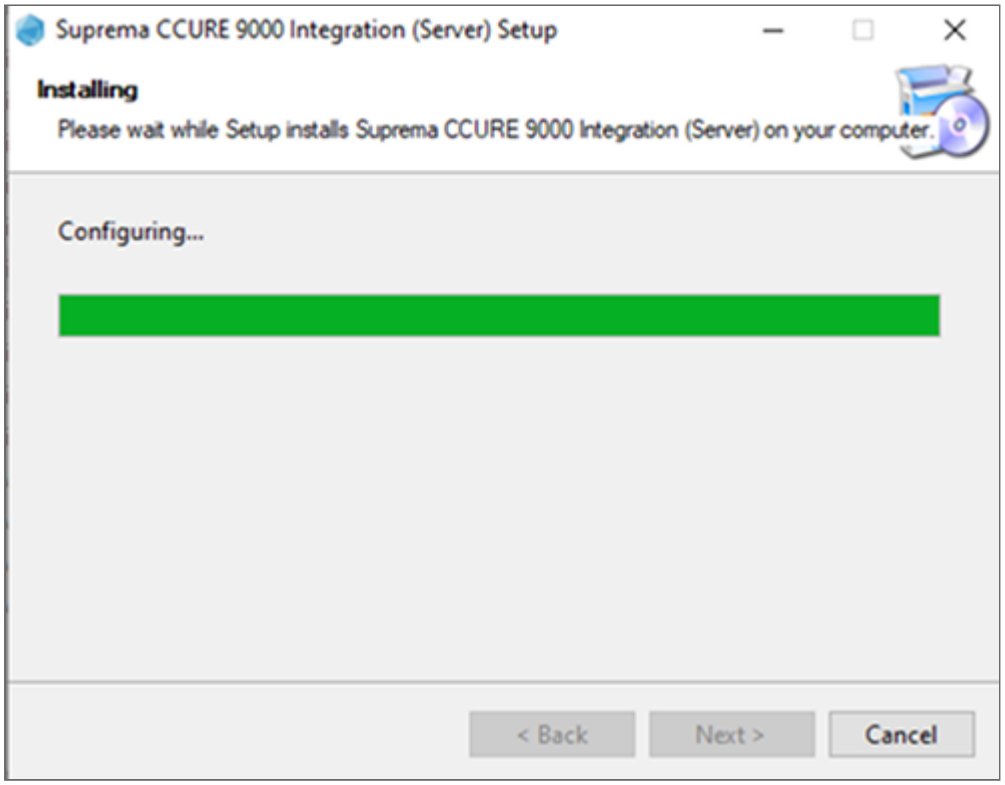
5. The wizard will guide you through the installation process.



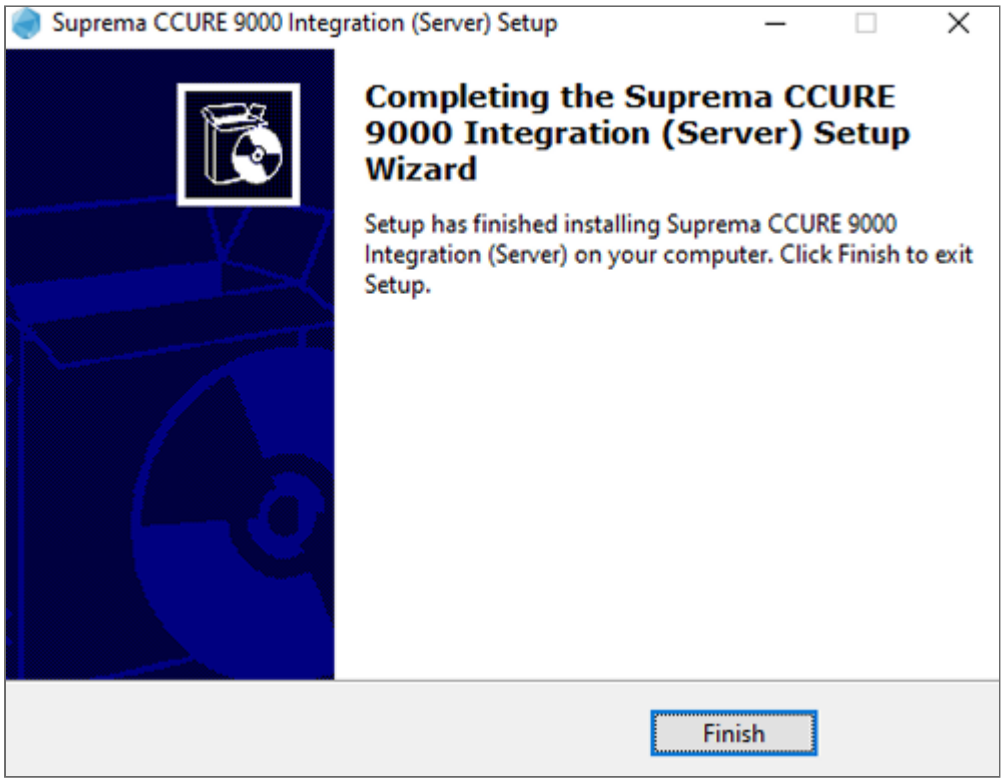
6. To continue with the installation, accept the license agreement, and click **Next**.
7. You will observe the Setup performing the installation process.



8. The Integration Installer may show a couple of CMD windows while showing the setup message:



9. Once the installation has finished, the setup will show.

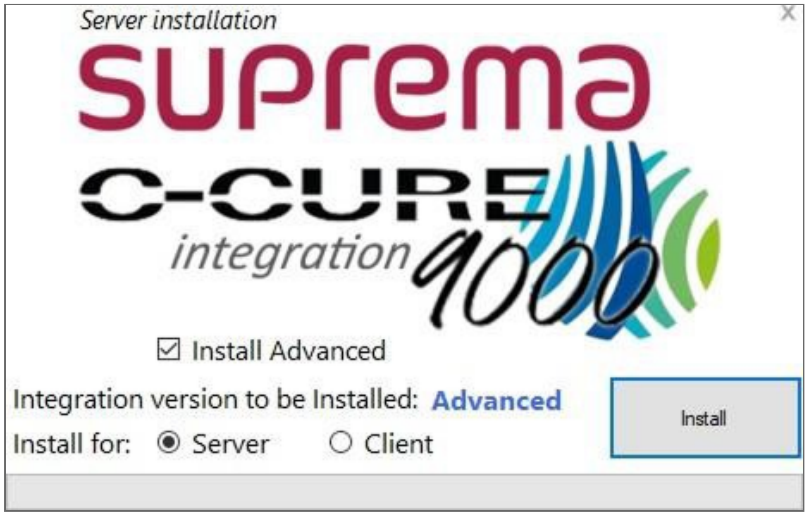


10. A system restart may be needed after the installation.

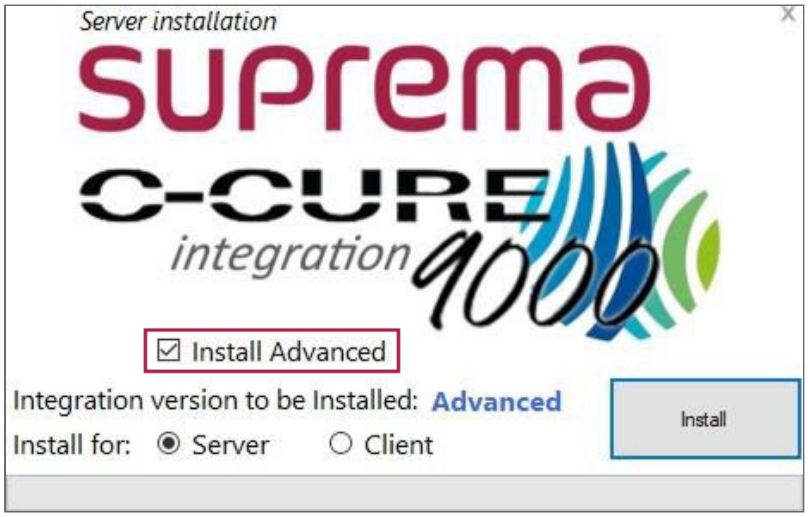
Install Client Integration

> **Info**
> All Administrator Workstation and Monitoring Station instances must be closed before starting with this installation.

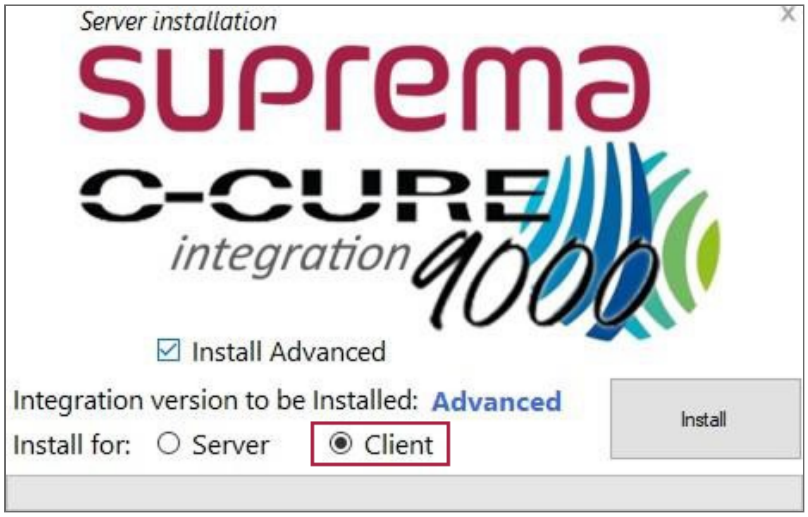
1. Double click on the setup program (Suprema-CCURE_Integration-v2.x.exe).



2. First of all, choose which version will you install:

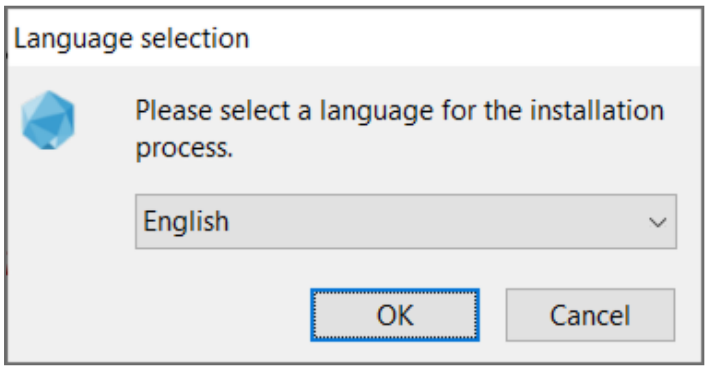


3. Check the option for **Client**, then click install and it will allow you to start the Installation process for the client integration.

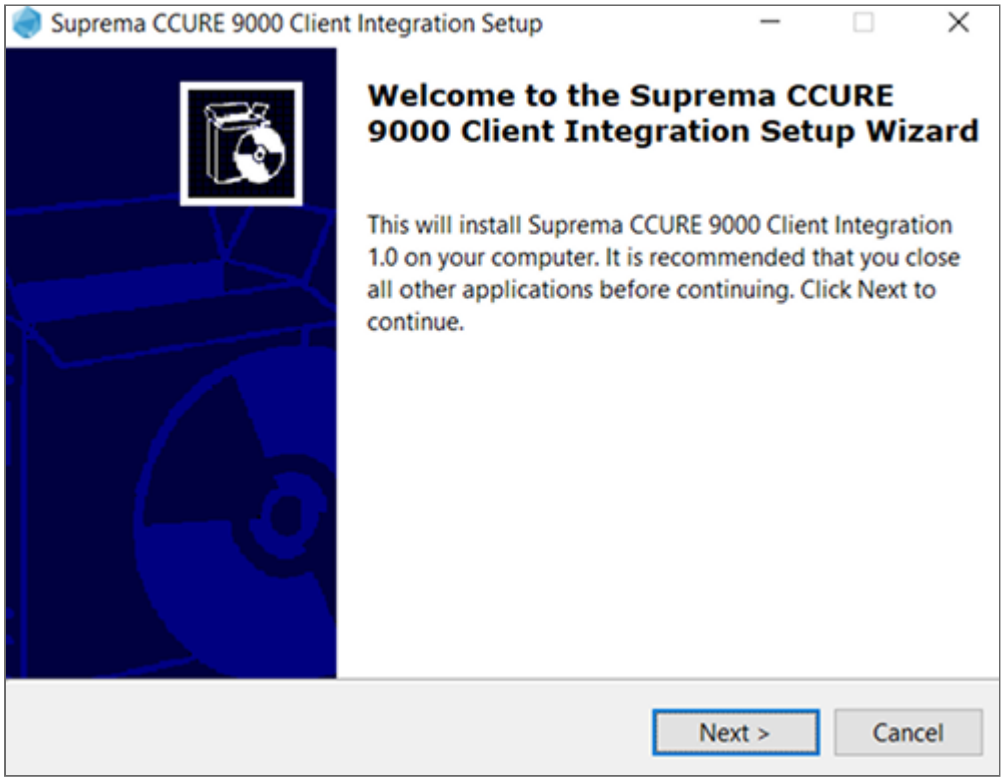


> **Info**
> As this is a Stub installer you must be aware that a constant Internet connection MUST be provided.

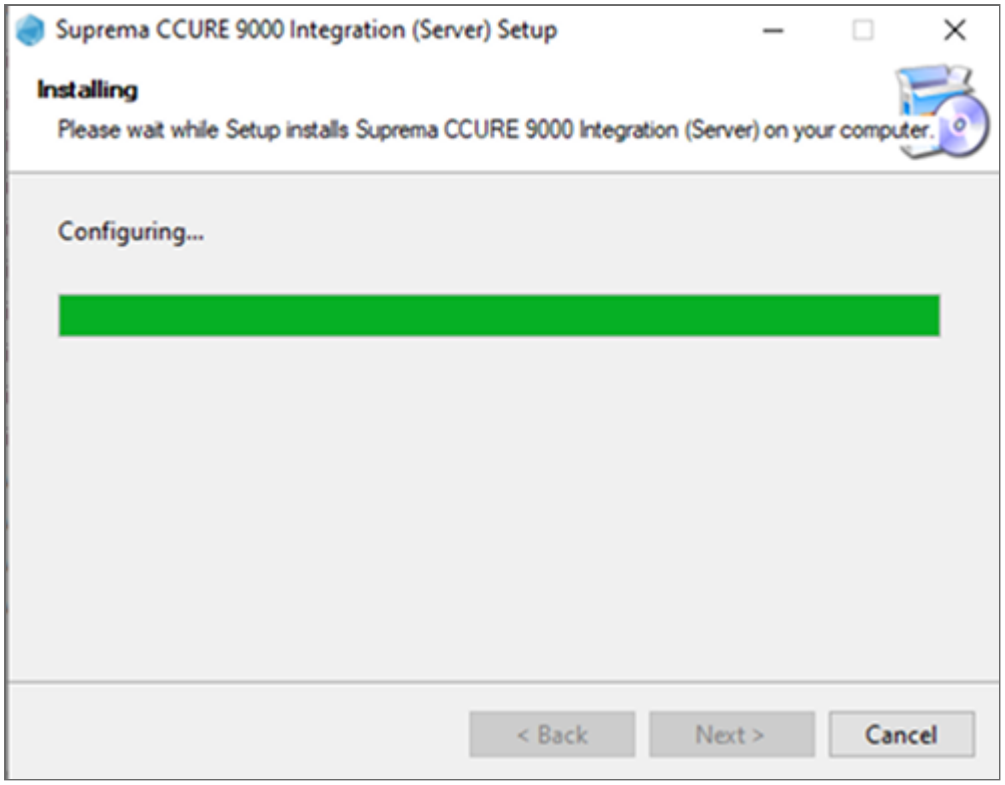
4. Once the download is finished it will show you the following. Select a language and click **OK**.



5. The wizard will guide you through the installation process.



6. To continue with the installation, accept the license agreement, and click **Next**.
7. The Integration Installer may show a couple of CMD windows while showing the setup message:



8. Close the window once the setup has finished.

> **Info**
>
> - You MUST ensure that the PC has internet access throughout the installation.
> - Make sure you turn off the anti-virus during the installation as sometimes it blocks the installation process.
> - The Suprema - C•CURE Integration Server setup must be installed in the same PC where C•CURE server and BioStar 2 server are installed.

Login

The Suprema - C•CURE Integration Configuration Tool is a web-based tool which you can access from anywhere in your Network as long as you have access to the machine where it was installed.

Through this Configuration Tool you can adjust many settings from this integration.

First run

1. Run your web browser.

   We recommend Brave Browser, Microsoft Edge, or Google Chrome browser.

2. The Suprema - C•CURE Integration Configuration Tool can be accessed by:

   > *https://BioStar 2_server_IP_or_Domain_Name:PORT:/modules/SupremaCCURE/index.html*

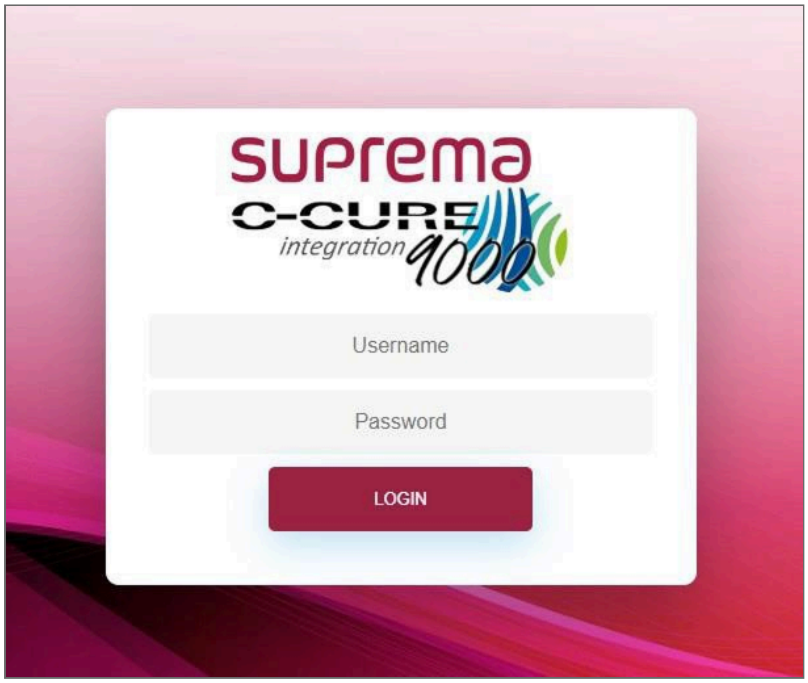
   Where the PORT should be the same as in the BioStar 2 Server configuration. You can find the appropriate port by checking the **BioStar 2 Settings** app from the Start Menu on the PC where you've installed Both C•CURE 9000 Server and BioStar 2 Server.

   > *https://127.0.0.1:443/modules/SupremaCCURE/index.html*

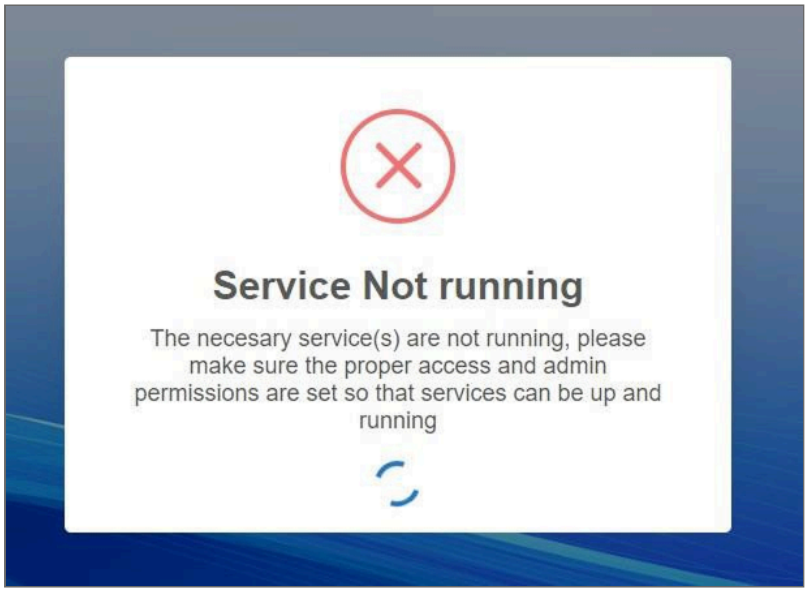
   > **Info**
   > Troubles finding the IP address or domain name? Please refer to the Troubleshooting section.

3. You shall login with the Suprema Administrator credentials, the administrator account ID is *admin* and the password is the one you configured when installing BioStar 2 server.

4. When you log in for the first time, you may see the "*Not secure*" warning in screen, this is because private (auto signed) certificates are used, please click **OK** and you'll see the following login screen.

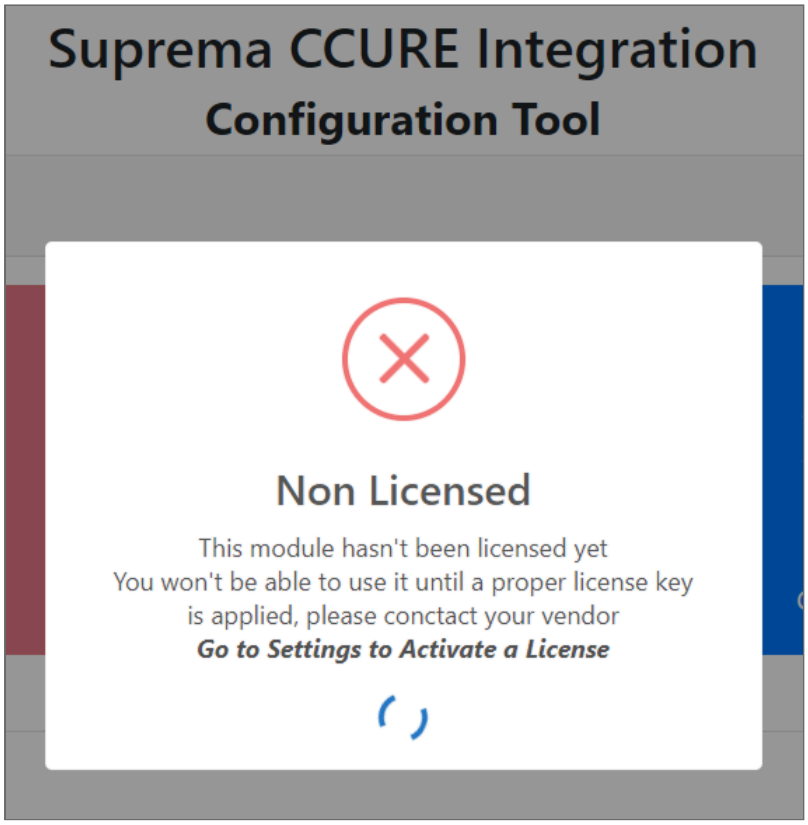


If right after the previous screen shows, the following notice shows:



Please go to the troubleshooting section: what to do when the **Service Not running** notice shows in the Integration CT.

