

## Market Release Note

MRN-CTPLUS-3.3.78041

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Product number: CTPlus

Product description: CTPlus Configuration Software

Product version: CTPlus 3.3.78041

Release date: 3rd February 2025

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### **Aritech is pleased to announce the immediate availability of CTPlus v3.3.**

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.

This is a maintenance release which resolves issues reported by customers.

## Improvements

- Modified the doors form to support configuring access/secured options for NAC doors. Please note this option is non-functional on NAC firmware earlier than V10-01-77936 (TS1066) or V11-03-78024 (TS1067).

## Resolved Issues

- Resolved a dependency issue with Curl that could affect installations and upgrades in certain conditions.
- Resolved a cybersecurity issue affecting logins when using WMS mode. Please note that **WMS Pro mode** and the **standard CTPlus mode** are **unaffected**.

## Documentation and Downloads

<b>Marketing Collateral</b>	<a href="#">CTPlus datasheet</a>
	<a href="#">Tecom Compatibility Matrix</a>
<b>Software Download</b>	Download the latest version of CTPlus from the <a href="#">Aritech Resources</a> 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](#).