Market Release Note

MRN-WMS-PRO-2.1.75218

Product number:	TS-WMSPRO-LITE, TS-WMSPRO-STD
Product description:	WMS Pro Software
Product version:	2.1.75218
Release date:	30 July 2024

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 2.1 continues to build out new functionality and introduces several quality of life improvements and technical fixes.

New Features

- Introducing the External API: a REST API framework provided by WMS Pro, which allows Cardholders and Credentials to be integrated with external 3rd party systems. The API is bidirectional, versioned, and fully documented within WMS Pro.
- Tecom Discovery integration: support for the upcoming Discovery hardware platform.
- Cardholder names import: Operators can now import Cardholder names into WMS Pro, improving the time and effort required to commission sites with incorrect or missing Cardholder names.
- UAG bulk assignment: Operators can now use the UAG page to assign multiple Cardholders to a UAG.

Improvements

- Pre-defined alarm responses can now be configured for Operators to use when managing alarms.
- Additional event configurations have been added to devices and Controllers.
- Device and Controller events are now more configurable, with options to customise the event text and toggle whether the event shows up as an Alarm in WMS Pro.
- Several new reports are now available for Cardholders and access groups.
- The workflow for assigning list items has been optimised to improve performance and reliability.
- Most drop-down lists now include a button allowing the Operator to search for and select the required item easier.
- The text search field is now highlighted on WMS Pro pages when results are being filtered.
- Mute and Snooze status for Alarms are now retained when the Operator refreshes WMS Pro pages or logs in to WMS Pro.
- Operators will now be automatically logged out after 20 minutes of inactivity.
- Custom fields are now managed on a dedicated page, under 'Administration > Cardholder admin'. Please note that assigning custom fields to departments is still managed on the Departments page, which is also now located under 'Administration > Cardholder admin'.
- The Credential groups page has been moved from 'User access' to 'Administration > Cardholder admin'.
- Implemented item selection process with various drop-down lists to improve working with large datasets.
- Event logging and searching has been improved and optimised.
- Several improvements and optimisations have been made to back-end services and functionality to improve reporting and stability of hardware communications.
- Various improvements to visual and other UIX elements.

Resolved Issues

- Cardholder record navigation arrows should now correctly indicate when an Operator is viewing the first or last record.
- Communication device alarms for expanders are now listed against the correct communications hardware device.
- Assigned entities should no longer be able to appear duplicated. This display issue has been resolved with the introduction of the new workflow for assigning items.
- Resolved some permission issues that could limit an Operator's ability to assign Holidays, Controllers, Timezones, and other entities in WMS Pro.
- The 'Cardholder filter' dropdown list on the History Logs and Reports pages now returns full results when there are more than 10,000 Cardholders in WMS Pro.

- Resolved an issue preventing the 'End' time adjustment arrows from being used when creating or modifying a Timezone.
- Resolved an issue where Cardholder names may not be sent to a Controller after assigning it a Credential Group.
- Resolved an issue which could prevent access groups from being sent to Controller(s) when an Operator executed the command from Status & control.
- The 'Name' and 'Controller type' columns under Administration > Controllers are now updated automatically during Controller enrolment.
- When viewing event configuration, the currently assigned alarm priority is now pre-filled.
- Manually starting / stopping the WMS Pro Comms Service in Windows has been improved and should no longer display an error.
- Resolved issues when WMS Pro had to perform a database rollback due to a failed upgrade. WMS Pro should now correctly rollback the database to the previous version.
- Resolved various hardware communication issues affecting connectivity and status updates.

Documentation and Downloads

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

Known issues

- Operators may encounter issues where a custom application logo is not displayed correctly. Selecting a logo for both light mode and dark mode should resolve this issue until a proper fix is implemented in a future release.
- When deleting multiple Cardholders, the progress window may get stuck if a Controller with affected Cardholders goes offline. The process will be continued automatically when the Controller comes back online, as long as the progress window remains open. Improvements are being investigated for a future release.
- When creating a new CAG in Classic mode, WMS Pro does not correctly prevent an Operator from clicking on the edit button next to an empty Alarm / Door / Floor group. This will be resolved in a future release.
- WMS Pro will display error messages to logged in Operators when the WMS Pro Comms Service in Windows is not running. The error messages will stop appearing once the service is running again, and improvements to this process are being made for future releases.
- When modifying the date or time on a Credential, WMS Pro does not validate whether the start value is earlier than the end value (and vice-versa), and will log the updated value in UTC time. Date/time values are still displayed correctly when viewing the Credential, and these issues will be resolved in a future release.
- When creating or editing an Operator, the Save button can become greyed out when entering an email address already assigned to another Operator or selecting the option to send an activation email with invalid SMTP settings. The Save button is then unable to be clicked by the Operator until the create/edit window has been closed and re-opened. This issue will be resolved in a future release.
- WMS Pro may encounter unexpected issues when enrolling multiple Controllers at the same time. This issue is being investigated, and in the meantime, we kindly ask that you please ensure that each Controller has completed enrolment before moving to the next.
- Certain columns in WMS Pro tables may sort by their ID instead of alphabetically when clicking on their header. This will be resolved in a future release.
- The WMS Pro Backup/Restore application may encounter problems when reading or writing to network or user folders. This will be improved in a future release.

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 your local point of sale or distributor for all technical support calls. Alternatively, you can log a support call on the [Carrier Fire & Security Support Portal](#).