RELEASE NOTE
TruPortal™ Release Notes

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Contents

Introduction

TruPortal™ is an IP appliance-based access control system that is integrated with the TruVision® line of video products. Designed for the over-the-counter market, this solution is also ideal for small- to medium-sized commercial buildings. The easy-to-install system features a browser-based interface that does not require specialized training, additional software or licensing. Plus, companion iPad®, iPhone®, and Android™ apps enable users to remotely monitor system activity and perform basic administrative tasks, such as adding or deleting users.

Client Workstation Requirements

This section addresses requirements for client workstations running the web-based TruPortal User Interface.

Minimum Windows Computer Hardware Recommendations

The computer industry is constantly improving product performance and configurations while reducing cost to the customer. As a result, hardware specifications for TruPortal client workstations are listed below based on what is currently commercially available. These specifications are meant to serve as guidelines only; TruPortal will perform to varying degrees on lesser or more robust computers, depending on whether or not it will be used to display video.

TruPortal software will load on a client workstation with the following hardware specifications:

• Intel Pentium 4 2.8 GHz processor

• 1 GB RAM

• 512 MB video card

• 1 GB free disk space

• 10/100 Ethernet network interface card (NIC)

• 1280 × 1024 screen resolution

Note: If planning to display video via the TruPortal User Interface, refer to the Expected Performance metrics in the *TruVision Navigator User Manual* (available on www.Interlogix.com) to determine hardware needs for optimal video performance.

System Requirements

A client workstation used to access the browser-based TruPortal User Interface requires the following system components, depending on which features are in use.

Table 1: System Requirements

Feature	Windows 7 32-bit SP1 or 64-bit; Windows 8 64-bit, Classic	Macintosh Operating System v10.9	Bonjour Print Services	Microsoft .NET 4.5 Framework	Adobe Flash Plug-In 14.0.0.145
Installation Wizard	Yes	No	Yes	Yes	N/A
Import/Export Wizard	Yes	No	N/A	Yes	N/A
Upgrade Wizard	Yes	No	N/A	Yes	N/A
TruPortal User Interface without video capability	Yes	Yes	N/A	N/A	Yes
TruPortal User Interface with video capability	Yes	No	N/A	Yes	Yes
TruPortal Migration to OnGuard Wizard	Yes	No	No	N/A	N/A

Supported Internet Browsers

The TruPortal User Interface supports the browsers listed below. To display video on the **Events** and **Monitoring > Video** pages, use Microsoft Internet Explorer.

Table 2: Supported Internet Browsers

Browser	Notes
Apple Safari® 7.0.5	For use with Macintosh Operating System X Mountain Lion or later. Does not support TruPortal with video or secure HTTPS connections. Disable HTTPS security in TruPortal before use with Safari via the Installation Wizard or the Network Configuration tab on the **System Administration > System Settings** page in the TruPortal User Interface.
Google Chrome 37	Does not support TruPortal with video.
Microsoft Internet Explorer 9, 10, or 11	**RECOMMENDED** if using TruPortal to display video. ActiveX controls must be enabled to display video. For 64-bit Windows 8 Classic systems (not Metro), use IE 10 in Desktop mode.
Mozilla Firefox 32	Does not support TruPortal with video.

Supported Mobile Devices

TruPortal mobile applications can be used on the devices listed below.

Table 3: Supported Mobile Devices

Device	Operating System Version
iPhone	iOS 7.x or later
iPad	iOS 7.x or later
Android	v2.3 or later

Supported DVRs/NVRs

TruPortal supports the following TruVision Digital Video Recorders (DVRs) and Network Video Recorders (NVRs):

Table 4: Supported DVRs/NVRs

Device	Minimum Firmware Revision	# of Cameras Supported	Notes
TVN 10	1.0.j	16 IP	
TVN 20	3.2.a (build 140321)	16 IP	
TVN 21	2.1.a (build 140225)	16 IP	
TVN 50	2.1.a (build 140225)	32 IP	
TVR 10	2.5 (build 110219)	4 analog	Does not support time synchronization with a Network Time Protocol (NTP) server.
TVR 11	2.1.a (build 130801)	4 analog	
TVR 11-C	1.0.n	4 analog	
TVR 12	1.0.g (build 140509)	4 analog	
TVR 30	031J-028B-0676-8000	16 analog	Available in the United States only.
TVR 31	031F-028A-0676-8000	16 analog	Available in the United States only.
TVR 41	3.0.c (build 131213)	16 analog	
TVR 42	1.1.a (build 140315)	16 analog	
TVR 60	4.7.a (build 140321)	32 (16 analog + 16 IP)	
TVN Generic		32 IP	Provides immediate support for future TruVision NVR releases
TVR Generic		32 analog	Provides immediate support for future TruVision DVR releases

To download the latest firmware revisions for TruVision devices, visit www.interlogix.com.

