WMS Pro by tecom

WMS PRO QUICK START GUIDE

Version 2.3

ARITECH

GETTING STARTED

This guide assumes that WMS Pro has already been **installed**. If this is not the case, please complete installation first and return here when done. Refer to the **WMS Pro Installation Guide** for more information.

LOGGING IN

To log into WMS Pro, first open up a web browser and enter the WMS Pro server address that was selected during the installation (e.g. https://ipaddress or https://computername).

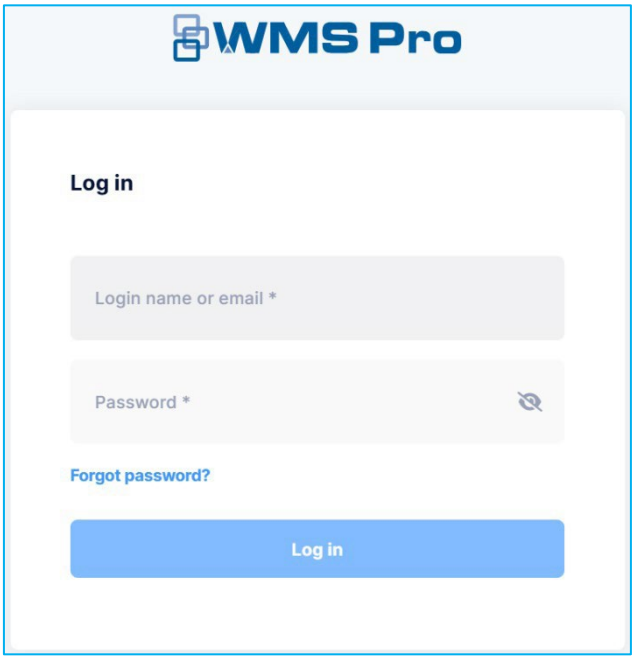
Note: WMS Pro address uses https only

If you are using a **self-signed certificate**, you will receive a warning when first accessing WMS Pro. On that warning page there should be an option to proceed ahead; this page is different for each browser.

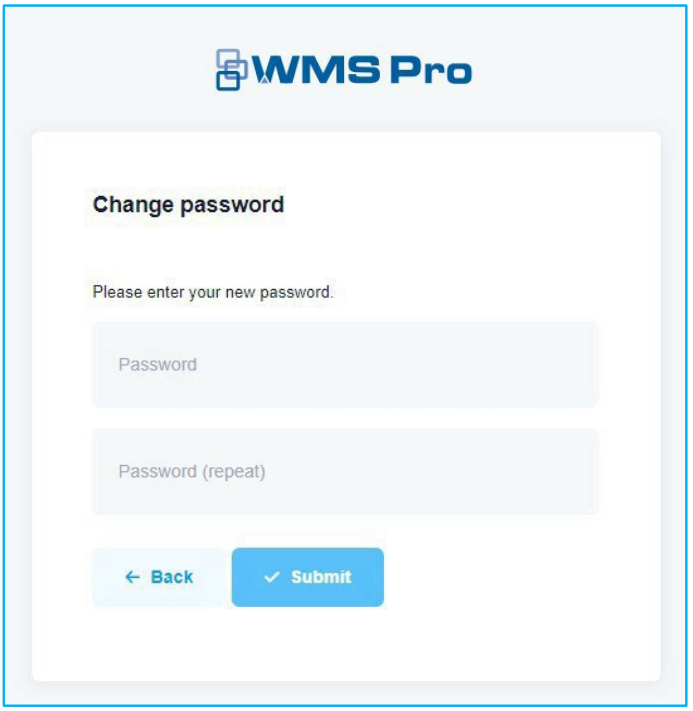
Once the login window appears, enter your login details in the given fields. The default credentials are:

Login name: admin
Password: Master#4346

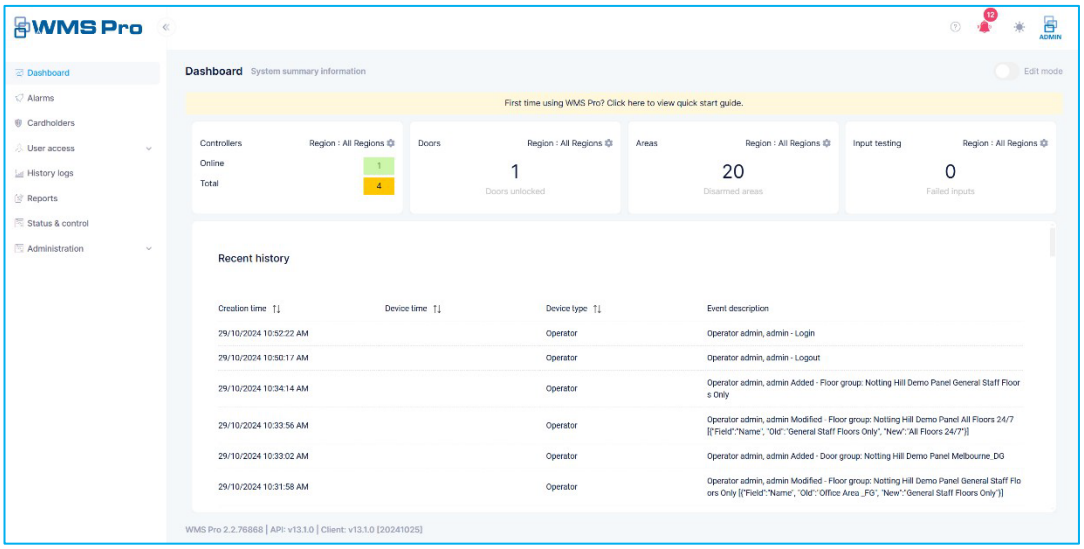
Note: Each Operator is restricted to a single active session. If multiple sessions are attempted with the same Operator credentials, then the previous active session will be logged off.



After you have successfully logged in for the first time you will be prompted to change your password.



Once the password has been changed you will be taken to the Dashboard page, as seen below.