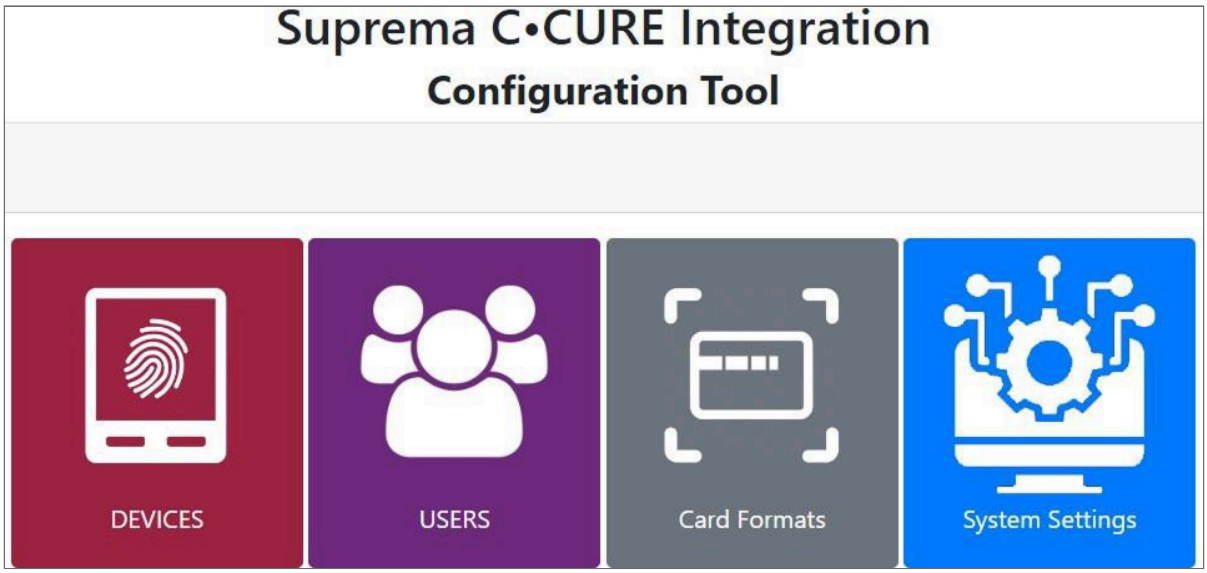
5. In the first run or when you do not have a valid license in the system, you will see the following notice on your screen:



6. The Integration Configuration Tool shall show a warning message saying you need to go to **System Settings**.
7. Once in the **System Settings** you will be able to activate your license(s).

Main Menu

The following menu will be shown:

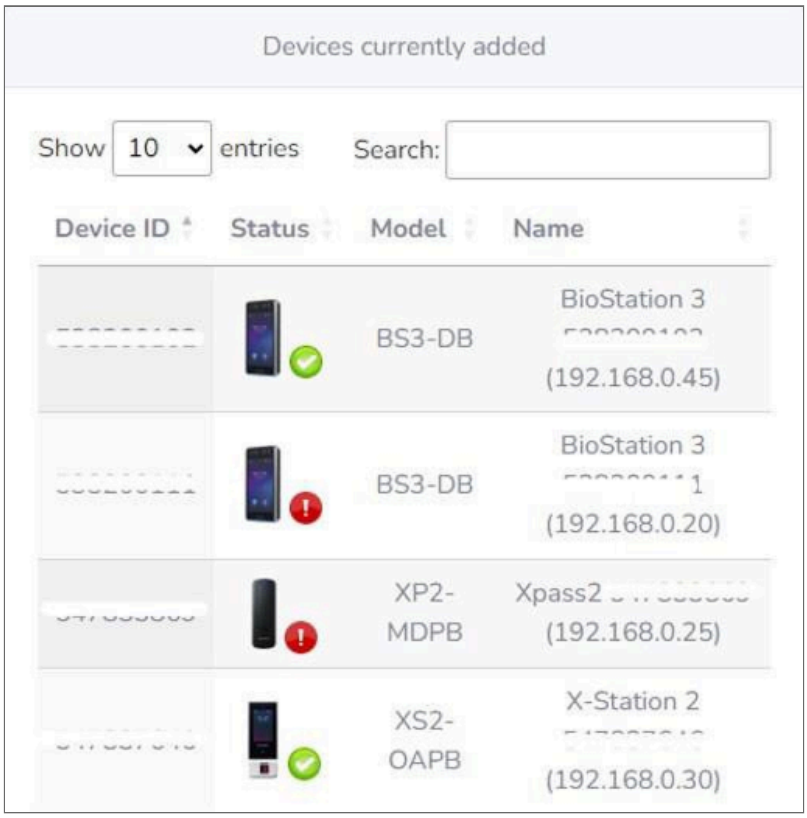


Adding Devices

After you perform the physical connections between your iStar Controller and the Suprema Devices, you can add the devices to the platform using the ADD DEVICES menu from the Suprema - C•CURE Integration Configuration Tool.



Allows you to add or delete new devices to the system. Once selected, click the **Add/Update** button. Currently added Devices will appear on the left column (if any).



Right next to the device icon you'll see the device status, if green means the devices is online and well, if red the device is not online.

You will also visualize the Device ID, specific model, and the name with which was registered.

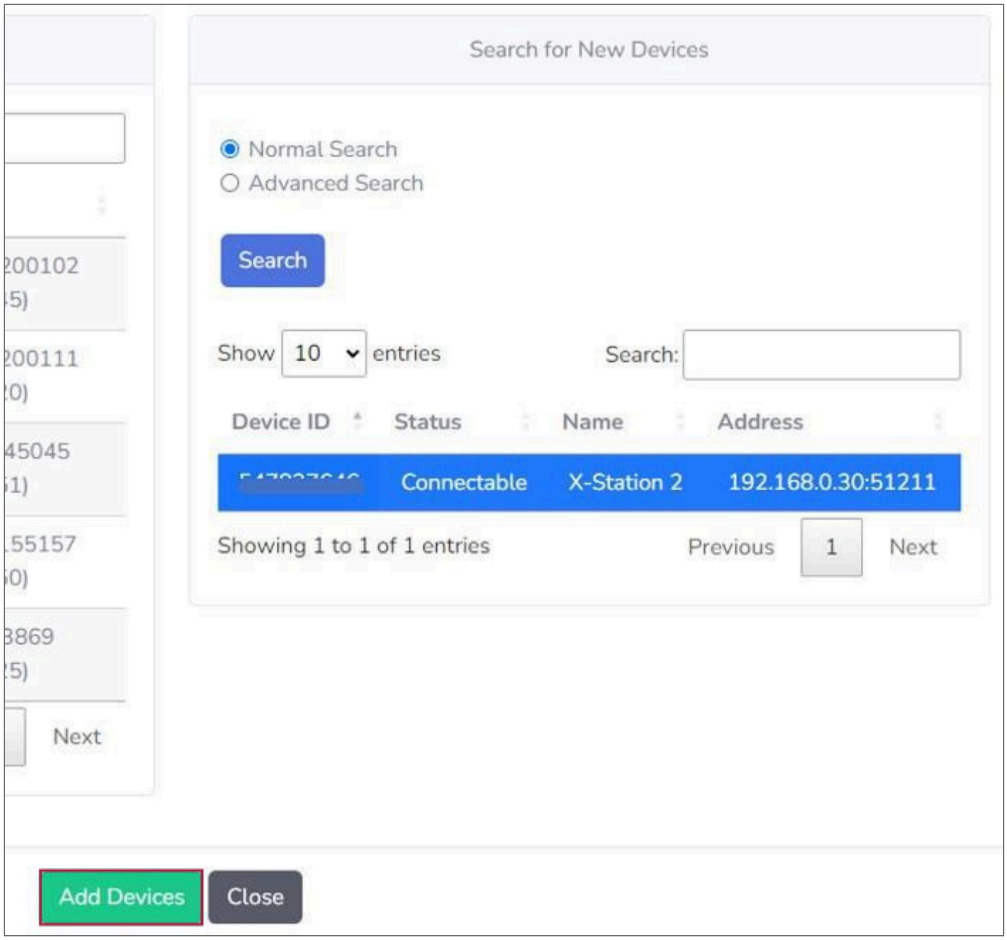
If you want to add more devices, you can refer to the column on the right side of your screen:



After clicking the **Search** button.



The results may appear as shown in the following image.



Please click the devices you may want to add to the platform and click the **Add Devices** button to perform the action.

Now, the Normal search will perform a UDP search for Suprema devices on your network, while the Advanced Search:



Will perform a TCP Search to a specific pair of IP address and Port to locate one device at a time.



The results will appear in your screen.



Similarly, as the previous case with the Normal Search, once you select at least one device the **Add Devices** button will enable and let you perform the action.

After you add at least one device and those added devices are properly configured against the iStar Panel you will be able to add Biometrics to the users from C•CURE 9000 v2.90, v3.0, v3.10.

Info

- Please note that your Suprema devices must be properly licensed before adding them to the integration. If they are not licensed, you will not be able to add or to work with them.
- If you have any questions about device licenses, please refer yourself to the QnA section at the end of this document.

Massive Operations with the Suprema - C•CURE Integration

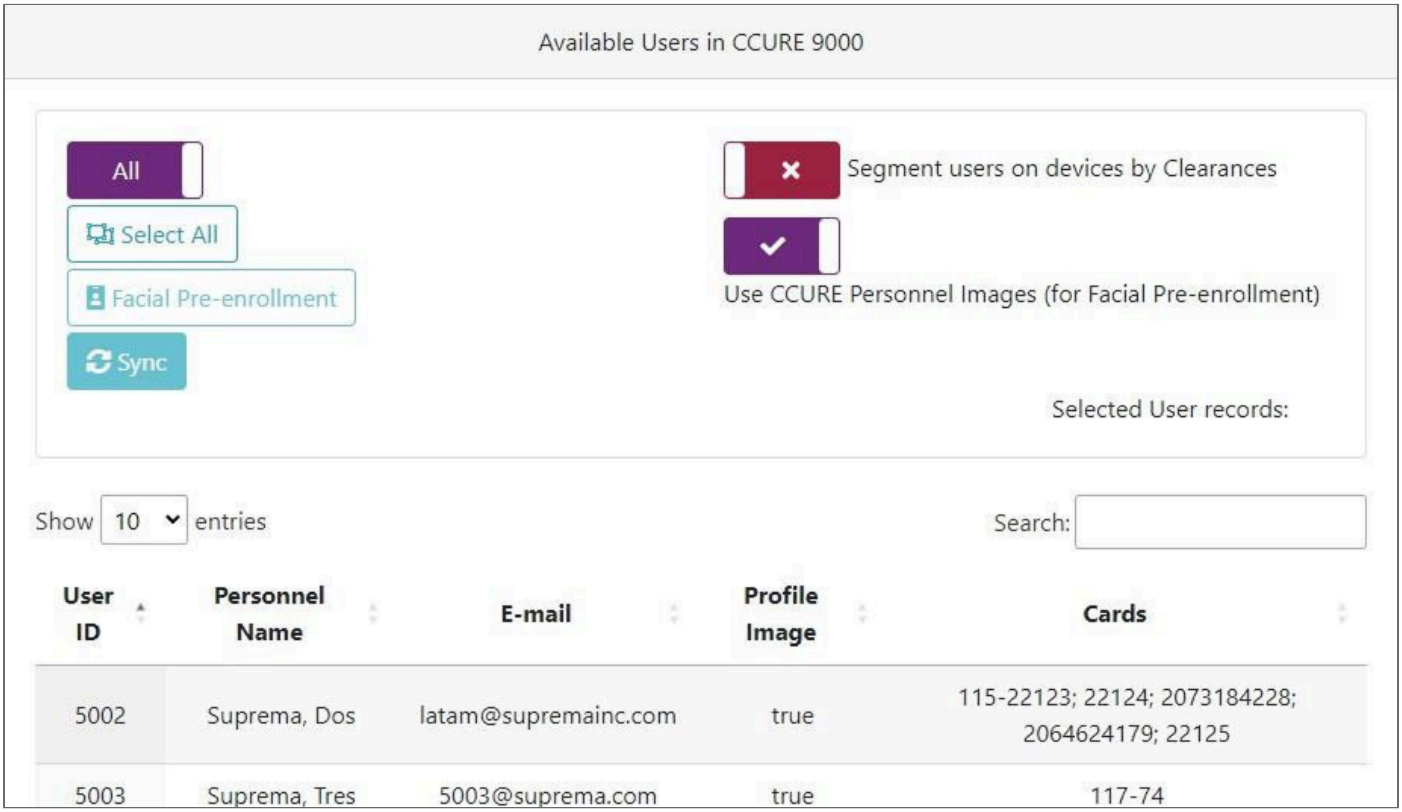
These operations are available for your convenience as a way to cold-start with the Integration if you have an system with a number of existing users and credentials under CCURE.

Users Sync

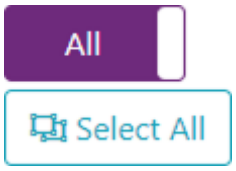
The *Users* Menu is available in the Integration Configuration Tool's Main Menu:



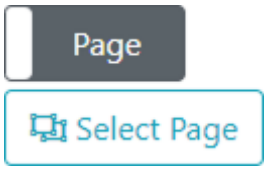
You can use this Feature to batch sync All users from CCURE 9000 into Suprema Devices, once you click the menu you will see the following:



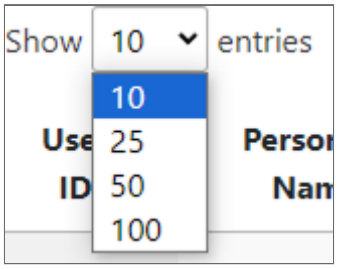
The available options:



Will allow you to select ALL users or if you click the **All** switch button it will change to:



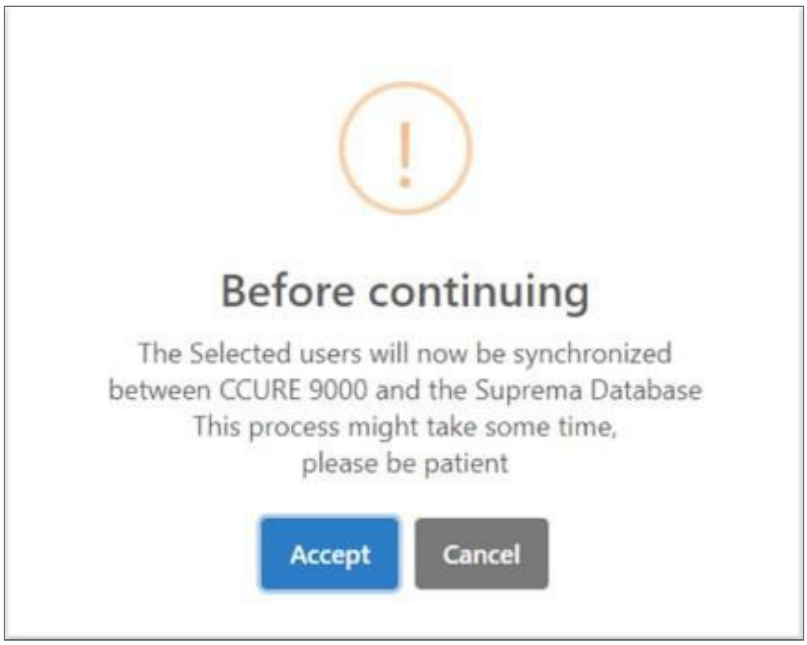
That is, to select all users in the *current* page, that will depend on whether you have set the interface to show 10, 25, 50 or 100 entries at a time as displayed in the following image:



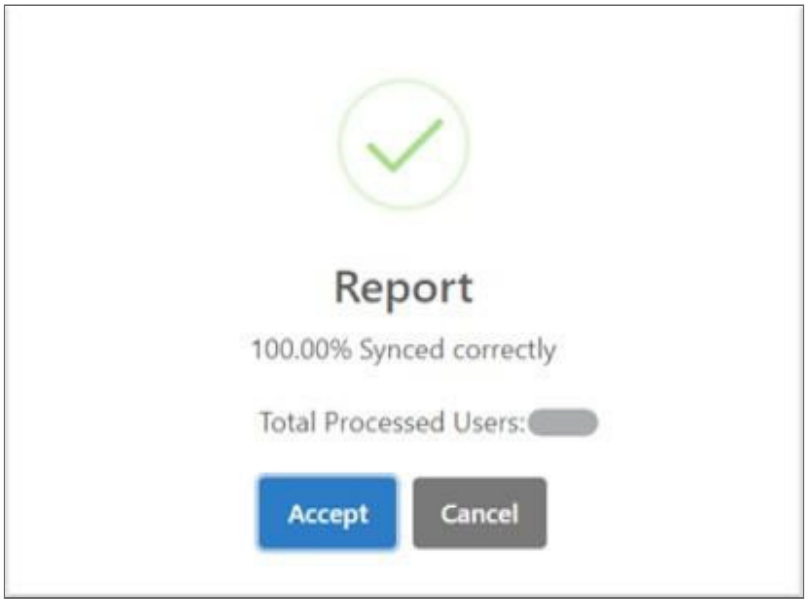
For either option you select, once you click the **Select** button, you will see the users record to get automatically selected and the **Selected User records** will automatically show how many users have already been selected:



After you have selected the amount of users you want to sync massively, go ahead and click the  button, the following notice will be displayed.

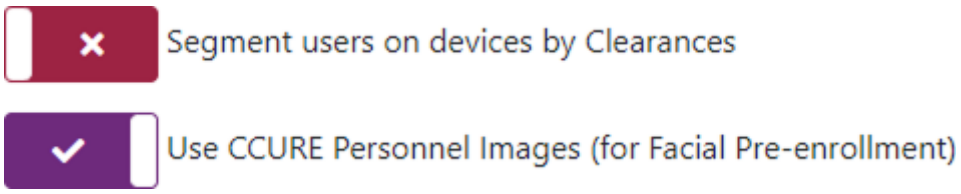


Once the process finishes you will see a notice like:

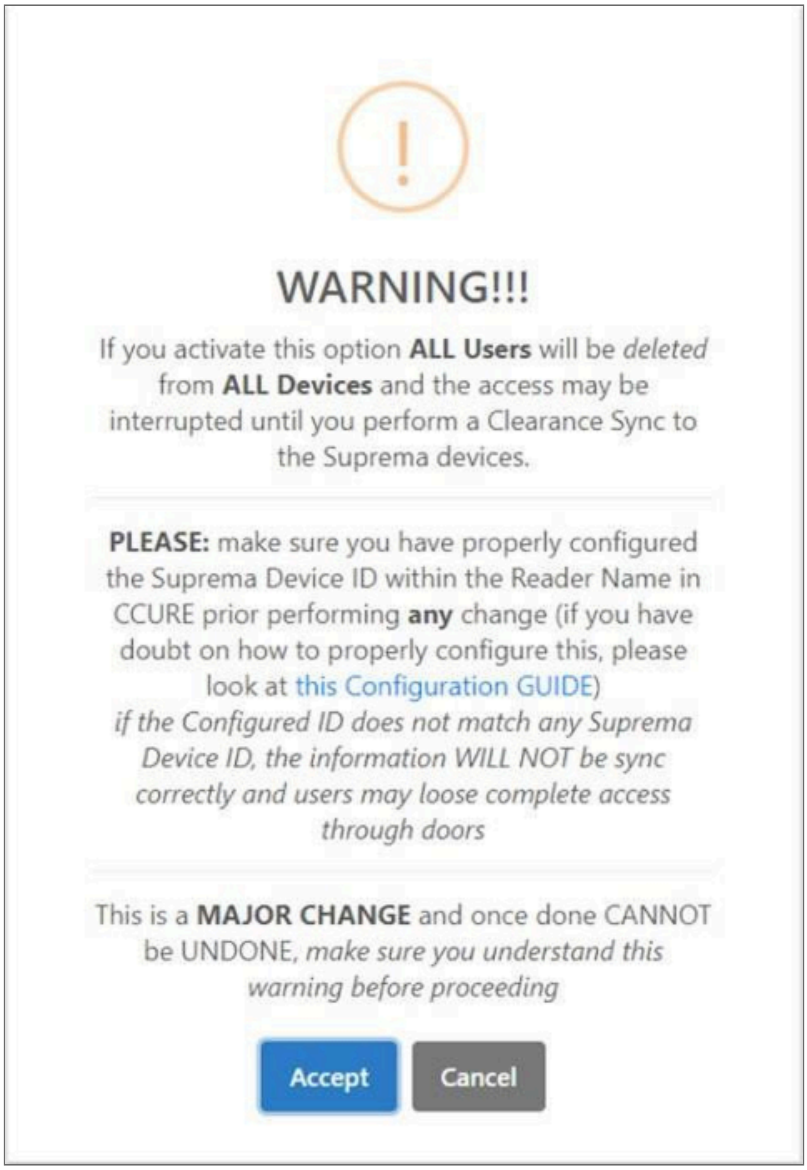


Reporting back to you the results of the operation, showing as well, the amount of successfully processed users, and in case of existing an error with any users the report also will allow you to download a list of the users with error to easy the troubleshooting process.

The following options:



The first option as its name states: allows you to make an automatic segmentation of Users depending on the C•CURE Clearances, when you click to activate the option, it will show the following notice:



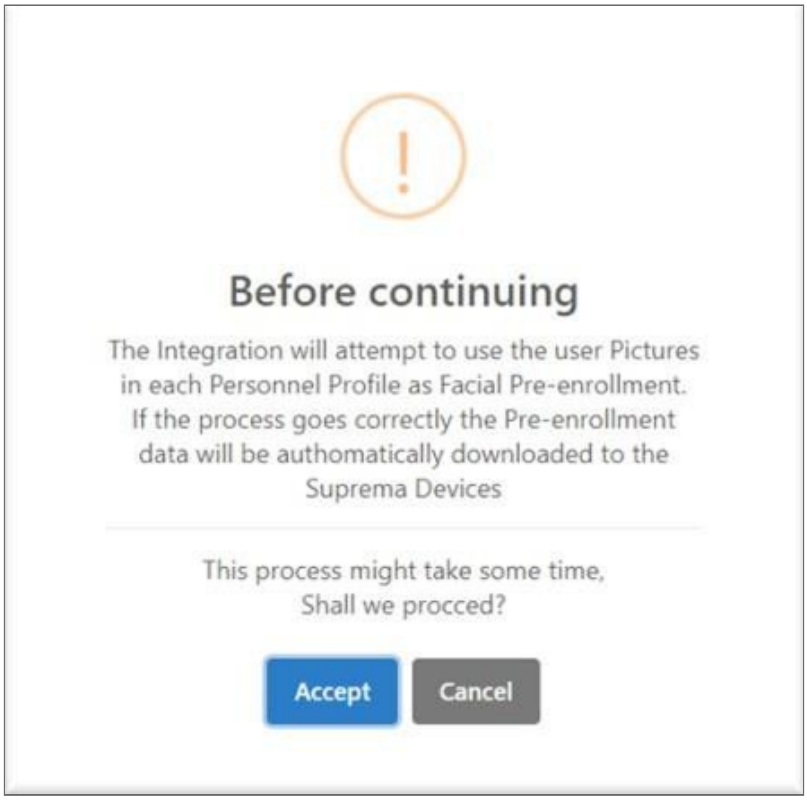
There is a guide included in the **this configuration GUIDE** link provided. Therefore, please mind the careful reading of such guide prior applying such change in the users to devices sync process.

The second option as partially covered in previous section will allow you to Use the C•CURE Personnel Images for Pre-enrollment of Facial Credentials.

