Market Release Note

MRN-WMS-PRO-3.0.80367

Product number:	TS-WMSPRO-LITE, TS-WMSPRO-STD
Product description:	WMS Pro Software
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Aritech is pleased to announce the immediate availability of the latest version of WMS Pro, the latest software suite from Aritech, built from the ground up to work hand-in-hand with your Tecom security and access control systems.

WMS Pro provides a seamless, modern, and fully featured web-based management solution for your Tecom system, designed and developed in Australia to improve safety and increase efficiency, whilst adding value to any installation, whether you manage a single building or an enterprise solution consisting of multiple sites.

Managing Cardholders, access rights, alarms, events, devices, and more is easier than ever, with new features and editions being rolled out over regular updates and releases. WMS Pro 3.0 continues to expand functionality with a key focus on the end-user experience, and introduces several quality-of-life improvements and technical fixes.

New Features

- **Site maps:** Operators can view a fully customisable layout of their site and devices, with each device indicating its live status, active alarms, and providing quick access to other maps and device control commands. Site maps provide an easy-to-understand interface for all types of Operators, from guards to site managers, reception staff and more.
- **Automations:** WMS Pro automations allow actions to be performed in response to specific events or schedules, providing a platform for customers to streamline common & repetitive tasks such as scheduling reports or controlling any number of devices across multiple Controllers. Let WMS Pro automations work for you, even while you're away from the screen.
- **Asset tracking:** WMS Pro can now store details of security assets, ensuring that real-world information such as device type, manufacturer, model, installation date, and the next service due date are all stored directly with the related device record in WMS Pro. This makes service and preventative maintenance significantly easier and more accessible when troubleshooting or replacing equipment, whilst ensuring the health of your system isn't left as an afterthought.
- **Region occupancy:** View and manage the list of Cardholders in each region, making tasks like muster reporting, region counting, and region presence easier than ever using existing hardware on site.
- **New and automated reports:** WMS Pro 3.0 adds reports for asset tracking, inactive Cardholders, and region occupancy. Combined with Automations, reports can be automatically sent to Operators at scheduled times and/or in response to events.

- **Report templates:** Customers running reports with customisable parameters benefit greatly from the new report templates functionality, allowing customisations to be saved for future and repeated use.
- **Inactive cardholders:** Track Cardholder activity, generating an alarm if a Cardholder hasn't used the system within a defined amount of time, and optionally even automatically voiding their Credentials if they continue to remain inactive.

Improvements

- The installation wizard now has improved support for SQL database connectivity options.
- The trial license applied after installing WMS Pro for the first time has been updated from a 60-day trial of the Lite Edition to a 60-day trial of the Standard Edition + 1 Cardholders API license. This change aims to enable a better evaluation experience for customers, whilst also giving them a means to facilitate Cardholder migration from existing platforms.
- Operator licensing has been modified to utilise seat-based licensing (aka floating operators) rather than record-based licensing. This change takes effect immediately upon installation or upgrade to WMS Pro 3.0, and the cost of Operator licenses remains unchanged.
- 2FA for Operator logins has been expanded to support popular OTP authentication apps, such as Google Authenticator and Authy.
- WMS Pro Server Status & Manager has been expanded to monitor additional back-end services.
- Dashboard widgets now support interactions, allowing Operators to quickly perform tasks such as navigating to related areas of the system with appropriate filters pre-applied.
- Additional Controller types are now supported for direct connections to WMS Pro, allowing Network Access Controllers & ChallengerLEPlus control panels to be enrolled as Controllers.
- Reports can now be generated for a configurable duration of time, rather than requiring strict start/end dates & times.
- Operators can now see live device status alongside a quick-action list when responding to alarms, enabling true incident response by controlling devices or isolating faulty equipment whilst acknowledging and responding to alarm events from a single screen.
- Alarm events can now be configured to display a full-screen override, ensuring that critical situations such as Cardholder duress are seen and actioned as a priority by Operators, whilst minimising impact to any tasks currently being performed.
- Custom notes can be entered against Cardholders for record-keeping or sharing with other Operators.
- Regions can now be assigned to CAGs & UAGs, providing more granular control over which access groups can be assigned by each Operator.
- CTPlus can now convert 4DC to NAC when connected in WMS Pro mode.
- Adjusted back-end services and updated the WMS Pro Server Status & Manager to further improve the reliability of panel connectivity and event comms.
- Various improvements to visual and other UIX elements.

Resolved Issues

- Resolved an issue that could prevent database migrations from completing successfully when upgrading WMS Pro.
- Panel floor events configured as alarms are now able to generate alarm conditions.
- Corrected a data type definition error in the API documentation.
- When configuring a card programmer, the site code range column headers are now only visible when a site code range is defined.
- Fixed some naming and data validation errors for Credentials and Credential types.
- Resolved issue where importing Cardholder names could update deleted Cardholder records in certain conditions.
- Resolved issue where applying a custom logo would cause the logo to be displayed as a broken image in certain conditions.
- Corrected an issue where the number of records being processed by bulk actions could be misrepresented, this should now display an accurate representation of the quantity.
- The reporting engine has been updated to ensure that all reports being manually generated respect the locale of the Operator requesting them. Previously these reports would be generated using the server locale instead.
- Resolved issue that would prevent Regions from being deleted in certain conditions.
- NAC time zones should now be retrieved and displayed correctly via CTPlus in WMS Pro mode.
- CTPlus command queue now displays correctly when being used in WMS Pro mode.

Documentation and Downloads

Marketing Collateral	Brochure
	Datasheet
Technical Manuals	Installation guide
	Quick-start guide

Known issues

- When editing Maps, Floor items are changed to Lift types after saving. This will be resolved in a future release.
- CAGs for NACs connected directly to WMS Pro should not allow an Alarm Group to be selected. This will be resolved in a future release.
- WMS Pro installation may encounter issues completing successfully in certain installation scenarios involving a remote SQL database with servers residing in an Active Directory controlled environment. This is currently being investigated.
- The Asset tracking report is displaying the 'Only assets requiring service' field as free text instead of a Yes/No selection. This will be resolved in a future release.

- When modifying a Card programmer record, there is currently no audit event generated when the Region, API key, or site code range is added or modified. This will be resolved in a future release.
- The number of items being deleted may be misrepresented when repeated deletions occur in certain conditions.
- When editing Maps, there is no option to discard unsaved changes when pressing the 'Back' button. Operators may navigate to any page in the menu (including Maps) to work around this issue whilst a resolution is implemented in a future release.
- Operators may encounter difficulties seeing alarm details when full screen override alarms are generated in certain conditions. This appears to be mostly linked to scenarios where other pop-ups are already present on the page when an override alarm comes in, and Operators are advised to first close these pop-ups when responding to alarms. This issue will be resolved in a future release.
- WMS Pro may report that the user capacity has been reached for a Controller with deleted Cardholder records. This will be resolved in a future update.
- Incorrectly configured NACs may cause connectivity issues in WMS Pro and CTPlus in WMS Pro mode. This is being investigated for improvement in a future release.
- After a Controller has been enrolled, events may start being processed by WMS Pro before enrolment is complete, leading to events being labelled as 'Unsupported' or using default device names. This will be resolved in a future release.
- 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.