ADDING A PANEL TO WMS PRO

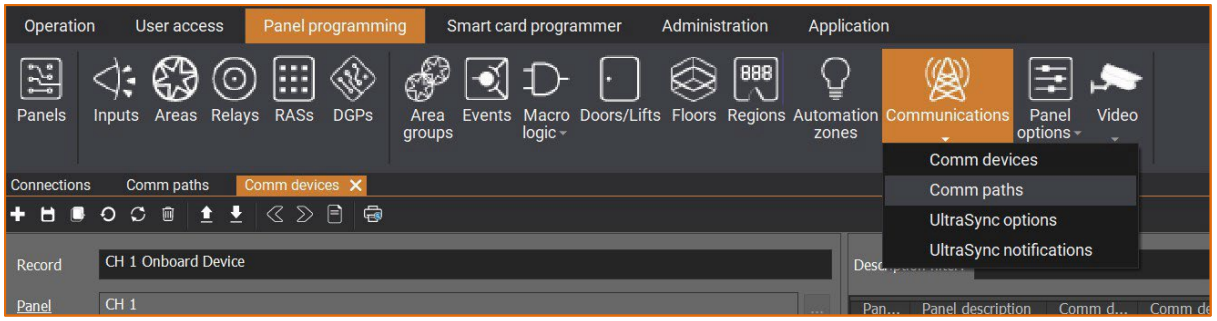
Once you have logged in and changed your default password, you can begin to get your hardware connected and online.

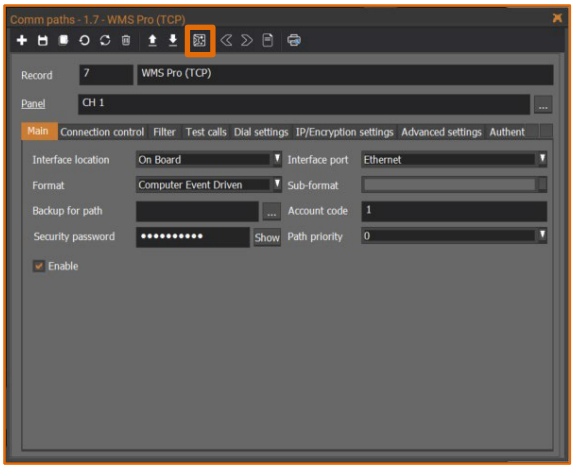
CONFIGURING THE PANEL TO COMMUNICATE WITH WMS PRO

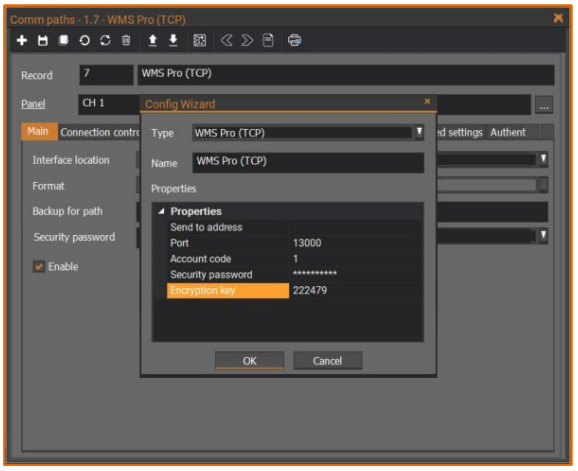
The following steps take place in the **CTPlus** management software, the panel should be directly connected to the PC via USB, Ethernet, or UltraSync.

CTPlus must be version 3.0 or newer before proceeding, the download link can be found here: https://aritech.com.au/document-category/software/

Once you have your panel connected and communicating to CTPlus, click on the **Comm paths** option menu.







Select an **unconfigured** comm path (in the example above record 7 was chosen) from the record list, then click on the **Config wizard** button to bring up a new pop-up window, and fill in details:

- **Type**: WMS Pro (TCP)
- **Send to address**: Enter the IP address (or domain name, if applicable) of the WMS Pro server (https prefix not required)
- **Encryption key**: This is a 6-digit code that has been randomly generated by CTPlus. You will need to input this in WMS Pro when enrolling the panel, we recommend copying and/or writing this code down

All other settings should be left at default values unless otherwise advised. Click "**OK**", then click the **Save** icon to finalise the changes and activate the comm path. Once activated the comms path will start the handshake process with WMS Pro.

