Market Release Note

MRN-WMS-PRO-2.0.72511

Product number:	TS-WMSPRO-LITE, TS-WMSPRO-STD
Product description:	WMS Pro Software
Product version:	2.0.72511
Release date:	19th March 2024

Aritech is pleased to announce the immediate availability of the latest version of WMS Pro, the latest software suite from Aritech, built from the ground up to work hand-in-hand with your Tecom security and access control systems.

WMS Pro provides a seamless, modern, and fully featured web-based management solution for your Tecom system, designed and developed in Australia to improve safety and increase efficiency, whilst adding value to any installation, whether you manage a single building or an enterprise solution consisting of multiple sites.

Managing Cardholders, access rights, alarms, events, devices, and more is easier than ever, with new features and editions being rolled out over regular updates and releases. WMS Pro 2.0 continues to build out new functionality and introduces several quality of life improvements and technical fixes.

New Features

- Introducing Standard Edition: customers can now choose either "Lite Edition" or "Standard Edition" when licensing their WMS Pro 2.0 installation.
- Alarm management: for incident response within WMS Pro.
- Dark Mode: compliant with web accessibility guidelines, Operators can now switch between Light mode and Dark mode to improve comfort, reduce eye strain, and reduce power usage.
- Tecom Discovery integration: initial support for the upcoming Discovery hardware platform.
- SMTP email settings: Operators are now able to self-reset forgotten passwords securely.
- Database backup and restore utility: designed for customers without access to an IT Database Administrator, to simplify backups of their WMS Pro database.
- Find Cardholder: Operators can now locate a Cardholder by searching for their Controller & user number or by entering their Credential details.

Improvements

- WMS Pro installation process now allows for greater control over SSL certificate options when upgrading or installing WMS Pro.
- The Admin Operator will now be prompted to change the default password automatically when logging in for the very first time.
- The quick-start guide is now accessible from the Dashboard, and may be turned on or off by the Operator.
- Operators can now select which Region devices are assigned to during Controller enrolment.
- Operators can now navigate through individual Cardholder records and searches using previous and next arrow icons.
- Credentials without a name will now have one automatically generated when created, retrieved, or enrolled, and when upgrading from earlier versions of WMS Pro.
- Improved protection of existing Cardholder Credential data when mismatches are detected during the retrieval of programming from a Controller which is already enrolled.
- Event logging and searching has been improved and optimised.
- The CAG wizard has been improved, allowing Operators to show all areas / only configured areas, and 'Select all' on areas, doors, and floors.
- Various improvements have been made to the Status and control page, including better handling of command execution, additional device types, sorting the Device list alphabetically, and other visual improvements.
- A new command has been added to the Status and control page, allowing an Operator to clear the WMS Pro comms buffer for a Controller.
- When editing a Controller record, the security password can now be viewed.
- WMS Pro will now automatically detect and set correct time sync settings for Controllers with UltraSync enabled.
- WMS Pro will now indicate if a license has expired by displaying a warning in the page header.
- WMS Pro will now indicate when licensed Controller or Operator limits have been reached, rather than exceeded.
- Regions have been overhauled to ensure that all devices are now always assigned to at least one region, improving several region-related and permission-based processes.
- Several improvements and optimisations have been made to back-end services and functionality to improve reporting and stability of hardware communications.
- Various improvements to visual and other UIX elements.

Resolved Issues

- Various issues causing assigned access groups, Controllers, devices, etc. to be un-assigned when editing or copying an existing record have been resolved.
- Resolved issue that could prevent WMS Pro from retrieving information, resulting in 'No data' being displayed in affected tables and lists.
- The 'Status' column under Administration > Controllers will now display Controller status updates dynamically, without requiring the page to be refreshed.
- Resolved issues when using the 'Copy' button on existing Cardholders.
- Resolved issue where re-issuing a Credential to a new Cardholder could display the previous Cardholder's name when used on hardware devices in certain conditions.
- Resolved issue where Operators could modify read-only Alarm Groups 1-10 in WMS Pro. These alarm groups will now display their configured settings without allowing changes to be made.
- Names and descriptions exceeding the length of characters stored by the Controller are now truncated when sent to hardware and no longer generate an error message.
- 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 where Holidays and Timezones would incorrectly appear to be assigned to Controllers already at maximum capacity.
- Card Programmer site code ranges are now listed and displayed correctly when retrieving updated settings from the device.
- Resolved an issue when creating a new Operator which would incorrectly assign the selected profile picture to the current Operator instead.
- Resolved an issue when previewing alarm/door/floor group info where the group name could be displayed incorrectly.
- Credential groups now allow site code 0 to be used with supported formats.
- Resolved various hardware communication issues affecting connectivity and status updates.

Documentation and Downloads

Marketing Collateral	Brochure
	Flyer
	Datasheet
Technical Manuals	Installation guide
	Quick-start guide

Known issues

- Some Operator permissions for assigning entities currently do not behave as expected. This issue will be resolved in a future release.
- The Cardholder record navigation arrows currently do not correctly indicate when an Operator is viewing the first or last record. This will be resolved in a future release.
- The 'Name' and 'Controller type' columns under Administration > Controllers are currently updated only when the page is loaded or refreshed. This will be improved in a future release.
- The WMS Pro Backup/Restore application may encounter problems when reading or writing to network or user folders. This will be improved in a future release.
- Assigned entities may appear duplicated in certain conditions. This is a display issue only, and Operators can refresh the page or navigate away and back again to update the view until this issue is resolved.
- Communication device alarms will currently all be listed against the onboard communications hardware device. This will be improved to show additional device location info in a future release.
- Some functionality related to playback of alarm sounds currently relies on client web browser settings, which may result in unexpected sound behaviour when an Operator logs in to WMS Pro or manually refreshes the page. Typical navigation within WMS Pro, such as clicking on links and using back/forward buttons will not trigger this behaviour, and alarms generated while an Operator is already logged in will play as expected. Improvements are currently being investigated for future releases.
- The 'Cardholder filter' dropdown list on the History Logs and Reports pages may return limited results when there are more than 10,000 Cardholders in WMS Pro. Reports and History searches will still return correct results, and Operators may instead use a 'Text filter' search of the Cardholder's name until this issue is resolved.
- We're currently investigating an intermittent issue where the WMS Pro Comms Service is running but does not process data. This will be resolved in a future release.
- When manually stopping the WMS Pro Comms Service, Windows will incorrectly display an error message stating that the service could not be stopped. This will be resolved in a future release.

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](#).