

What information can your dealer view with BAS Central?

- System Status: A centralized view of your BAS servers, including enabled features and add-ons, online / offline status, RAM usage, and CPU usage.
- Asset Details: Key information on installed software versions, controller types, current driver versions, and available updates (version upgrades, cumulative updates, patches).
- Backups: Access to securely hosted system backups.

Is my BAS Central connection secure, and do I have control over my system?

The connection provides a heightened level of security because it is outbound-only and initiated by your BAS server, helping to protect your building network from unwanted traffic. You maintain complete control, as the connection requires your explicit consent and all communication is fully encrypted.

Is BAS Central compatible with any WebCTRL system?

BAS Central can connect to WebCTRL Cloud and WebCTRL on-premises systems version 10 or higher.

What benefits do I get from allowing my dealer / branch access and visibility to my system?

A BAS Central connection provides your ALC representative with the visibility they need to see available updates for your BAS server and controllers, enabling them to keep your site up-to-date and secure. By connecting your system to BAS Central, you also receive a 5-year warranty for connected controllers.

Can I get the 5-year warranty without my site being continuously connected to BAS Central?

Yes, but a temporary connection is required to share and confirm your site's registration information. Once your system is temporarily connected to BAS Central, you may disconnect your system, and your controllers will still be covered under the 5-year warranty.

Keep in mind that a disconnected system hinders your ALC representative from providing you with BAS insights.

If I maintain my system's connectivity with BAS Central, are there backup options available?

Yes. Secure, cloud-hosted backups help reduce your IT burden and simplify recovery, should something unforeseen happen. Your software maintenance plan includes built-in backup storage for added peace of mind.

How much hosted backup capacity is available through BAS Central?

WebCTRL Cloud customers will receive 1 TB of built-in hosted backup storage. For on-premises installations, software maintenance subscriptions offer different levels of storage capacities to meet your needs:

Software Maintenance Plan	Storage Capacity
WebCTRL Standard	0.25 TB
WebCTRL Advantage	0.50 TB
WebCTRL Premium	1 TB
WebCTRL for Life Sciences	1.25 TB