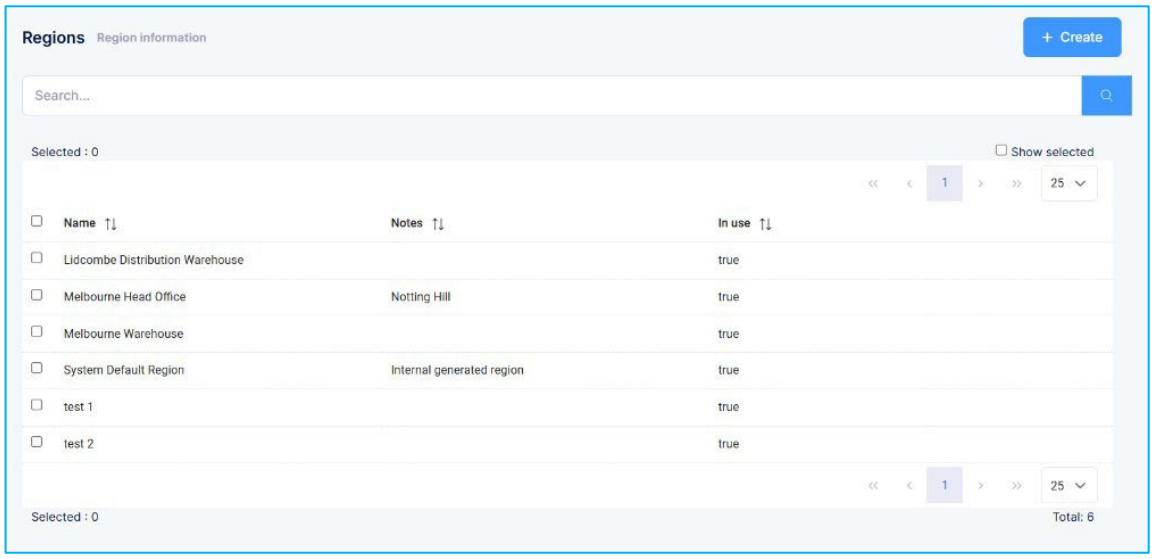
SETTING UP REGIONS AND SITES

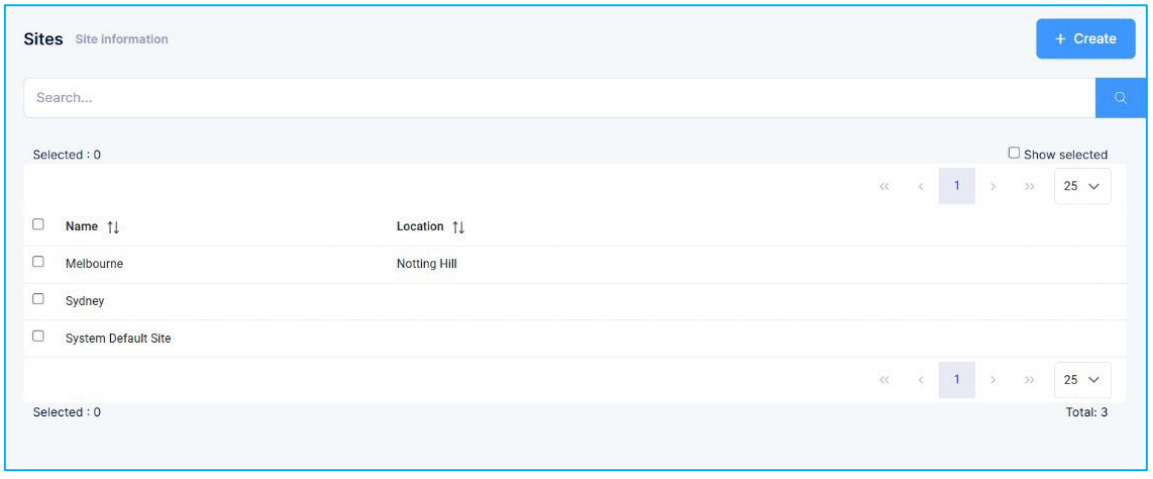
In WMS Pro, Sites are used to organise multiple Controllers into groups. These are typically used when Controllers are situated in the same location (e.g. if a large building contains multiple Controllers).

Regions are used for grouping multiple devices, and may span multiple Controllers. Regions can be created in any configuration with any device, and can impact what devices an Operator is able to see.

When enrolling a new Controller, you will be prompted to assign it to a Site and Region. By default there is already a **System Default Site** and **System Default Region** created in the system, which smaller installations may use in lieu of creating their own Site and/or Region organisational structures.

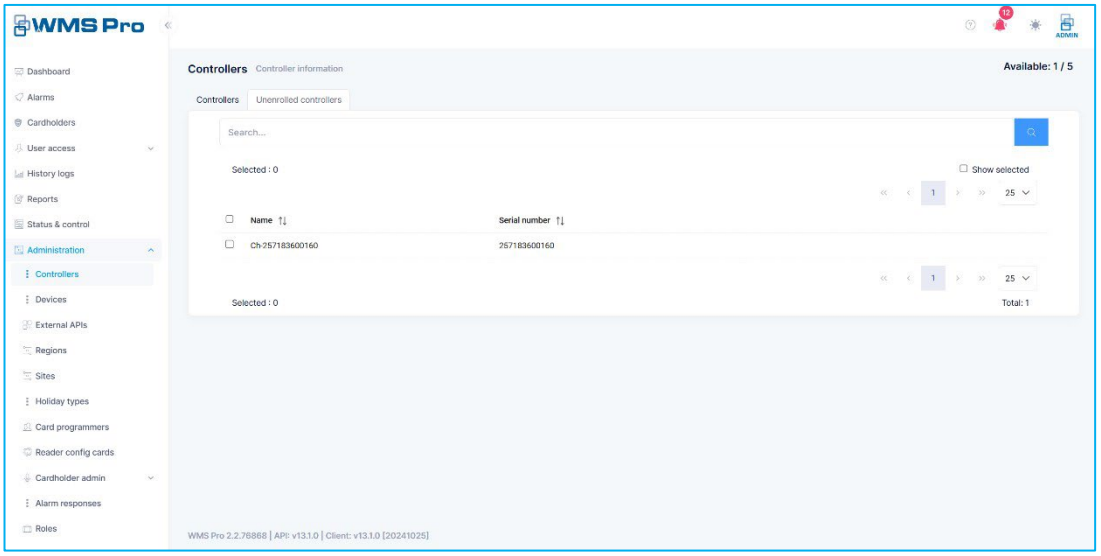
Note: By default all Controllers, Devices and Cardholders will be assigned to the **System Default Region** and be accessible to all Operators until they are manually assigned different Regions. They must belong to at least one region, if they were manually unallocated from all Regions they will be automatically reassigned to the System Default Region.

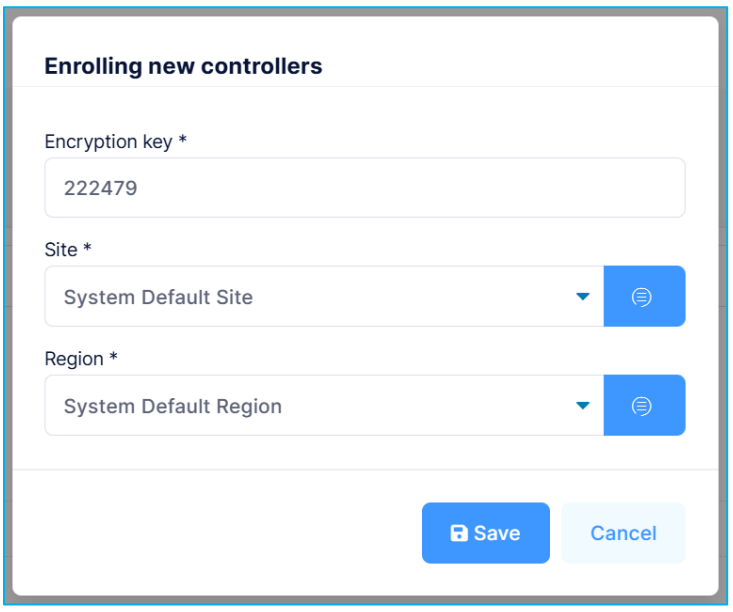




ENROLLING AN UNENROLLED CONTROLLER

Once the comm path record has been saved in **CTPlus**, the panel should now appear in WMS Pro, under Administration > Controllers > **Unenrolled controllers** tab. Click anywhere in the row of the Controller you want to enroll, this will open a new pop-up window where the Operator will be prompted to enter the **Encryption key** and select the **Site** and **Region**. The **Encryption key** field needs to contain the same code you copied or noted down from the CTPlus steps on page 3.





