

# TruVision NVR 22 Release Notes

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## Product summary

This is the TruVision NVR 22 Release Notes document with additional information not covered in the user manual.

The TVN 22(P/S) series is a Network Video Recorder capable of managing up to 8, 16, 32, or 64 (EMEA only) IP camera channels.

For the latest information on the TruVision NVR 22 (TVN 22), please visit:

EMEA: [www.utcssecurityproducts.eu](http://www.utcssecurityproducts.eu)

Australia: [www.interlogix.com.au](http://www.interlogix.com.au)

## Firmware version 2.11

**Date of release:** 29<sup>th</sup> February 2024

### **New features and enhancements**

- Update of JQuery version to version 3.7.1 and jQuery-UI to version 1.13.2

### **Bug fixes**

- Fixed an issue for the TVTH-S01-000x thermal cameras: the date/time text on the OSD of the camera image was flashing permanently when the camera was added to the TVN22(S/P). This has been solved.

### **Known issue, to be fixed in a future version**

- An issue was seen with the edge failover recording (EFR) for the multi-imager camera TVS-5101. When the EFR function is used, the live view and playback for the 2<sup>nd</sup>, 3<sup>rd</sup> and 4<sup>th</sup> channel is not showing. The issue will be fixed in a future version of the recorder firmware in 2024.

## Firmware version 2.10

**Date of release:** 7<sup>th</sup> November 2023

### **New features and enhancements**

- Support for the TruVision P Series IP cameras
- The default value for the recording retention time is set to 30 days. This change will not affect the current retention time when the firmware is upgraded to this version.

### **Known limitation and workaround**

- Adding (and activating) cameras via the webpage in a non-IE web browser is not possible when HTTPS is enabled.

A workaround is to use Microsoft Edge and use it in Internet Explorer mode. That will allow to activate cameras and add them to the TVN 22.

## Firmware version 2.9

**Date of release:** October 2022

### **Overview**

Firmware 2.9 contains some enhancements.

## **New features and enhancements**

- This firmware contains an enhancement for faster reporting of events from TruVision ANPR IP cameras to the recorder.

## **Firmware version 2.8**

**Date of release: December 2021**

### **Overview**

Firmware 2.8 contains some enhancements.

### **New features and enhancements**

- It is now possible to set up the layout for the connected monitors (HDMI/VGA/BNC) via the browser.
- User password security has increased. Passwords need to have a higher complexity. The number of allowed attempts has been reduced to three before the recorder access is locked for 10 minutes (OSD) or 30 minutes (web).
- The player that can be exported from the recorder has been updated to support the recently released TruVision IP cameras.
- The default hostname for ezDDNS starts now with 'carrier-' instead of 'utc-'.
- The alarm output behavior for Disable Actions can be defined in the webpage.

## **Firmware version 2.7**

**Date of release:**

### **Overview**

Firmware 2.7 contains an enhancement and bug fixes.

### **New features and enhancements**

- The web plugin for use with Internet Explorer has new valid certificates.
- In this firmware version, network port 7681 is configurable. This port is used when Google Chrome, Mozilla Firefox or Apple Safari is the web browser.
- The snapshots sent with an email now have 4CIF resolution.
- The TLS version for email authentication has been increased to version 1.2.
- For TruVision ANPR cameras: the recorder can report the 'direction' (front/back of the car) of the license plate reading by the camera to the (future) SDK. The next version of the SDK (foreseen for Q1 2022) will support the reception of the event.

## Bug fixes

- Some text strings in Polish and Italian have been updated, both on the webpage and in the on-screen menu.
- A fix has been implemented to show the VCA bounding boxes for the S7 IP cameras.
- An issue has been fixed in the recorder that caused the recorder to stop recording when using TruVision Series 6 IP cameras.
- An issue has been fixed in the recorder where event emails were not always sending the expected number of snapshots.

## Known limitations

- In 2022 we will release new thermal cameras (TVTH-xxx). The TVN 22 can currently not find these cameras on the LAN network. When these cameras need to be added, they will need to be added manually.

## Firmware version 2.6

**Date of release: September 2020**

### Overview

Firmware 2.6 contains enhancements and bug fixes.

### New features and enhancements

- **Plug-in free solution:** This firmware contains a solution for using other web browsers than Internet Explorer.