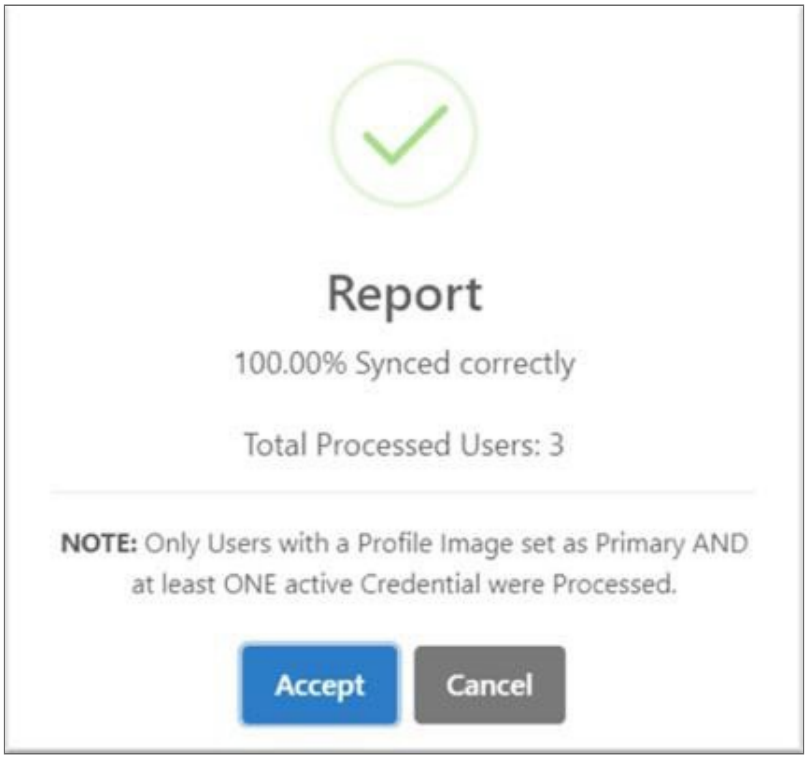
In this menu it will activate the option and will activate the option of carrying out this feature at your demand.

Then, please follow the same previously explained procedure to select the users you want to include in the process and then click the Facial Pre-enrollment button, please beware that only uses with a profile Image in C•CURE will be processed.

The following notice will be shown asking you to confirm before continuing:



As in the previous feature, this process will finish with a report:



Info

Please bear in mind that before starting this option, you need to Sync the users. Unless you are sure that the selected users have already been synced to the Suprema devices.

The GUI will show you how many users have retrieved from CCURE, for example:

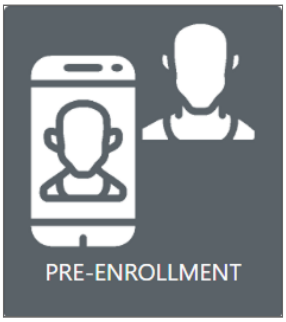
Showing 1 to 10 of 26 entries

Please bear in mind that the amount shown in here may differ from the number of users shown in C•CURE as the integration will only retrieve user that are:

- Not disabled.
- Have at least **ONE** active credential, i.e., those credentials that have not set as lost, expired, disabled, revoked, etc.

Pre-Enrollment

The *Pre-Enrollment* Menu is available in the Integration Configuration Tool:



The Data shown in this dialog will allow you to select individually or massively send an E-mail to users to enable Facial Biometrics Pre-Enrollment from their mobile devices.

Users available for pre-enrollment

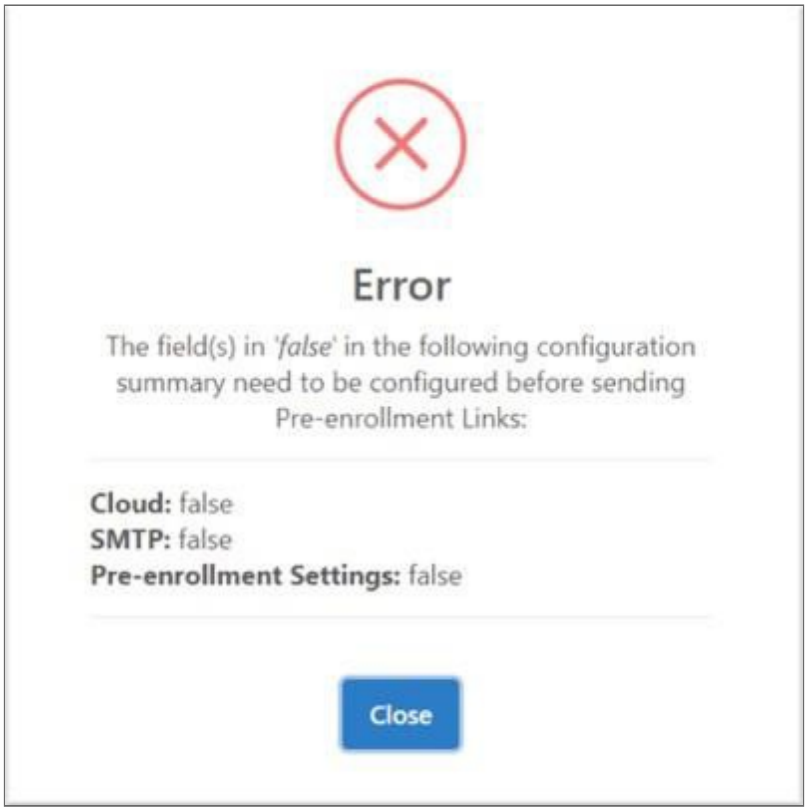
Send Pre-enrollment link | Select All

Show 10 entries | Search:

User ID	Personnel Name	Active	E-mail	# Cards	# Fingers	# Faces
12	Usuario Prueba	true		0	0	0
101	test123	true		0	0	0
103	TEST103	true		0	0	0
1000	OLZ	true		0	0	0
5000	Suprema, Jesus	true		0	0	1
5001	Suprema, Jesus Life	true	loest.loberi@gmail.com	0	0	1
5002	Suprema, Dos	true	latam@supremainc.com	5	0	1
5003	Suprema, Tres	true	5003@suprema.com	1	0	1

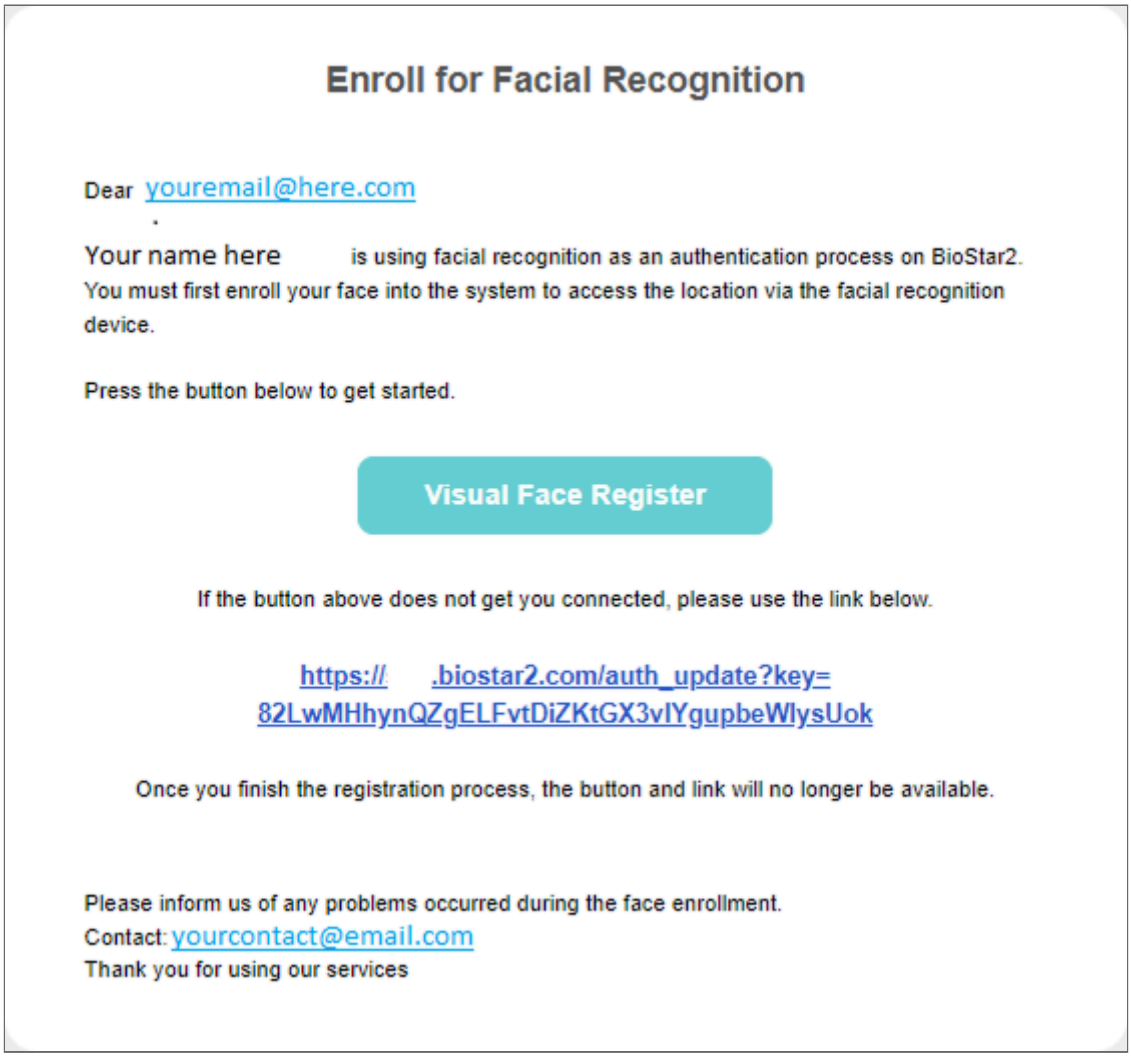
Please be aware that although you select a user if the selected user(s) doesn't have an email address already set in their profiles, they will not be included in the process.

This feature also validates that all needed pre-requisite settings have been already configured, if not it will show you a feedback window for you to know what you still need to configure prior sending the Pre-enrollment links, for example:



With this feedback you can direct yourself to the specific setting and revise your configuration, after you do that, you can select the Send Pre-enrollment link button once again and the process will flow correctly.

After the process have finished you will be able to receive an email as the one show below:



Enroll for Facial Recognition

Dear youremail@here.com

Your name here is using facial recognition as an authentication process on BioStar2. You must first enroll your face into the system to access the location via the facial recognition device.

Press the button below to get started.

Visual Face Register

If the button above does not get you connected, please use the link below.

https:// .biostar2.com/auth_update?key= 82LwMHhynQZgELFvtDiZKtGX3vIYgupbeWlysUok

Once you finish the registration process, the button and link will no longer be available.

Please inform us of any problems occurred during the face enrollment.
Contact: yourcontact@email.com
Thank you for using our services

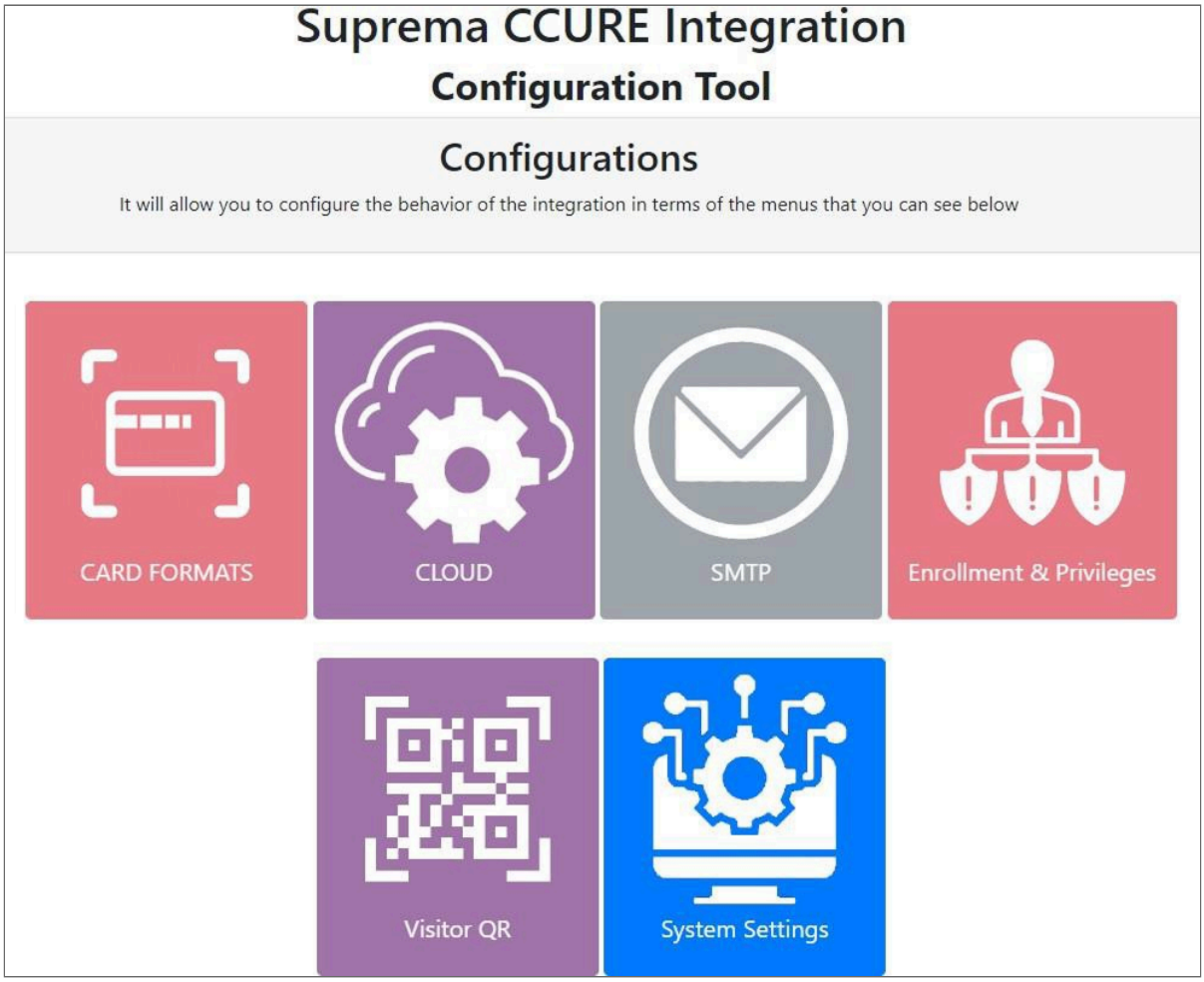
You should follow the instructions given in the URL shown in the email message, and once it is done your pre-enrollment facial credential will be ready the first time you step in front of any supported Suprema device.

Further available settings for configuration

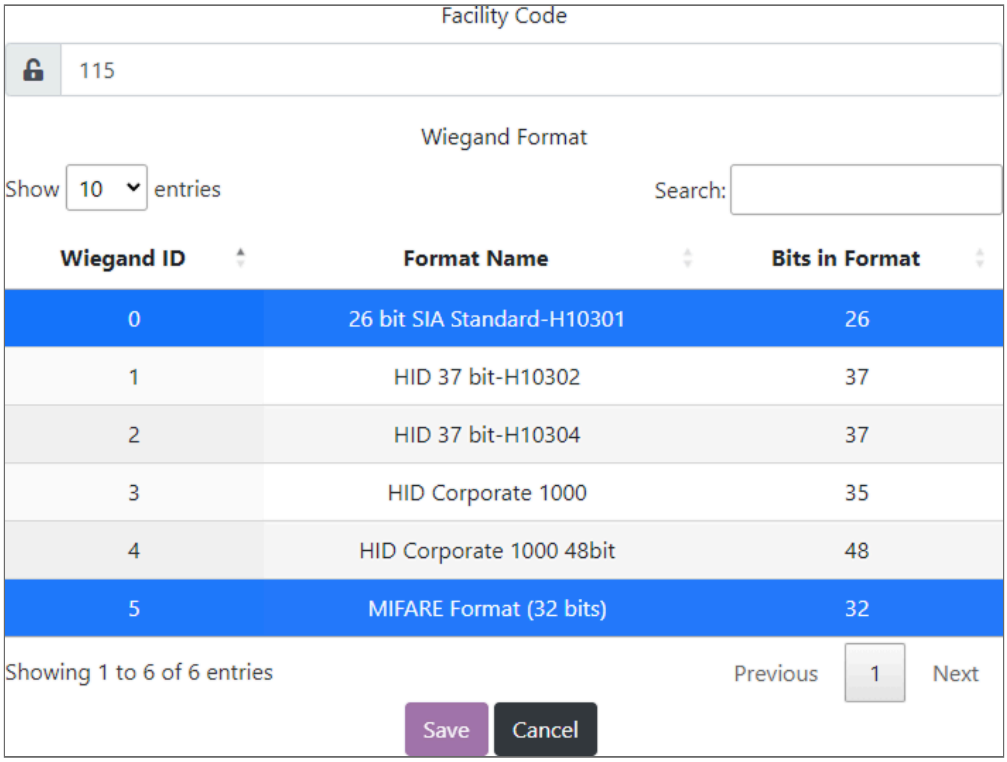
After you click on the Configuration Menu:



The following settings will be shown:



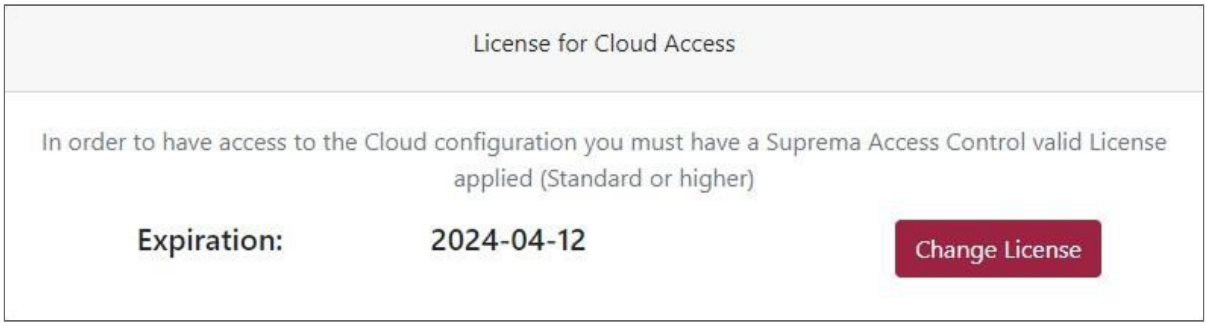
Card Formats



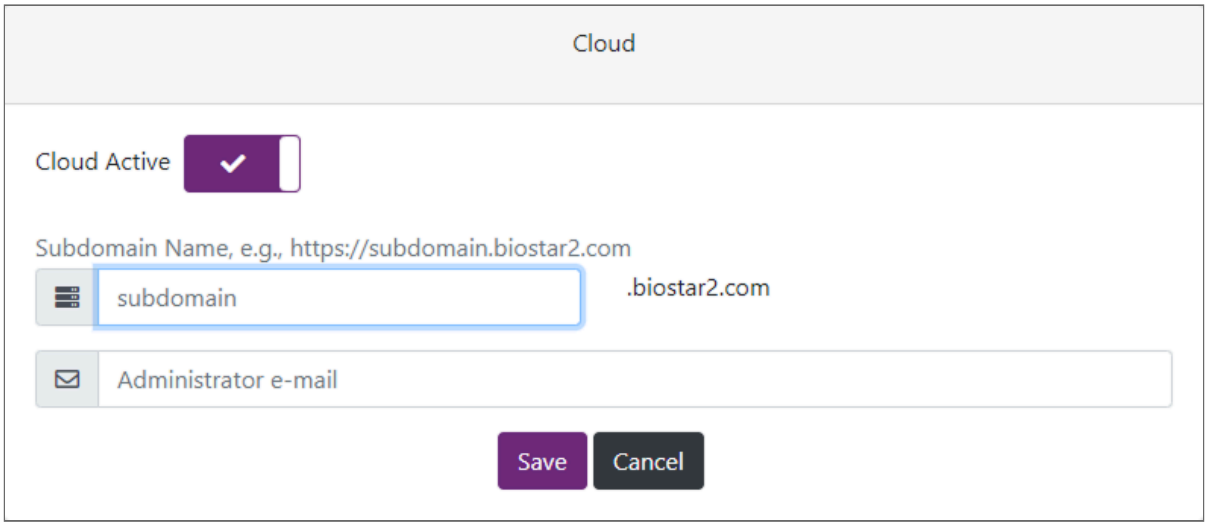
- Allows you to configure a Global Facility Code.

- Select and set Wiegand formats to configure the interface between the iStar panel and the Suprema Devices.
- Be advised that if your site has more than one Facility Code, each and every one of the cards under the Credentials tab in the Personnel View MUST have their own Facility Code. Otherwise the synchronization may behave unexpectedly.

Cloud



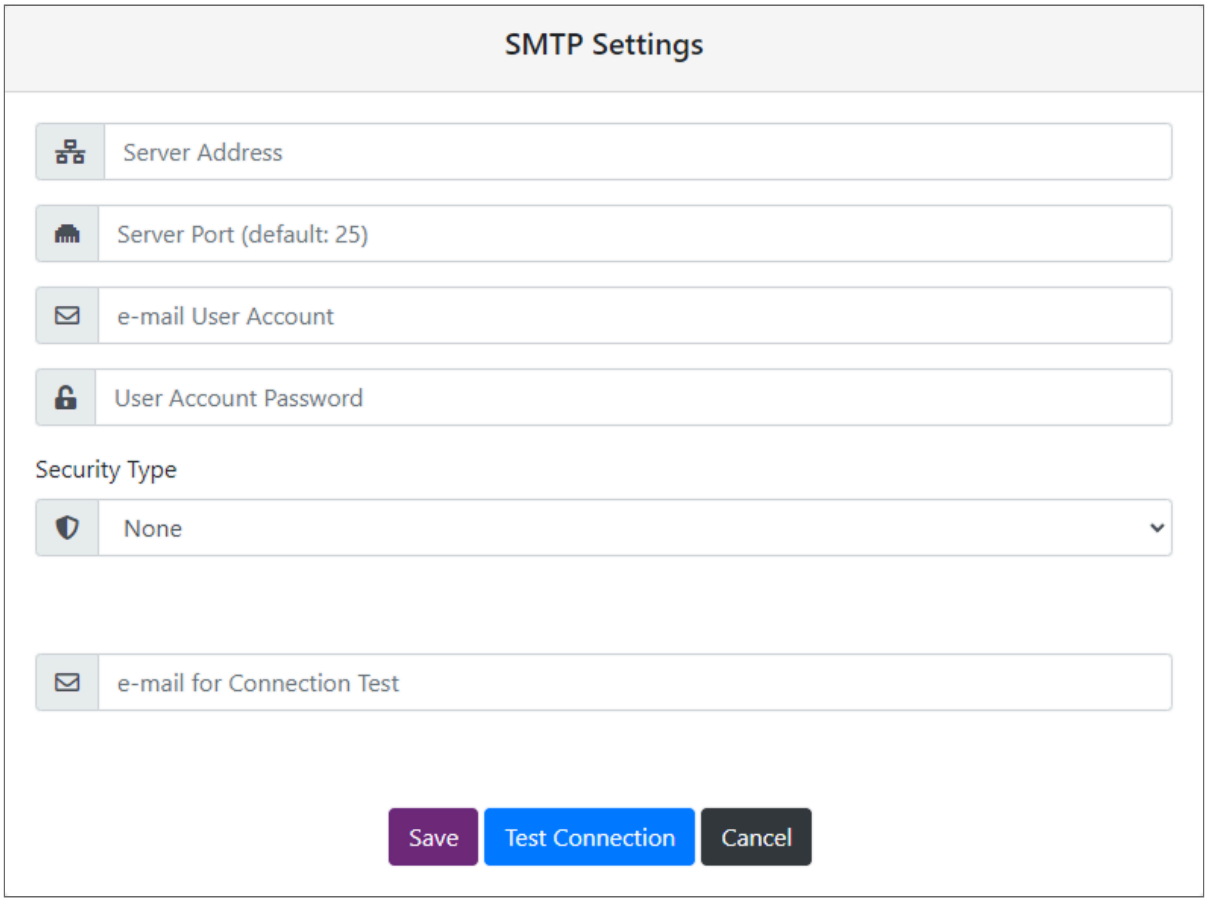
Allows you to validate a Suprema AC license so that you can made use of the Suprema Cloud functionality.