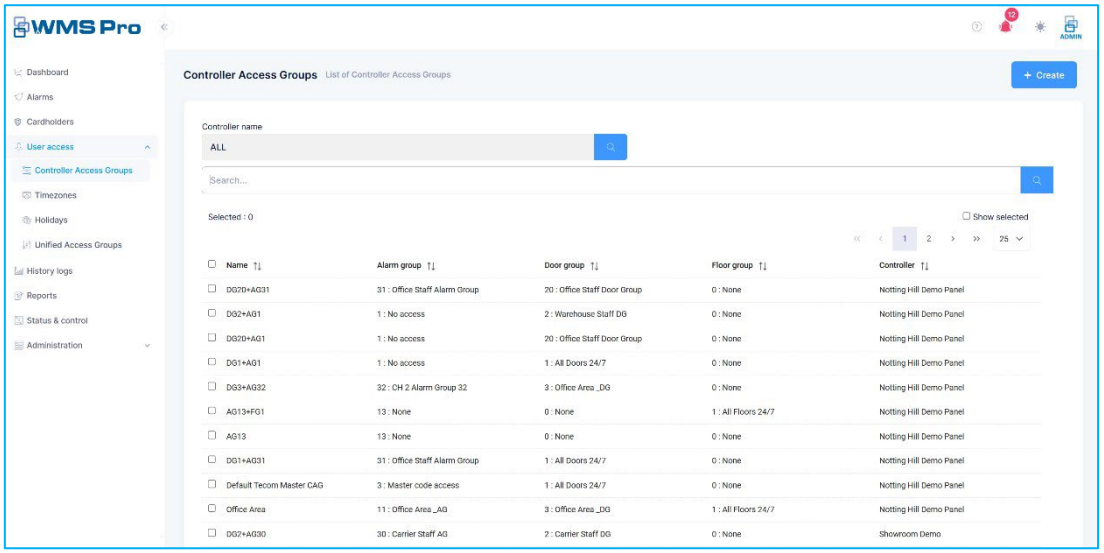
Enter the enrolment details, then click "**Save**" to finalise the enrolment.

If all details have been entered correctly, your Controller is now enrolled and should have already started synchronising all programming and configuration into WMS Pro. This process may take several minutes depending on the size of your system, and progress may be tracked on the Controllers page under Administration. Alternatively, you can view progress from the Recent events widget on the Dashboard, the History log page, or the Status & control page. Once completed, the Controller status will be Online, and you will see an event or log entry saying "**Retrieve data complete**" after the site and panel name.

CONTROLLER ACCESS GROUPS

Controller Access Groups (CAG) are a unique combination of a Controller's alarm groups, door groups and floor groups that can be assigned to Cardholders in WMS Pro.

CAGs can be created manually and are also automatically generated from a pre-existing user's alarm, door, and floor groups. The names these generated CAGs are given follow the format "DGx+AGy+FGz" (Door Group + Alarm Group + Floor Group), examples of which can be seen below.

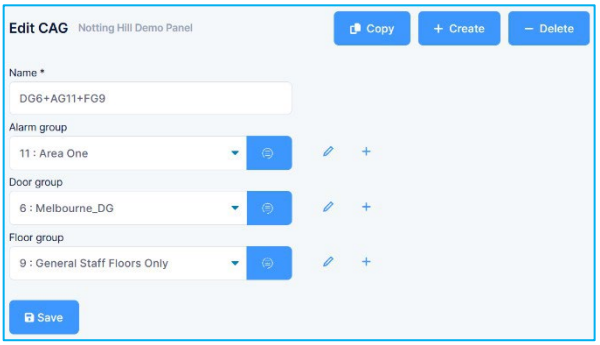


In the example to the right, this CAG has:

- Alarm group 11: "Area One"
- Door group 6: "Melbourne_DG"
- Floor group 9: "General Staff Floors Only"

These three groups are all bundled together into a single CAG and can be assigned to multiple Cardholders.

Note: CAG name and groups can still be changed in the "Edit CAG" page, even after creating the CAG. Make sure the CAG name is meaningful and appropriate to the allocated groups.



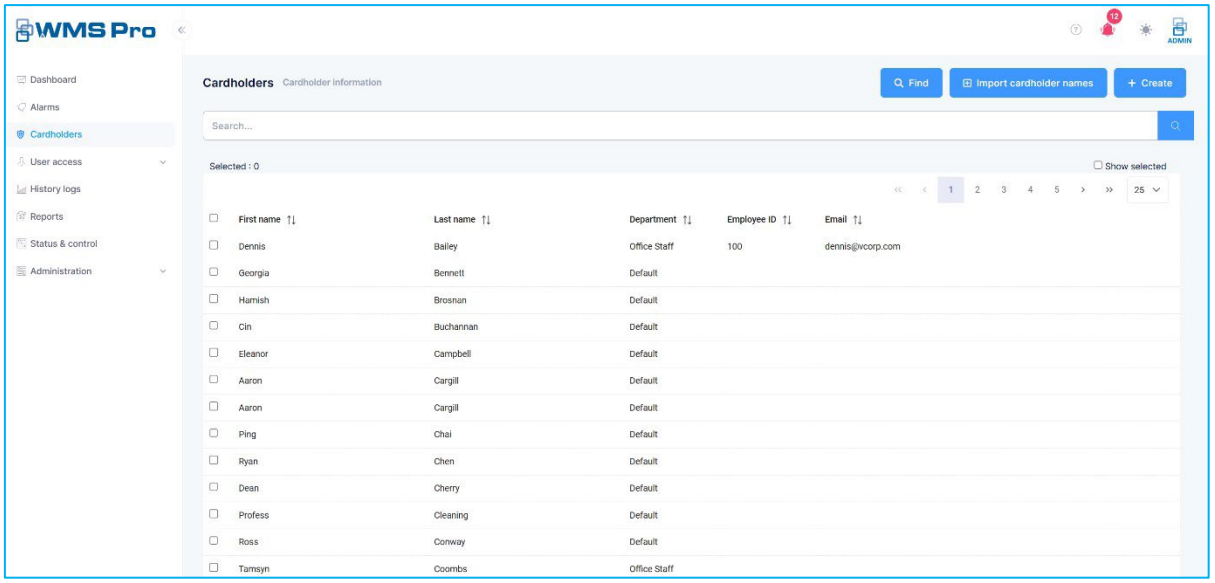
CARDHOLDERS AND ASSIGNING ACCESS

A list of Cardholders can be found on the Cardholders page. In WMS Pro, a Cardholder is a person who has access to the physical system (e.g., accessing doors, arming/disarming areas, etc.) via means such as a card and/or PIN code.

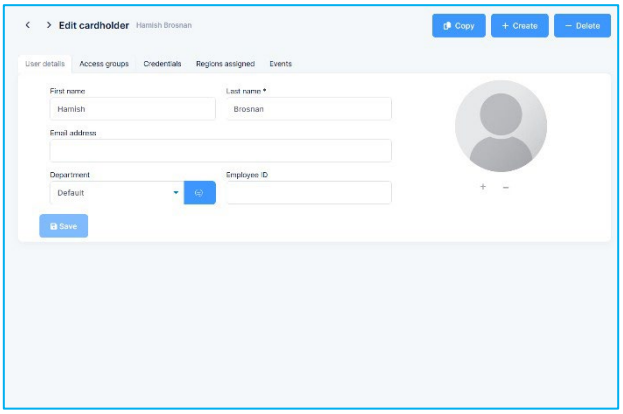
New Cardholders can be created on this page, and pre-existing ones can have their details configured here. New Cardholders are automatically added to this list during Controller enrolment, using the information stored directly in the connected Controllers.

