

BAS Central User Guide

for Cloud and v10.0 or later systems





Verify that you have the most current version of this document from www.hvacpartners.com, the **Carrier Partner Community** website, or your local Carrier office.

Important changes are listed in **Document revision history** at the end of this document.

Carrier© 2026. All rights reserved.

The content of this guide is furnished for informational use only and is subject to change without notice. Carrier assumes no responsibility or liability for any errors or inaccuracies that may appear in the informational content contained in this guide.

Contents

What is BAS Central?	6
Setting up BAS Central.	7
To connect an on-prem system to BAS Central.	7
Configuring SSO from BAS Central.	8
Using BAS Central.	8
Your BAS Portfolio.	8
System Details tab.	12
Backups tab.	13
Controllers tab.	14
Updates tab.	15
Notes tab.	16
Connection Settings tab.	17
User and System Management.	17
Users tab.	17
Systems tab.	19
Troubleshooting.	21
Open a support ticket.	21
Appendix.	22
Document revision history.	23

What is BAS Central?

Who is this product for?

BAS Central is a connected content service for Carrier® partners, dealers and branches.

NOTE In this document "user" is used to refer to partners, dealers, and branch employees. Customers are referred to as "customer".

What does this product do?

BAS Central provides visibility into purchased i-Vu® licenses and features, backup hosting and telemetry health monitoring for i-Vu® systems. BAS Central provides a portfolio view of the following:

- All systems: Purchased content (for example, i-Vu® editions and features)
- Systems connected to BAS Central:
 - Patches and updates
 - Driver versions
 - Addon versions
 - Backup date/times
 - Backup status
 - Backup storage details

NOTES

- **i-Vu® Cloud** systems are automatically connected to BAS Central.
- **On-premises** systems must be connected manually using the instructions in this guide. Only v10.0 on-prem systems can be connected.

BAS Central URL

BAS Central is accessed via web browser at <https://bascentral.controlj.com/>.

Setting up BAS Central

Accessing BAS Central

To log into BAS Central you must have a user account in the Carrier® Partner Community Portal.

Login

There are 2 ways to log into BAS Central, depending on whether you are a branch or independent dealership.

Branch: Click Sign in with Carrier to log in with Carrier SSO. Independent dealership: Log into BAS Central with your Carrier® Partner Community Portal password and ID. Your ID is generally your email address with ".carprod" appended to the end of the address.

Connecting to BAS Central

To connect a system to BAS Central, you must have the following:

- i-Vu® Cloud, v10.0, or later system
- i-Vu® system must have internet access
- i-Vu® system must have access to <http://bascentral.controlj.com> over port 443
- i-Vu® system is [connected to BAS Central](#) (page 7)

NOTE i-Vu® Cloud systems are automatically connected to BAS Central.

To connect an on-prem system to BAS Central

1. Go to <https://bascentral.controlj.com/> and sign in using your Carrier® Partner Community website login information.
2. Locate the customer's system in **BAS Portfolio**.
 - a. Open the **Organization** drop-down and select the organization where the system resides.
 - b. On the **Your BAS Portfolio** page, select the row containing the system.
3. On the **BAS System Details** page, go to the **Connection Settings** tab. If the site is not already connected to BAS Central, toggle **Enable BAS Connection to BAS Central** on.
4. Under **API Settings** click the ellipsis button  and then select **Copy all** to copy the following information to your clipboard.
 - Client ID
 - Client Secret
 - Auth URL
 - BAS API URL
 - Content URL
5. In i-Vu® on the System Configuration tree, select **Connections**.
6. Select the **Abound BAS Central** tab.
7. Click **Import Configuration** to fill in the fields with the information you copied in step 4 and click **Register**. Your system should now show **Registered**, and a **Subscription expires** date.

NOTE Only end user licenses can be used to register a system and they can only register one system. You cannot register a system with BAS Central until the end-user license is present.

Configuring SSO from BAS Central

Prerequisites

The **SSO add-on** must be installed and working on the system. See the *Carrier® Partner Community* site for information on the SSO add-on, installing, and configuring add-ons.

