

TruVision TVN 12 Release Notes

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Product summary

This is the TruVision TVN 12 Release Notes with additional information not covered in the user manual. For the latest information on the TruVision NVR 12 (TVN 12), please visit:

EMEA: <https://firesecurityproducts.com>

Australia: <https://firesecurityproducts.com.au/>

The TVN 12 is a network recorder that can work with cameras up to 8MP (4K). The recorder supports H.264, H.265 and H.265+ encoding. The TVN 12 can be added to the internet without port forwarding or VPN thanks to the built-in UltraSync connectivity.

Firmware version 2.1.1 Build 241030

Date of release: 2nd December 2024

Overview

This firmware contains a new feature and bug fixes.

New features

- **Configuration of log retention time**

It is now possible to specify the log retention time in the recorder. The retention time can be set between 1 and 180 days, regardless of the retention time for recordings.

This setting is only available via the webpage and can be found in the menu **Configuration > Record > Advanced Settings > Other**

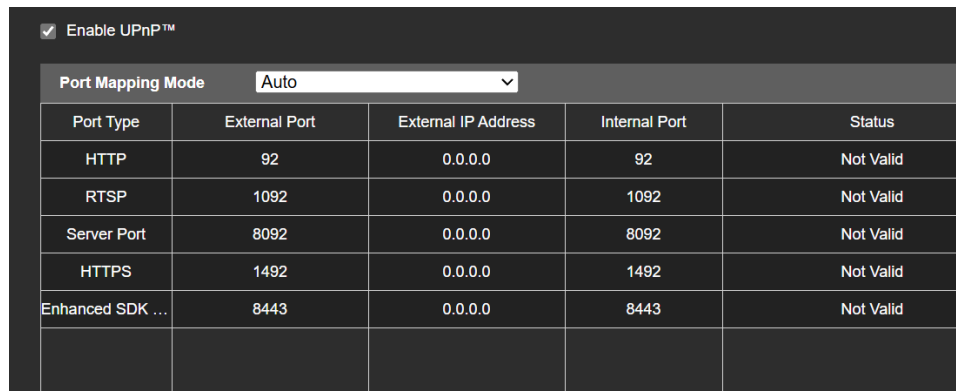
Bug fixes

ID	Description
1	Site Manager app: issue with remote webpage access is fixed
2	Issue fixed with remote webpage usage via HTTPS: To make a remote webpage connection via HTTPS, you need to setup UPnP, even if you cannot use it.

To allow a HTTPS connection via a webpage:

- Go to **Configuration > Network > Basic Settings > NAT** (on the webpage).
- Enable UPnP, set up external ports and forward them in the router as well.

Example:



The screenshot shows the UPnP configuration page. At the top, there is a checkbox labeled 'Enable UPnP™' which is checked. Below it is a 'Port Mapping Mode' dropdown menu set to 'Auto'. A table below lists port mappings for various services. The table has five columns: Port Type, External Port, External IP Address, Internal Port, and Status. The rows are: HTTP (92, 0.0.0.0, 92, Not Valid), RTSP (1092, 0.0.0.0, 1092, Not Valid), Server Port (8092, 0.0.0.0, 8092, Not Valid), HTTPS (1492, 0.0.0.0, 1492, Not Valid), and Enhanced SDK ... (8443, 0.0.0.0, 8443, Not Valid).

Port Type	External Port	External IP Address	Internal Port	Status
HTTP	92	0.0.0.0	92	Not Valid
RTSP	1092	0.0.0.0	1092	Not Valid
Server Port	8092	0.0.0.0	8092	Not Valid
HTTPS	1492	0.0.0.0	1492	Not Valid
Enhanced SDK ...	8443	0.0.0.0	8443	Not Valid

- Although the status is showing a 'not valid', you can now reach the recorder's webpage remotely via HTTPS.
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Firmware version 2.0.2

Date of release: 24th June 2024

Bug fixes/Enhancements:

ID	Description
1	Support for people/vehicle information in push notifications for P series IP cameras in TVRMobile.
2	TVK-6xx integration: support for access to the recorder OSD The following functions are supported via the keypad in DVR-By-IP mode: <ul style="list-style-type: none">• See cameras in live view and select the camera that you see.• Select the multiscreen view• Control a PTZ camera and call up presets• Call up a preset tour• Access playback, select a camera, and see playback video.