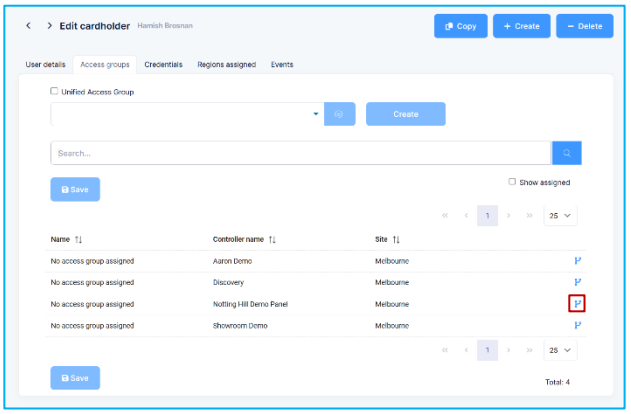
Note: When there are multiple Controllers which have had their Cardholders and access groups brought into WMS Pro, there may be multiple “MASTER Tecom” Cardholders in the system. However, if all the MASTER Tecom Cardholders have the same card data, then WMS Pro will merge them all into a single Cardholder record.

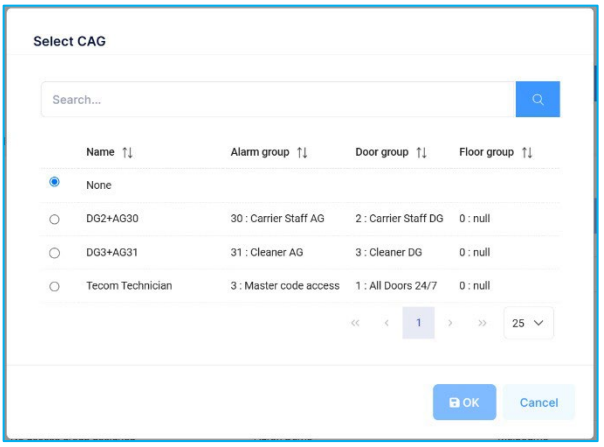
Note: Cardholder names will be generic when retrieved from a Controller with an IUM fitted, as names are not stored on hardware with IUMs fitted. A list of Cardholder names can be imported at any time by using the ‘Import cardholder names’ button.



Cardholder details can be edited by clicking on the row containing the Cardholder name. Make sure to **always save** changes after entering details before moving to a new tab. To allocate **CAGs** to the Cardholder, click on the **Access groups** tab, then click the symbol in the Controller row to open up a new pop-up window which will allow a CAG to be selected for that Controller.





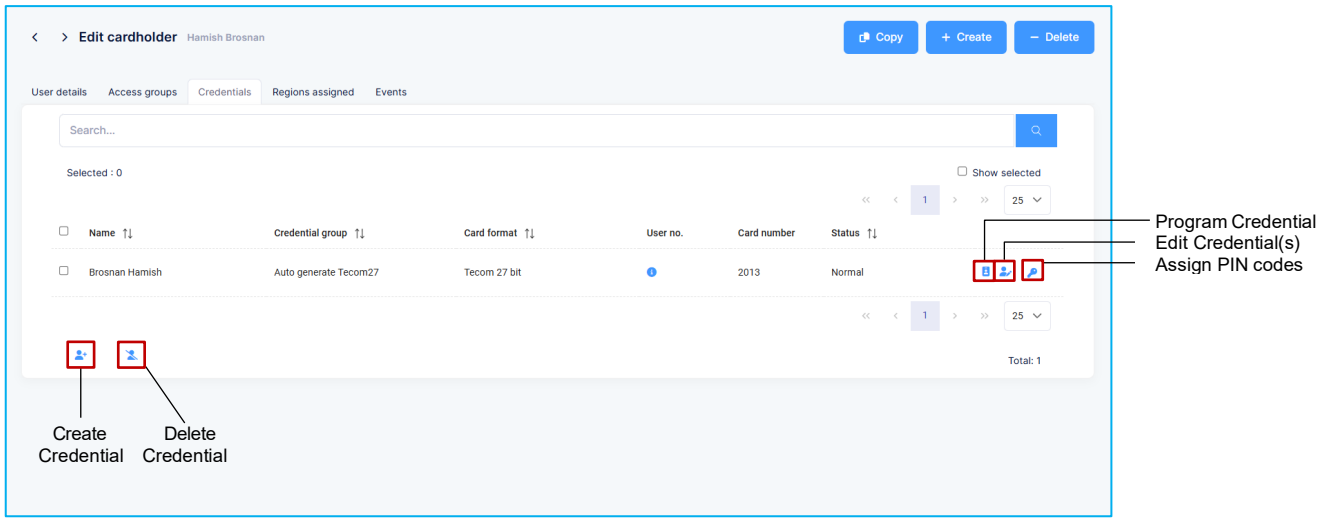


Select your desired CAG from the list then click "**OK**" to finalise the changes. Only one CAG per Controller can be assigned to a Cardholder.

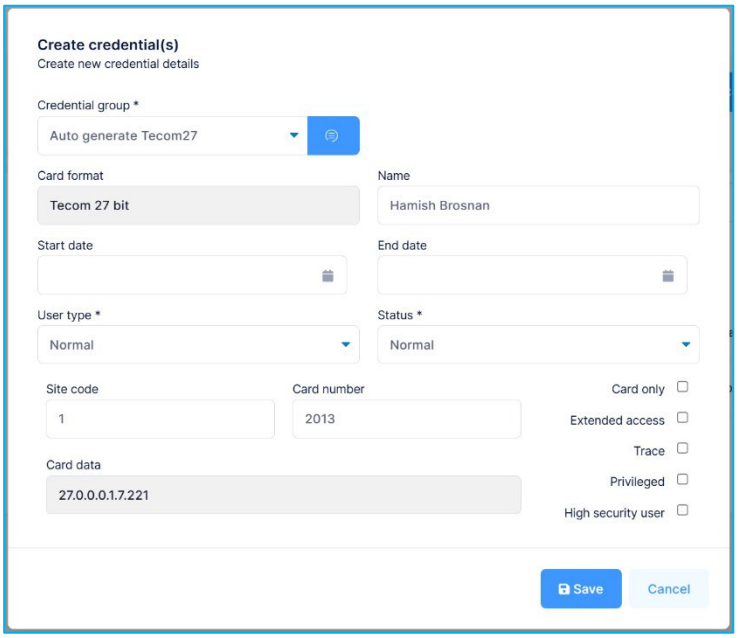
To assign multiple CAGs, each from a different Controller, **Unified Access Groups** (UAG) can be used instead. For more information about UAGs see the embedded help menu in WMS Pro.