1. Go to <https://bascentral.controlj.com/> and sign in.
2. Locate your system in **BAS Portfolio**.
 - a. Open the **Organization** drop-down and select the organization where your system resides.
 - b. On the **Your BAS Portfolio** page, select the row containing your system.
3. On the **BAS System Details** page, go to the **Connection Settings** tab. If **Enable BAS login SSO** is off, toggle it on.
4. In **Enable BAS Login SSO** the **BAS Origin URL** appears in the bottom section of **BAS Login SSO Add-On OIDC Settings**.
 - If no value appears click **Edit** and submit the base URL for the system you are configuring.
 - If a value appears verify it is the correct origin URL.Click **Save**.
5. Click **More options** (3 vertical dots) and choose **Copy all**. You will use this information in the next step.
6. Configure the SSO add-on.
 - a. Navigate to **SSO configuration** via the SSO add-on page.
 - b. On the **BAS Central tab**, click **Import Configuration**.
 - c. Paste the content from step 5 into the text field and click **Apply**.

NOTE For SSO to work from BAS Central into the i-Vu® UI, your Partner Portal user name must match your operator user name in the customer's system.

Using BAS Central

Your BAS Portfolio

Upon logging in to BAS Central you see **Your BAS Portfolio**. This section contains a summary of all the licenses you have purchased. See below for descriptions of the available information. You can return to **Your BAS**

Portfolio at any time by clicking the "hamburger" icon  at the top left of the page.

At the top of the screen is a summary of the customer information.



Your BAS Portfolio



TOTAL SYSTEMS

204

COMMUNICATING ⓘ

100

OFFLINE ⓘ

100

NOT CONNECTED ⓘ

4

Field	Description
Total Systems	This is the total number of licenses your user has in this system.
Communicating	This is the number of systems that are connected to BAS Central and communicating.
Offline	This is the number of systems that have been connected, but have not sent any telemetry data to BAS Central for 15 minutes or more.
Not Connected	This is the number of systems that are not connected to BAS Central.

NOTE The. sum of Connected, Offline, and Not Connected should be equal to the number in Total Systems

Each row represents a license for a i-Vu® system that you have access to. The table below describes the available functions for searching and filtering that are located below the system summary.

NOTE Search filters are automatically saved to your user profile and applied.

Customer

Tags

Part Number

Version

Updates

Clear All

☐ Group by Customer

Function	Description
Search	Enter a term in the Search box to search the list by the following. - Customer - System Name - Address
Filters	Select an option from one of the drop-down boxes below to limit the list to only that selection. - Customers - Tags - Part Number - Version - Updates
Group by Customer	You can click this toggle to associate rows by customer.
Column headers	Click a column to sort the list by that column.

System Info

The table below describes the information available in this window.

Field	Description
Customer	The customer's name with their systems listed below.
Status	Cloud icon  = Connected Cloud with crossout icon  = Offline No icon = Not Connected
System	This is the system name. Click the link to go to the URL for that specific server. If that system has SSO configured (page 7) for BAS Central you will be logged into the server with your operator account.
Address	The address the customer entered for the physical location of the building(s) under that system.
Tags	The user-defined tags applied to this system in BAS Central.
BAS Details	
Field	Description
Part Number	The i-Vu® edition of the system
Version	The i-Vu® version of the system
Renewal Date	The date the Cloud license renews
Updates Available	For connected systems, shows whether updates are available. Click to go to the Updates (page 15) page for that system.
Controllers	The number of controllers in the system
Offline Ctrlr	The number of controllers that are reported as offline in i-Vu®
Backup	
Field	Description
Backup Date	The date of the last backup attempt
Backup Status	The status of the last backup attempt • Backed up - Backed up successfully to BAS Central • Local - Backed up successfully to local storage • Not Backed Up - Not backed up locally or to BAS Central • Partial - Partial backup to BAS Central successful Click the link to go to the Backups tab (page 13).
Cadence	The schedule for backups to occur

To view a system

Click a row to go to that system's page, starting on the [System Details tab](#) (page 12).

At the top of each system's page is a summary of the system information.

Data Bank

CHI-1

Address

190 North St. Chicago, IL

Building Contact:

