

Market Release Note

MRN-CTPLUS-2.5.56732

Product number:	CTPlus
Product description:	CTPlus Configuration Software
Product version:	CTPlus 2.5.56732
Release date:	11 May 2021

Aritech is pleased to announce the immediate availability of CTPlus v2.5.

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 video integration with TruVision NVRs and resolves issues which have been reported by you.

New Features

- ChallengerPlus and TecomPlus now integrate with TruVision recorders to deliver video confirmation of events and playback from supported devices within the app.
- CTPlus is now able to connect to WMS installations (V1.39-55401.1918 or later), which simplifies the process of programming panel changes on these systems
- The device tree of a panel may now be exported in JSON format from the Connections form
- Support for the new TS1066-4 Network Access Controller (4 doors)

Improvements

- Force arm option has been added to ChallengerPlus panel types
- Device numbers are now visible in the Status and Control form
- Floors and DGPs are now automatically created when setting up a Standard lift
- Door / Lift creation wizard now allows you to specify a name for the door or lift
- Improvements to status recall on RASs and DGPs

- RAS and DGP device models can now be updated automatically by right-clicking on the panel in Status and Control and selecting 'Update all device models'. Please be aware that on older devices which do not support reporting the model, this will temporarily cause the device to report offline then online messages.
- Wiegand LED options on the Network Access Controller readers form now display correctly depending on the type of reader selected
- Diagnostics are now available for expanders directly from the status and control form
- Several sections within CTPlus now allow copying data to the clipboard, including the About form, the Status and control form, and Diagnostics
- Two new comm path types have been created for WMS and UltraSync based connections
- The 'send to address' field in the comm path now supports either IP address or computer name for ChallengerPlus and ChallengerLEPlus panels. Challenger10 and NAC continue to only support IP addresses.
- When retrieving inputs from a panel, type 0 inputs will now be deleted in CTPlus (this retains existing functionality from Titan software)
- When retrieving devices from a panel, CTPlus records will now be updated to accurately reflect deleted records

Resolved Issues

- All devices are now sent to the panel correctly during a send all or send installer command
- Resolved issues where incorrect commands were being sent to unsupported devices, causing 'command not supported' messages in the event log and other erroneous behaviour within CTPlus
- DGP 16 is no longer a default record when creating a new DGP, and will be skipped to suggest the correct next available record
- Resolved issue where macro times would be incorrectly set to 0 when a macro was disabled and then re-enabled
- NAC doors are now managed correctly in the command queue for various configurations
- Corrected model list entities and functionalities across various forms and events
- UltraSync settings are now downloaded to the panel correctly when UltraSync is disabled within CTPlus
- Resolved issue that prevented some third-party communicators from functioning correctly when used for panel comms
- Timezones which cross midnight are now uploaded correctly
- Users will no longer see an error about duplicate PINs when assigning to active cards if it already exists in an inactive card
- Status and control tree now updates correctly when switching a NAC from Classic to IP Extended mode
- When updating firmware on the TS1020 DGP, the status no longer gets stuck at 100%

- Changing panel communication type will now update all fields correctly
- Siren mode toggle is now available on ChallengerLEPlus panel types
- Diagnostics form is now only available for supported panel types
- Door actions (scheduled actions) now correctly support all doors across various NAC configurations
- Retrieve all programming on a NAC will now retrieve all valid time zones, previously the list of time zones may have been incomplete
- Resolved issue where Standard lift floors may not display the correct status in certain conditions
- Resolved issue where floor groups may not be retrieved correctly in certain conditions
- NAC mode changes now operate correctly between all supported types
- Resolved issue where floor groups record may be deleted and not restored when retrieving from a panel
- Resolved issue where CTPlus was unable to send proprietary 4 byte codes to smart card programmer, and would fail to communicate in certain conditions
- Status and control form now displays correct commands and devices for Network Access Controller doors
- Resolved issue preventing doors 5 – 8 from being created on a NAC in IP Direct Mode
- Added range checks to certain fields within standard lifts form
- High level floors on a TS0869 4 Lift Controller are now displayed in the status and control form
- DHCP flag is now handled correctly when retrieving comm device settings from panel
- Relay mapping now allows correct selections within DGP form
- NAC door form now displays all valid time zones when selecting override or low security time zones
- Time sync is now handled correctly when using TecomC4 mode
- Increased number of mappable inputs from 16 to 32 within the NAC input mapping
- Event occurrence has been updated to display correct macro numbers in the description
- Resolved issue where DGP events could be displayed against the incorrect DGP number in certain conditions
- Removed unsupported 'Bypass in stay mode' option for inputs on Challenger10 panels running V10-06 firmware
- Resolved issue where CTPlus incorrectly reported that an area could not be disarmed in certain conditions
- Various stability improvements

Documentation and Downloads

Marketing Collateral	CTPlus datasheet
	Tecom Portfolio Compatibility Matrix
Software Download	Download the latest version of CTPlus at www.firesecurityproducts.com.au/downloads

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
- In this initial release of the TruVision integration, 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.

Please note: Aritech continue to work on known issues, bug fixes and issues as part of our ongoing development process. We encourage customers to continue to report issues or feature request through our technical support team.

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 [Hills Technical Support](#) for all technical support calls. Alternatively you can log a support call on the [Carrier Fire & Security Support Portal](#)