CREDENTIAL GROUPS

A Cardholder's Credentials can be configured in the **Credentials** tab. If there are pre-existing Credentials for the Cardholder, they will appear in the Credentials list. A new Credential may be created by clicking on the icon.



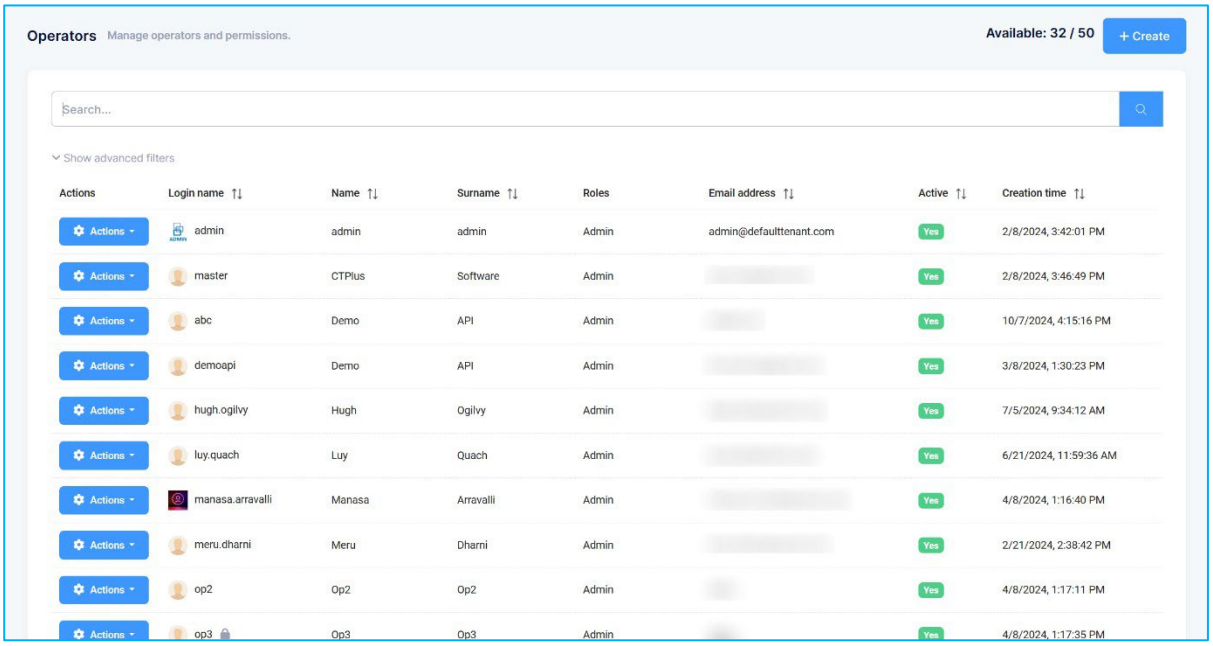
A new pop-up window will appear when a new Credential is being made. Selecting the **Credential group** will automatically populate the **Card format** field. The Credential group is what helps WMS Pro determine which Cardholder belongs to which Controller – as long as both of them share the same Credential group, the Cardholders' details will be sent to that Controller. For more information see the embedded help menu in WMS Pro.

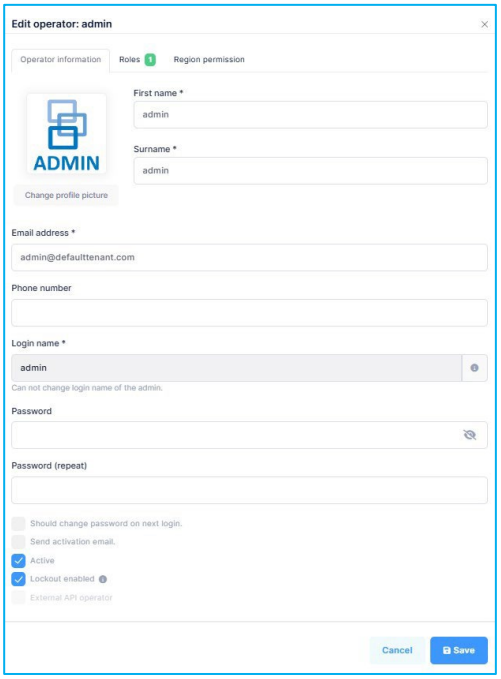


OPERATORS AND ASSIGNING REGIONS

Multiple Operators can be created in WMS Pro, up to the limit available in the activated license. To assign Regions to the Operators, navigate to Administration > Operators, click on the **Action** drop-down menu, select **Edit** to open a new pop-up window, go to the **Region permission** tab and tick the checkboxes next to each Region that Operator should have access to. By assigning Regions to Operators, anything outside their assigned Regions is invisible to them, creating a closed and segregated system.

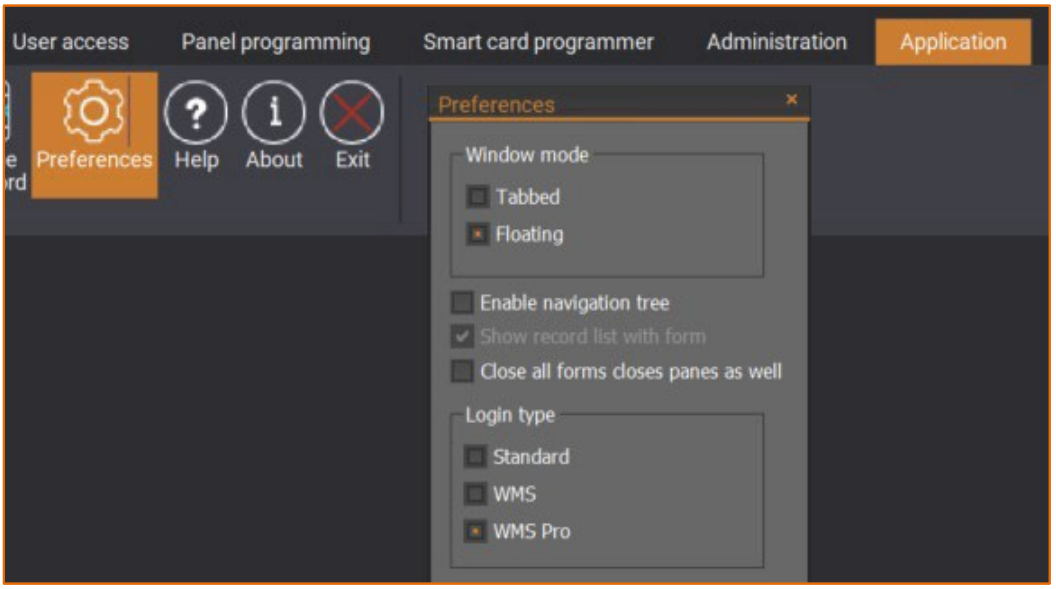
Devices are always assigned to at least one Region. Make sure devices are assigned and unassigned to Regions if you want to make use of this functionality.