The recorder's webpage can be opened again on the following web browsers:

On Windows PCs:

- Google Chrome (as of version 45)
- Mozilla Firefox (as of version 52)

On Mac OS:

- Google Chrome (as of version 45)
- Apple Safari (as of version 10)

Specifications of the plug-in-free solution:

Mode	Function	Result	Remark
Live	Live view	Possible for resolution <= 1080p; bit rate<= 2048kbps	For viewing higher resolution/quality cameras, use the substream.
	Audio	Supported	

	Capture a snapshot	Supported
	Digital zoom	Supported
	Window division	Supported
	Full-screen view	Supported
	Local record	Only supported for Google Chrome
Playback	Playback	1 channel @ 1080P (max.)
	Fast forward	Not supported
	Single frame	Not supported
	Reverse playback	Not supported
	Download a video clip	Supported
Configuration	Export device parameters	Supported
	Import device parameters	Supported
	Firmware upgrade	Supported
	Draw area (Motion/VCA)	Supported
	Export log	Support for .TXT format
	Local configuration	Not supported
	File path setting	Only the file name can be displayed. The full path cannot be shown.

- **Disable Actions**

Disable Actions change the recorder behavior when an intrusion panel is disarmed.

The intrusion panel can report its arming status via the OH integration (SIA/XSIA message of an Aritech intrusion panel), or an intrusion panel output can be connected to the first alarm input of the recorder.

The recorder will then disable all actions related to events (motion, VCA) and alarm inputs.

Also, the recording behavior can be configured when the alarm panel is disarmed:

- Event/alarm recordings can be stopped while continuous recording will continue
- All recordings will be disabled
- No influence on recordings

- The recorder will no longer not push default parameters to IP cameras when the cameras are added. The recorder will get the current parameters of the IP cameras.
- There will be an automatic synchronization of the admin password for cameras connected to the PoE ports of a TVN 22S recorder. When the admin password is changed, the new password will be pushed to the cameras connected to the PoE ports.

#### **Bug fixes**

- Temperature measurements (on the OSD) of thermal cameras can be shown during playback in the webpage. The temperature measurements can also be seen in the exported video clip
- Fixed an issue with push notifications to the mobile app that was showing the notifications outside of the defined schedule.

## **Firmware version 2.5**

**Date of release: April 2022**

#### **Overview**

Firmware 2.5 contains an enhancement and bug fixes..

#### **New features and enhancements**

- An optional password field has been added for entering a signed HTTPS certificate. This password field was missing in the OSD and the webpage.

#### **Bug fixes**

- For the new 360 degree cameras: the text “Value” was missing in the recorder webpage.
- Fixed an issue on showing the hot spare exception notifications.

## **Firmware version 2.4**

**Date of release: October 2019**

#### **Overview**

Firmware 2.4 contains new features and bug fixes..

#### **New features and enhancements**

- Supports temperature exception and fire detection events for TruVision thermal cameras
- An informative text was added to inform users on setting up the Advanced Motion Detection function in the cameras

- Thumbnail function: this function, available in TruVision Navigator since 8.0SP2, is supported by the TVN 22. It enables a quicker search for recorded incidents.
- Supports two extra SIA/XSIA codes for zone events for intrusion panel reporting. The extra supported codes are:
  - BV: intrusion alarm verified
  - HV: hold-up verified
- Supports ANPR cameras in supported regions only (see datasheet of ANPR cameras for more information)
- Supports the possibility to assign a name to a custom RTSP stream
- Supports the new 360° cameras (6 and 12 MPx resolution)
- Supports the new TVE encoder series
- An updated digital signature has been added for the ActiveX web plugin

### **Bug fixes**

- Resolves an issue with delay seen on the local monitor for Series 6 IP cameras.
- Resolves an issue with sequencing dwell time on local monitors.
- Resolves an issue with the display of users on the webpage when more than 60 cameras are used.

## **Firmware version 2.3b**

**Date of release: March 2019**

### **Overview**

Firmware 2.3 contains a bug fix.

### **Bug fixes**

- An issue with DST (Daylight Savings Time) that was found in FW 2.3a has been resolved.

That issue caused the recorder to stop recording after the time change.

## **Firmware version 2.3**

**Date of release: December 2018**

### **Overview**

Firmware 2.3 contains a security enhancement and a bug fix..

## **New features and enhancements**

- Replaced MD5 protocol with PEAP/TLS for 802.1x
- The download speed for downloading files from the recorder to the PC has been increased. The backup speed to backup media (like a USB drive) stays the same.

## **Bug fixes**

- Resolved the issue that the dwell time for a camera sequence on VGA2/HDMI2 is not respected.

## **Firmware version 2.2b**

**Date of release: September 2018**

### **Overview**

Firmware 2.2b contains enhancements/new features and bug fixes.

- Text insertion lets you insert or display text from a point-of-sale (POS), automated teller machine (ATM) or other systems on the video display of the recorder. The text is saved and time-stamped together with the video.

It works with the legacy ProBridge 3 text converter or via the NPCII, a third party converter of SHL Systems ([www.shlsystems.de](http://www.shlsystems.de)).

The NPCII is a converter that translates the text information from a POS/ATM device into data that can be captured and recorded by the recorder. The NPCII connects to the POS or ATM device via RS-232 or TCP/IP.

The connection between NPCII and the TVN 22 can be via RS-232 or TCP/IP.