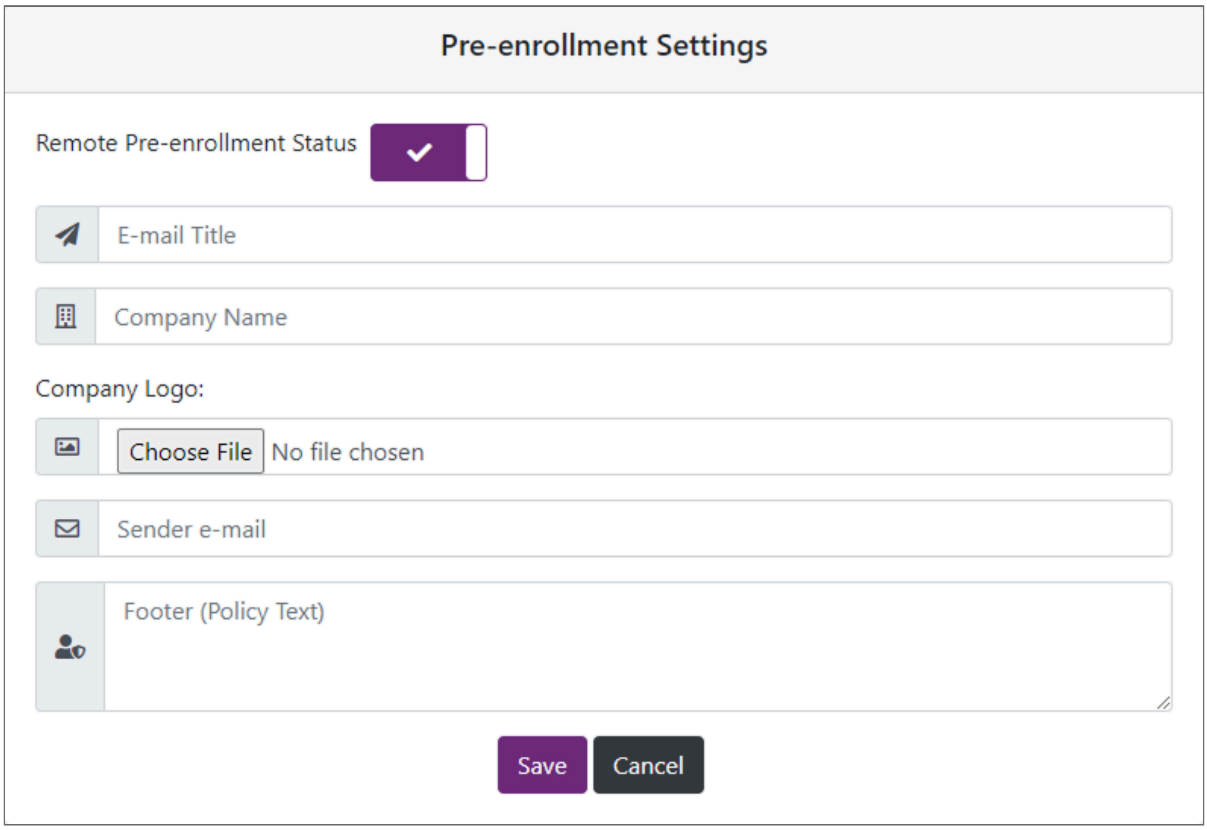
Once the license is validated you will be able to configure a subdomain name for your server.

SMTP

Will enable you to set-up the SMTP access for your server so that you can make use of the pre-enrollment feature (both individual and massive).



It also gives you the ability to customize the mail that is going to be sent to your customers or users.

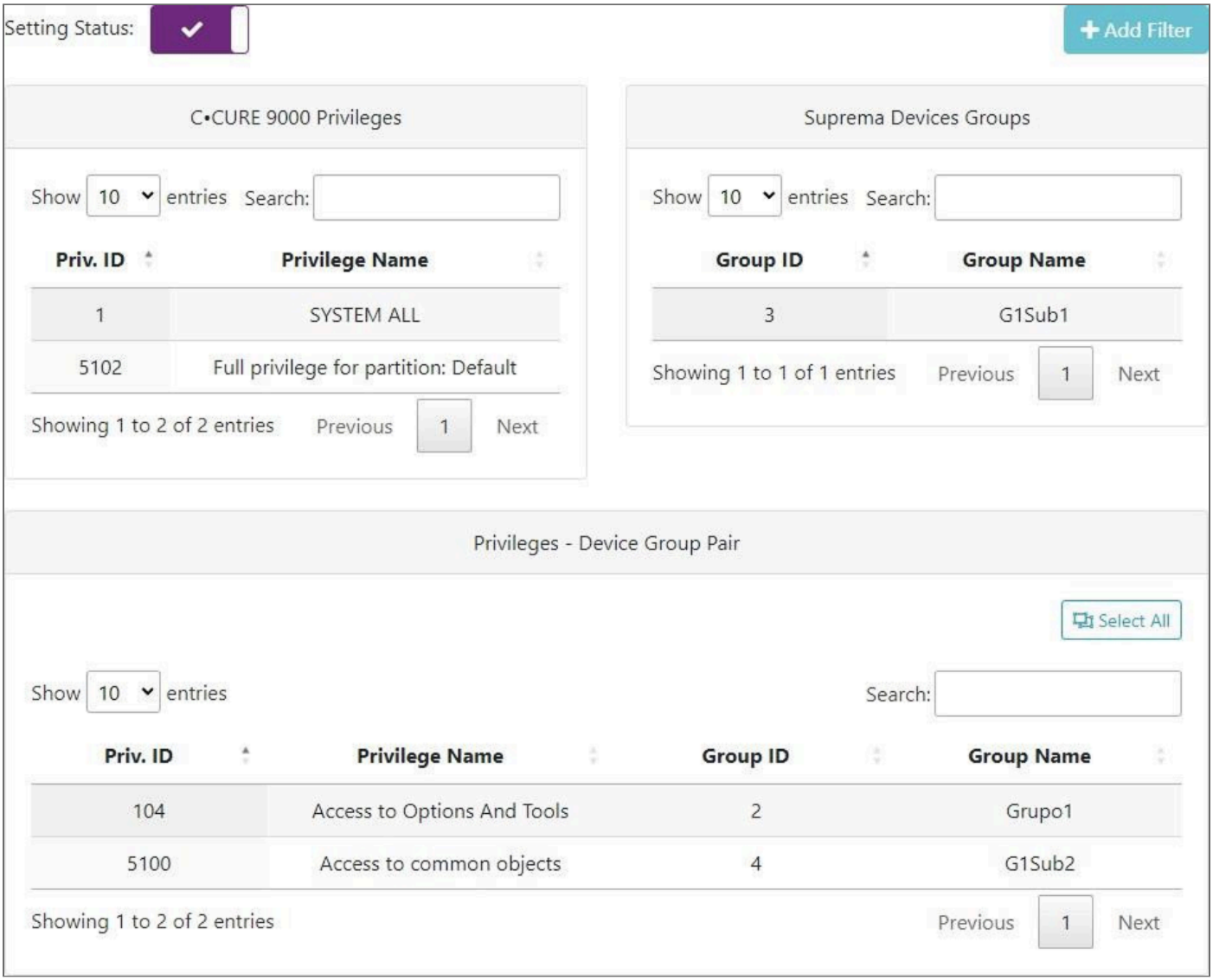


Enrollment and Privileges

This menu will enable you to create filters for the enrolling devices available for specific operators according to their

respective assigned privileges.

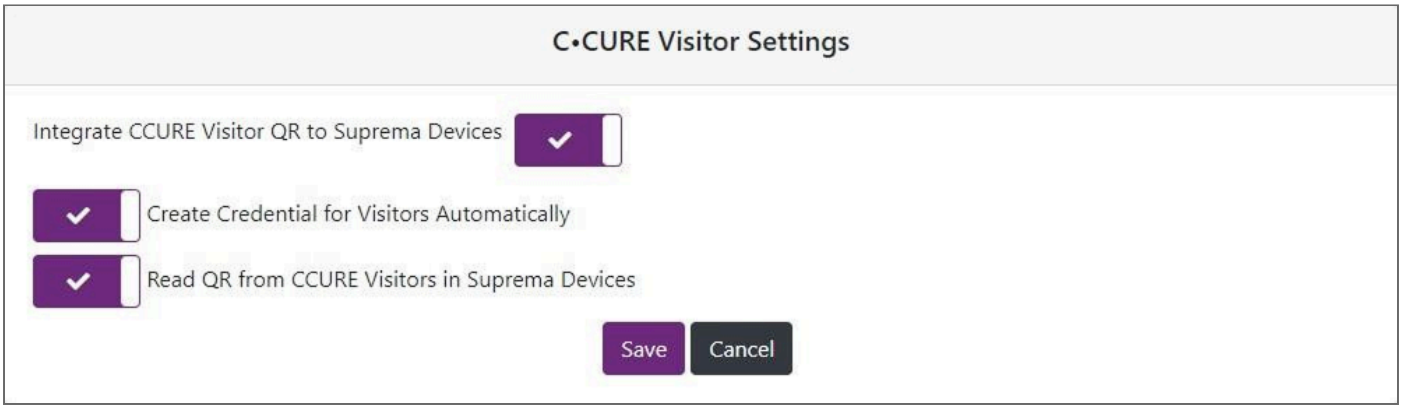
Therefore, if the operator logged into C•CURE does not have any required privilege for enrolling biometrics, no device will appear available to enroll biometrics for users.



Visitor QR

This menu enables you to use the C•CURE Visitor QR as a Access Control credential, that is, when you create a visitor user from C•CURE Portal and send the visitor QR to each visit you are planning to host in your facility this Integration will take care of generating the proper credentials with the exact validity as you selected in the visit period.

> **Info**
> Suprema Devices require a License validation to enable this feature.



System Settings

You have two options for finding the System Settings. The first one and more direct one is going to the upper navigation bar menu System Settings. The second one is going first to Configuration from the main Menu:



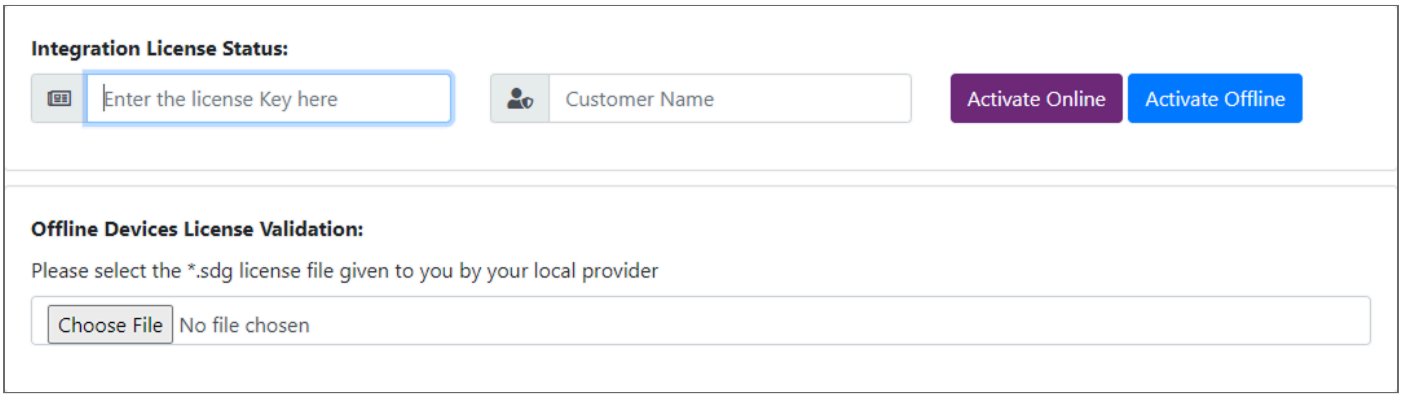
and right after that you will find:



Once you are in the System Settings you may configure the following:

- A valid license.
- Suprema's Credentials (user and password).
- C•CURE 9000 Connection Credentials.
- Other settings.

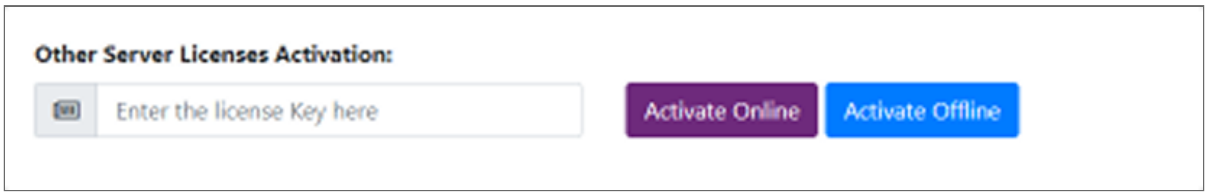
Before applying the license, all settings will be disabled until you validate the license.



With the *Advanced* license you will have the option to activate your license offline, if you have a basic license the activation will be performed online only.

As you can see in the previous image with an Advanced license you will also have the feature available of validating Devices licenses offline.

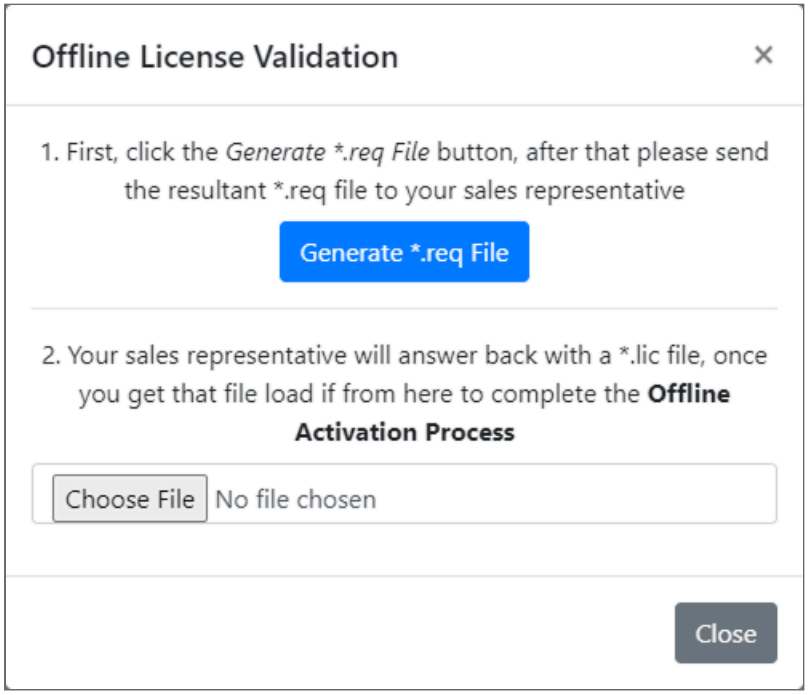
In this menu you will also see:



This menu will allow you to validate or to activate other types of Server licenses as in the case of the **Autoenrollment Kiosk**, for example.

If you are performing a Server offline license validation:

- You must enter first your license key and name and then click the **Activate Offline** button.



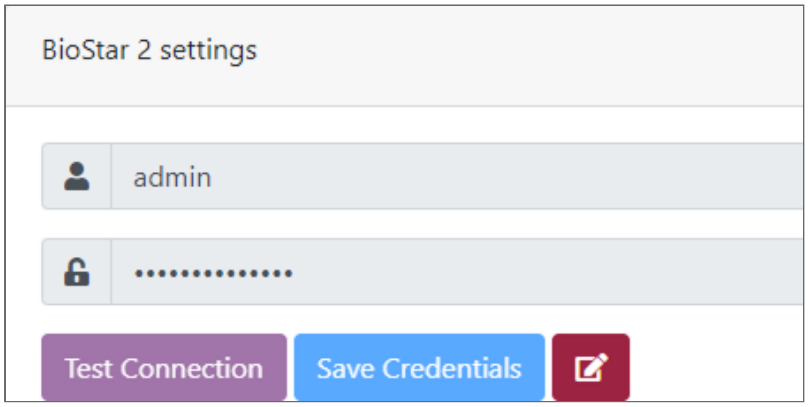
- Follow the first step in getting the `*.req` file and send it to your sales representative.
- Once you get the license file you may go to step number 2.

After applying the license



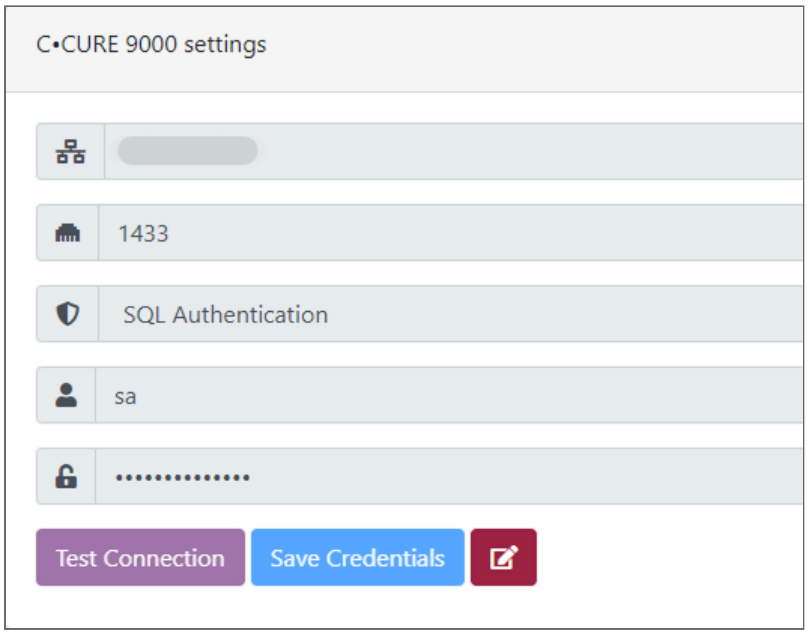
After applying the license, the other settings will be enabled.

- BioStar 2 settings



  - You shall use an administrator type account for the integration to work properly.
  - After you type the admin account and its password, click **Test Connection**.
  - If the connection is successful, the **Save Credentials** button will unblock.
  - The **Edit** button will allow you to modify the credentials in case you need.

- C•CURE 9000 settings



  - In the host field you should enter the IP address or Domain name where the database is installed.

    > *Example: LOCALHOST\SQLSERVER*

  - SQL Server port.
  - SQL Authentication or Windows Authentication.
  - SQL User and password for the SQL Auth used.

- GUI



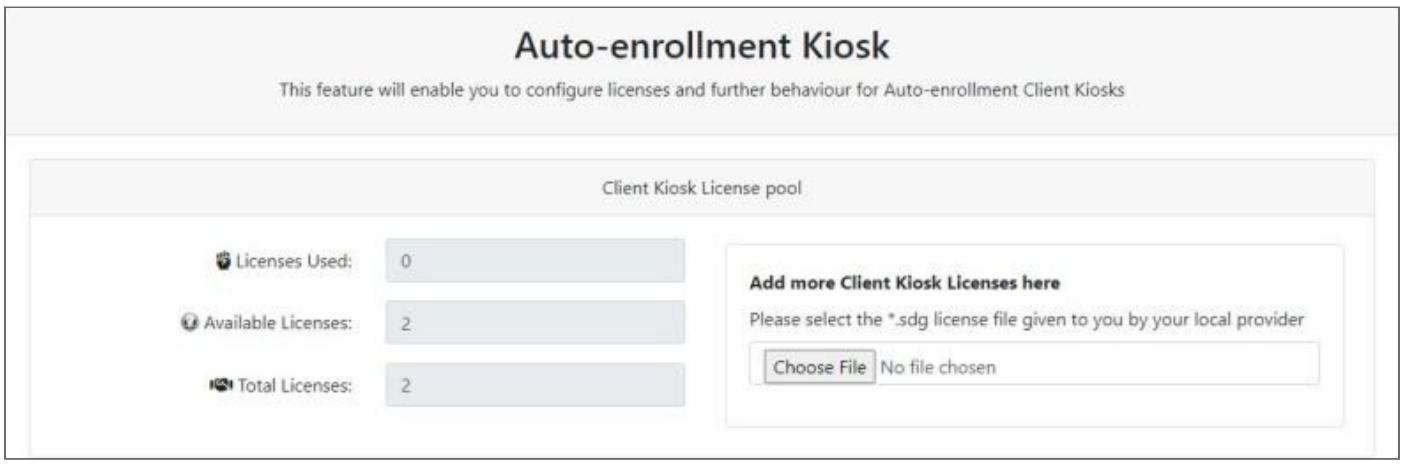
– The Integration Configuration Tool is offered in English and Spanish.

– Session Timeout is the time for the GUI auto logout (to avoid any unauthorized access).

Autoenrollment Kiosk

Once you activate a server license for this feature, the following menu will appear in the integration's main menu.





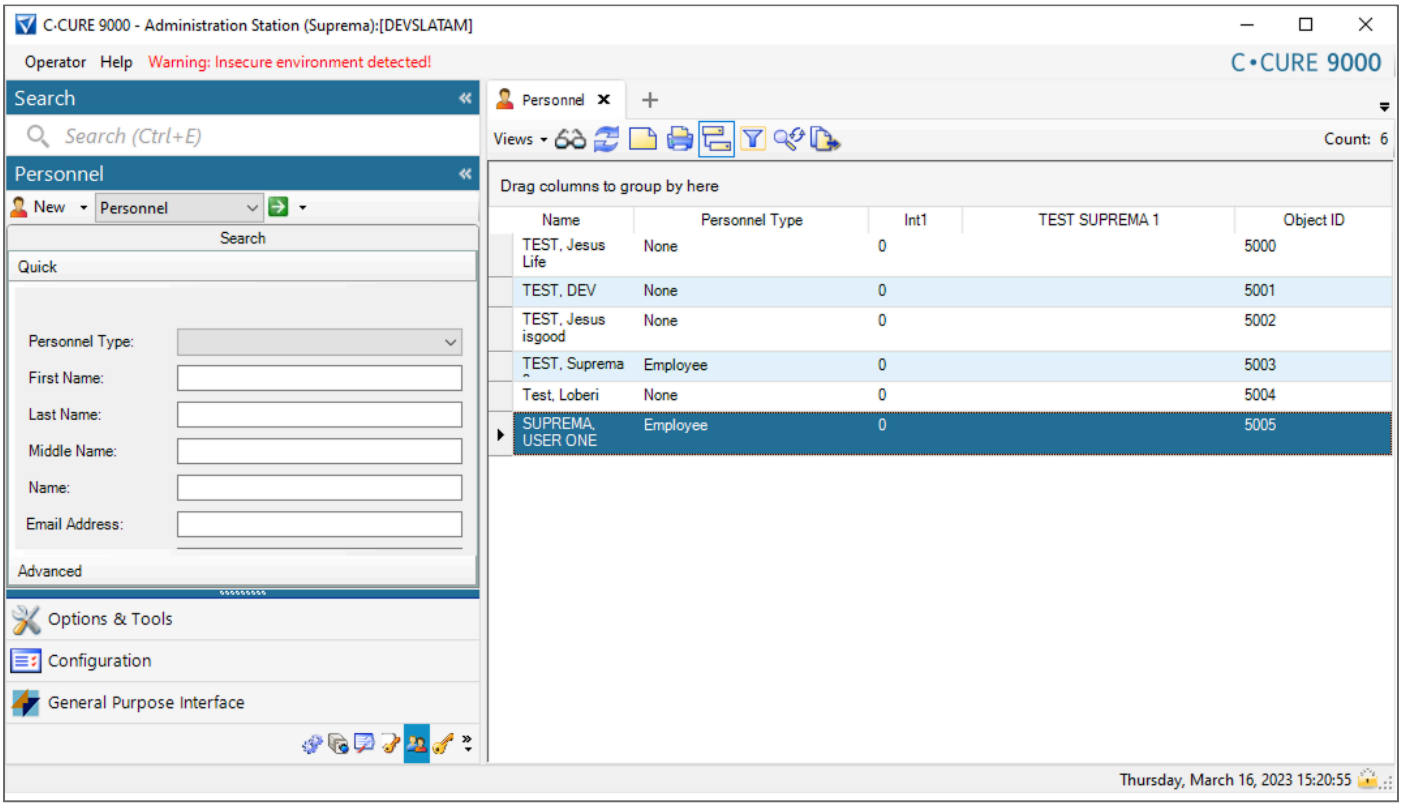
Info

The previous information is only valid for an Advanced version of this integration.

