

Market Release Note

MRN-TECOMC4-2020-SP1

Product number:	TecomC4
Product description:	TecomC4 Management Software
Product version:	TecomC4 2020 SP1
Release date:	9 th December 2021

Aritech is pleased to announce the immediate availability of the latest version TecomC4 Management Software.

The full list of features is available on the website at www.c4portal.com.

A 60-day trial version of TecomC4 is available at www.c4portal.com. Access to the website is only available to trained installers – please contact your distributor to find a suitable course. Alternatively, you can complete the TecomC4 training online. Contact the team at cs@firesecurityproducts.zendesk.com to request TecomC4 online training.

New features

- Workstation based accounts are now supported. When a workstation is not provided, users can log in from any computer with their credential details.
 - Forms Authentication: Account: "[account]@[workstation]"
 - Windows Authentication: Domain: "domain", Account: "[userName]@[workstation]"
- Device tree can be filtered for failed uploads.
- Additional filtering settings available
 - Person - Settings - Expand Nodes On Filter - default true. User can switch it to false when filtering will not expand the nodes when applying filter
 - Filter criteria syntaxes: category:bus - finds only nodes of BusController types
category:bus "name" - finds BusController with "name".

Improvements

- Upload performance increased
- Database connection watchdog implemented. When SQL server is down for any reason, application server service goes down as well. Application server will boot up automatically (service automatic restart) when DB is back online.
- New Events: Reporting to Central Station fail, Key Not Returned In Time
- Added alarm suppression privilege.

Resolved Issues

- Fixed person credentials filtering after searching on org. unit.
- Perimetric shape in visualization has constant line thickness to prevent rendering problems.
- Fixed issues with server photo replication.
- Yellow bar appears after driver disconnection during the upload.
- Events query timeout is propagated with message box on client.
- Memory leak fixed on server when using VisitorV2 Client.
- Server memory leak reduced when querying large logs ranges, which produces millions of rows results. - Server loading corrected to not keep all the result set in memory - Client got 100K logs limit (configurable in person setting).

System Configuration

Detailed programming and configuration of your system is handled using the CTPlus software. CTPlus is available to all installers at the completion of the training assessment.

Documentation and Downloads

Marketing Collateral	TecomC4 End-User Brochure
	TecomC4 Datasheet
	Tecom Portfolio Compatibility Matrix
	TecomC4 FAQs
	TecomC4 SUSP (Software Upgrade & Support Plan) Overview
Technical Manuals	TecomC4 Installation Manual
	TecomC4 Operators Manual
	Addendum to Operators Manual (upgrade from version 2016 to 2017)
Software Download	TecomC4 and associated drivers are available at www.c4portal.com
	All other software and firmware downloads are available at firesecurityproducts.com.au/downloads-and-resources-library

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Licensing and Support Plan

Online Registration and Licensing

TecomC4 is available for purchase by trained technicians. Your training ID will be required to purchase any TecomC4 license(s). Once trained, all license purchases can be done online at www.firesecurityproducts.com.au/registerTecomC4

Software Upgrade and Support Plan (SUSP)

TecomC4 Software Maintenance is called SUSP (Software Upgrade and Support Plan). It is a 1 - 5 year contract which includes access to technical support and any software upgrades, patches and bug fixes that may become available for your licensed software during the active term of your maintenance agreement. For ongoing management of your site, you will be required to maintain a SUSP for the life of your system. Refer [SUSP overview document](#) for information.