When the text data has been recorded, it can be viewed during video playback and the user can search for the associated video based on a text string.

SHL Systems can provide a tailor made solution for any text insertion project based on the NPCII. Please contact the product management team to get more detailed information about the solution.

- When ONVIF cameras are used in the recorder, you can create a camera name in the recorder. That camera name will be shown in the OSD, the webpage of the recorder, and in TruVision Navigator. The name will not be pushed to the camera.
- New security enhancements
- Advanced Search: results can be played back in full screen.

### **Bug fixes**

- Fixed a playback issue where playback started at a random time.



- Fix to be able to change password via web browser.
- Correction for the recommended bitrate range for 4K (8MPX) cameras
- Fixed inconsistencies for text strings on the webpage and OSD.
- Fixed an issue with the display of the IPV6 address on the webpage.
- Fixed a frame rate issue for the TVE encoder.

### **Known limitations**

- Text insertion
  - Text insertion is available for all channels for a TVN 22 with 8 or 16 channels. For a 32 or 64 channel TVN 22, text insertion is only available for half of the channels, thus for 16 or 32 channels.
  - Text string search is currently only possible via the recorder OSD. Searching for text strings is not supported via the recorder's web browser. The search for text via TruVision Navigator is planned for the next version of the software.
  - TruVision Navigator shows the incorrect event type for the event. It is planned to fix this issue in the next version of TruVision Navigator.
  - It is currently not possible to display text as overlay on the video stream in TruVision Navigator. This function is also planned for the next version of TruVision Navigator.
- TVRMobile 3.0 and alarm input notifications: the wrong name appears in TVRMobile when an alarm input of a camera is triggered and the event is pushed to TVRMobile.

## **Firmware version 2.1d**

**Date of release: March 2018**

### **Overview**

Firmware 2.1d contains enhancements.

### **New features and enhancements**

- When TVN 22 is used in combination with a TVK-800 IP keypad, it is now possible to select channel 10 via the keypad.
- When playback is done via TruVision Navigator and video is searched for a time/date for which no video exists, the playback will start for the next available video clip.

## Add IP cameras to the recorder

The following section describes all possibilities for adding cameras to the recorder.

### IP cameras and their passwords

When you add an IP camera to the recorder via the LAN or PoE ports (for TVN 22S models), the system automatically checks the camera's password to ensure that it is the same as that of the recorder or that it is 1234. There are two scenarios:

#### Camera already has a password (activated):

The recorder automatically detects the camera and checks its password to see if it is the same as that of the recorder or if it is 1234. If it is either, then the camera is successfully added to the recorder.

If the camera password is not the same as that of the recorder, nor 1234, it will be added to the recorder but will appear as offline. You can then change the camera password in the **Camera Setup** menu.

#### New camera without a password (not yet activated):

The recorder detects the camera and pushes its admin login and password to the camera.

### Adding IP cameras

There are two ways to connect an IP camera:

- The recorder can connect to IP cameras on the LAN network
- The IP cameras can be connected to the PoE ports at the back of the recorder

#### ◆ LAN network:

There are two ways to connect an IP camera to the LAN network:

#### To automatically add an IP camera via the LAN network:

1. From the menu toolbar, click **Camera Setup > IP Camera Status**.
2. Click **Device Search/Add** to search for any supported IP cameras located in the recorder LAN. A list of the cameras found is displayed in the *Add IPC* window.
3. Select the checkboxes of the cameras that you want to add to the recorder.
4. Click **Add** to add the selected cameras to the list of devices in the recorder. Click **Back** when complete in order to return to the main window.

**Note:** The maximum number of IP cameras that can be added is shown in the *IP Camera* tab.

The cameras are added to the end of the list of devices in the *IP camera* window.

5. To test if a camera connection is operational, select the desired camera from the list of devices connected to the recorder and click **Live**. A pop-up window will appear showing the camera's live view.

**Note:** If cameras still have default settings, they might have the same IP addresses. This creates an IP conflict. Use the Edit button to assign a different IP address to each camera. Ensure that for each camera to successfully connect the cameras.

6. Click **Exit** to return to live view.

#### **To manually add an IP camera on the LAN network:**

1. From the menu toolbar, click **Camera Setup > IP Camera Status**.
2. Click **Manual Add**. In the pop-up window, enter the camera details such as the IP camera address/domain, protocol, management port, user name and password. Click **OK**.

The camera is added to the end of the list of devices.

**Note:** Only one camera can be manually added at a time.

#### **◆ PoE ports:**

You do not need to search for IP cameras connected to PoE ports as they are automatically recognized when plugged in. However, they are only recognized if their password is the same as that of the recorder or is 1234. If their password is different, follow the instructions below to add the IP camera.