Fred Smith Jackie Jackson Phil Philerson

Controllers

312/312 • 001

CPU Usage

60%

RAM Usage

90%

Backups

Backed Up

Data Center

Service Agreement

High Maintenance

+1

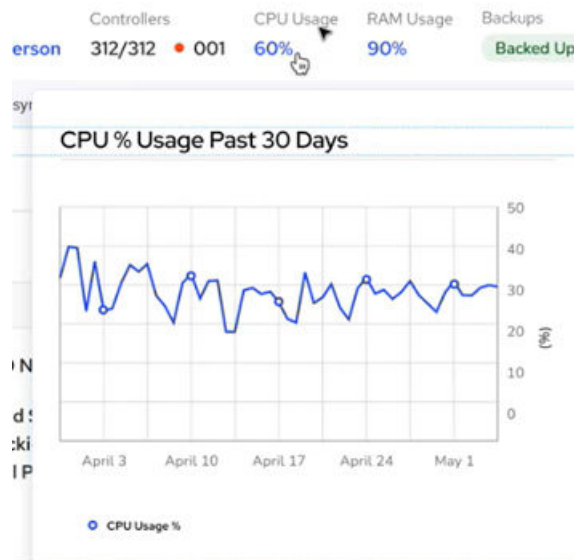
Communicating

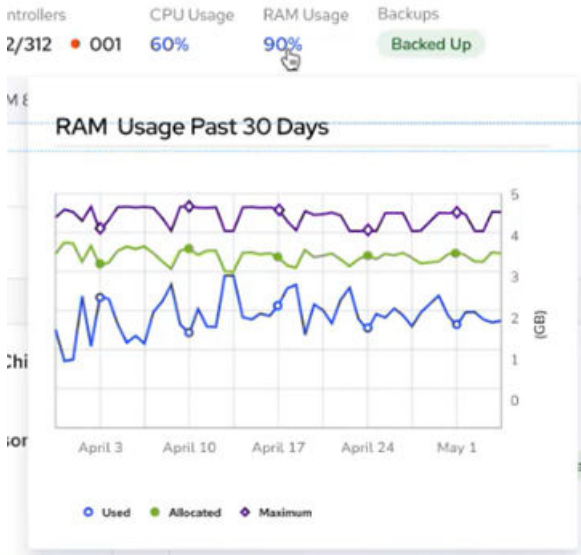
Last sync: 10:03 PM 8 May 2025

WebCTRL Premium: v10.0

Update

Field	Description
System Name	The name of the system
Address	The physical location of the system as entered by the customer when registering the license
Building Contact	The building contact information as entered by the customer in BAS Central
Controllers	The number of communicating controllers in the system / The total number of controllers
CPU Usage	CPU Usage by the system in percent, hover over this number to see a graph of the last 30 days.



Field	Description
RAM Usage	RAM usage by the system, hover over this number to see a graph of the last 30 days 
Backups	The state of the most recent backup

System Details tab

The **System Details** tab contains the following information.

System Info

The **System Info** section contains the following information.

Field	Description
i-Vu® System	
Software Version	The version of i-Vu® the system is running
Serial Number	The serial number for the system license
Last Sync	The date and time your system most recently communicated data to BAS Central
Updates	Click this link to go to the Updates (page 15) tab (described below).
Contact Info	Users with the correct permissions can Edit and add More Contacts to this list. NOTE The information below is also summarized at the top of the window
Address	The physical location of the building your system controls
Building Contacts	Edit to enter the name, email and phone number for the building(s) system controls. A maximum of 5 contacts can be entered.

Field	Description
Controller Drivers	
Total Controllers	The total number of controllers in the system
Total Drivers	The number of unique drivers in the system
Driver Updates	• Up to Date - No action required, all drivers are up to date • Update - At least 1 driver is out of date. Click Update to go to the Controllers tab to download the most recent driver.

Features

This tag shows all the features the customer purchased for this system, such as add ons and maintenance contracts. Select the **Columns** drop-down to filter which fields are displayed in the table.

NOTE The customizations made in the **Columns** drop-down are saved to your user profile until they are changed again.

Field	Description
Name	The name of the feature
License Number	The license number of the feature
Issue Date	The date the feature went into effect
Renewal Date	The expiration date of the feature
Version Installed	The version of the feature that is currently installed on the system
Updates	• Up to Date - No action required, all drivers are up to date • Update - At least 1 driver is out of date. Click Update to go to the Updates tab to download the most recent version of the feature.

Backups tab

Backups and scheduling backups of your i-Vu® system are described in the *i-Vu® User Guide* on the *Carrier® Partner Community* website. The **Backups** tab contains the following information.

Backup info

Field	Description
Last Backup Date	The date of your system's most recent backup.
Backup Time	The time your system is scheduled to backup.
Backup Schedule	The frequency that your system is automatically backed up.

Backups

Field	Description
Backup Storage Information	• The size of the current backup file / the available space for backups • Subscription information • The time since the system was last backed up.