Firmware version 2.0.1

Date of release: 4/9/2023

New features and enhancements

- New features for UltraSync connected recorders:
 - Remote webpage access for recorders for installers via the UltraSync portal
 - Cloud firmware upgrade
 - Show system events of the recorder in the UltraSync portal and possibility to report them to a control monitor station.
 - Support a remote admin password reset process
- Other new features :
 - TVRMobile : one QR code for adding the recorder to UltraSync that contains the SID and SCI code
 - User management by a non-admin user
 - Disable Actions: create a possibility to select the actions
 - Face capture configuration: show only the actions/schedule in the recorder configuration
 - Export/Import IP camera parameters file in CSV format.

For more details, please see the user manual.

Bug fixes

ID	Description
1	Snapshots are now sent with emails for the OH events
2	The proper text message was added for the setup of temperature detection of thermal cameras. This setup shall be done in the camera webpage. The recorder displays a correct message now to inform the installer.
3	Camera Device List > Advanced Settings: an issue was solved if you changed the camera IP address and management port.
4	The correct text is shown for indicating the remaining incoming bandwidth in the configuration window for adding cameras
5	The alarm output selection in the Live view page is now shown correct for non-IE browsers.
6	Time zone setting via the webpage. With the option 'Sync. With Computer Time" and DST enabled, the correct time zone is now maintained.
7	The preset tour can now be stopped with the stop option for the presets created for the PTZ views of the TVPA 360° cameras.
8	The recorder can now receive fire events from legacy thermal cameras (TVB-5702)

Known limitations

ID	Description
1	The P series IP PTZ cameras cannot be upgraded via the upgrade function in the recorder, because the firmware file size is too big.
2	The IP address of the TVPA 360° camera needs to be in the same IP range as the recorder when you try to activate the camera via the webpage.

Known issues, to be fixed later

ID	Description
1	The person/vehicle classification for region entry and region exit is not seen in TVRMobile for the P series IP cameras when the cameras are added to a TVN 12..
2	In the UltraSync portal: the system event 'Abnormal Shutdown' and the restore of the HDD connection, the displayed messages in the portal are not correct. Restore HDD connection is shown as "panel checksum Restoral" and Abnormal Reboot is shown as "HDD Severe Fault". A fix will be implemented later this year.

Firmware version 2.0.0

Date of release:

Known limitations

ID	Description
1.	The image settings in the TVN 12 are not accepted for cameras connected to a TVE-x20 encoder.
2.	Set up the temperature measurement in the thermal camera webpage when such a camera is used with the TVN 12.
3.	Temperature events are not received in TruVision Navigator when the camera is connected to a TVN 12. Other events (like VCA and alarm input notifications) are received by TruVision Navigator.
4.	The face capture configuration shall be done on the camera webpage for the new M/P Series PTZ cameras that support face capture. Only the actions and the action schedule shall be set up in the recorder.
5.	The configuration for the audible alarm output is only possible via the webpage and not via the OSD.
6.	For cameras with built-in flash LED: The setup of this LED shall be done in the camera webpage.

Known issues with this firmware

ID	Description
1.	OSD mode: When you change the IP address and the port of a connected camera in the camera menu, the recorder gives an error message and changes the IP address and the port to a random value.
2.	OSD mode: In the camera menu Configuration > Camera > Camera > IP Channel , the recorder shows the <u>remaining</u> incoming bandwidth, but the text displayed incorrectly implies that the value is the incoming bandwidth.
3.	Web mode: When you export the camera configuration file, edit the file with Office 365, and then try to import it again in the recorder, it will fail. The exported file can only be edited with Office 2010, Office 2013 or Office 2016Pro and saved as Excel 97-2003. Exporting the camera configuration file also fails when you use a dash (-) in the file name.
4.	Web mode: The alarm outputs for the alarm output control are not displayed correctly.
5.	Web mode: The function "Sync. with computer time" will force the time zone setting of the recorder to the same time zone as set in the PC. If the PC uses the Windows setting to automatically adjust the time following Daylight Savings Time, the time zone will go to time zone + 1 when "Sync. with computer time" is enabled. It is advised to not use this function in the recorder and to use a NTP server in combination with the settings for DST and the correct time zone in the recorder.

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

Europe, Middle East, and Africa

W Go to www.firesecurityproducts.com/en/contact

Australia

E cs@firesecurityproducts.zendesk.com

W www.firesecurityproducts.com.au/support
