Market Release Note

MRN-CTPLUS-3.4.80529

Product number:	CTPlus
Product description:	CTPlus Configuration Software
Product version:	CTPlus 3.4.80529
Release date:	27th June 2025

Aritech is pleased to announce the immediate availability of CTPlus v3.4.

CTPlus is a software tool for programming and controlling a Tecom system, typically used by installers with a laptop PC. CTPlus can also connect directly to WMS Pro for sites requiring web-based management, 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, enabling technicians to send/retrieve programming and import/export system configurations to allow for off-site programming or system backups. Service technicians can use CTPlus to connect remotely to supported Tecom panels for programming, routine maintenance, and fault diagnosis.

New Features

- Implemented initial support for Discovery firmware v2.

Improvements

- The "Serial number" field on the Panels form has been renamed to "UltraSync SID" for improved clarity.
- User history form now displays both Local date / time and Device date / time.
- WMS Pro Mode: CTPlus can now convert 4DC to NAC when connected in WMS Pro mode (requires WMS Pro 3.0).

Resolved Issues

- The 'Where used' tab on supported forms can now display results on NAC door hardware, input / relay mapping, and tamper / mains / low battery fields.
- Resolved issue where programming changes for Standard doors could be lost after the door record is initially created.
- Resolved an issue that could cause CTPlus to crash when used in Active Directory environments.
- Resolved issue where systems with TS1067E NACs would incorrectly report a license mismatch error.
- CTPlus should no longer crash when viewing the 'Where used' tab on the Inputs form.
- Resolved issue preventing DVR records being retrieved from Discovery panels.
- Resolved issue preventing door records from being created on TS0866 DGP types.
- WMS Mode: Resolved issue loading WMS panel data when accessing it for the first time.
- WMS Pro Mode: NAC time zones should now be retrieved and displayed correctly via CTPlus in WMS Pro mode (requires WMS Pro 3.0).
- WMS Pro Mode: CTPlus command queue now displays correctly when being used in WMS Pro mode (requires WMS Pro 3.0).

Documentation and Downloads

Marketing Collateral	CTPlus datasheet
	Tecom Compatibility Matrix
Software Download	Click here to access 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.
- UltraSync Central station filter and Centra station test call settings may not appear correctly after retrieving programming from the panel.
- 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 and Discovery 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.
- WMS Pro Mode: When using CTPlus in WMS Pro mode, deleting a NAC, 4DC, or 4LC does not delete associated doors and lifts. This works correctly when CTPlus is connected directly to the Controller, and will be resolved in a future release. Customers are advised to manually delete associated door records in the meantime.

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.