

## Market Release Note

MRN-CTPLUS-3.0.72582

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Product number:	CTPlus
Product description:	CTPlus Configuration Software
Product version:	CTPlus 3.0.72582
Release date:	19 <sup>th</sup> March 2024

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### Aritech is pleased to announce the immediate availability of CTPlus v3.0.

CTPlus is a software tool for programming and controlling a Tecom system, and is typically used by installers with a laptop PC. CTPlus can also connect directly to WMS Pro for sites requiring web-based management, whilst allowing multiple Operators to login and make changes at the same time.

CTPlus provides a powerful and easy-to-use interface for programming Tecom devices, including the ability for technicians to send/retrieve programming 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.

## New Features

- Initial support for the upcoming Discovery hardware platform.
- Support for WMS Pro 2.0

## Improvements

- When creating a new Panel, the default panel type is now "ChallengerPlus".
- Operators using CTPlus in WMS Pro mode can now manage Door groups.
- Clicking the refresh button on forms now works in WMS Pro mode when changes have been made on the server.
- Customers using WMS Mode can now perform bulk modifications and select whether data from the panel is automatically retrieved upon login.  
*Please note these changes do not affect **WMS Pro** mode.*
- Updated form title for entering TS1067E license key.
- Help File updates.

## Resolved Issues

- Resolved issue where Door Groups with doors above 65 were not deleting from the panel.
- Resolved issue where floor groups could erroneously be created outside the supported range of hardware.
- Resolved issue where incorrect relay numbers could be displayed on the DGP macros form.
- Resolved issue where unconfigured areas could display incorrect names.
- Expander 1 can now be enabled with ChallengerLEPlus.
- Resolved issue where CTPlus would encounter errors when connecting to an incompatible version of WMS Pro, and will now display a warning message when attempting to connect to an incompatible version. Please refer to the Tecom compatibility matrix on our website for more information.
- Resolved issue preventing event flags from being displayed in the event occurrence tab when connected in WMS Pro mode.
- Improved stability when switching Controllers in WMS Pro mode.
- Resolved various issues with updated data being processed incorrectly when connected in WMS Pro mode.
- Expander hardware settings are now displayed correctly in WMS Pro mode.
- Resolved issues with switching NAC modes in WMS Pro mode.
- Resolved various display and formatting issues in forms and history events when connected in WMS Pro mode.
- Various minor improvements and fixes.

## Documentation and Downloads

<b>Marketing Collateral</b>	<a href="#">CTPlus datasheet</a>
	<a href="#">Tecom Compatibility Matrix</a>
<b>Software Download</b>	Download the latest version of CTPlus at <a href="https://www.firesecurityproducts.com.au/downloads">https://www.firesecurityproducts.com.au/downloads</a>

## Known issues

- Bulk modifying inputs may cause some fields to change incorrectly. We suggest that the customers take care when making bulk modifications and if the issue is experienced then modify records individually until the issue has been resolved in the future release.
- User cards programmed into Tecom smart cards with a custom 4-byte code may not be recognised by readers.
- When using CTPlus in WMS Pro mode, an issue has been found where bulk creating DGPs is not creating the entire range. Customers can still create DGPs individually until this issue is resolved.
- When searching history events using a "Date Range", only hours and minutes can be entered. CTPlus will use "00" second on both start and end times, and Operators are advised to increase the end time by at least 1 minute when looking for events that have occurred within a specific window of time.
- Camera list cannot be loaded or updated when CTPlus is connected in WMS Pro mode.
- 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.
- 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](#).