New Features and Updates

TruPortal 1.6 SP1 includes the following new features:

· Panel security improvements:

  o Firmware files are protected with digital signatures, which guarantee the authenticity of the firmware package used for upgrade.

- The option for enabling SSH access has been removed from user interface. SSH access is still possible for troubleshooting purposes, but requires a special license generated and used exclusively by Technical Support.
- Improved startup time for the panel. Panel startup time (panels with large databases loaded — greater than 1000 credentials) has been reduced significantly.
- Localization Updates:
    - Corrections were made to translated online help.
    - Translations of the error message, "Invalid credentials" on device connect were corrected for all languages.

Resolved Issues

The following issues have been resolved for TruPortal v.1.6 SP1:

- Drifting of the internal clock (greater than 10 seconds per day) on TruPortal panels.
- Exiting from the PanelUpgradeWizard application while upgrading from 1.5 to 1.6 could cause TruPortal panel malfunction.
- Sorting by date in Reports functions incorrectly.
- Roll Call report generation could suspend activity on the panel when a large database is used.
- Even in unique PIN mode, duplicate PINs were created by using varying numbers of leading zeros in the PIN.
- Changing to unique PIN mode in a system with 10,000 credentials and 4-digit PIN length was not handled properly.
- TP-ADD-1DIP door controllers may not return to the online state in cases of intermittent network problems when more than eight TP-ADD-1DIP modules are connected to one panel. **Note:** IP door controller device firmware must be updated to version 1.2.47 to utilize this fix.

Video Integration

The following video integration issues have been resolved for TruPortal v.1.6 SP1:

- The playback speed on the **Monitoring > Video** page for video recorded on TruVision DVRs (for example, TVR 10, TVR 11, TVN 21) might appear as 1x even though the playback speed was really 2x.
- The TVR 31 "Loading" message requires a second login to be shown in the correct language.
- Video playback may stop when the "play" button is clicked for the TVN 50 or TVN 21.
- If a TVR 31 was added as both a TVR 10 and a TVR 31 in the Flex UI, video could be played successfully for the TVR 10 camera in the Video screen.
- If the TVR 10 password is changed to empty on the Devices screen, the Video screen does not display an error message.
- The Chinese translation for the error, "Couldn't connect to at" was not readable.

Known Issues

This section describes the known limitations for TruPortal v.1.6 SP1.

TruPortal User Interface Software Issues

- Avoid adding card formats that have the same number of bits as an existing card format. For example, if a 26-bit Wiegand card format and a 26-bit raw card format are both active, the system may not function properly.
- If the state of an input configured as Normally Closed Supervised is changed from Tamper to Active, the TruPortal system logs an "Input Inactive" event followed by an "Input Active" event. (1510)

- If the System Controller sends automated email initiated by an action trigger or scheduled backup, and is configured for DHCP but did not have a network connection when it was powered-on or rebooted, the email subject and body will show "0.0.0.0" as the System Controller IP address. Connect the System Controller to a network and reboot it to resolve this issue. (1724)

- After a report is generated, the "Generating reports" notification may continue to appear and the main User Interface may appear dimmed if the local client workstation is running too many processes and/or is low on memory. Close the browser window to end the session, close open programs that are not needed, log in again, and try to generate the report. (1646)

- Multiple changes made to a video layout on the **Monitoring > Video** page may not appear in the TruPortal User Interface immediately. Log out and then log back in to see the latest data. (1663)

- If updated device information does not appear on the Events page after deleting and adding devices, restart the System Controller by clicking [Reboot Controller] on the **System Administration > Devices** page. (1877)

- Permission to change the Encrypt IPSDCU Communications option on the Security tab of the **System Administration > System Settings** page is controlled by the System Options feature, not the Security feature, as configured on the **System Administration > Operator Roles** page. (1920)