Field	Description
Backup	A list of recent backups appears in this section. Available information includes: • Type of backup (Partial, Local, etc.) • Date of the most recent backup • Location of the backup file • Notes (from the customer's i-Vu® system) • Whether or not the backup was successful • Successful Backup • Failed Backup Click the ellipsis button  to: • Download - Download the backup (if available) • Delete - Delete the backup file

To add more storage

Each customer gets 1000 GB backup storage with their software maintenance package. Follow the steps below to add more backup storage

1. On the Backups tab go to the Backup section.
2. Click **Add More Storage** to add an additional 500 gig storage to the customer's account.

NOTES

- Customer with no software maintenance package cannot use the BAS Central backup feature.
- Additional storage is available for purchase in increments of 500 GB on the E-Store.

Controllers tab

The **Controllers** tab contains a list of all available controllers.

Controller Info

Model
Driver
Ver Installed
Ver Available
Controller Status

Update Status
Clear All

The table below describes the search and filter functions available.

Function	Description
Search	Enter a search term to search by controller name or serial number.
Filters	Select an option from one of the drop-down boxes below to limit the list to only that selection. • Model • Driver • Ver Installed • Ver Staged • Ver Available • Controller Status • Update Status

Function	Description
Columns	Select applicable fields from the drop-down menu to choose the columns displayed in the table. NOTE The field customizations are saved to your user profile until they are changed again.
Export	Export the page to PDF or CSV.

The table below describes the available controller information.

Field	Description
Controller	The system-designated name of the controller.
Serial Number	The serial number of the controller
Model	The part number of the controller
Driver	The installed driver
Ver Installed	The current version of the installed driver
Ver Staged	The version of the driver currently downloaded and staged for update
Ver Available	The most recent version of the driver that is available
Controller Status	Online - The controller is online and communicating Offline - The controller has not communicated with BAS Central in 15 minutes or more Out of Service - The controller has been manually taken out of service. Needs Download - A new version of the driver is ready and pending installation. Unknown - The controller does not support BAS Central visibility.
Update Status	Up to date - The most recent driver is installed. Update -An older version of the driver is installed. Click Update to download most recent version of the driver. Unknown - The controller does not support BAS Central visibility.

Updates tab

BAS Central compares the customer's system with the versions of the latest updates available and displays the results here.

Available Software Updates

See the table below for a description of the information available in this section.

Field	Description
Description	This is the name of the article on the <i>Carrier® Partner Community</i> website that contains the most recent patch or version of software that is out of date in the customer's system. Click the link to go to that article to download the update.
Version	Version number of the available update
Type	Type of update (patch, updated addon, etc.)
Release Date	Date the update was released
Size	Size of the download in MB

Available Driver Updates

Click one or more checkboxes next to the driver you want to download and click **Download Selected** to download a zip file containing the driver files. See the table below for a description of the information available in this section.

Field	Description
Description	Driver name
Model	Contains the relevant models supported by the driver. Up to 3 are shown in the table; hover over the field to see all relevant models. The number after the part number is the number of those models in the customer's system. Models with the highest number appear first in the list.
Version	Driver version
Type	Driver type
Release Date	The date the latest version of the driver was release
Size	The size of the driver in MB

Notes tab

The **Notes** tab is provided as a convenient space to record any additional information you require about the system, such as specific network connections settings for the customer. You can click **Upload Files** to upload and store files up to 25 meg to this location.

Connection Settings tab

This tab contains information on how the customer's system connects to BAS Central.

Function	Description
Enable BAS Connection to BAS Central	This toggle allows the system to connect to BAS Central. See To register with BAS Central (page 7). NOTE Cloud users cannot disable this connection.
API Settings	Copy these settings into the customer's BAS Central tab as instructed in the box.
Enable BAS Login SSO	This toggle allows i-Vu® login through the SSO addon. See Configuring SSO for BAS Central (page 8).
BAS Login SSO Add-On OIDC Settings	Copy these settings into the customer's BAS SSO addon page as instructed in the box.
Add or edit your BAS Origin URL in the section below	Click Edit to change your BAS URL. NOTE Cloud users cannot edit the URL.

User and System Management

Click the "people" icon  at the top left of your window to go to the **User and System Management** page.

NOTE Only Administrators can make changes to user and system permissions in **User and System Management**.

Users tab

Each row represents a user in BAS Central. User membership in BAS Central is managed in the *Carrier® Partner Community* website.

