

TECH SUPPORT GUIDE

Challenger10

Migration to ChallengerPlus and Network Access Controller

Challenger10

Summary

This document describes how to upgrade your system from a Challenger10 panel to a ChallengerPlus panel, including how to upgrade any 4 Door Controllers to Network Access Controllers (NAC).

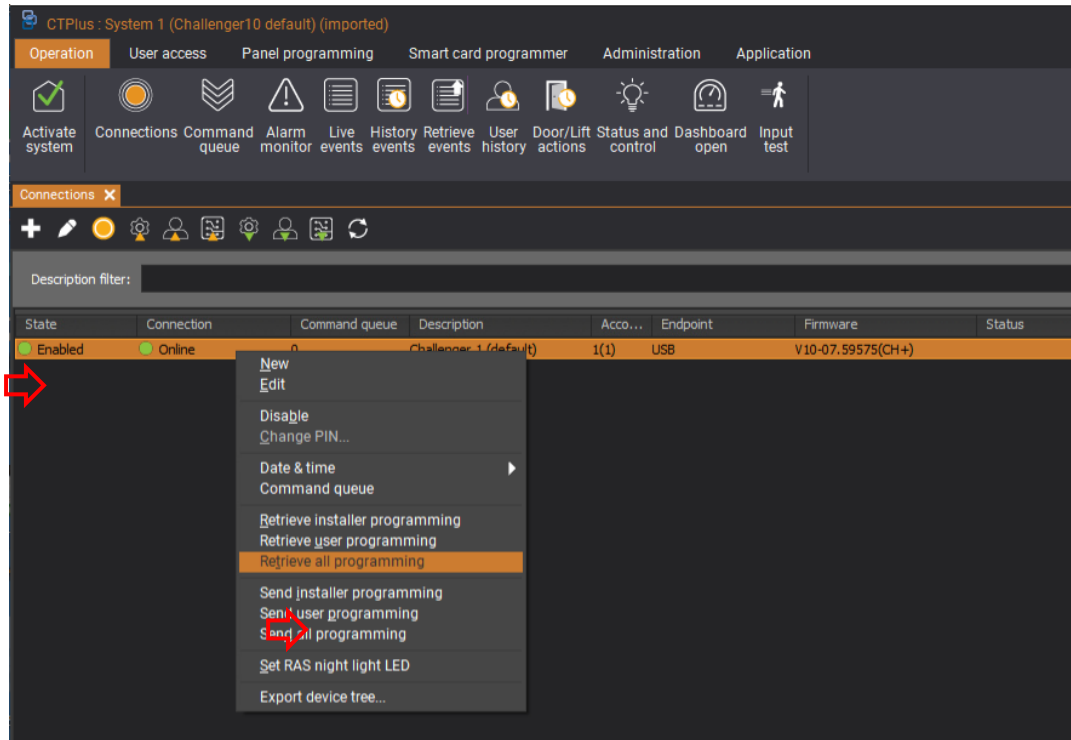
Pre-Requisites

1. CTPlus 2.6 or later
2. **Optional:** Titan 3.5.1 – if you are currently using Titan and are on an older version.
The latest versions of these software applications are available from our website, go to <https://aritech.com.au/document-category/software/>.

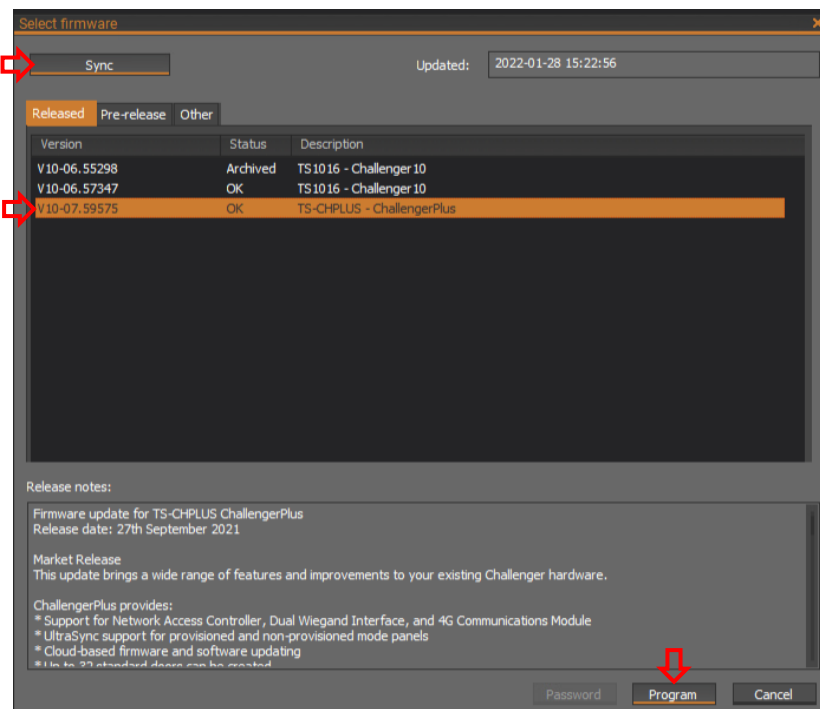
Steps for upgrading Challenger10 panel to ChallengerPlus

If you are already using CTPlus:

