Market Release Note

MRN-CTPLUS-2.4.53060

Product number:	CTPlus
Product description:	CTPlus Configuration Software
Product version:	CTPlus 2.4.53060
Release date:	October 2020

Aritech is pleased to announce the immediate availability of CTPlus v2.4.

CTPlus (previously known as TitanCT) 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 some new improvements and resolves issues which have been reported by you.

Improvements

- When receiving either all programming or users programming from a panel, usernames are now updated in CTPlus from the panel, as long as an IUM is not fitted.
- CID event code has been added to the Input Summary Report. Now includes columns for Challenger number, input number, description, input type, contact ID, area, and area group.
- Challenger10 panel records may now be converted to ChallengerPlus panel records without needing to push the firmware to the panel. This should assist those customers who have multiple technicians dealing with panels which have been recently upgraded.
- When creating holidays, the end date now updates to the same range as the start date.
- Comm path wizard will now pre-fill default values for you instead of leaving them empty.

- Time change commands now show previous time and new time in the event log
- When configuring a RAS or DGP on a Network Access Controller, the form will now tell you whether the device belongs to Comms BUS 1 or Comms BUS 2.
- Floors are now listed in the status and control form under each lift.
- It is now possible to click on the 'Update' button in the about form to check for a new software update without restarting CTPlus.
- Network Access Controller diagnostics have been improved, with access to additional functions including time zone and scheduled action statuses.
- CTPlus can now display more information from Network Access Controllers which have experienced service issues, allowing installers to troubleshoot critical issues faster.

Resolved Issues

- Network Access Controller (NAC)
  - When retrieving door programming from the Network Access Controller, all doors and programming are now correctly retrieved.
  - When sending programming to a Network Access Controller, all programming is now correctly sent.
  - Resolved error when configuring low and high limits on Network Access Controller regions.
  - Resolved issue where the Network Access Controller High Security User warning time could only be entered in seconds. Warning time may now be entered in either minutes or seconds.
  - Network Access Controller options now allow more than 32 relay controllers to be configured.
  - Resolved issue where Ethernet configuration was sometimes not able to be modified on a Network Access Controller.
  - Event flags are no longer created erroneously by default when creating a Network Access Controller panel type.
  - Resolved issue where alarm levels were sometimes unable to be assigned to a Network Access Controller door.
  - Input expanders on a DGP connected to a Network Access Controller can now be configured correctly within input and relay mapping.

- Data Gathering Panels (DGPs)
  - End of line resistor settings are now sent correctly to DGPs and Dual Wiegand Interfaces when performing a send all programming command to the panel.
  - Resolved issue where DGP type may not be saved in panel.
  - Site code and offset is now handled correctly on Four Door Controllers. Cards that were previously displaying the incorrect user on these controllers should now be correct.

- DIP switch and door/input/output range information is now displayed correctly when selecting a DGP model TS0866.

- Doors and Lifts
    - Creating Standard Doors on the Dual Wiegand Expander now creates the correct number of doors.
    - Doors and lifts are now deleted automatically when their parent device is deleted.
    - Deleting a door or lift which is already assigned to an access group no longer displays 'insufficient permissions' error where the door/lift was previously displayed.
    - Access time and long access time values for lifts can no longer be entered incorrectly.
    - Programming times on Standard Doors & Lifts now display seconds/minutes correctly.

- Other
    - Improved CT Plus's handling of command queue events, preventing an issue where the connection could time out in certain conditions.
    - Importing a system from Titan now sets the panel timezone value correctly.
    - Time zone 0 name can no longer be modified.
    - Comm path now lets you change TCP/IP mode between Client or Server.
    - Comm path diagnostics form now displays correctly when first opened.
    - Resolved issue where displayed firmware version number may not update automatically after completing a firmware update.
    - Resolved issue where cloning a panel would sometimes cause CTPlus to crash.
    - Deleted entries will no longer be displayed in CTPlus following an upload in the case where they were deleted from the panel whilst the related form was already open.
    - Resolved issue where input state could be reported incorrectly in certain conditions.
    - Resolved issue where CTPlus bulk creation fields erroneously accepted excessive values, resulting in the software locking up and needing to be restarted. CTPlus will now only allow the creation of records up to the maximum for each type.

Documentation and Downloads

Marketing Collateral	CTPlus datasheet
	Tecom comparison matrix
Software Download	Download the latest version of CTPlus at www.interlogix.com.au/downloads

Known issues

- 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.

Support

Please refer to the manuals and documentation on the Aritech 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 Interlogix Support Portal.