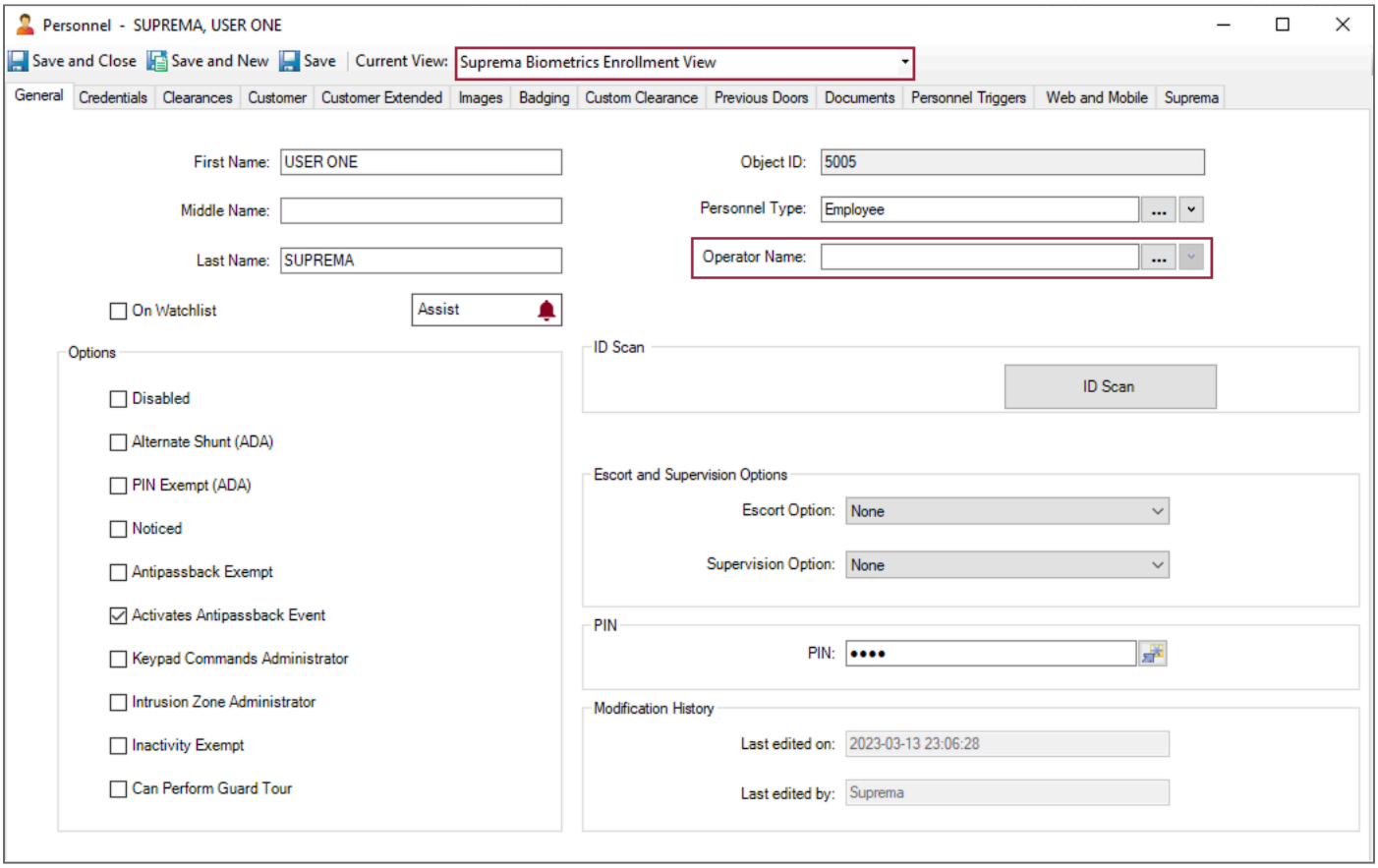
For more information on how to use the **Autoenrollment Kiosk**, please refer to the specific user guide and installation manual related to it.

Enrolling Biometrics from C•CURE 9000

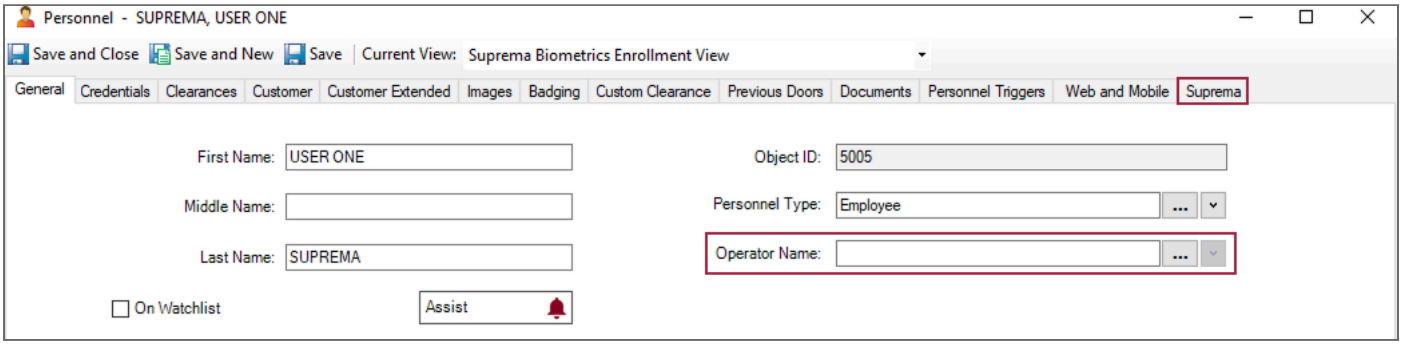
Please open the Administration Workstation, and locate in the Personnel View, click an existing user or create a new one.



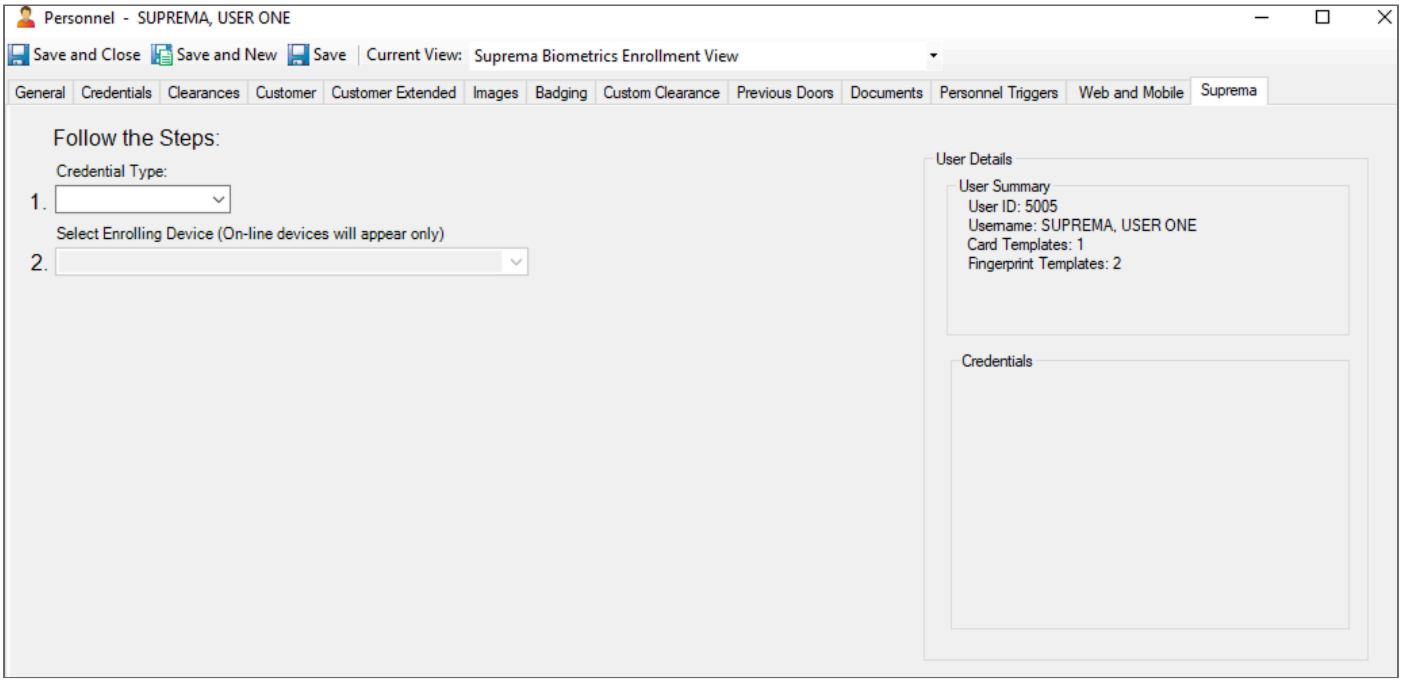
Once you are in the Personnel View, please make sure you are in the **Suprema Biometrics Enrollment View** as shown below.



There you will find the Suprema TAB, located at the end of the Personnel View tabs.

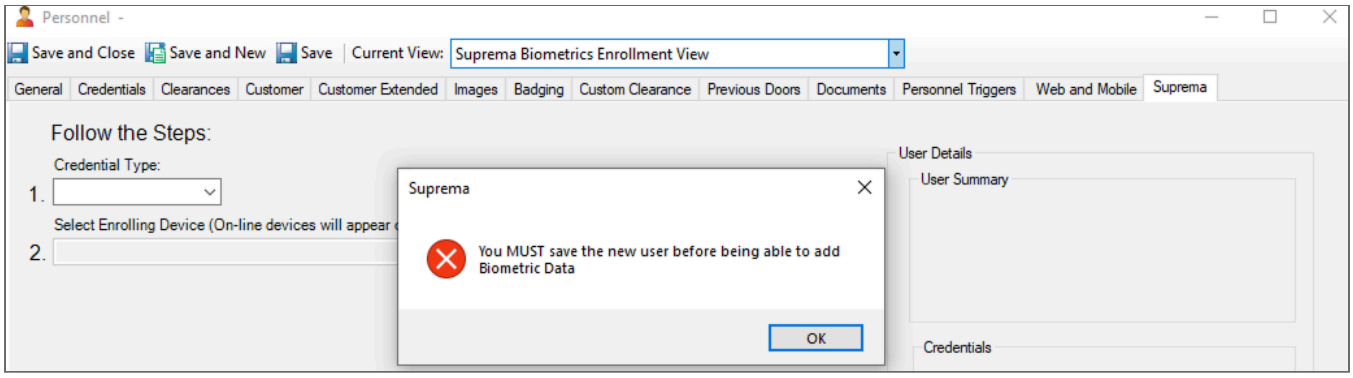


Please click and you will see:

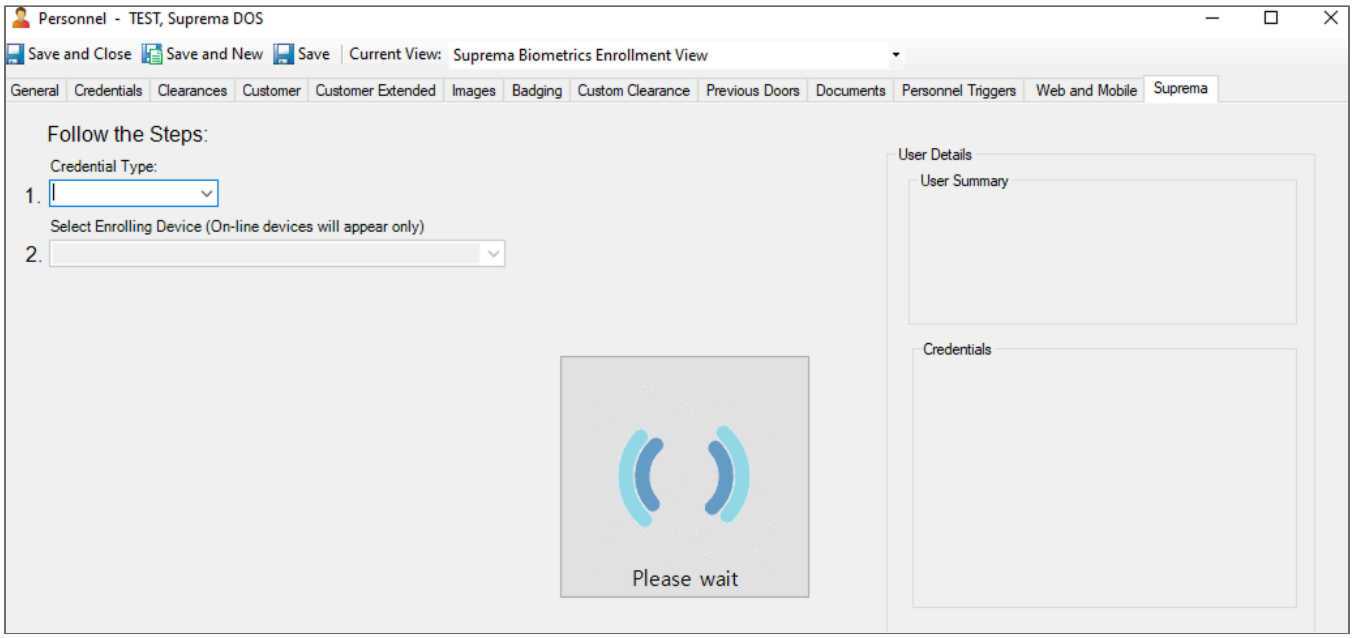


In the side panel on the right, you will see a summary for the current User.

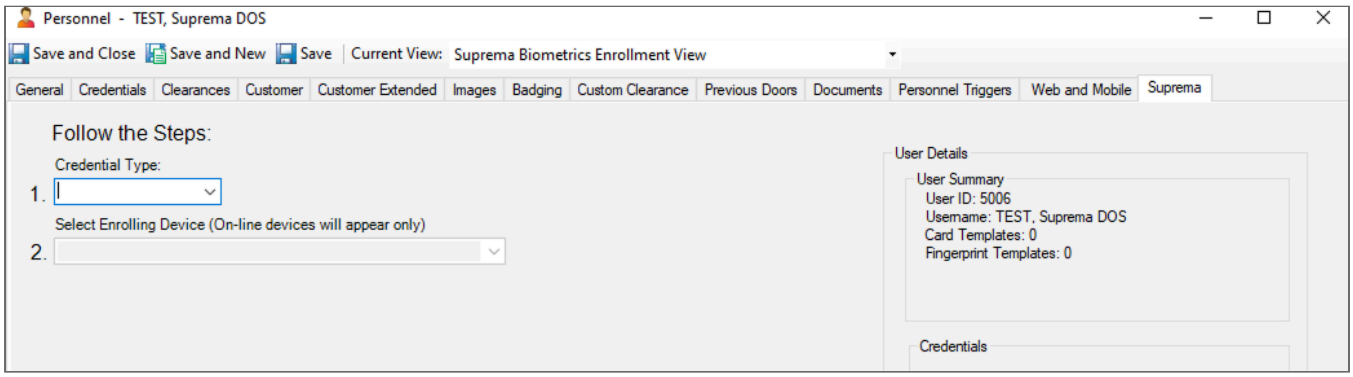
1. **When the user is new**, and it has not been saved to C•CURE 9000 yet: you will see this notice asking you to save the user before in order to enroll Biometric data.



2. **When the user is new to Suprema devices**, right after saving the user and going to the Suprema TAB: you will notice:

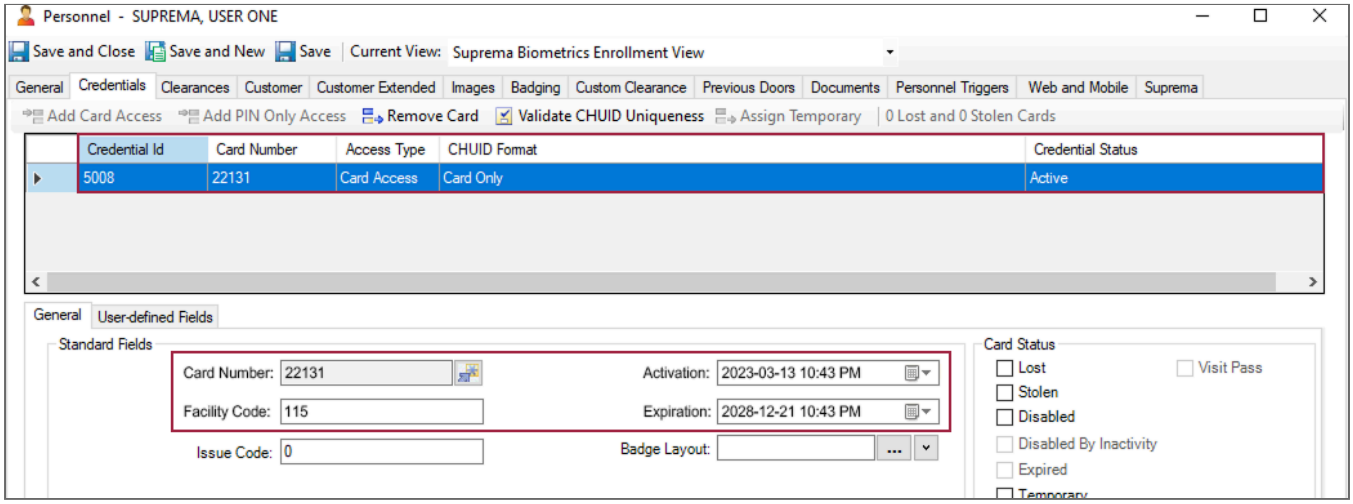


The **Please wait** dialog shows while the integration is synchronizing the user with the Suprema devices, once the process is done you will see something similar to:



And as the user is newly created will show no templates, then let's go and create them.

The first step is to add a RFID credential from the Credentials TAB.

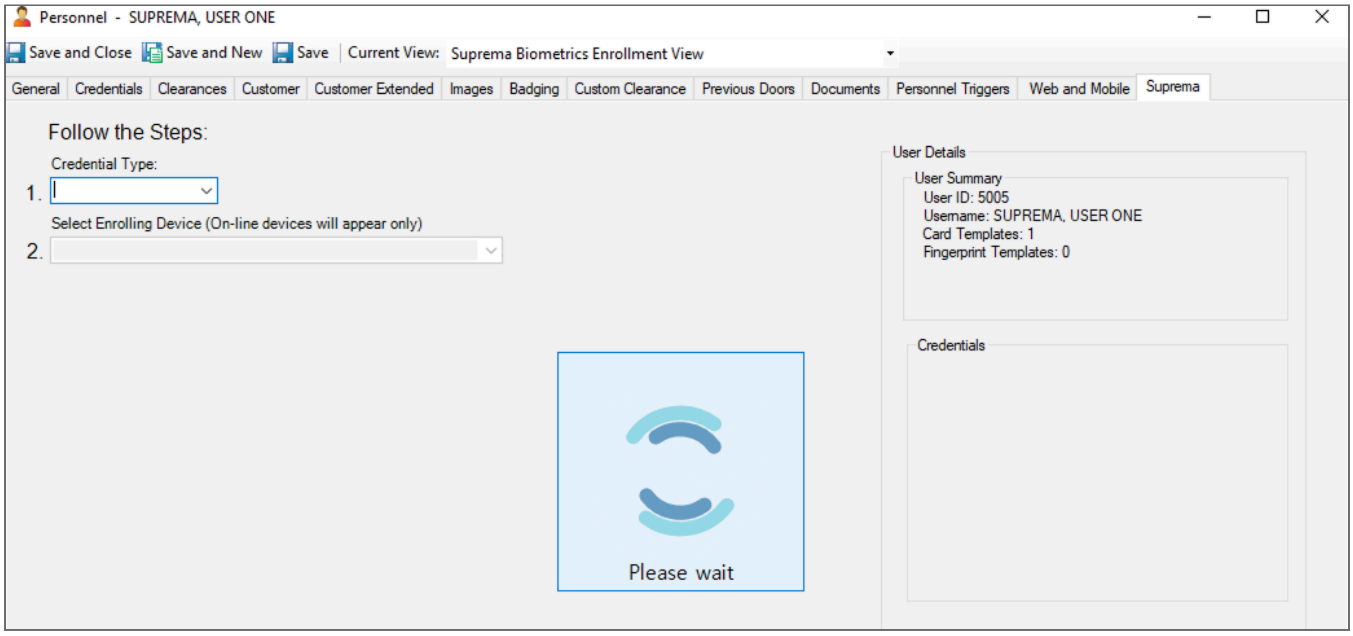


Please make sure you have configured at least the below fields:

1. Card Number.
2. Facility Code.
3. Activation datetime.
4. Expiration datetime.

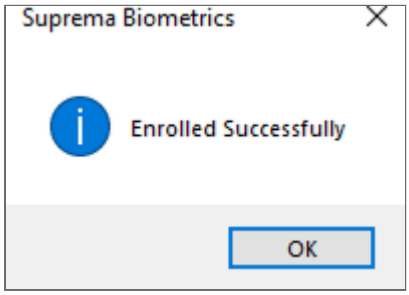
After you have added at least these settings, please make sure you click the **Save** button previous to head to the Suprema TAB.

The newly added information will be transferred to the Suprema Devices.

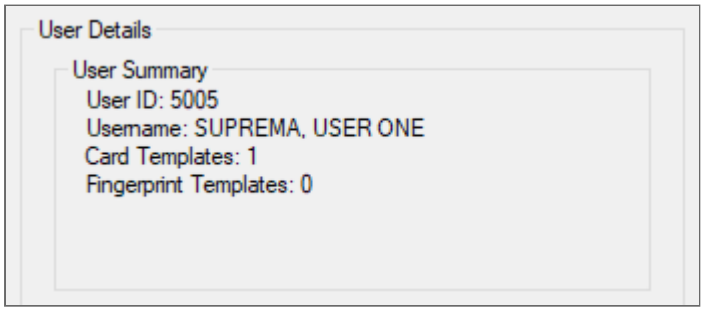


The process can be as fast as a fraction of second or longer depending on how many devices the information needs to be synced with (please be patient).