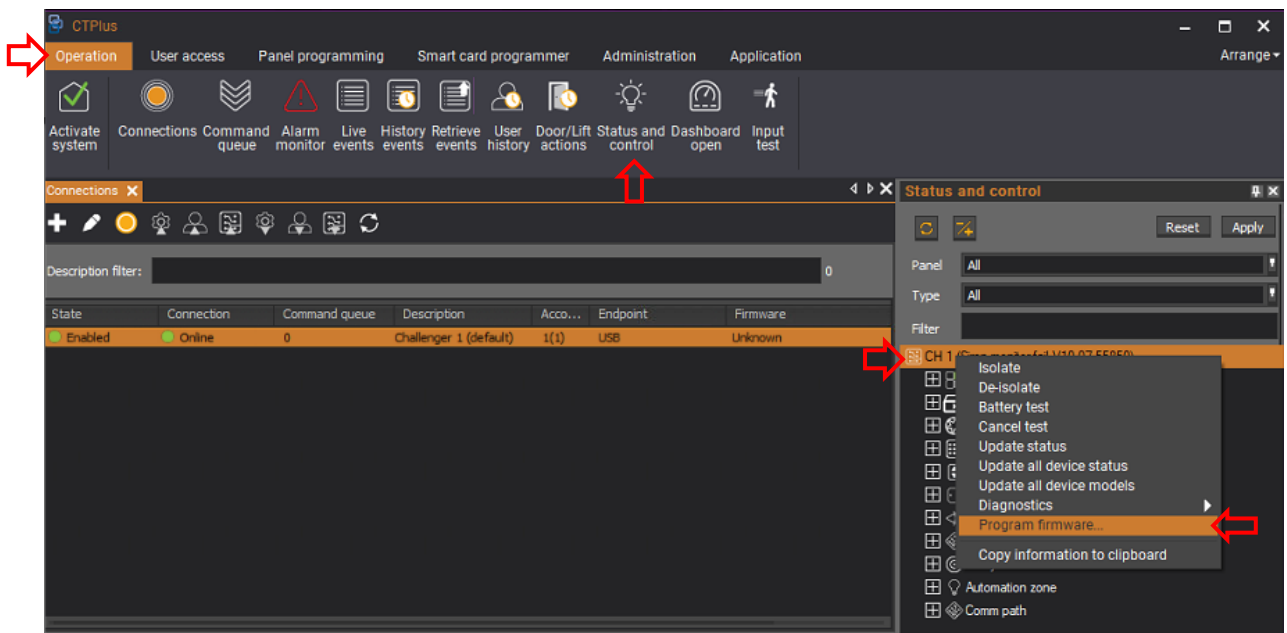
1. In CTPlus, go to “Operation > Connections”, to open the Connections window. Right click on the panel and select “Retrieve all programming”.



2. Upgrading Challenger10 Panel to ChallengerPlus

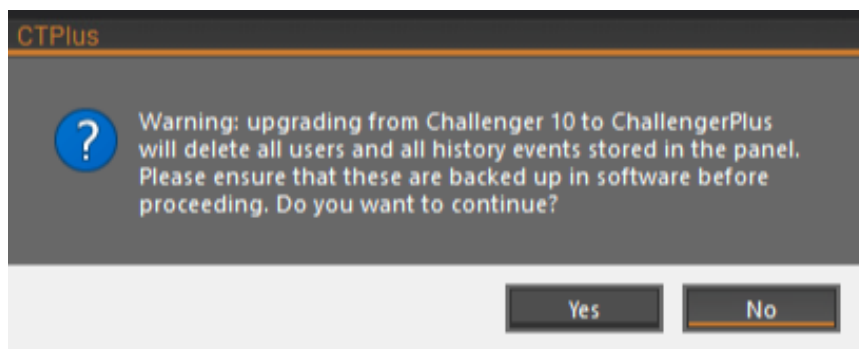


Now to upgrade your Challenger10 panel to a ChallengerPlus panel, in CTPlus, go to the “Operation > Status and Control” window (if you don’t already have it open). Then right click on your Challenger10 in the tree view and choose “Program firmware”.

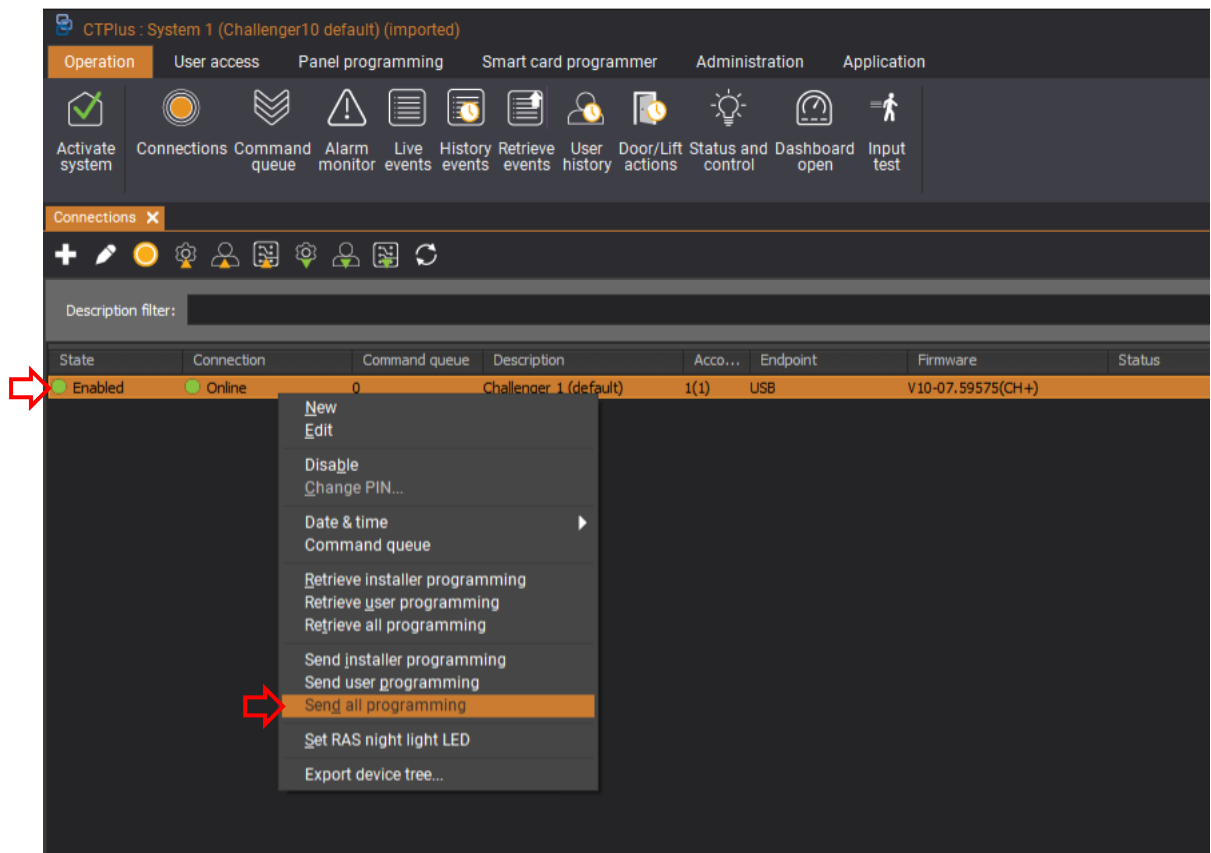


In the program firmware window, first press the “Sync” button (shown below) and wait for it to complete checking for any new firmware. Then, select the newest ChallengerPlus firmware available, and press “Program”.