- Video on the **Events** page may blackout when using the **Single Step Forward** or **Single Step Reverse** control to view recorded video from a TVR 30 or TVR 31. Click any video monitoring control to restore video. (143)

- If TruPortal is close to its maximum hardware capacity, using the [Scan for Hardware Changes] button on the **System Administration > Devices** page may not find all connected devices. Run the scan again to find all devices. Alternatively, add undetected devices by using the [Add] button on the **System Administration > Devices** page. (484)

- If a sixth credential is added to a Person record via the Credential Wizard, an error message indicates that the maximum number of credentials (five) was reached but details about the sixth credential can still be added. Click [Cancel] to exit the wizard. (530)

- If data is changed on the **System Settings > Date and Time** or **System Settings > Security** pages from two client workstations within the same one-minute interval, an error message will appear on the last client workstation that was updated. Click the "Objects Have Changed" warning, which may take up to one minute to appear, to refresh the page. (649)

- TruPortal is designed to prevent duplicate names, but it is possible to have two records with the same name but different letter case settings (i.e. upper and lower case) if added within the same one-minute interval on two client workstations. To avoid this problem, do not create new records on multiple client workstations at the same time. (693)

- When updating the configuration of a device on the **System Administration > Devices** page, the device may appear to be momentarily offline in TruPortal. This situation should resolve itself when the user interface refreshes; otherwise, log out of TruPortal and then log in again. (694, 717)

- Changes made on the User-Defined Fields tab of the **System Administration >System Settings** page will not appear on the **Access Management > Persons** page immediately. Log out and then log in again to see the latest information. (715)

- When a user account is deactivated on the **Access Management > Persons** page for a user that is currently logged into TruPortal, the user will receive a "Connection Lost" error message and be logged out. If the user tries to log in again, a message appears to indicate that the username or password was not found. (734)

- If an open circuit door controller input point configured as Normally Closed is changed to Normally Open, the TruPortal system logs an unexpected "Input Active" event before the "Input Inactive" event. If an open circuit I/O expander controller input point configured as Normally Closed is changed to Normally Open, no expected "Input Inactive" event is logged. (737)

- The TruPortal system logs events associated with exit readers when the Reset Factory Settings feature is used, even though the default door configuration is for entry-only readers. The device name for these events will be blank. (761)

- Although operator role changes should take effect immediately, the person whose role changed must log out of TruPortal and then log in again to ensure that updated permissions are applied. (775, 821)

- When the System Controller is powered only by a battery and voltage drops below 10.2 V, the board switches off until the main AC/DC power is restored. (771)

- If the "Only show selected" option is enabled on the **Access Management > Access Levels** or **Access Management > Reader Groups** page and another user changes a selected item on a remote client workstation, the local client workstation does not reflect the change. To resolve this issue, clear and then check the "Only show selected" check box. Or switch to another record and then return to the original record. (776)

- If the date or time on a DVR is changed, log out of TruPortal, close the browser, restart the browser, and log in again to play back the correct video clip from the DVR on the Events page. (827)

- If the TVR30 or TVR31 web application is launched from the DVR configuration page and the [Cancel] option is clicked on the TVR login page, the TVR and TruPortal browser windows will both close. (864)

- If the **Single Step Reverse** control is used while viewing recorded video from a TVR30 or TVR31 at 16x or 32x speeds, the video time stamp will display an incorrect value. Click **Play** or **Pause** to restore the correct time stamp. (866)

- A reader that is defined in the TruPortal User Interface and then deleted may continue to grant access if it is still physically connected to the system. All readers deleted in the TruPortal User Interface should be physically disconnected. (875)

- The Playback Date/Time setting on the Video screen may not work in some instances, and needs to be reapplied in order to take effect. (1696)

TruPortal Import/Export Wizard Issues

- The Import/Export Wizard will only report the first validation error it detects for a given record in a CSV file even though the record may have multiple errors. (795)

IPSDC Issues

  IMPORTANT: IPSDCs require a highly-reliable, always-on TCP/IP connection. Connections such as a residential digital subscriber lines (DSLs) are not recommended.

- Each IPSDC must be able to connect to port 7000 of the System Controller. If an IPSDC and the System Controller are on different sides of a firewall, configure the firewall so that the IPSDC can establish the required connection with the System Controller. This typically involves port forwarding.