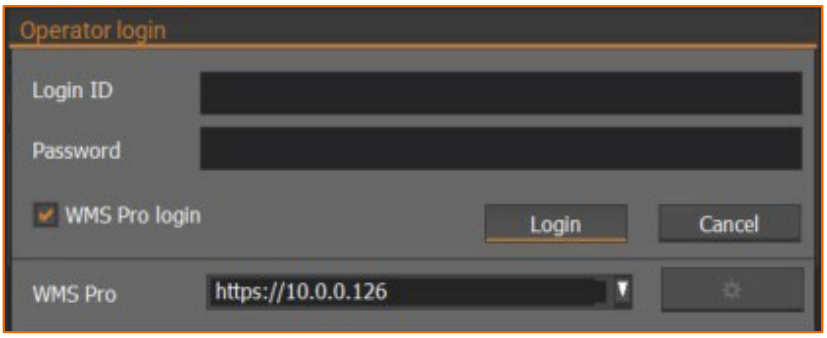


LOGGING IN THROUGH CTPLUS

Operators can login to WMS Pro through CTPlus instead of using a web browser. You will have to enable this functionality in CTPlus by opening the **Preferences** option window and selecting the **WMS Pro** check box under **Login type**.



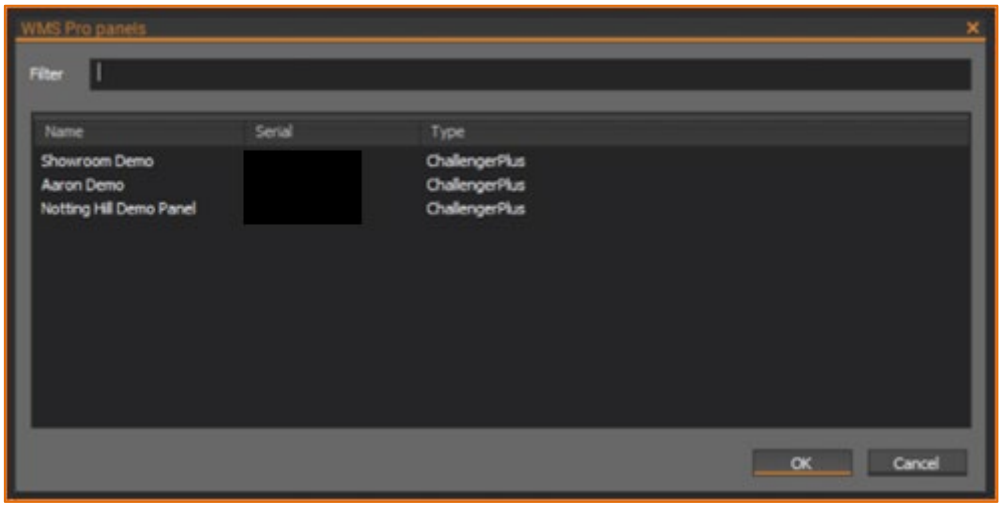
Logout of CTPlus, then log in again but with the **WMS Pro login** option ticked. Enter your WMS Pro login credentials in the Login and password field and enter the domain of the WMS Pro server (including the https prefix) to proceed.



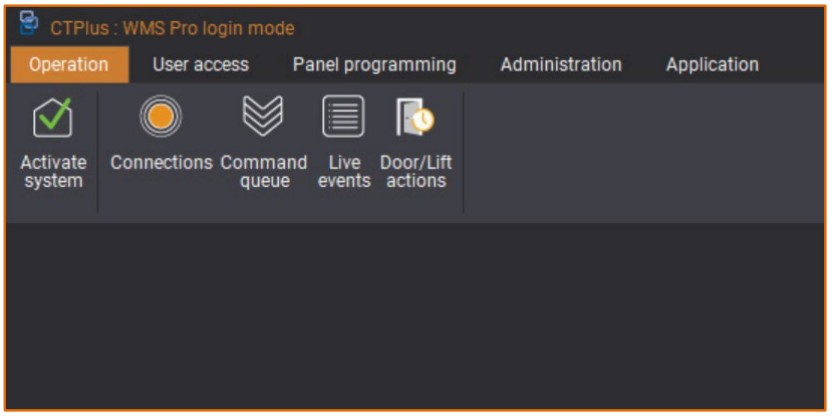
The WMS Pro domain is still the same as the one used for the WMS Pro installation. Any changes made in CTPlus while connected to WMS Pro will automatically save the changes to both WMS Pro and the selected Controller.

Note: The same operator credentials cannot be used simultaneously in both WMS Pro and CTPlus, it is strongly recommended that a unique Operator is created in WMS Pro for use with CTPlus.

When you have successfully logged in you will be presented with a list of panels enrolled in WMS Pro, select one to continue.



CTPlus is now using the WMS Pro database instead of the local CTPlus database. On the top left corner of CTPlus it will now say "**WMS Pro login mode**".



When using CTPlus: WMS Pro login mode:

- Panel programming is immediately loaded and available to the installer
- Changes made are saved immediately in WMS Pro and the hardware

To program a different panel in WMS Pro, click on the "**Activate system**" button (as seen in the above image) and select the desired panel from the list that appears. To use the CTPlus database, logout and then untick the "**WMS Pro login**" checkbox in the login page before logging back in.

TROUBLESHOOTING

The following information can be used for basic troubleshooting prior to contacting technical support. For further assistance with these or any other issues, please contact your system integrator or Tecom distributor.

UNABLE TO CONFIG CARDS USING CARD PROGRAMMER

If you have upgraded from WMS Pro 1.0, you will also need to upgrade the SCP Interface application from V1.0.0.2 to V1.0.0.4. If you are using WMS Pro 2.0 or later and still have SCP Interface V1.0.0.2, the card programmer can go online with WMS Pro but it will not be able to change config or write config/user cards.