Once you press program, you will be asked to confirm the upgrade. Press Yes to continue.



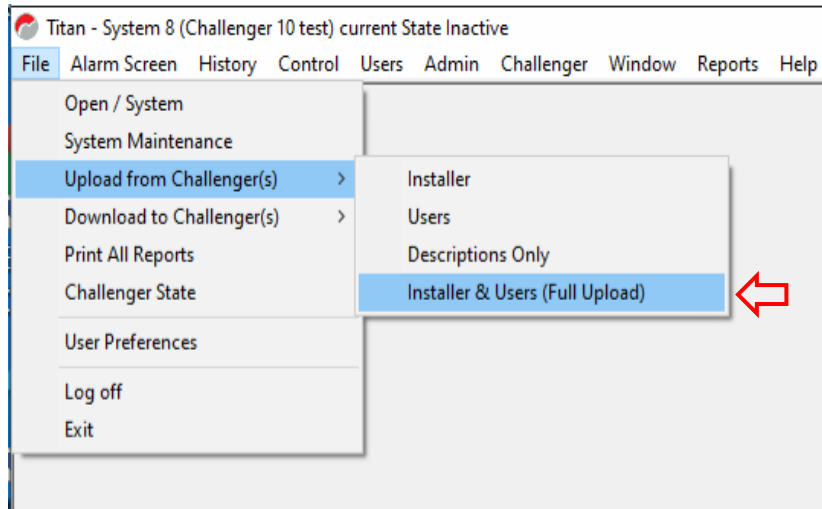
Once the firmware update is completed, it is recommended to send all programming to the panel afterwards. To do this, in the Connections window, right click on the Panel, and choose “Send all programming”.



Your ChallengerPlus system is now ready to use. If you have 4 Door Controllers that you need to control, see the section later in this document on how to convert 4 Door Controller doors into NAC Doors using the Wizard.

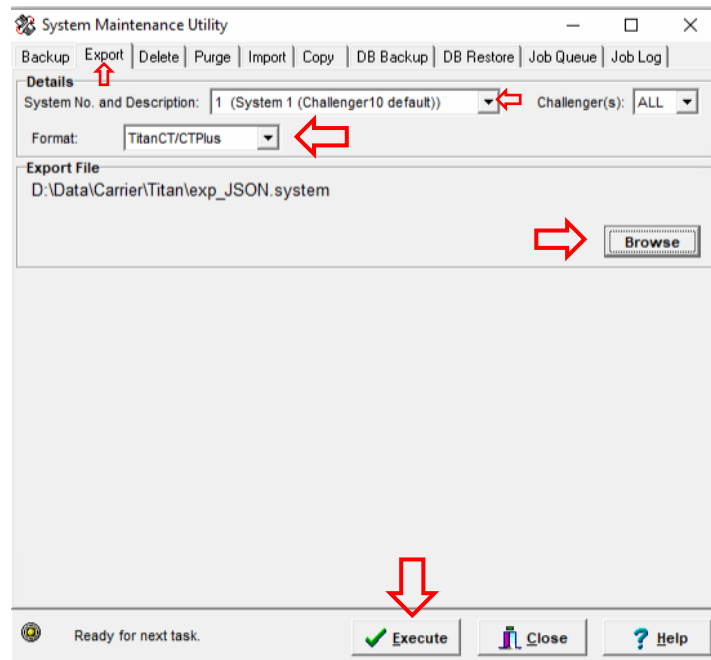
If you are currently using Titan:

1. The first step in Titan is to perform a full upload from the Challenger panel into Titan, as shown here:



2. Exporting Titan System

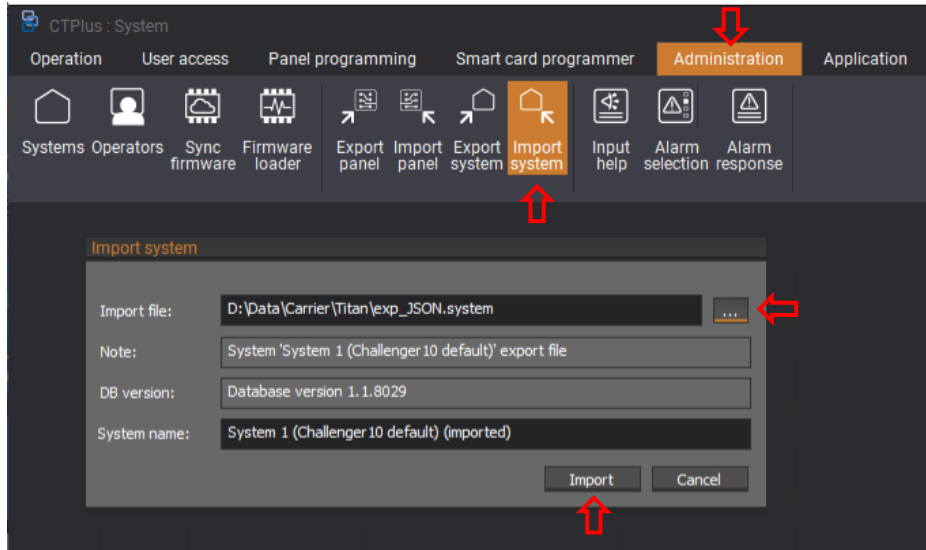
Next, we need to export the system in CTPlus format. To do this, go to "File > System Maintenance", in the "System Maintenance Utility", choose the "Export" tab. Select your system to export, and for the Format, choose "TitanCT/CTPlus". In the "Export File" section, use the "Browse" button to select where to save the file, and then press the "Execute" button down the bottom to run this task.