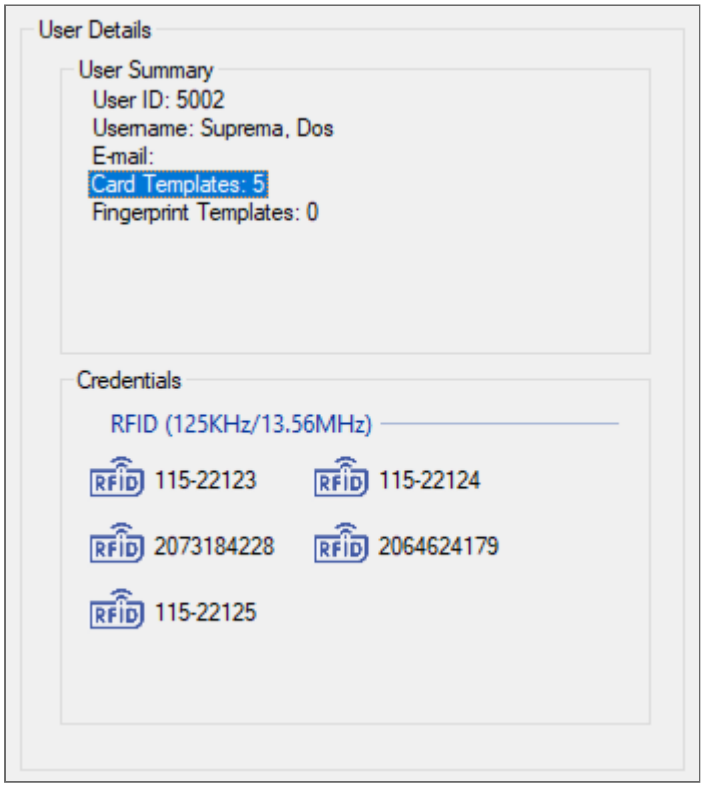
After the process has finished you will see the information box.



Now in the User Details side panel you will see the information updated.



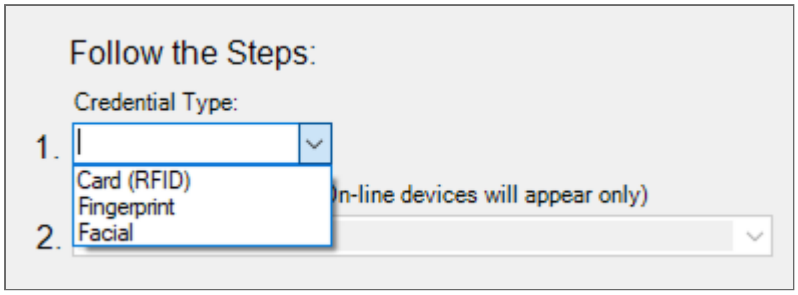
When you have more than one card (up to five according to C•CURE maximum amount of credentials), you will see:



Info

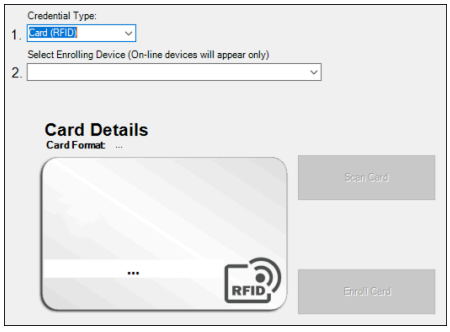
The *Basic* version of this integration will sync only the first available card in the personnel Credentials pool.

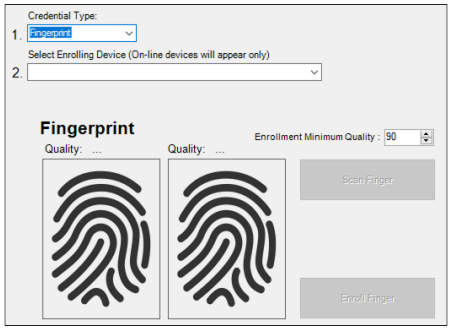
Now we are ready to Enroll Biometrics to the current user:

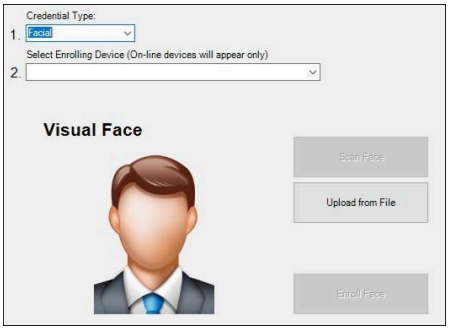


As you can see in the previous image, you are offered the options to enroll RFID Cards, Fingerprints, or Facial Credentials.

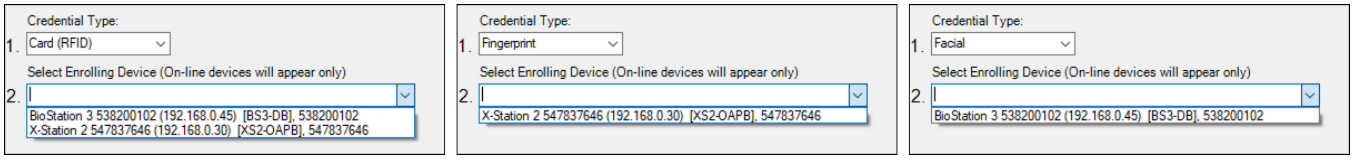
After you select one of them you will see a dynamic panel for each type of Credential in your screen, as reference:







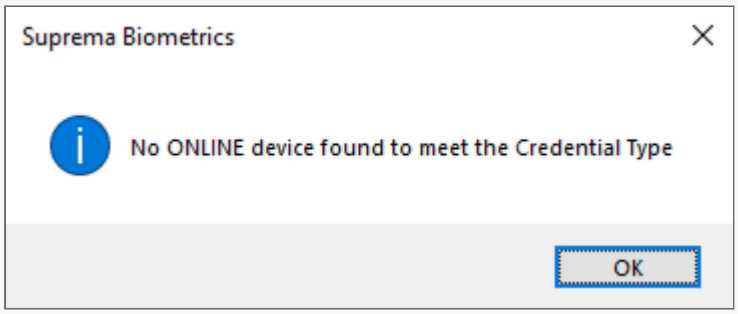
When you select the type of credential, the Integration can classify the devices according to their capabilities, hence showing you only those devices capable of handling the credential type you selected. For example:



Once you select a device, the options in the respective panels will enable to allow you proceed.

Info

Whenever you select a type of Credential the Integration will select only the devices capable of handling the selected credential, if none is found the following message will be displayed.



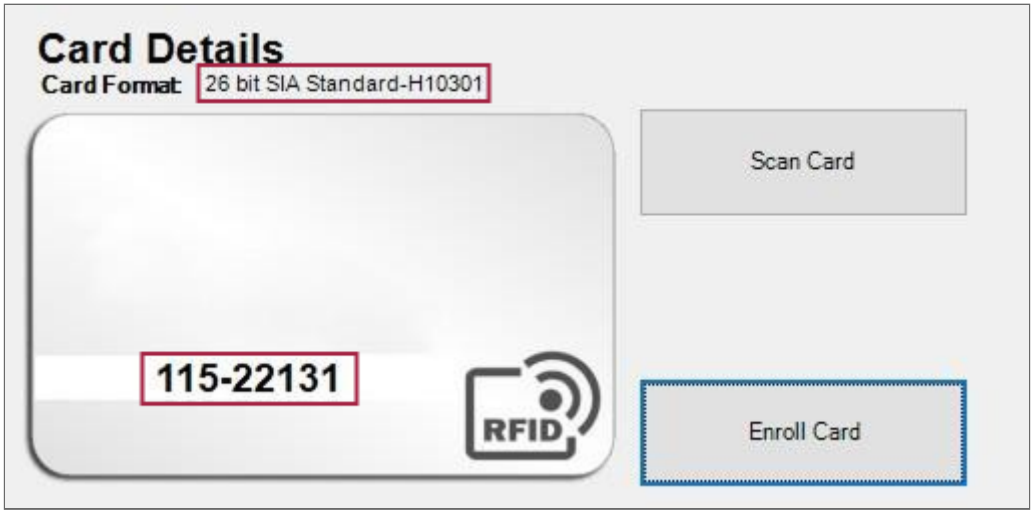
Scanning a Card

Suprema Devices are multi-technology; hence you will be able to scan cards at least with the following characteristics: EM (125KHz), and in 13.56MHz: MIFARE, MIFARE Plus, DESFire EV1/ EV2, FeliCa.

With the other set of devices HID Prox is supported besides EM for 125KHz, and iCLASS SE/SR/SEOS as well.

If you have any questions about the specifics of what RF support does your Suprema device have, please look for the Device manual in https://www.supremainc.com/en/hardware/security-products-lineup.asp.

When you scan a card, you will see the following details:



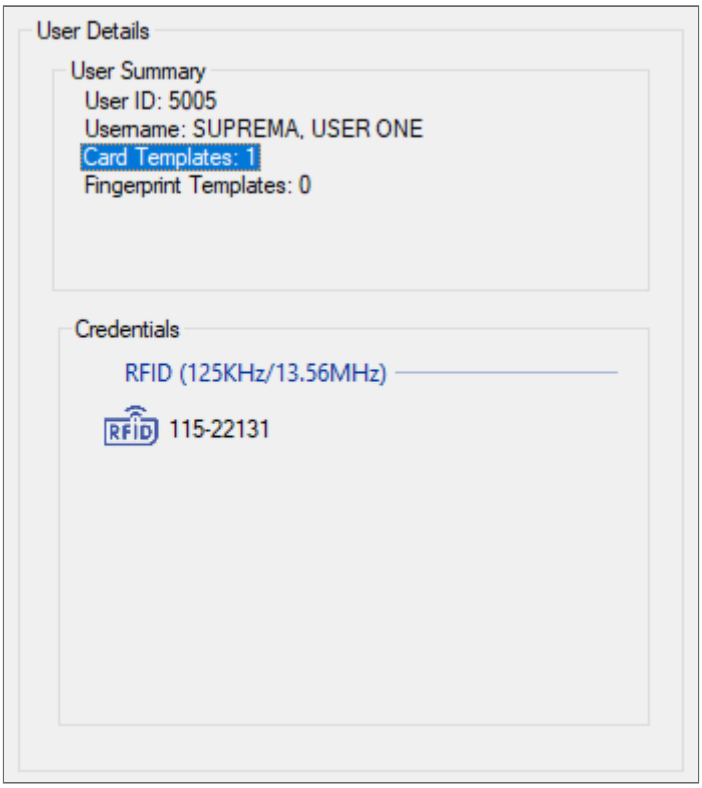
In **Card Format**: the format that was automatically recognized by the reader.

In the **Card-on-Screen-design**: the Card serial with the format Facility Code + Card Number (separated by a dash), making easier the way of card registration from the Credentials TAB, in case the card does not have the serial number physically printed out.

The Format you see recognized in the *Card Format* can also help you to verify whether or not the card you are about to register is compatible with the Selected Card Format under Card Formats and Keys configuration menu.

> **Info**
>
> After you click the **Enroll Card** button you should click the **Save** button in the upper menu within the Personnel window for the changes made in the Suprema TAB to be reflected in C•CURE.

After the card has been registered, you can see or delete the credential by double clicking the Card Templates under User Summary:

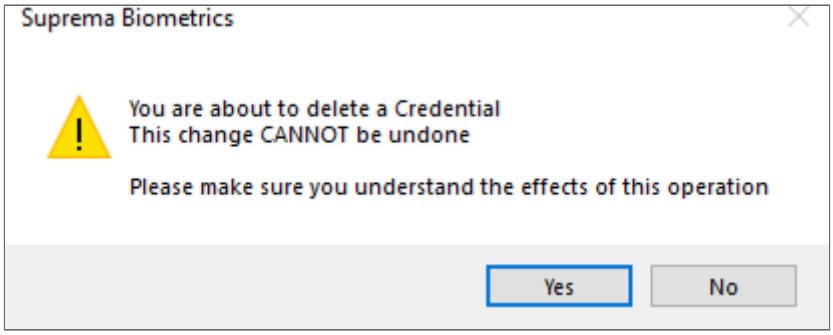


If you double click on the Card showing under Credentials you will see the card displaying on the **Card-on-Screen-design**.



Delete a Card

From there if you desire to delete the card from the Suprema Devices, please click the **Delete** button, a warning message will be displayed, click on **Yes** if you want to delete the card from the User profile in the Suprema Devices, click **No** otherwise.



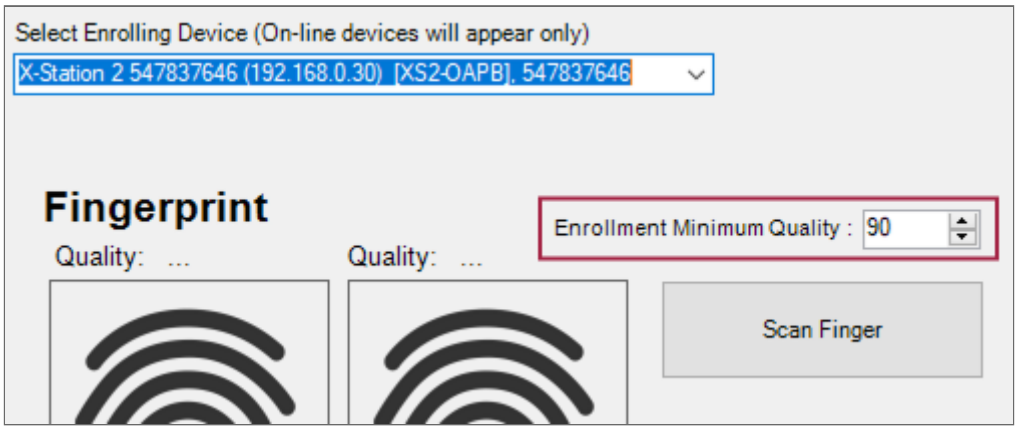
Info

Please be aware that if you delete this credential from the user profile, and the user does not have other card in its profile, or do not replace it by other card (in case of a *Basic* version), the Integration will replace it with the last card saved in the Personnel Credentials, and if you delete the credentials from both sides, that can lead to errors in the authentication against the iStar Panel.

Scanning Fingerprints

In order to improve the fingerprint authentication rate, enroll the fingerprint correctly. The Suprema Devices can recognize a fingerprint even if the angle and position of a user's fingerprint input change. If you enroll the fingerprint with attention to the following matters, the authentication rate can be improved.

The Enrollment Minimum Quality ensures that the Finger is good enough to differentiate a person from another. The value of 90 or higher is preferred for a better authentication, however, if you encounter a problem with a person recognizing their fingerprint you can lower the value a bit.



Please be aware of the message both in the screen and the devices, in your screen will show an animation with the following messages:





As the message in screen requests to place your finger on the sensor, and once the first scan is done, the message will change and will request you to place AGAIN your finger.

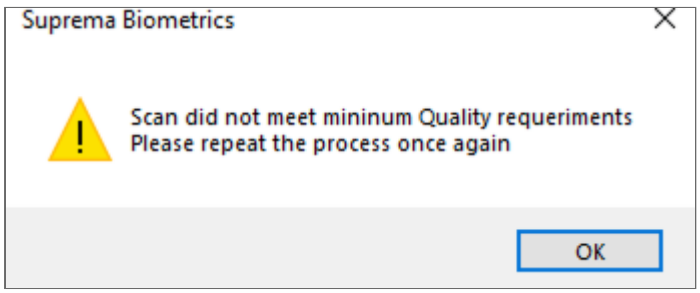
On each completed scan, the template will be displayed on the screen with the actual quality result from the scanning event:



The Integration will ask you to scan your finger two times, in order to perform the following:

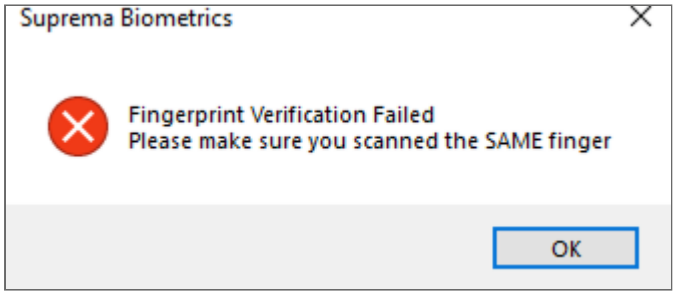
Verifications made:

1. The scanned result fulfilled the Enrollment Minimum Quality? This verification will run for each scanning, will fail if the minimum quality is not met.

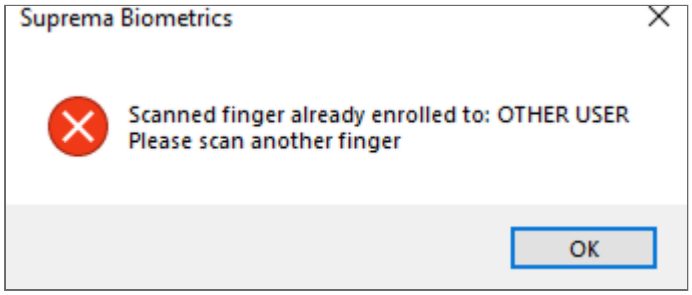


   For security reasons the currently gotten information will be reset for you to have clear and compliant data for your biometrics data.

2. Was the same finger scanned twice? The verification will fail otherwise.



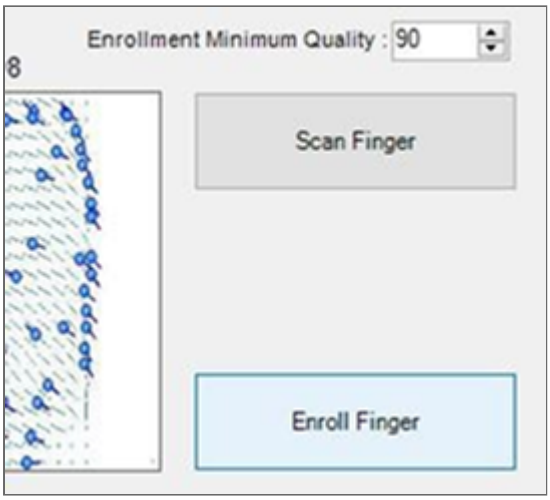
3. The finger is already enrolled in? The verification will fail if the finger is found to be already enrolled to the Same or Other user.

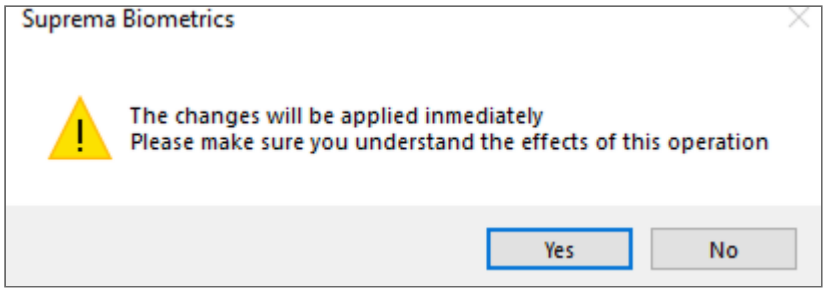


4. If the aforementioned are passed the **Enrollment** button will enable for you to register this finger to the current user.



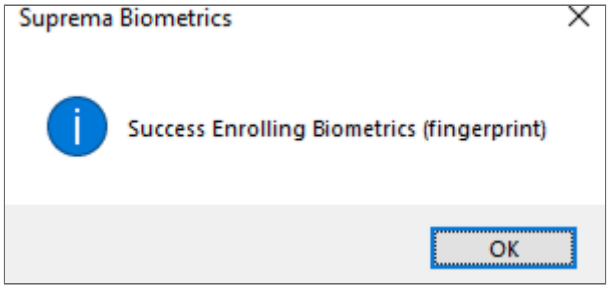
Followed by enabling the **Enroll Finger** button.



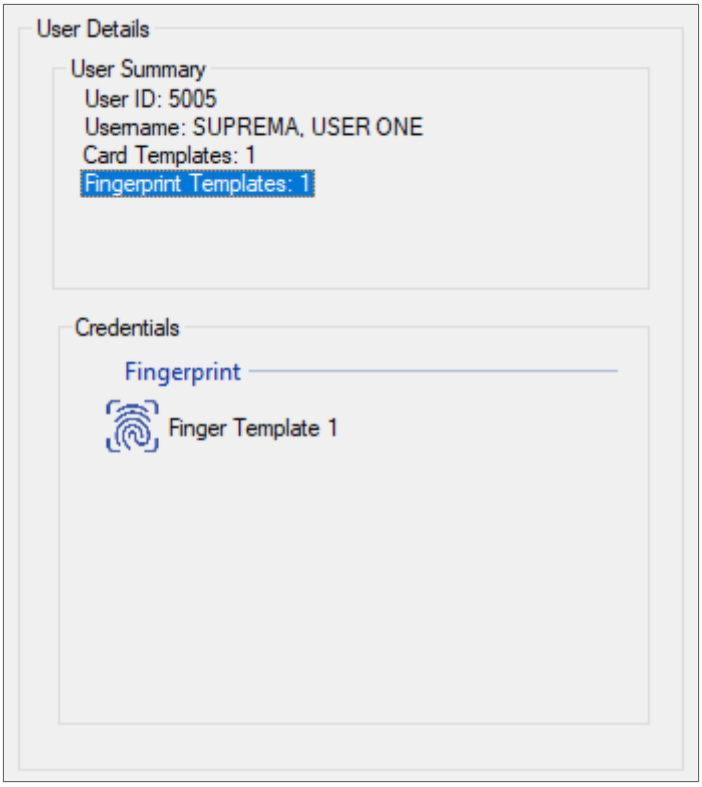


When the warning message is displayed and you click **Yes**, the data will be sent to the Suprema devices right away and will be available immediately. Click **No** to dismiss the dialog.

A confirmation message will be displayed when the process is finished.



After the Fingerprint has been registered, you can see or delete the credential by double clicking the Fingerprint Templates under User Summary:

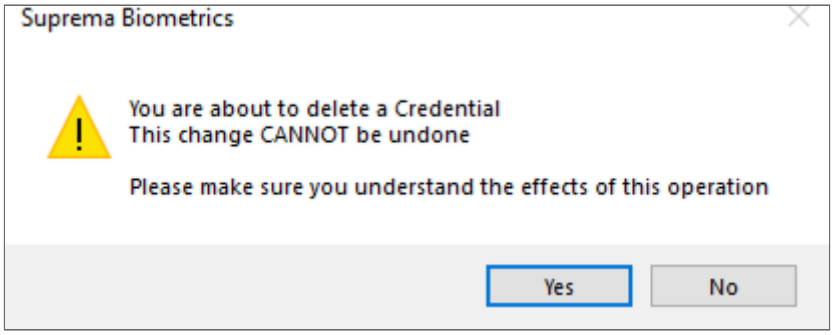


If you double click on the Finger Template showing under Credentials you will see the template displaying on the **Fingerprints** panel.