To upgrade your SCP Interface follow these recommended steps on each PC with the SCP Interface installed:

- Uninstall SCP Interface
- Login to WMS Pro browser and go to Card programmers page
- Select card programmer to edit
- Press 'Download' to get the latest SCP Interface
- Unzip it and install the latest ScpInterfaceSetup.exe

HOW RETRIEVING USER DATA IS IMPACTED BY THEIR CREDENTIALS

If user data is retrieved from a Controller already enrolled in WMS Pro and has different card data/user flags/start and end dates than what is found in WMS Pro, then one of the following will happen:

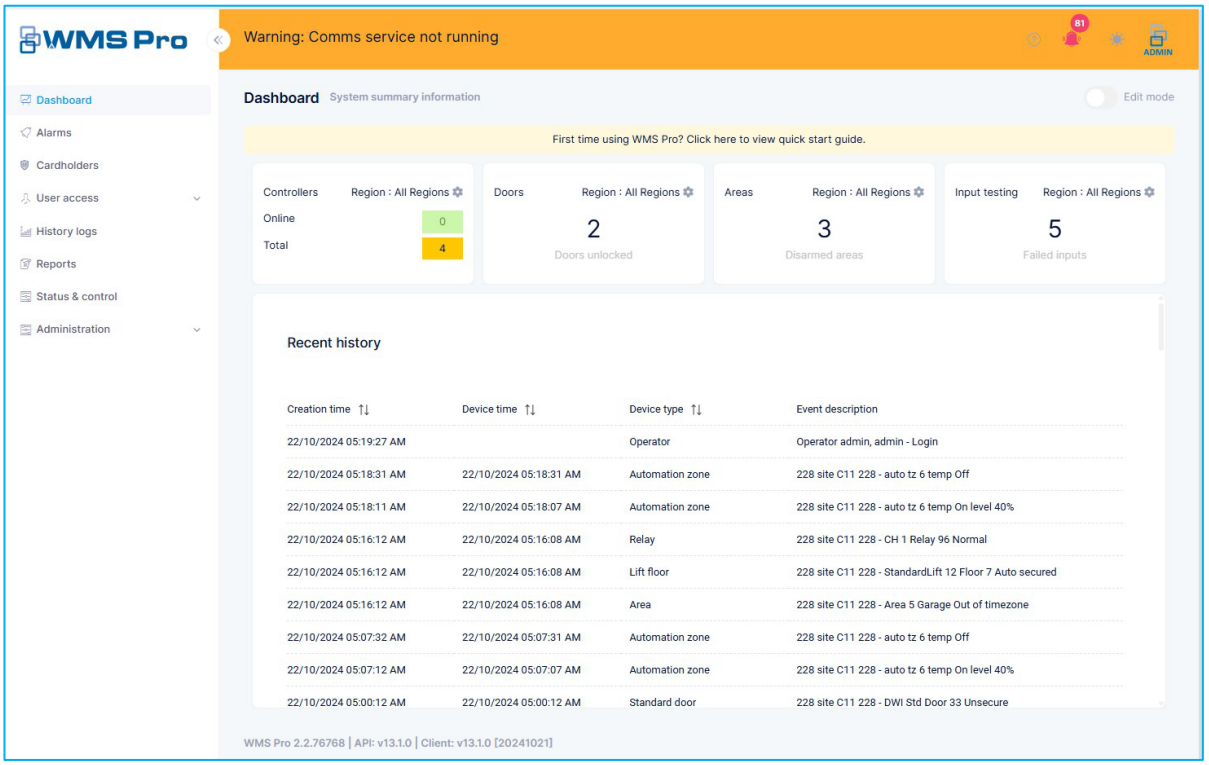
- If the card data belongs to a Credential group which is assigned to more than one Controller, a mismatch is detected
- If the card data belongs to a Credential group which is assigned to only one Controller, a mismatch is NOT detected

When a mismatch is detected, a mismatch event will be logged in history, and the current card data in WMS Pro will be sent back to the Controller, overwriting the user data in the panel so that it matches the data present in WMS Pro.

If no mismatch is detected, then the changes from the Controller are applied to WMS Pro.

COMMS SERVICE IS OFFLINE

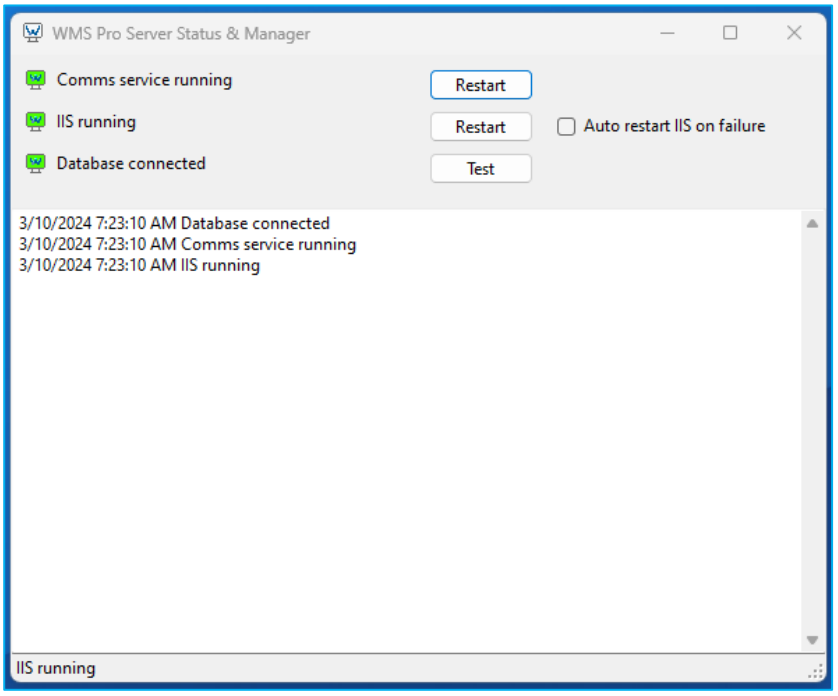
When the WMS Pro comms service is offline, an error message will appear to Operators currently logged in or attempting to log in to WMS Pro. Operators will not be able to use WMS Pro until the service is successfully restarted.



If this occurs, it is recommended to open the “Services” Windows application on the WMS Pro server and search for “WMS Pro Comms Service” in the list, right-click on the name and select “Restart”. Once the service has been restarted, the error message should no longer appear and WMS Pro should be usable again.

UNRESPONSIVE PANELS

In WMS Pro, you may encounter an issue where WMS Pro cannot communicate with the Controllers, even though everything else seems to be working. This could be due to an issue with the WMS Pro comms service, where the service may indicate that it is running when in fact it isn't or it might be stopped.
Restart the service using the WMS Pro Service Status & Manager app.



When using a unique instance name instead of SQL Express or the default SQL server instance "MSSQLSERVER", this may also affect communications between WMS Pro and Controllers. Please contact your system integrator or local TECOM distributor for further assistance with this issue.

WMS Pro by tecom

WMS Pro Security Solutions

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