Once the export task has completed, you can close this window, and exit Titan, disconnecting from the system, so that we will now be able to connect to it from CTPlus.

3. Importing the system in CTPlus

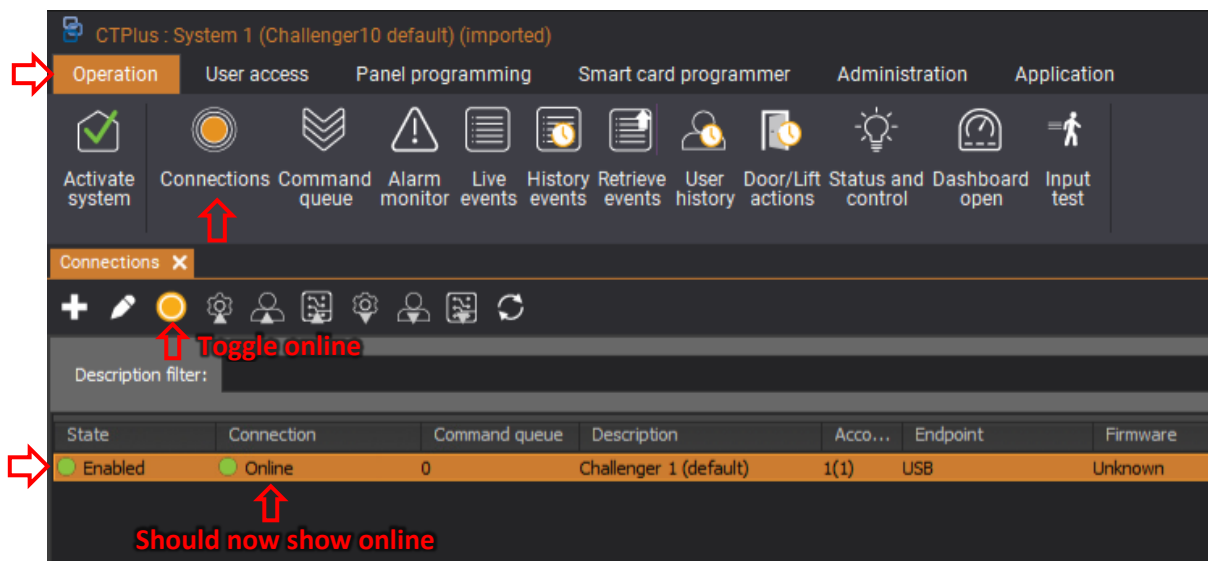
Now run CTPlus (version 2.6 or later), and then go to “Administration > Import System” and point this to the location of the file that you just exported from CTPlus. Then press “Import” to begin the import.



Once the import is completed, your Challenger10 system has now successfully imported into CTPlus.

