

Market Release Note

MRN-CTPLUS-3.2.77124

Product number: CTPlus

Product description: CTPlus Configuration Software

Product version: CTPlus 3.2.77124

Release date: 18th November 2024

Aritech is pleased to announce the immediate availability of CTPlus v3.2.

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

- Operators can now convert a programmed ChallengerPlus panel to a Discovery panel (available from the Connections form)
- Support for WMS Pro 2.2.

Improvements

- Discovery TSX-1-77197 firmware features support.
- Areas, Inputs, and Relays will now display where they're being used throughout the system.
- Help File updates.

Resolved Issues

- 'Where used' on Events should now provide more accurate information.
- Resolved issue where bulk modifying inputs could cause some fields to change incorrectly.
- Resolved issue where expander records could be created for devices that don't support them.
- Resolved an issue with the Discovery BUS settings form.
- When connected directly to a NAC, changing the DGP model will no longer allow the NAC mode to incorrectly be modified.
- When connected directly to a NAC, CTPlus will now send all Holiday records.
- When disabling UltraSync on a Discovery panel, the path is now correctly disabled as well.
- Resolved issue where pressing F1 on the Doors form would not display the help file.
- Resolved issue where the incorrect duration could be sent to a NAC when executing a battery test.
- Resolved an issue with Operator permissions.
- Resolved some issues when using diagnostics on a Discovery.
- Various minor improvements and fixes.

Documentation and Downloads

Marketing Collateral	CTPlus Datasheet
	Tecom Compatibility Matrix
Software Download	Download the latest version of CTPlus from the Aritech resources page .

Known issues

- We're aware of an issue impacting some customers reporting an error when attempting to perform a firmware sync. We are currently investigating and will provide updates as soon as possible.
- 'Where used' won't display results on NAC door hardware input/relay mapping or tamper/mains/low battery. This will be resolved in a future update.
- Some diagnostics may not be available when CTPlus is connected to Discovery via UltraSync.
- DGP model and settings may be incorrectly modified or lost when performing an 'Update model' command from Status and control in CTPlus.
- Operators may see a 'Command not supported' error message in the event log when modifying NAC doors on a Discovery panel. This will be resolved in a future update.
- User cards programmed into Tecom smart cards with a custom 4-byte code may not be recognised by readers.
- 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. Aritech recommends upgrading to ChallengerPlus firmware in order to take advantage of the latest new features and functionality.

Support

Please refer to the manuals and documentation on the [Aritech 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 [Aritech Support Portal](#).