Market Release Note

MRN-CTPLUS-2.6.59832

Product number:	CTPlus
Product description:	CTPlus Configuration Software
Product version:	CTPlus 2.6.59832
Release date:	28th September 2021

Aritech is pleased to announce the immediate availability of CTPlus v2.6.

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 send/receive 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 support for the new NAC firmware which allows doors and lifts on the same controller, allows new installations to specify the database location, and resolves issues which have been reported by you.

New Features

- Support for NAC lifts (requires NAC firmware V10-01 or higher)
- New Input Type 63 Entry/Exit alarm (Secure alarm by timezone 41) may now be configured in CTPlus (Requires compatible Challenger panel firmware)
- Database location may now be specified during the install process (for new installs or new databases only)

Improvements

- ChallengerLE panel record can now be converted to a ChallengerLEPlus record separate to the firmware update
- Help file improvements

Resolved Issues

- Resolved issue where a send all users to panel command may not complete successfully
- Time zones are now stored correctly when no days are selected
- Time zone name is now deleted from panel when time zone record is deleted
- Access denied messages now show user details
- TS1001 Touchscreen RAS can now be upgraded on BUS 2
- Resolved issue with database restore restoring to the wrong directory
- NAC diagnostics window no longer truncated when connected via USB
- Resolved issue when importing multi-panel systems
- Door/lift wizard now works correctly for 4-door NACs
- Improved support for UltraSync notifications
- User form now stays at the current user when saving the record
- Alarm selections no longer revert to defaults after upgrade
- Alarm selections list updated to reflect only events which are capable of generating alarms
- Alarm monitor now refreshes more reliably when open
- Communications to panel will no longer be interrupted when the computer name is changed
- Resolved issue when importing systems with a large number of users
- Resolved incorrect commands being sent during a send all programming operation
- Resolved issue where certain alarms had the wrong text colour, making them difficult to read
- Preferred camera field is no longer incorrectly visible on forms where a Challenger10 panel is selected
- Resolved issue where DGPs could not be added to a NAC in certain conditions
- Deleting a RAS or DGP will now also delete any linked door/lift records
- Resolved issue where users may continue to be retrieved from the panel even after deleting the command queue event
- Improved password verification when changing password for active CTPlus operator
- Creating a new time zone now lets you set a name prior to saving the record
- Resolved crash condition that could occur when viewing history events
- Various stability improvements

Documentation and Downloads

Marketing Collateral	CTPlus datasheet
	Tecom compatibility matrix
Software Download	Download the latest version of CTPlus at 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
- 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.

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.