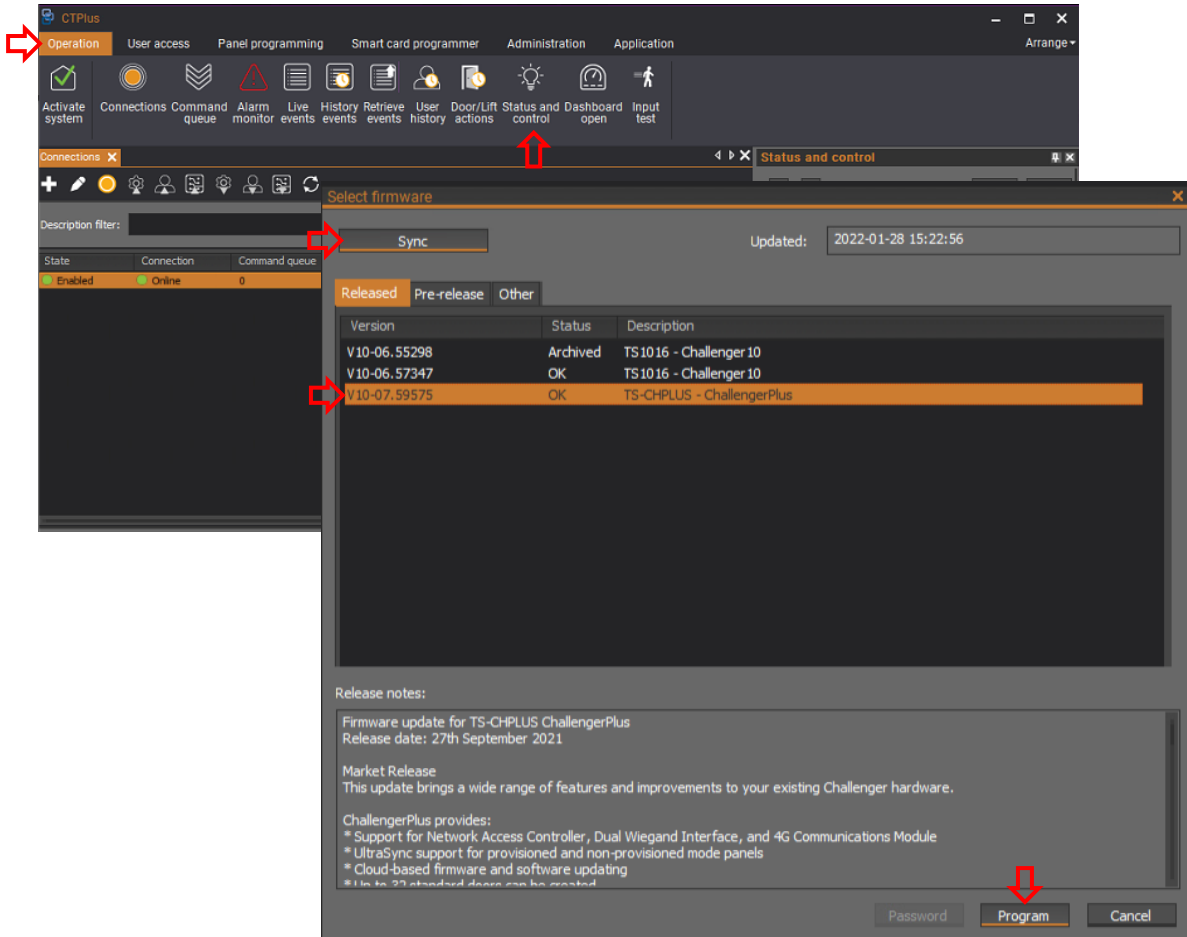
4. Bring the Panel online on CTPlus

Now we want to bring the Challenger10 panel online in CTPlus (if it's not already online). To do this, go to “Operation > Connections”, and then in the connections window, select the panel (so that it highlights orange as shown), and then press the smaller round orange button to toggle the panel online. The panel's connection state should then show as “Online”, as shown here:



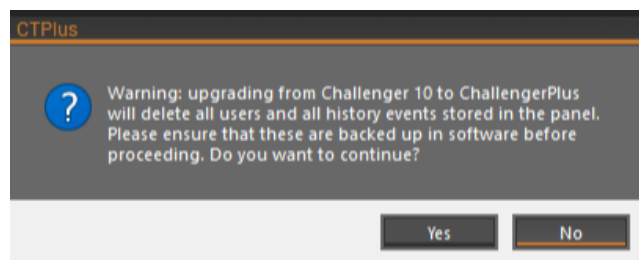
5. Upgrading Challenger10 Panel to ChallengerPlus

Now to upgrade your Challenger10 panel to a ChallengerPlus panel, in CTPlus, go to the “Operation> Status and Control” window (if you don’t already have it open). Then right click on your Challenger10 in the tree view and choose “Program firmware”.

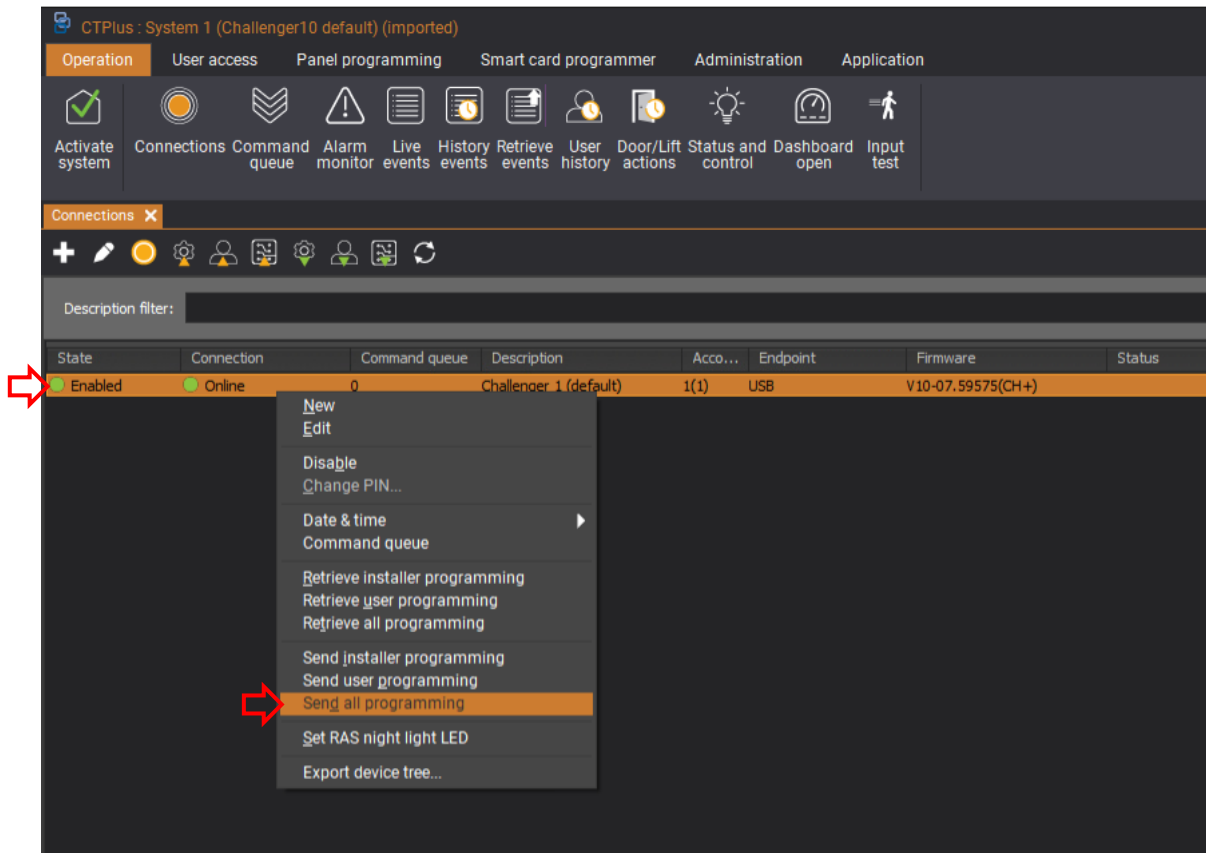


In the program firmware window, first press the “Sync” button (shown above) and wait for it to complete checking for any new firmware. Then, select the newest ChallengerPlus firmware available, and press “Program”.

Once you press program, you will be asked to confirm the upgrade. Press Yes to continue.



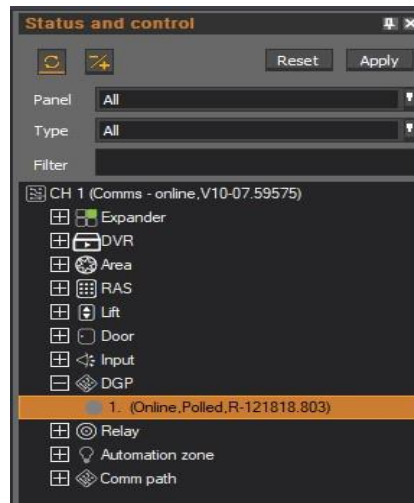
Once the firmware update is completed, it is recommended to send all programming to the panel afterwards. To do this, in the Connections window, right click on the Panel, and choose “Send all programming”.