- The Integrated Configuration Tool (ICT) interface was updated to remove the **Apply** and **Restart Application** buttons, and rename the **Restart Controller** button to **Reset Controller**. To accept configuration changes made to an IPSDC in the ICT, click **Save** and then **Reset Controller**.

Available Languages

The TruPortal User Interface is available in the following languages:

- US English (en-US)
- Brazilian Portuguese (pt-BR)
- Dutch (nl-NL)
- Finnish (fi-FI)
- French (fr-FR)

- German (de-DE)
- Italian (it-IT)
- Simplified Chinese (zh-CHS)
- Spanish (Modern Sort) (es-ES)
- Swedish (sv-SE)
- Turkish (tr-TR)

TruPortal Mobile Apps

Mobile versions of the TruPortal User Interface are available via iTunes® and the Apple® App Store for use on i0S7 devices, including iPad 2 or later, iPhone 4 or later, and fifth-generation iPod touch® or later. A TruPortal app is also available in the Google Play store for Android phones that support Android 2.3 or later.

Important Notes:

1. *Not compatible with TruPortal v1.5 firmware. You must upgrade your System Controller to v1.6 firmware to use this version of the App.*

2. *Video integration requires TruVision Mobile v1.3 or later.*

Note the following details about TruPortal mobile apps:

• Mobile apps can be used to view live and event-related video via the TruVision Mobile app, which is also available from iTunes, the App Store, and Google Play.

• Mobile apps only support secure HTTPS connections between mobile devices and the System Controller. If the Enable HTTPS Connection check box is cleared on the Network Configuration tab of the **System Administration > System Settings** page, the mobile Apps will not be able to connect to the System Controller.

• To conserve battery life, the polling rate for mobile devices is slower than the polling rate for the TruPortal User Interface. Therefore, the status of a door that is unlocked or opened for only a brief period (e.g., five seconds) may not be reflected in the mobile apps. However, any status that persists for more than 10 seconds will be correctly reflected in the mobile apps after a brief delay.

• TruPortal mobile apps include all currently available languages by default.

TruPortal iPad App

The TruPortal iPad app includes the majority of the functionality available in the TruPortal User Interface, including the ability to configure devices. Screen layouts are based on the TruPortal User Interface but are not identical; adjustments were made to adapt the TruPortal User Interface to mobile devices.

To log into the app, type the IP address of the System Controller on the Login screen or select an IP address from a list of previously-connected System Controllers. Type a Username and Password, and then tap Login. To remain logged in and return to the last screen used while switching to other apps, turn on the Remember me option.

The [Logout] and [Home] buttons function as follows:

· [Logout] terminates the connection to the System Controller. Login is required upon restart and all data must be reloaded.

· [Home] closes the app. App login is required upon restart, but data does not need to be reloaded.

Note: Full-scale online help is not included with TruPortal mobile apps. For complete product details, refer to the online help in the TruPortal User Interface or the *TruPortal Software User Guide* provided on the TruPortal DVD instead.

Functionality differences between the TruPortal iPad app and the TruPortal User Interface include:

· If email is configured on the device, users can email events (CSV format) and reports (HTML format).

· Copy/paste functionality is supported.

· A general search is supported on the **Access Management > Persons** screen, but searching by specific fields is not supported.

· Person photos can be uploaded from the Camera Roll.

· There are two ways to access the TruVision app from within the TruPortal mobile app:
   o To display live video, tap the [Play Video] button on the **Home** screen.
   o To display event-related video, tap a camera icon on the **Events > Details** screen.

· Only the following screens support the Copy function found in the TruPortal User Interface; Copy is annotated as Clone.
   o **Access Management > Access levels**

- o **Access Management > Schedules**
- o **Access Management > Holidays**
- o **Access Management > Reader Groups**
- o **System Administration > Distribution Lists**

· The language in which events are backed up can be changed on the **System Information** tab of the **System Administration > System Settings** screen.

The following functions are not supported on the TruPortal iPad app:

· Wizards.

· Adding video layouts.

· Firmware updates.

· Saving exported data locally.

· Certificate management.

· Scanning for hardware changes.

