

Market Release Note

MRN_TruVision Navigator 9.4 SP1

Product description: TruVision Navigator 9.4 SP1

Release date: 23rd May 2025

Aritech are pleased to announce the immediate availability of TruVision Navigator 9.4 Service Pack 1(SP1).

TruVision Navigator 9.4 SP1 provides users of TruVision recorders and cameras with an intuitive and feature-rich video management package. TruVision Navigator has a scalable architecture and can be installed as a standalone software or as a client/server system for multi-site applications.

New features and key enhancements

- Support/enhancement for new TruVision Devices:
 - Cameras: new TruVision S Series 360° cameras: support for queue management, heat map, intersection analysis and notifications
 - TVE-DEC13: system events can now be reported to the software
- Custom email notifications: emails that are sent by the software can be customized, so that recipients only receive emails with relevant event information.
- Two-factor authentication for login: if extra security is required during login, two-factor authentication can be defined for every user by the administrator. If enabled, the user that logs in will receive an email with an OTP (One Time Password) with a limited validity. That OTP needs to be entered before the user can log in.
- Enhancement for parking management: a maximum number of vehicles per parking zone can be added and an email can be sent if the maximum is reached.

Bug Fixes

- Resolved black screen issues during playback of video streams caused by the Windows 11 24H2 update
- Addressed player-related black screen issues during playback linked to the Windows 11 24H2 update.
- Fixed text overlay (POS Text) not displaying correctly on playback video.
- Corrected an issue where TruVision Navigator remained running in the background when detached tabs were open and the application was closed (customer-reported).

Known Issues

- Network statistics for the added recorder with a secure connection is not working. Workaround is to use a normal connection between recorder and the software. We will try to get this solved in a next version of the software.
- Unable to see Video Quality Diagnosis Event in the event center for the new 360° IP cameras.

Documentation and Downloads

Marketing Collateral	Datasheet
Technical Documentation	Software Download
	User Manual

Support

Please refer to the manuals and documentation on our website [Aritech](#) for more information.

For technical support, we encourage you to contact your local point of sale or distributor for all technical support calls.