Your ChallengerPlus system is now ready to use. If you have 4 Door Controllers that you need to control, see the section later in this document on how to convert 4 Door Controller doors into NAC Doors using the Wizard.

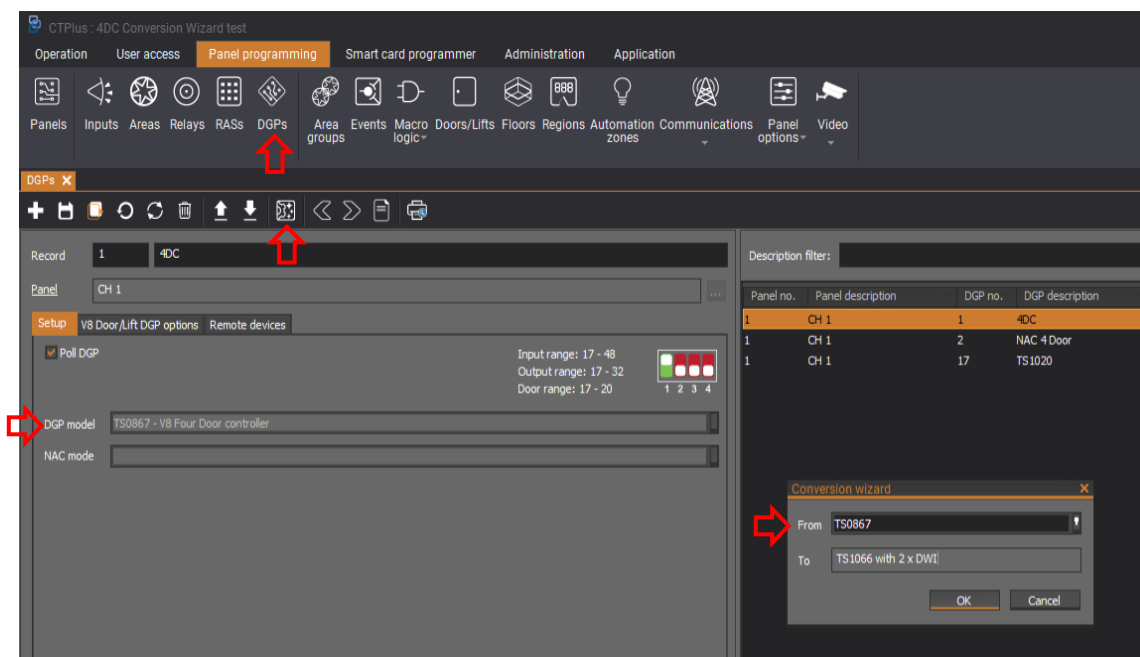
Steps for upgrading 4DC (TS0866/TS0867) to NAC (TS1066)

1. First confirm the firmware version on the 4 Door Controller, to do so, Status and Control > DGP -check firmware installed (must be R-110613 or later)

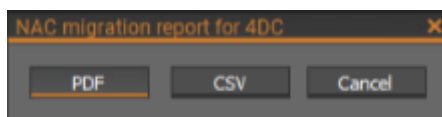


2. In CTPlus, go to “Panel programming > DGPs”, and select the correct 4 Door Controller that you want to upgrade (must be either a TS0866 or TS0867). Then in the DGPs window, along the top, press the “Conversion wizard” button, as shown below.
3. The “Conversion wizard” window will then appear. Ensure that you select the correct type of DGP that you are converting.

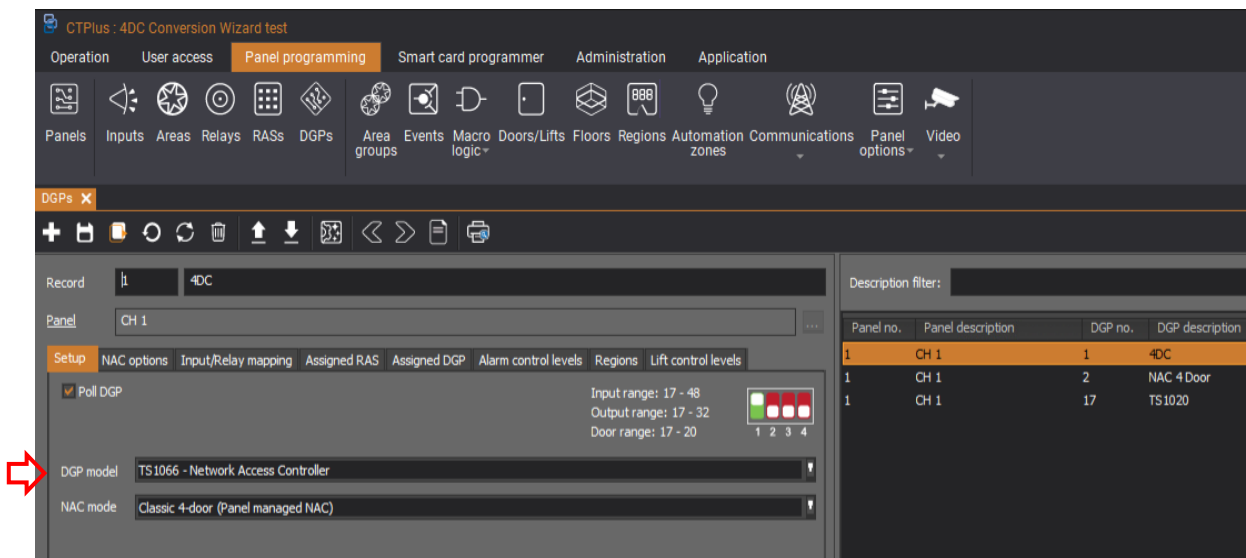
In this case, you can see the wizard is going to create a TS1066 with two Dual Wiegand Interfaces (DWIs) to achieve the same result as the previous 4 Door Controller. Choose “OK” to proceed.