#### **To add an IP camera with a different password or which is not 1234 to the recorder:**

1. Connect the IP camera to a network and set the camera's IP address to 192.168.254.x (where "x" is between 1 and 254).

**Note:** The camera's IP address must be in the same subnet as the internal NIC IPv4 address of the recorder (under *Network Settings*). The recorder's default NIC IPv4 address is 192.168.254.1. However, you can use another IP address, if desired.

2. Plug the IP camera into the PoE port of the recorder.

The Plug and Play function cannot detect the camera as the passwords are different. It cannot detect the IP address given to the camera.

3. From the menu toolbar, click **Camera Setup > IP Camera Status**.
4. Select the IP camera and click **Edit**. Change it from *Plug and Play* to *Manual*.
5. Change the IP address to the address set up in step 1 and enter the password for the camera.
6. Save the settings. The camera will be recognized and come online.

## Firmware version 2.1

**Date of release: November 2017**

### Overview

Firmware 2.1 contains new features and bug fixes.

### New features and enhancements

- Covert camera feature that allows the display of cameras on the local monitors based on user permissions.
- Support for 802.1X authentication (with MD5 encryption)
- For TVN 22P recorders: A simplified menu can be displayed on VGA2/HDMI2. The menu will no longer appear on the BNC monitor.
- Support for reporting thermal camera events in the web notification center.
- Local live view permission can be set up in the browser.

### Bug fixes

The following defect has been fixed in firmware 2.1:

- Stop recording issue.  
In some cases the recording on TVN 22 recorders stopped. This issue has been fixed.

### Known limitations

For 8-channel recorders, the events of thermal cameras cannot be displayed in the web notification center.

### Important notice as of FW 2.0

It is important to use Device Manager 4.0 when using this firmware in the TVN 22.

Older versions of Device Manager will try to connect to the recorder with the standard credentials admin/1234. However, as of FW 2.0 the TVN 22 no longer uses a default admin password.

This will result in a 30 min. password lockout of the recorder.

## Firmware version 2.0

**Date of release: July 2017**

### Overview

Firmware 2.0 contains new features and bug fixes.

## **New features and enhancements**

- Support for dual stream recording (main and substream)
- Support for auto archiving
- Support for FTP upload of snapshots
- Added extra actions for intrusion integration event reporting (FTP upload of snapshots, send email, and full-screen monitoring)
- Intrusion integration events can be searched for via OSD and via TruVision Navigator 7.0
- The audio of TVF 360° cameras can be recorded on the TVN 22
- Enhanced bandwidth control to avoid packet loss on the network
- Added security enhancements such as HTTPS support and IP address filtering
- New device activation method via a complex password
- New secure password recovery method
- Added H.264/H.265 encoding selection to OSD and webpage
- Support for the new thermal cameras and stainless steel cameras
- Updated language strings

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## **Important notice!**

It is important to use Device Manager 4.0 when using this firmware in the TVN 22.

Older versions of Device Manager will try to connect to the recorder with the standard credentials admin/1234. However, the new firmware of the TVN 22 no longer uses a default admin password. This will result in a 30 min. password lockout of the recorder.

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## **Bug fixes**

The following defects have been fixed in firmware 2.0:

- Missing RAID notification log types were added
- TVRMobile integration: Missing camera title and alarm linkage on VCA notifications
- TVRMobile fails to get notifications for some VCA alarms
- Issue with time bar on playback via the webpage
- Able to configure different resolutions for TL-Hi/TL-Lo/Event/Alarm after clicking Save
- I-frame interval changes to 1 during motion event
- An issue with exporting video clips from the 8-channel recorder has been fixed

## Firmware version 1.0e

Date of release: June 2017

### Overview

Firmware 1.0e contains a bug fix for working with RAID in the TVN 22P.

### Bug fixes

- Firmware 1.0e fixes a capacity limitation in the TVN 22P series when using RAID. This fix applies to the 16-, 32- and 64-channel P-versions of the NVR (64- channel NVR applies to EMEA only).

Please note that RAID is only possible for the P versions of the TVN 22.

- With firmware 1.0e, you can now assign the total HDD space (max 48TB) for RAID.
- The firmware can be used for all models of the TVN 22 (standard, S, and P versions).

## Contacting support

For help installing, operating, maintaining, and troubleshooting this product, refer to this document and any other documentation provided. If you still have questions, contact us during business hours (Monday through Friday, excluding holidays).

**Note:** Please be ready at the equipment before calling.

**Table 1: Technical support**

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#### Europe, Middle East, and Africa

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W Go to [www.firesecurityproducts.com/en/contact](http://www.firesecurityproducts.com/en/contact)

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#### Australia

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E [cs@firesecurityproducts.zendesk.com](mailto:cs@firesecurityproducts.zendesk.com)

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W [www.firesecurityproducts.com.au/support](http://www.firesecurityproducts.com.au/support)

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