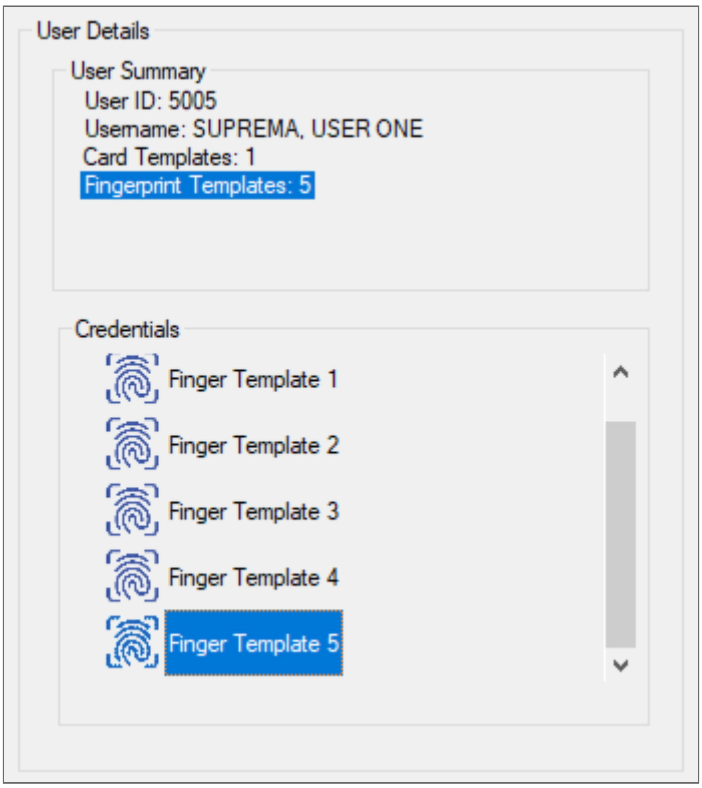
Delete a Fingerprint

From there if you desire to delete a fingerprint from the User's profile in the Suprema Devices, please click the **Delete** button, a warning message will be displayed, click on **Yes** if you want to delete the credential from the User profile in the Suprema Devices, click **No** otherwise.



How many fingerprints can be added to each User?

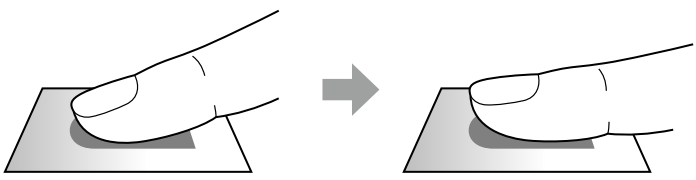
The 10 fingerprints from the user's hand can be added to the users profile, although index, medium and thumb fingers are those commonly used in the enrollment procedure, you are welcome to try enrolling all ten of them.



After double clicking each of the templates in the screen you will be able to see them on the fingerprints panel, from there you can edit them as well as described in the previous section.

Fingerprint enrolling method

1. When a message saying, "Place your finger on the sensor." is displayed on the LCD screen for enrolling the fingerprint, place the finger with the fingerprint you wish to enroll on the fingerprint authentication unit and press the finger gently for better authentication.



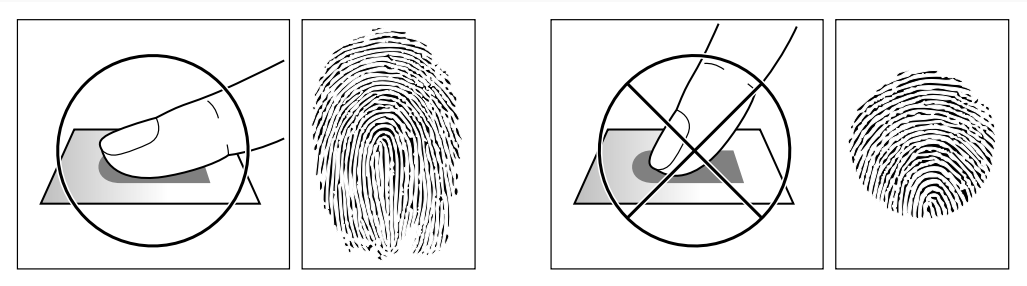
2. When the re-input screen is displayed after a beep sound, scan the fingerprint of the enrolled finger again (scan the fingerprint of a finger to be enrolled twice).

Info

Some recommendations or cautions to bear in mind when scanning and enrolling a fingerprint.

When a fingerprint is recognized, it is compared with the initially registered fingerprint, so the initial fingerprint enroll is the most important. Pay attention to the following matters when enrolling the fingerprint.

- Place the finger deep enough to contact with the sensor completely.
- Place the center of the fingerprint in the center of the sensor.
- If a finger has a cut or the fingerprint is blurry, select another finger for the fingerprint.
- Scan the fingerprint correctly without moving according to the instruction on the screen.
- If you make the finger upright so that the contact area with the sensor is decreased or the angle of finger is warped, fingerprint authentication may not be performed.



The Suprema devices can recognize a fingerprint regardless of a change in season or finger condition.

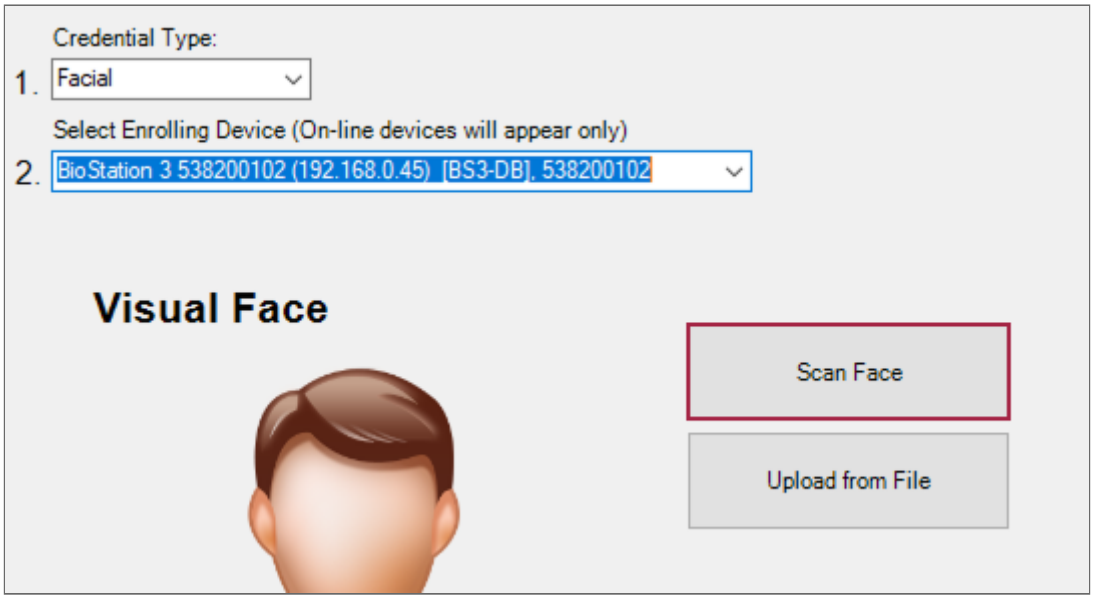
However, the authentication rate may vary according to the external environment or fingerprint input method. If the fingerprint authentication cannot be done smoothly, it is recommended to take the following measures.

- If the finger is smeared with water or sweat, dry off the finger and then scan the finger.
- If the finger is too dry, blow your breath on the fingertips and then scan the finger.
- If the finger has a cut, register the fingerprint of another finger.
- The initially enrolled fingerprint often may have not been scanned correctly, so enroll the fingerprint again according to recommendations aforementioned.

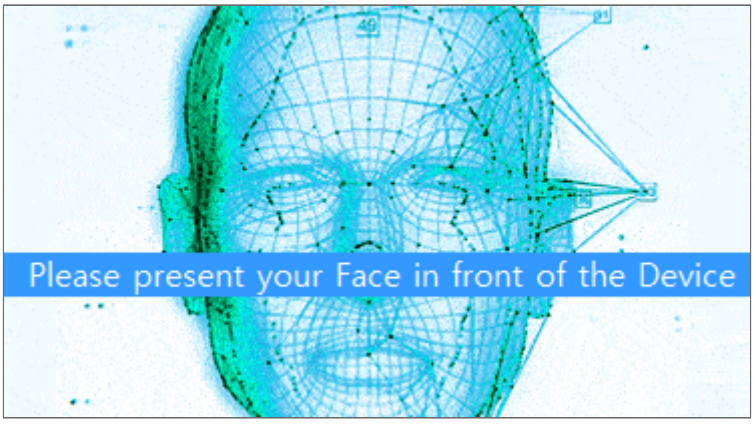
Working with Facial Credentials

Scanning a Face

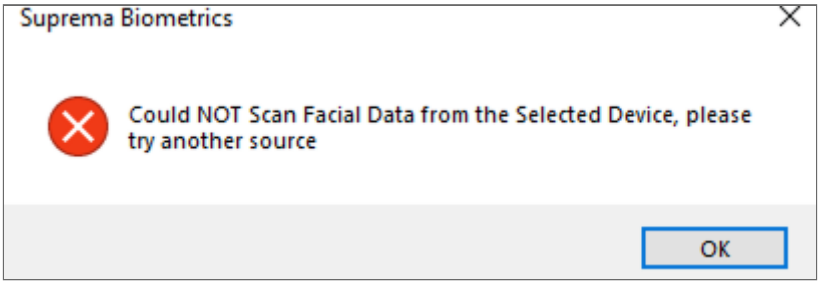
Once you select a capable device, the **Scan Face** button will enable allow you to scan your face from it.



When you click the **Scan Face** button the following message with the animation will be shown to you requesting that you:



If within a time no face is presented in front of the device to capture, the following message will be shown.

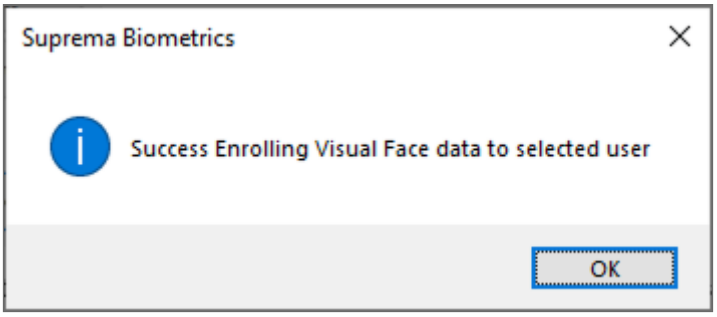


In the other hand, when the person is in front the device his/her face will be captured and shown in the panel:

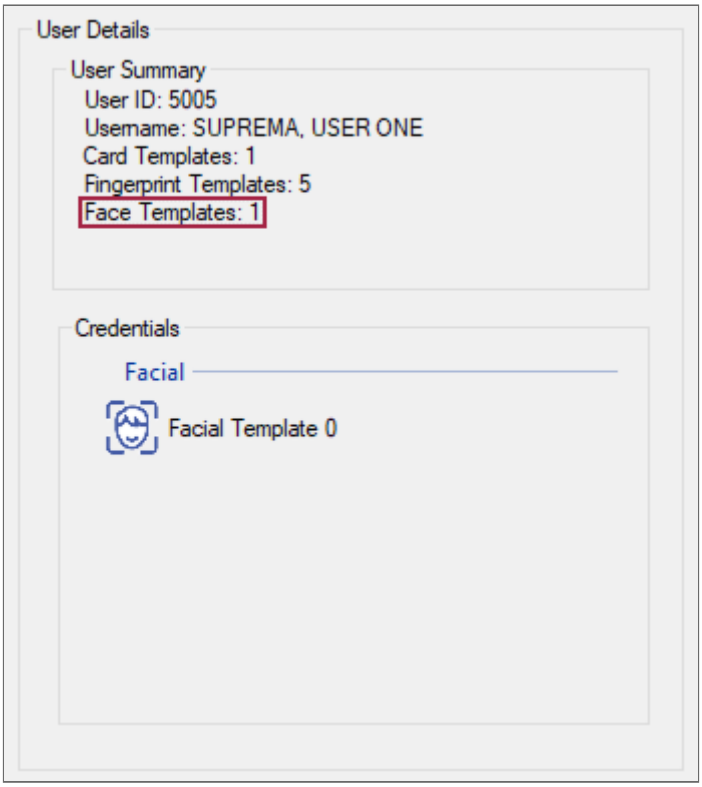


You will notice that the **Enroll Face** button will enable allowing you to proceed with the Facial Registration.

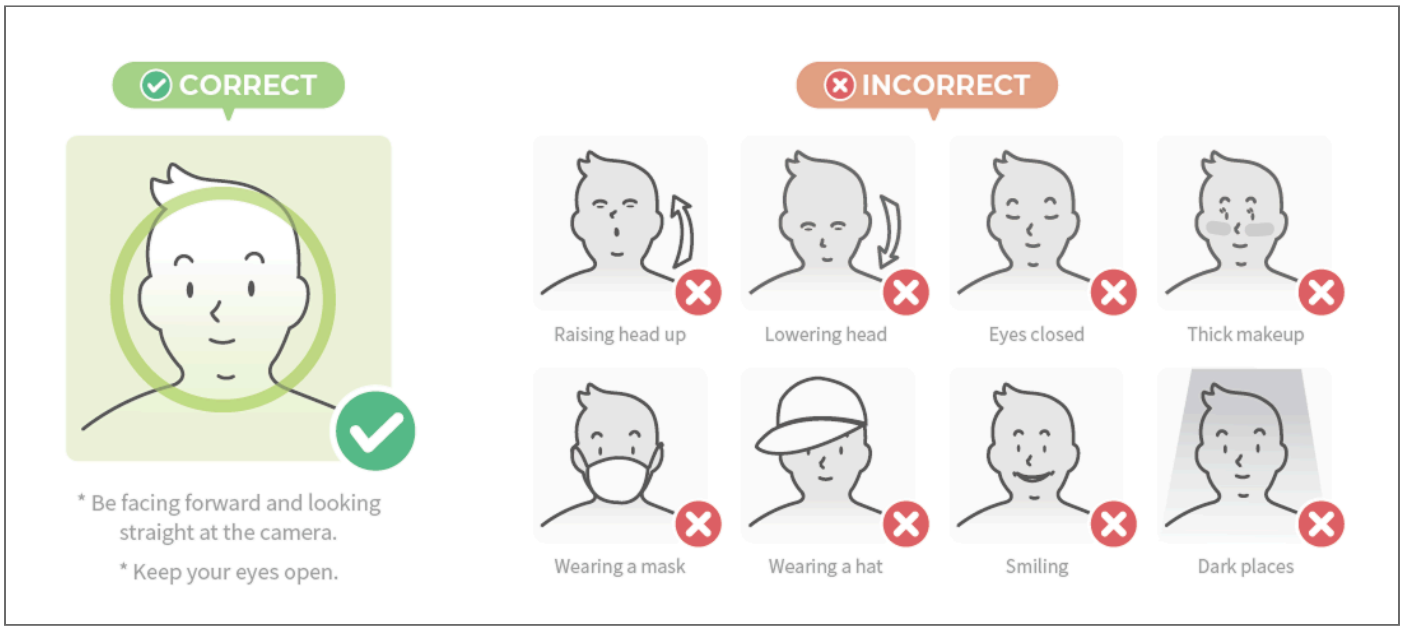
After the process has finished you will receive the confirmation dialog, click **OK** to continue:



You will notice an update in the User Details panel located in the side panel on the right.



Please bear in mind the general guidelines for enrolling Visual Faces:

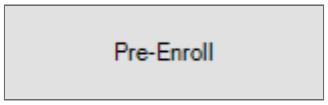


Info

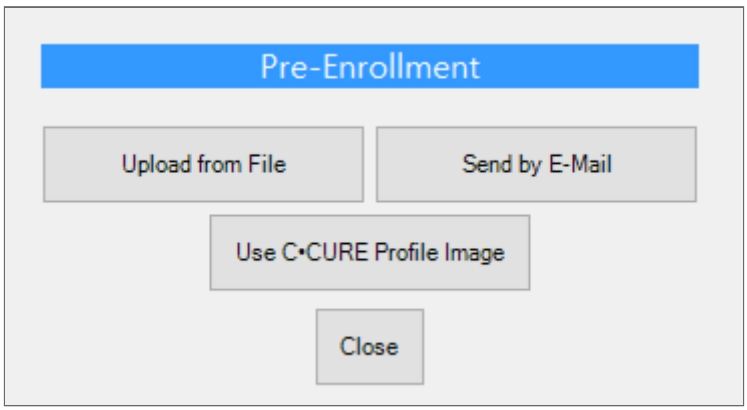
These guidelines apply for both scanning a face directly from the device or when uploading a facial picture for pre-enrollment.

Pre-Enrollment

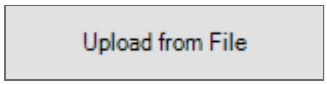
In the *Advanced* version when you click the **Pre-Enroll** button, in the facial credentials panel.



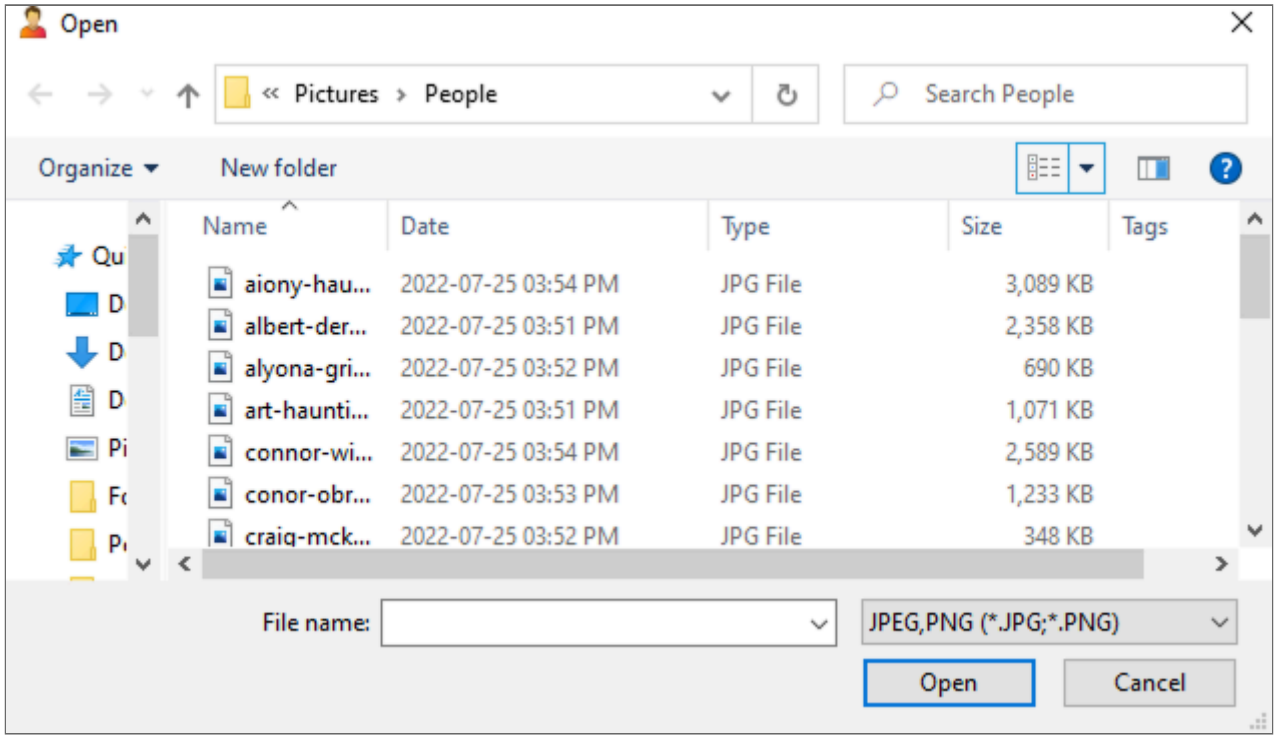
The following menu will be displayed.



- Uploading a picture for pre-enrollment.

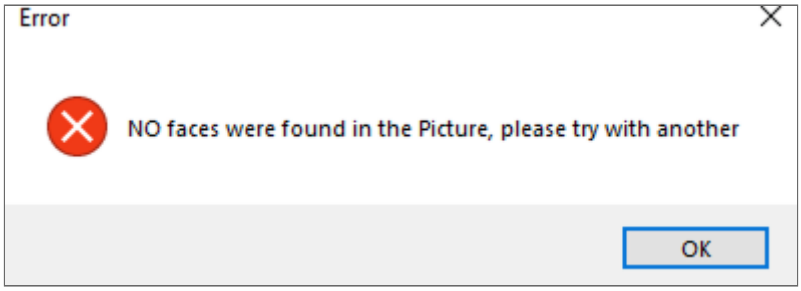


This is one of the options for non-presential enrollment. When you click the **Upload from File** button, a File Selector dialog will be shown for you to select the picture from the person you're about to enroll.



Select the picture from the person you're about to enroll, click **Open**.

Please make sure the picture you select has a face, otherwise the process will not continue, and the following message will display:



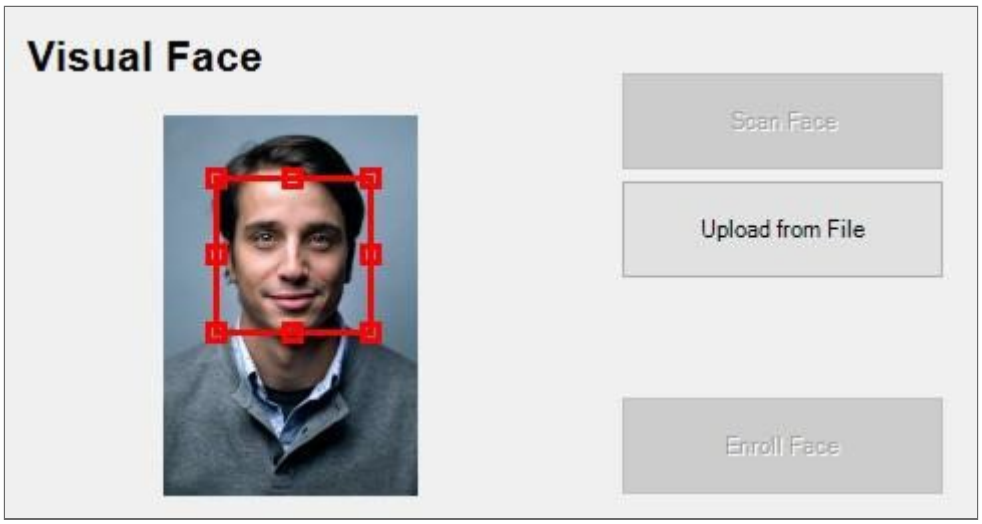
As an example, please take into account the picture shall be from a person facing towards with a neutral expression and the face uncovered.



The following criteria shall be considered for the pre-enrollment process to succeed.

- Resolution: Larger than 250 x 250 pixels
- Image size: Up to 10 MB
- Supported formats: JPG, JPEG or PNG only

After loading a picture, you will be provided with a cropping rectangle that will automatically recognize where is the face located, please help the tool selecting the facial area in case is not already completely selected.

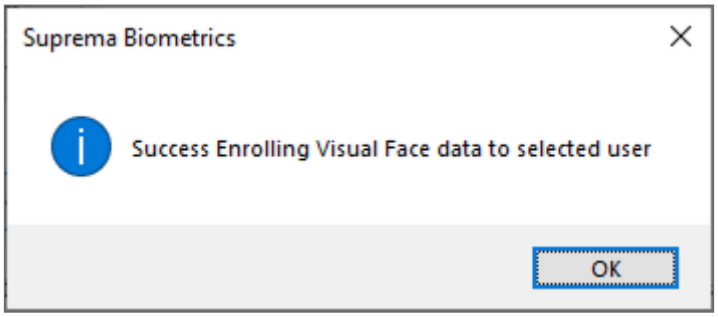


Double click on the image to complete the cropping procedure.