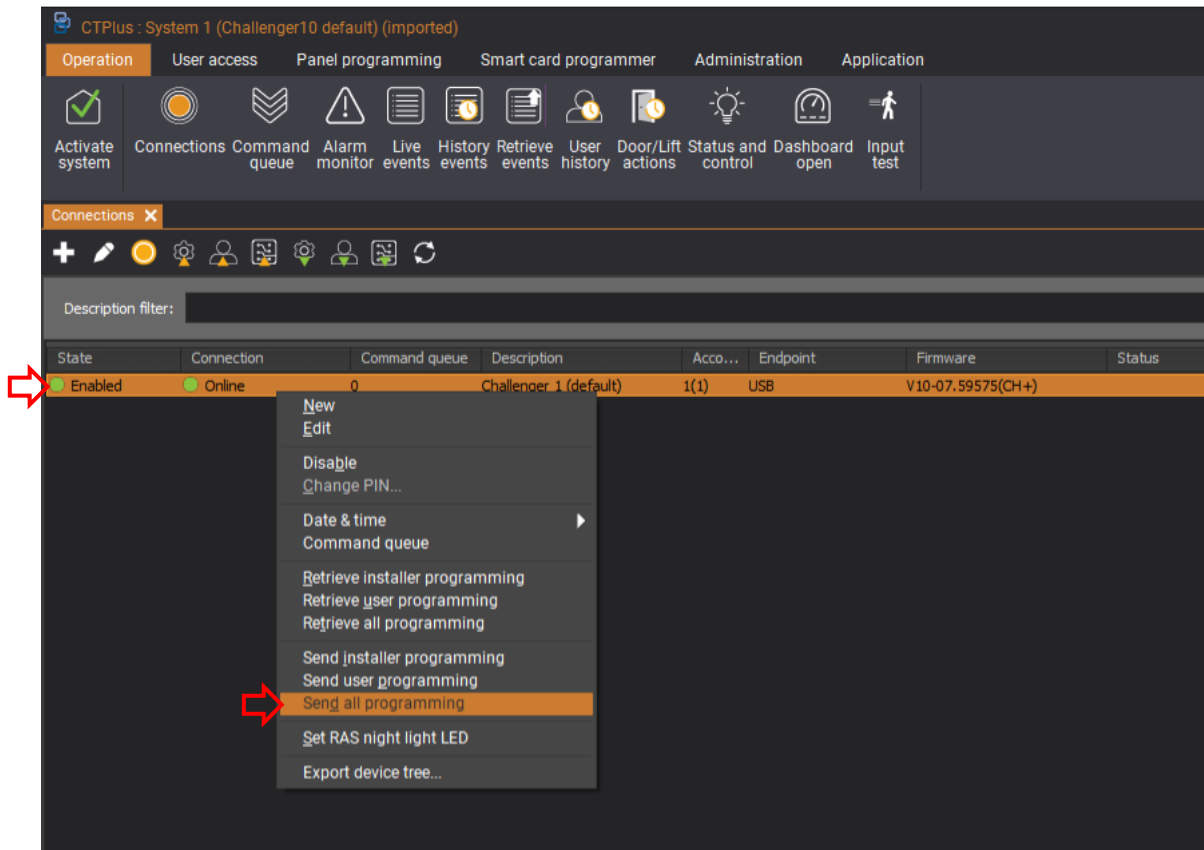
- The conversion will occur, and then you will be presented with an option to view the conversion report if you would like to.



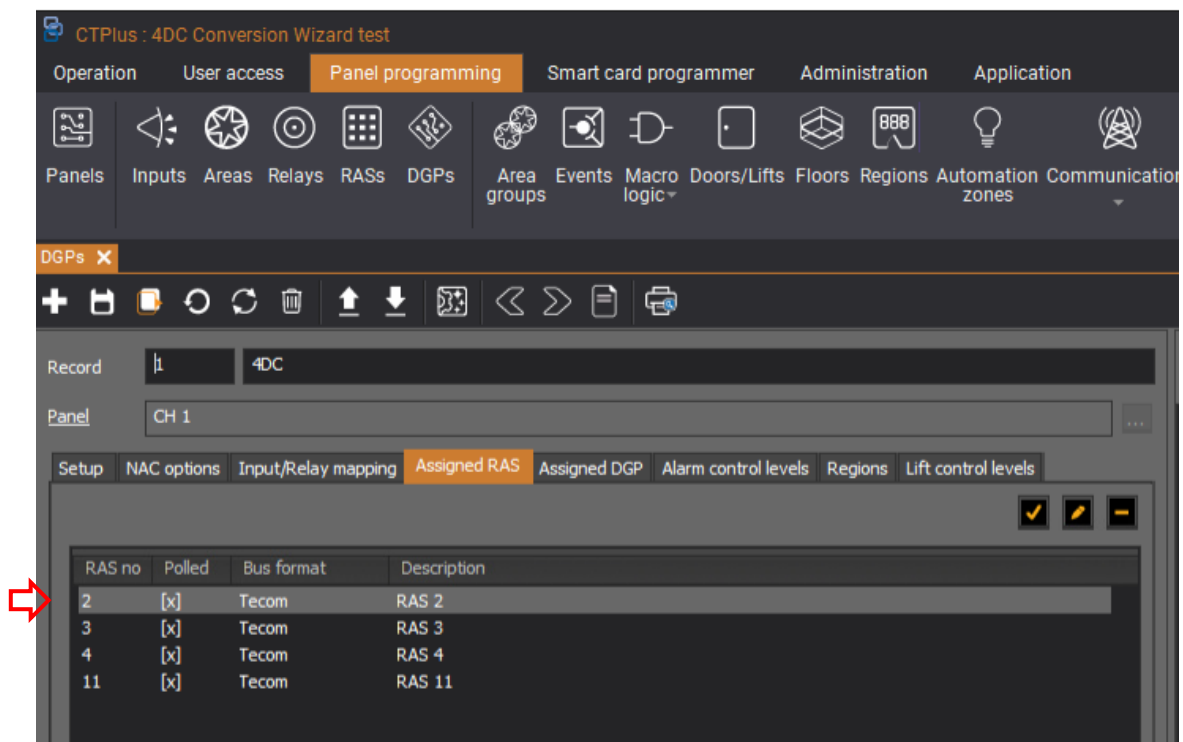
- Once the wizard is complete, you will see the DGP model has now changed, and the NAC mode is set to Classic mode. Ensure Poll DGP is ticked as well, ready for connection in the next step.



