TruVision Navigator 6 SP1 Release Notes

P/N 1073208-EN • REV A • ISS 10AUG16

Summary of new features and key enhancements

- Support added for Multicast in live view only

- A detached viewer can be re-inserted to a tab

- Support added for digital zooming in the TruVision Navigator Player

- The maximum number of main streams is now defaulted to 16 and 0 can now be selected

Summary of bugs fixed

1. General use

- Able to delete Device (which is under folders) when Export is in Progress

- Camera list is loaded twice in TruVision Navigator when the camera list is deleted and added using **Search add** via **Configure Device** in TruVision Navigator

- Unable to connect to a recorder after importing the Config file

- "Cameras in Video loss" device diagnostic column is empty when exporting as a CSV file

- "Diagnostics" window has the old TruNav icon

- Device Report: Camera Information (Cameras in Alarm and Cameras in Video loss) fields are editable

- Unable to set a PTZ preset for TVR 12 in TruVision Navigator

- The change to the PTZ speed is not stored in TruNav 6.0

- Remote client cannot connect to a TruVision Navigator server from outside of the server network's firewall
- Widen the splitter bar on Users and Groups dialog
- Camera analysis on the timeline is not seen when performing a disk analysis search
- Disk Analysis: The TVN 21 is displayed gray and clicking the gray area shows video
- TruVision Navigator cannot be resized in full-screen mode
- Failed tasks are not recorded in the audit history log
- The stream type should switch to Sub when the maximum number of main streams have been exceeded
- When a recorder is selected in the recorder tree using the Ctrl+Click option, it cannot be deselected by re-clicking Ctrl+Click
- Information in the Notification window is distorted when the scroll down operation is performed

2. **Stability/performance**
- TruVision Navigator crashes after streaming videos overnight
- TruVision Navigator crashes when opening more than 22 IP cameras
- TruVision Navigator crashes when minimizing and restoring the TruVision Navigator window
- TruVision Navigator goes into "Not responding" state when dewarping the 360° view of a TVF camera
- TruVision Navigator hangs up when playing video on DVMRe devices
- TruVision Navigator crashes when selecting the **Go To** in playback on a StoreSafe device
- TruVision Navigator crashes when it is connecting to an invalid DDNS address.
- Video is black in the full screen mode and does not return after restoring to multiple tile viewer
- Video does not render on Windows Server 2008R2 and Server 2012 machines. Videos show black on tiles
- Cannot export video from DVMRe

3. **Installation/de-installation**

- Unexpected error when you click the browser button to see a list of the instances SQL in the environment

- Cannot find the MS SQL server instances when browsing for the remote SQL server

- Cannot upgrade TruVision Navigator 5.0 SP4 to 6.0 when the SQL Server is remote

- Cannot install TruVision Navigator in Windows 10 after updating from Windows 7

- An unexpected error pops up when the user tries to uninstall TruVision Navigator while it is running (seen with Windows 10-64bit)

- User cannot install TruVision Navigator on a German-Win10 machine that was upgraded from Win7.

- Cannot upgrade to version 6 from 5.0 SP4 when Windows 2008 R2 is used

- Analyzing system continues to run while installing TruVision Navigator

- Export fails with TVN 21(3.1)

- Exporting video from TVN 21 on TruVision Navigator 6.0 gives the error message, "While saving the exported file the error occurred. The path to the file may be invalid."

4. **Live/playback**

- Live video increasingly lags behind real time after running for an extended period of time

- Unable to see the dewarped image of the fifth TVF 360° camera. However, can see the dewarped images for up to four TVF 360° streams

- Cannot switch from substream to main stream in live mode if the user does not have "Watch playback video HBW" permission.

- Playback: Video jumps when playback is resumed after pressing the frame step button

- Playback: Exported files from StoreSafe show an error message

- Playback icon is selected during Local Record although the stream is in Live mode

- TVN 21 video jumps into playback mode when performing fast forward, rewind and then play

- User is able to view live video in the event monitor when performing PTZ Manage sequence operation

- When in 4-up mode, drag/drop a camera on the Viewer. The Viewer opens in 9-up and does not stream the camera
- Audio glitches occur continuously when "Enable Audio From Recorder" option is enabled
- Audio video sync does not happen with the TVR 44HD
- Problem with the audio quality when used with the TVR 60
- An error message is shown when replaying video from the Notifier
- The video tile in the viewer pane is not deselected when the corresponding camera from Navigator pane is unselected using Ctrl+click option
- The last selected camera in the Navigator pane using Ctrl+Click option cannot be deselected
- Display analytic rules are unchecked when switching from playback to live mode
- Remote playback bandwidth is not clear after closing playback video
- Search in the "Disk Analysis" window stops and Search from the "Search" window starts
- Once the viewer max count is reached, no error dialog box pops up to state that the viewer is full

5. TruVision Navigator Player

- TruVision Navigator Player crashes when we drag the list width towards the right side when video tiles are playing

6. Users

- "User Not Found" exception is shown when same user is added and deleted twice with the same user ID
- User is unable to remove himself from a Group
- Temporary password for new users via email does not work
- Temporary password does not work after resetting the password

7. Maps

- Map displayed on the viewer is not read-only
- Context menu with options "Orientation" and "Delete" are displayed for the Camera on Map after closing the Configure Map window
- Camera icons on maps overlap when the viewer layout is greater than 16-up
- Map cannot be selected by right-clicking the mouse

- Double-clicking on Camera on the map does not open the video
- User is not able to configure, delete and rename the maps that are directly added under the maps node even though they have manage maps permission

8. Localization

- Translation from English to Polish
- Items not translated into Slovakian

Summary of limitations

- Publisher shows unknown when opening TruVision Navigator on Windows 10.
- Privacy mask which has been set in configuration window is not reflected in live mode (for TVN 20)
- TVB-xxx, TVD-5304, TVT-5306: Device configuration is blank when accessed via TruNav
- WinPcap installation screen is either minimized or is behind TruNav Screen during installation.
- User cannot access the web page of the cameras that are connected to the POE ports of a TVN 21S via remote access connection
- TVN 70: FF not working when in 4x and 8x mode and taking large amount of CPU usage
- **Go to Time** picker shows the wrong date when **Today** is selected
- Unable to see live view from UltraView 105 camera when added to TVN 21 (FW 3.1) but live view is seen with firmware 2.2
- No error message appears when IE is not available and trying to access the camera
- Retrieving Disk Analysis data takes a long time when live videos are streamed in the viewer pane.

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

North America

T	+1 855.286.8889
E	techsupport@interlogix.com
W	www.interlogix.com/customer-support

Europe, Middle East, and Africa

W	Select Contact Us at www.utcfssecurityproducts.eu

Australia

E	security.tech.support@interlogix.com.au