

## Market Release Note

MRN-CTPLUS-2.7.63614

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Product number: CTPlus

Product description: CTPlus Configuration Software

Product version: CTPlus 2.7.63614

Release date: August 2022

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### **Aritech is pleased to announce the immediate availability of CTPlus v2.7.**

CTPlus is a software tool for programming and controlling a Challenger security system and is typically used by installers with a laptop PC.

CTPlus provides a simple and easy-to-use interface for programming the Challenger system, including the ability for technicians to upload/download or import/export system configurations to allow for off-site programming or system backups. Service technicians can use CTPlus to connect remotely to Challenger panels for programming, routine maintenance, and fault diagnosis.

This latest release of CTPlus adds support for upcoming hardware releases and resolves issues which have been reported by you.

## New Features

- Support for upcoming hardware releases

## Improvements

- When creating a new panel, operators now have the option to enable or disable time sync

## Resolved Issues

- Resolved issue where expanders were disabled after performing a system import
- Fixed various crashes in the DGP conversion wizard
- Updated compatible DGP model list on ChallengerLEPlus panels
- Resolved issues with floor creation on Four Lift Controllers with high level lift landings
- Resolved issue with Firmware Loader not operating correctly in certain conditions

- When performing a retrieval of programming from the panel, any entities which do not exist on the panel but do exist in CTPlus will now be deleted in CTPlus as well
- Resolved issue where updating all device models on a NAC DGP type will change to incorrect values
- Resolved issue where inputs could be duplicated with the same number on a panel
- Access Denied: Void message should now appear correctly in event log
- Resolved issue that could result in corrupted system exports
- Various improvements for WMS connectivity and general stability

## Documentation and Downloads

<b>Marketing Collateral</b>	<a href="#">CTPlus datasheet</a>
	<a href="#">Tecom Compatibility Matrix</a>
<b>Software Download</b>	<a href="#">Download</a> the latest version of CTPlus

## Known issues

- It is not currently possible to change the time and date on ChallengerPlus panels whilst using UltraSync. It is recommended that UltraSync be disabled whilst time/date changes are required and re-enabled once concluded
- Users are only able to load cameras from the first 32 channels on any TruVision recorder.
- It is not possible to migrate directly from TitanCT v1. To upgrade your existing TitanCT system, please follow steps below:
  - export all systems
  - uninstall TitanCT
  - install CTPlus v2.3
  - import all systems
- From CTPlus v2.1 installers are no longer able to load externally provided firmware files. Firmware files which have been loaded into TitanCT v2.0 will still be accessible after upgrading, and can only be transferred or restored by performing a database backup.
- Firmware sync requires an online connection to the internet. It is recommended that a firmware sync is performed immediately after update. Note that firmware files are stored in CTPlus, meaning that provided a sync has completed successfully, firmware files will always be available to program, even while offline.
- Some functionality available in CTPlus may not be available on Challenger10 panels. We recommend upgrading to ChallengerPlus firmware in order to take advantage of these new features.

## Support

Please refer to the manuals and documentation on the [Carrier Fire & Security Support Portal](#) for more information.

For technical support, we encourage you to contact your local point of sale or distributor for all technical support calls. Alternatively, you can log a support call on the [Carrier Fire & Security Support Portal](#).