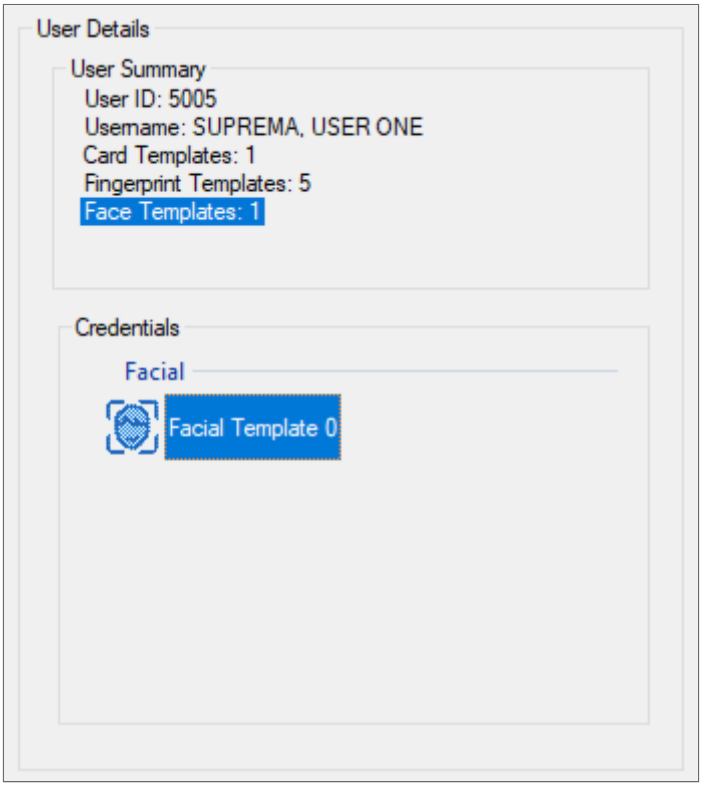


After you double click the facial image, the face will be automatically zoomed to fill the area and display on the panel, also you will see the **Enroll Face** button has been enabled allowing you to complete the facial enrollment process.

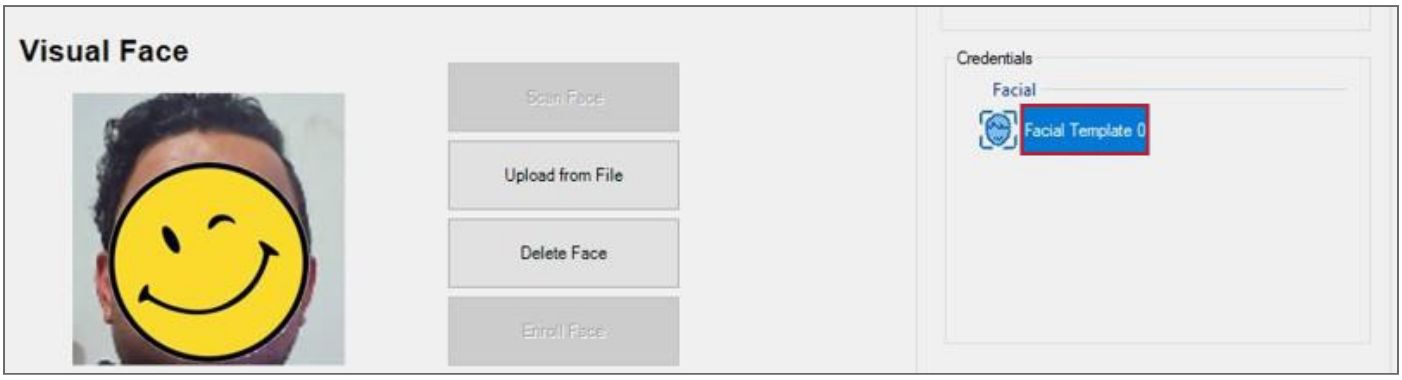
After the process has finished you will receive a confirmation message.



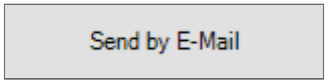
After the Face has been registered, you can see or delete the credential by double clicking the Facial Templates under User Summary:



If you double click on the Face Template showing under Credentials you will see the template displaying on the **Facial** panel.

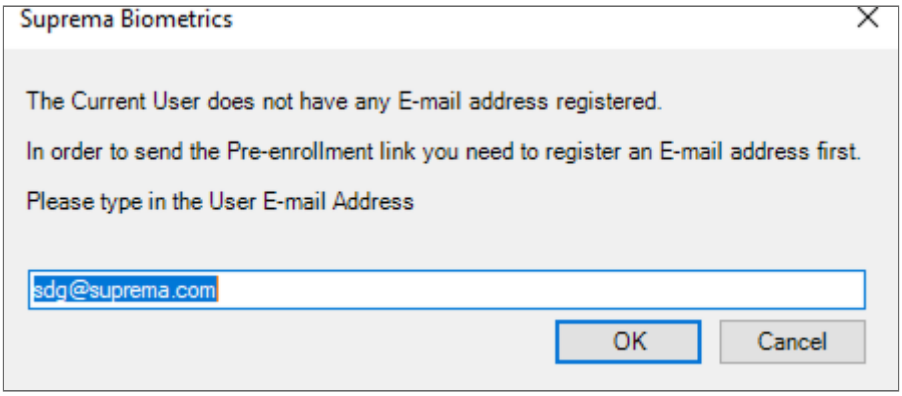


Send by E-Mail



This is the second option for non-presential Facial enrollment, this option allows you to send a safe pre-enrollment link through email where the user will be able to take a picture of oneself and in real time send that pre-enrollment data back to the customer's server so that in the first time the user present in the customer facilities he/she will be biometrically recognized (depending on the Access Control Policies previously configured between C•CURE/BioStar 2).

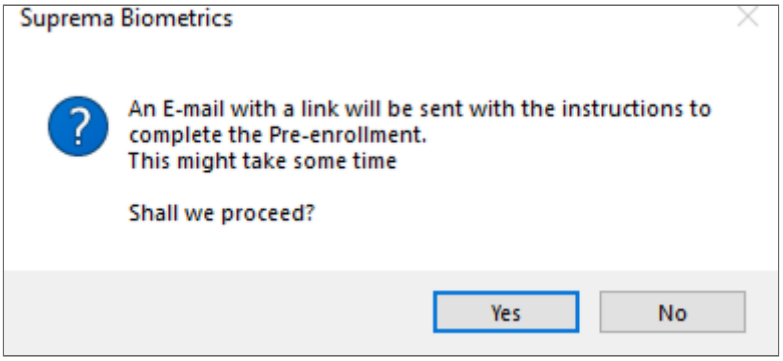
The integration after performing the validations, if the user does not have an email address registered under its profile, will show the following panel to register an email address prior to send the Pre-Enrollment link.



Info

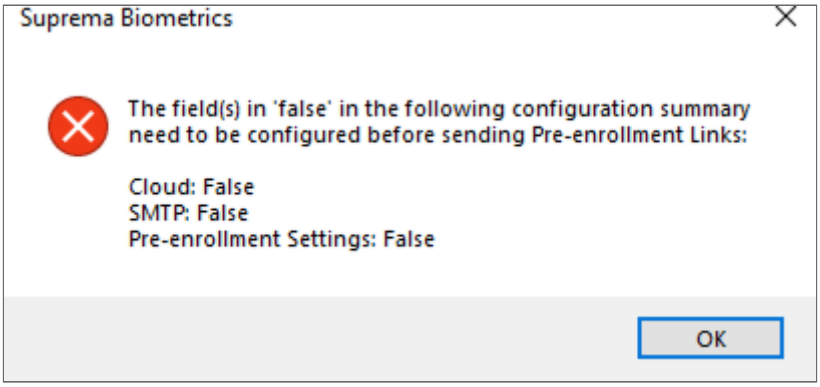
The integration will validate the entered data is a valid email address. After the validation is performed, the integration will save the newly entered data in BioStar 2 and C•CURE, therefore please make sure you hit **Save** before leaving the Personnel View window.

Once the email address is entered, the following notice will be displayed, click **Yes** to proceed, **No** to cancel.



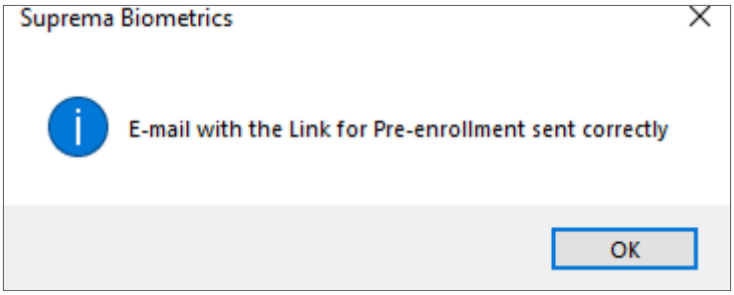
If the **Yes** option was clicked, the Integration will run one more check before sending the Pre-enrollment link, and this is to validate all required settings to accomplish this feature.

If any of them have not been properly configured yet, the following window will be shown:



Indicating you which feature needs to be checked/configured before proceeding.

If everything was already configured, a confirmation notice will be displayed saying all was performed correctly.

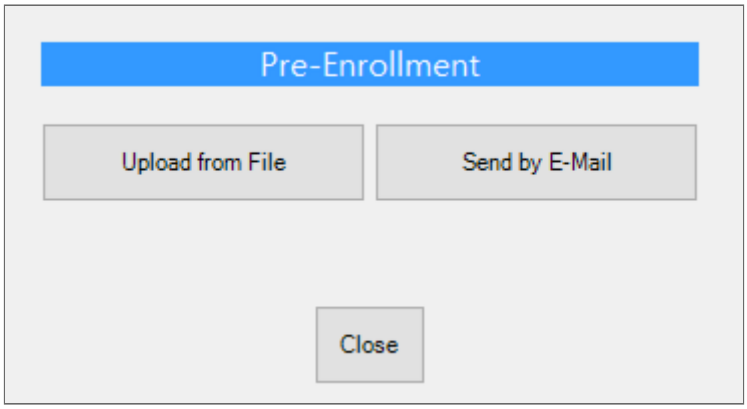


Use C•CURE Profile Image

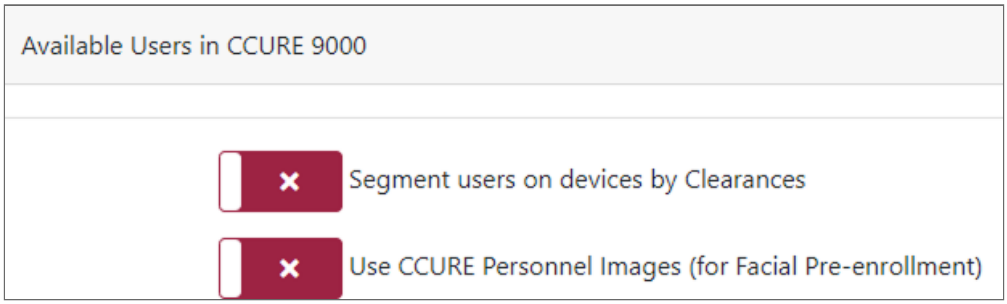
If this option is activated and the user profile does not have a facial credential, when you open the Personnel View the integration will automatically attempt to use such profile image to create a pre-enrollment facial credential.

An AI algorithm is used by the integration to analyze the image and see if there is a human face in it, if not, the image will be rejected. If there is a human face, the integration will proceed with the next revisions where certain criteria is applied to know if the person image fulfills the minimum requirements. If it does, the image will be used as input for the facial pre-enrollment credential creation.

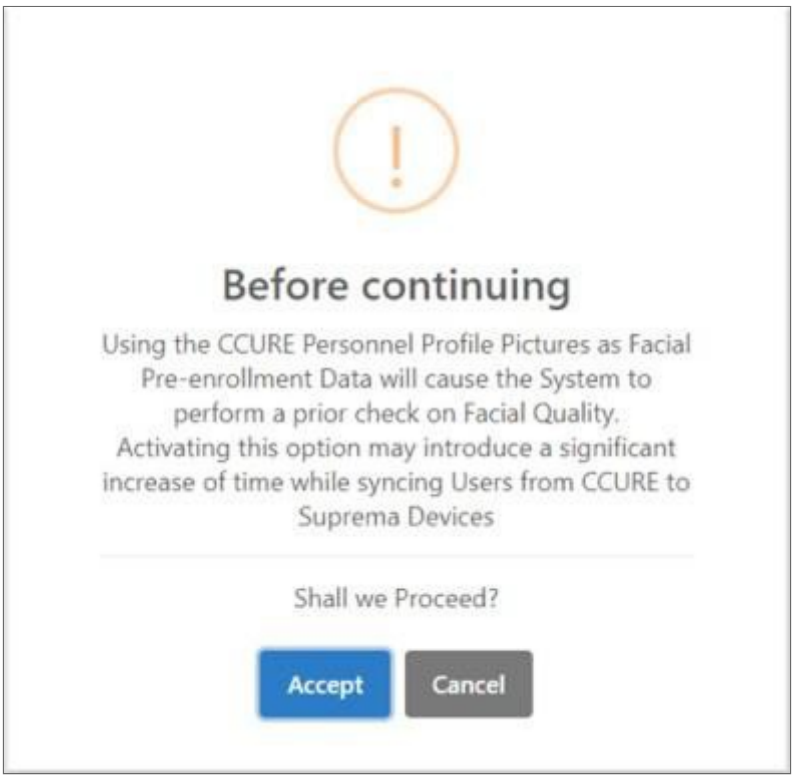
If the Use C•CURE Personnel Images (for Facial Pre-enrollment) option is not activated from the Integration Configuration Tool, the Pre-Enrollment menu will only display.



In order to activate/deactivate it you should go to the **Integration Configuration Tool → Users menu**:

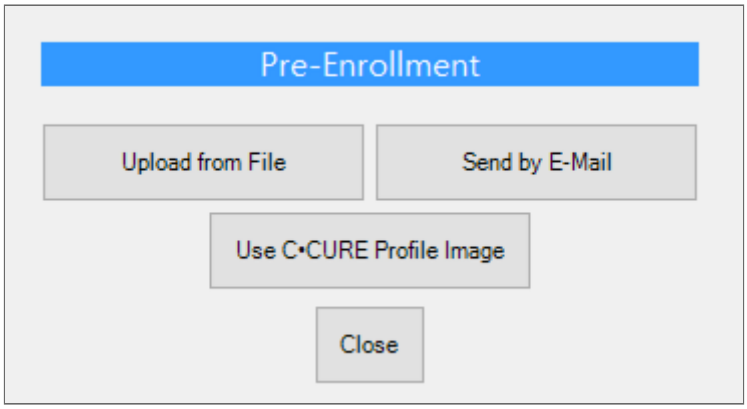


The following notice will be displayed:



Click **Accept** to proceed, **Cancel** otherwise.

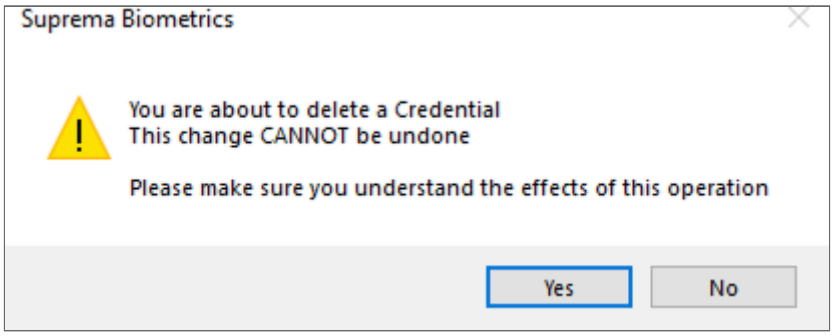
If you activated the option, you could go back to the Personnel View, open the Personnel profile and check the added option under the Pre-Enrollment menu:



Once you click the **Use C•CURE Profile Image** button, the integration will run the procedures to analyze the C•CURE profile image and if it fulfills the requirements described previously, the process will produce a valid Pre-enrollment facial credential.

Delete a Face

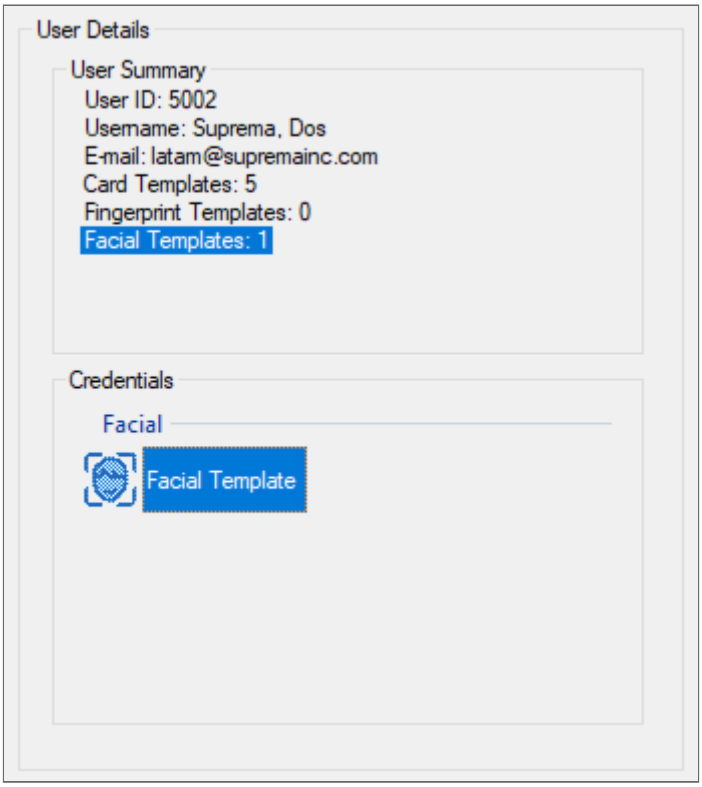
From there if you desire to delete a face from the User's profile in the Suprema Devices, please click the **Delete** button, a warning message will be displayed, click on **Yes** if you want to delete the credential from the User profile in the Suprema Devices, click **No** otherwise.



How many Faces can be added to each User?

One facial record can be enrolled/pre-enrolled per user (two if done through BioStar 2), the reason behind this is the Deep Learning Algorithm implemented in the FaceStation F2 and BioStation 3 devices is highly accurate and the most important feature is that the self-learning algorithm can (as its name describes) learn by itself the variations a face can experiment, for example: with or without mask, glasses, beard, moustache.

However please be aware that although the benchmarking done for the Suprema's Fusion Matching algorithm is top in the market it does not perform impossible tasks as recognizing a person wearing helmet if no facial features are exposed.

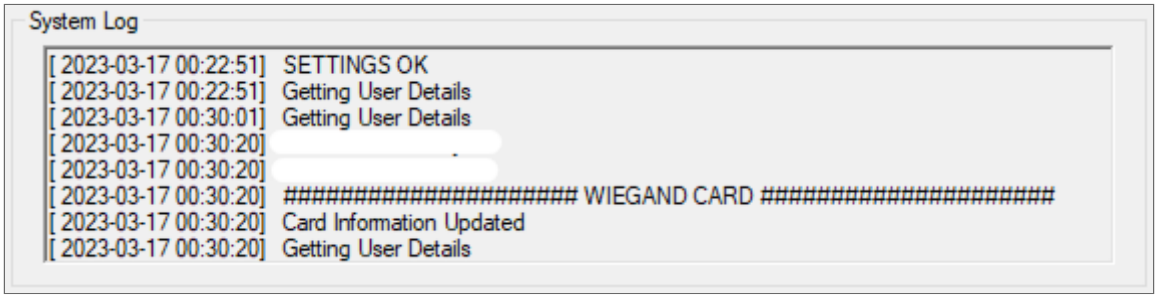


After double clicking each of the templates in their different types in the screen you will be able to see them on their respective panel, from there you can edit them as well as described in the previous section.

> **Info**
> It is very important to emphasize that these changes are being performed online, and they will be enforced right away in the Suprema device, hence, please make sure you are doing the right changes, otherwise you can forbid the access to a person by mistake.

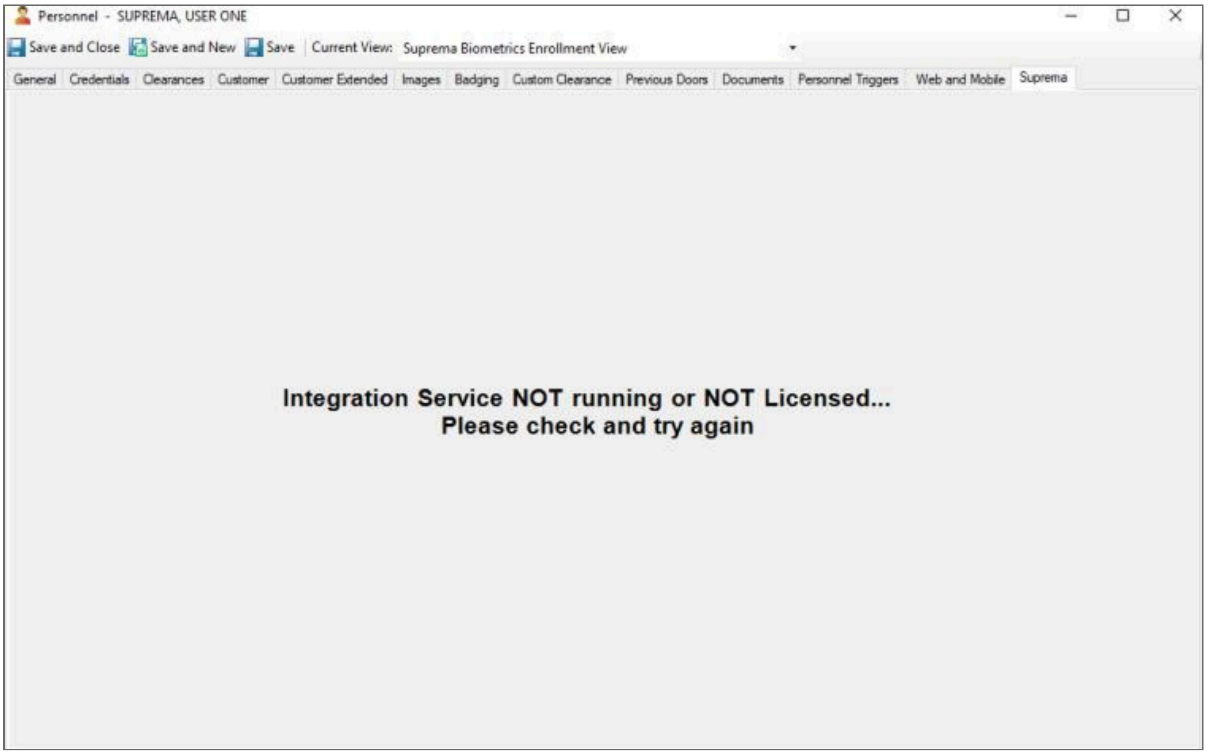
Miscellaneous

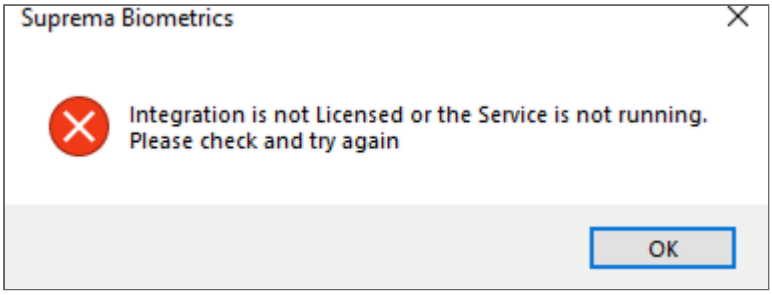
There is a helper section in the bottom panel of the Suprema TAB.



Here you will be able to visualize logging information that will also see the changes or response from the Suprema service.

In the first run or when a license is not properly validated or the Suprema - C•CURE Integration Service is not running, you will visualize.





You will not be able to make use of the integration until you check your license validation or that the service is running.

If you are sure the license has been properly validated, and you still receive this error, please try closing the Personnel View and opening back again, if the latter doesn't solve the problem please refer to the Troubleshooting section, number 2.

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