- When users are added to the Partner Community, they appear in BAS Central.
- When users are removed from the Partner Community, they disappear from BAS Central.
- When a user appears in BAS Central, Administrators can update their permissions as follows.

The table below describes the available functions for searching and filtering.

Function	Description
Search	Enter a term in the Search box to search the list by the following. • User • Email
Role	Select an option from the drop-down box to limit the list to only that selection.
Edit	Click the ellipsis icon  in the last row to edit that entry.

Available information is described in the table below.

Field	Description
User	User name
Email	User email address
Role	
Admin	- You can make other users Admins and assign systems to users. - You only have access to the systems assigned to you.
Global Admin	- You can make other users Admins or Global Admins. - You have access to all systems.
Member	- You cannot make users administrators. - You cannot assign systems to users. - You only have access to the systems assigned to you.
Systems	This is the number of systems the user has access to.

To assign systems to a user

1. In the user's row, click the **Systems** link.
2. Click **Assign Systems**.
3. In the system's row, select the appropriate radio button. Only 1 option may be selected.

Option	Description
Edit	User can: - Edit System Notes - Edit Contact Information - Edit System Tags - All View permissions
View	User can: - View System details - View Controller details - View Update details - Download updates
None	User cannot access that system

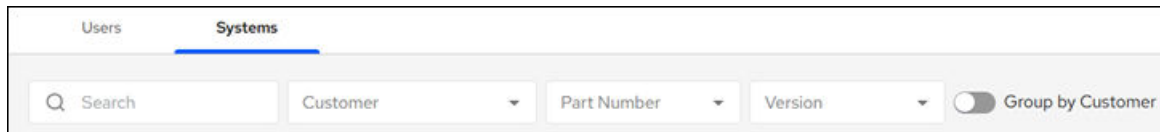
4. A summary appears at the bottom of the window. Review the summary and then click **Save**.

To change a user's role

1. Click the ellipsis button  in the user's row and then select **Edit**.
2. Open the **Specify a role for the user** box and select a role.
3. Click **Save**.

Systems tab

Each row represents a license for a i-Vu® system that you have access to. The table below describes the available functions for searching and filtering that are located below the system information.



The screenshot shows the 'Systems' tab selected in a navigation bar. Below the tab is a search bar with a magnifying glass icon and the text 'Search'. To the right of the search bar are three dropdown menus labeled 'Customer', 'Part Number', and 'Version'. Further right is a toggle switch labeled 'Group by Customer' which is currently turned on.

Function	Description
Search	Enter a term in the Search box to search the list by the following. • Customer • System Name • Address.
Filters	Select an option from one of the drop-down boxes below to limit the list to only that selection. • Customers • Part Number • Version
Group by Customer	You can click this toggle to associate rows by customer.
Column headers	Click a column to sort the list by that column.
Edit	Click the ellipsis icon  in the last row to edit that entry.

The table below describes the information available on this page.

Field	Description
Customer	Customer name
System Name	Name of the system
Address	Physical address of the system as entered by the customer
Part Number	The i-Vu® package being used
Version	The version of i-Vu® being used
Organization	The branch or dealership organization that owns the license
Users	This is the number of users the system has. This is not the number of customers on that system. Click on the number to see a list of users. You can also assign systems to a user here, as described in Users tab (page 17).

To assign a system to an Organization

1. Click the ellipsis button  in the user's row and then select **Edit**.
2. Open the **Assign Partner Organization** box and select an organization.
3. Click **Save**. The system you selected now appears on the **Your BAS Portfolio** page for that organization.

Troubleshooting

Open a support ticket

If you are experiencing login issues to BAS Central, you may open a portal support ticket to receive assistance.

1. Log in to the *Carrier® Partner Community Portal*.

NOTE If you are unable to log in to the Partner Community portal at all, please contact your local portal administrator.

2. Click **More** -> **Portal Support**. Here you can access your open support tickets.
3. Click **Create a Portal Support Case** to create a new support ticket.
4. Fill out and submit the ticket with as much information as possible. Screenshots are very helpful and can be uploaded here.

Appendix

Update frequencies

Description	Timing
Basic system connection	15 minutes
Controller data	24 hours
CPU / RAM usage	15 minutes
Updates available	24 hours

Document revision history

Important changes to this document are listed below. Minor changes such as typographical or formatting errors are not listed.

Date	Topic	Change description	Code*
		No updates yet	

* For internal use only



Carrier ©2026 · Catalog No. 11-808-1259-01 · 1/27/2026