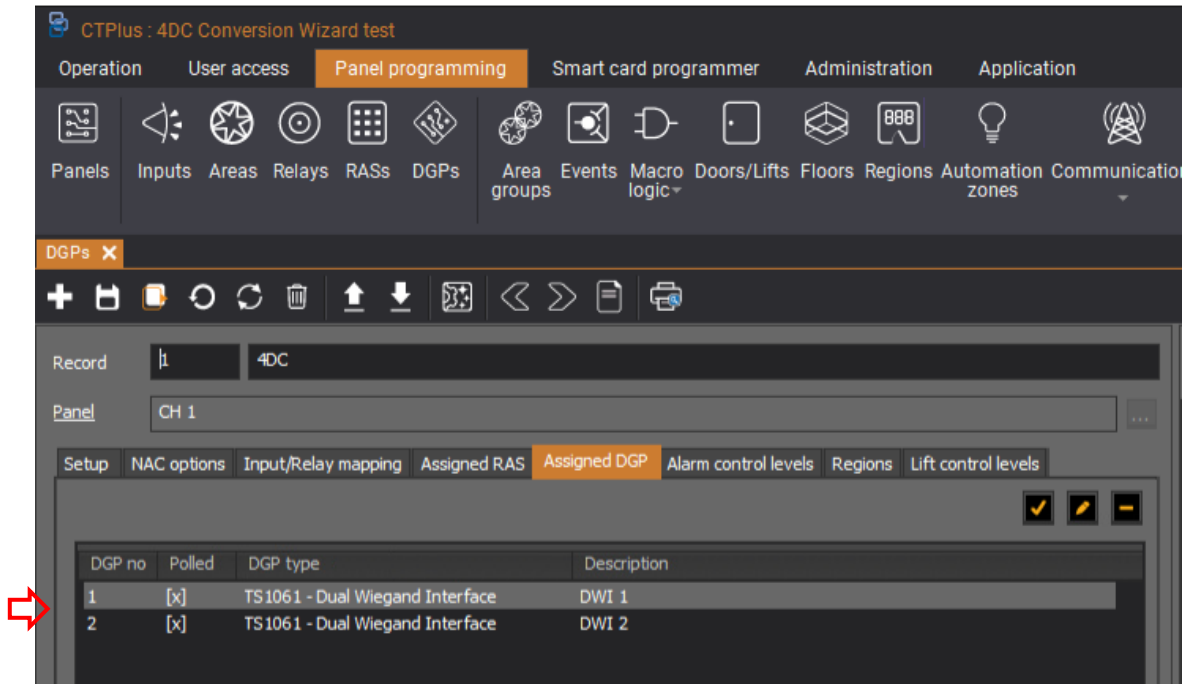
8. Now that the NAC is online, we want to send all programming. To do this, in the Connections window, right click on the Panel, and choose “Send all programming”.



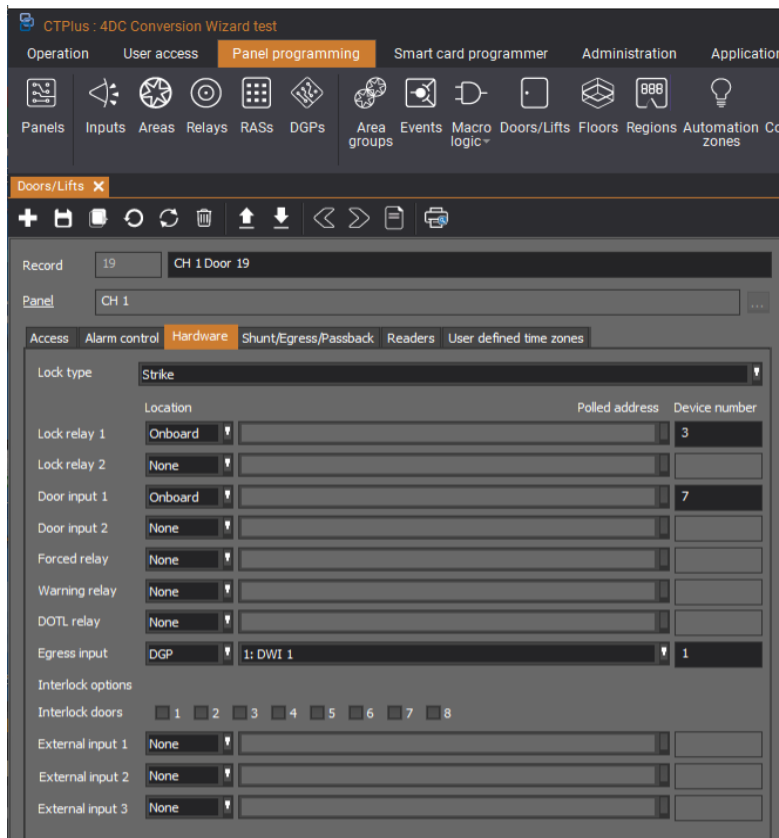
9. On the DGPs window’s “Assigned RAS” tab, you will find the RASs that were previously on the 4DC:



10. On the DGPs window's "Assigned DGP" tab, you will also now find the two DWI interfaces added in this example.



11. On the Doors/Lifts window's "Hardware" tab for the doors, you will find the input and relay assignments brought across.



12. On the Doors/Lifts window's "Readers" tab for the doors, you will find the readers you had assigned to each door brought across as well.