TruPortal iPhone App

The TruPortal iPhone app provides access to the most common command and control functionality for access control that is available in the TruPortal User Interface, including monitoring, action triggers, lock/unlock doors, but does not support configuration-related capabilities, such as the **Devices** screen. Screen layouts are based on the TruPortal User Interface but are not identical; adjustments were made to adapt the User Interface to mobile devices.

To log into the app, type the IP address of the System Controller on the **Login** screen or select an IP address from a list of previously-connected System Controllers. Type a **Username** and **Password**, and then tap [Login]. To remain logged in and return to the last screen used while switching to other apps, turn on the **Remember me** option.

To log out, close the app. A logout interval can also be configured on the **More** screen.

Note: Full-scale online help is not included with TruPortal mobile apps. For complete product details, refer to the online help in the TruPortal User Interface or the *TruPortal Software User Guide* provided on the TruPortal DVD instead.

Functionality differences between the TruPortal iPhone app and the TruPortal User Interface include:

· Frequently-referenced objects such as doors, inputs, and outputs can be saved to a Favorites list and accessed from the **Home** screen.

· The app version and release date are displayed on the **More > About** screen.

· The **More > Settings** screen can be used to add up five IP addresses for different System Controllers.

· If email is configured on the device, users can email events and reports in CSV format.

· Reports and events can only be exported in HTML format.

· To sort events on the **Events** screen in ascending or descending order, select a value in the **Sort by** drop-down list box.

· Person photos can be uploaded from the Camera Roll.

· There are two ways to access the TruVision app from within the TruPortal app:
  - o To display live video, tap [Play Video] on the **Home** screen.
  - o To display event-related video, tap a camera icon on the **Events > Details** screen.

The following functions are not supported on the TruPortal iPhone app:

- · Wizards.
- · Device configuration. Use the TruPortal iPad app or the TruPortal User Interface instead.
- · Adding video layouts.
- · Configuration of access levels, areas, card formats, credentials, email lists, holiday groups, network shares, operator roles, user accounts, or schedules must be done from the TruPortal iPad app or the TruPortal User Interface.
- · Firmware updates.
- · Saving exported data locally.
- · Security-certificate management.
- · Managing Persons.
- · Scanning for hardware changes.

Note: When specific areas AND specific readers are used as filters for a Roll Call report, incorrect data will be returned. Specify either areas OR reports and generate the report again. (1541)

TruPortal Android App

The TruPortal Android app provides access to the most common command and control functionality for access control that is available in the TruPortal User Interface, including monitoring, action triggers, lock/unlock doors, but does not support configuration-related capabilities, such as the **Devices** screen. Screen layouts are based on the TruPortal User Interface but are not identical; adjustments were made to adapt the User Interface to mobile devices.

To log into the app, type the IP address of the System Controller on the **Login** screen or select an IP address from a list of previously-connected System Controllers. Type a **Username** and **Password**, and then tap [Login]. To remain logged in and return to the last screen used while switching to other apps, turn on the **Remember me** option.

To log out, close the app. A logout interval can also be configured on the **More** screen.

Note: Full-scale online help is not included with TruPortal mobile apps. For complete product details, refer to the online help in the TruPortal User Interface or the *TruPortal Software User Guide* provided on the TruPortal DVD instead.

Functionality differences between the TruPortal Android app and the TruPortal User Interface include:

- · Frequently-referenced objects such as doors, inputs, and outputs can be saved to a Favorites list and accessed from the **Home** screen.
- · The app version and release date are displayed on the **More > Settings** screen.
- · The **More > Settings** screen can be used to add up five IP addresses for different System Controllers.
- · If email is configured on the device, users can email events and reports in CSV format.
- · Reports can only be displayed in HTML format.
- · To sort events on the **Events** screen in ascending or descending order, select a value in the **Sort by** drop-down list box.

The following functions are not supported in the TruPortal Android app:

- · Wizards.
- · Device configuration. Use the TruPortal iPad app or the TruPortal User Interface instead.

- Adding video layouts.

- Configuration of access levels, areas, card formats, credentials, email lists, holiday groups, network shares, operator roles, user accounts, or schedules must be done from the TruPortal iPad app or the TruPortal User Interface.

- Firmware updates.

- Exporting reports and events.

- Saving exported data locally.

- Security-certificate management.

- Scanning for hardware changes.

- Managing Persons.

Contact Information

www.interlogix.com
Customer support: www.interlogix.com/support

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