
Product Name: < ND9542P >
Release Version: < 5.1.0.5 >
Date: < 2025/12/31 >
Product Type Camera NVR Software

New Feature:

- Support NVR password reset.
- Support NVR and connected cameras firmware online update.
- Support more ONVIF event (Motion/Line crossing/Field detection)
- Support recording stopped event.

Changed Feature:

- Password required for factory default cameras.

Bugs Fixed:

- Fixed an issue where unable to perform the scheduled backup and shows an FTP server error: "URL using bad/illegal format or missing URL."
- Fixed an issue where connect the NVR's PoE port to the switch may cause network issues on the NVR side.
- Fixed an issue where the event trigger time displayed on the NVR did not match the actual VCA event time due to a time synchronization mismatch between the camera and the NVR.
- Fixed an issue where no message was written to system log when recording was interrupted.
- Fixed an issue where update multiple camera firmware via NVR will show update fail.
- Fixed an issue where recording stops for 4-5 seconds after camera reboot.
- Fixed an issue where fails to display all live views on the web and Genetec.
- Fixed an issue where skip backwards when fast forwarding on playback.

Known Issue:

- N/A

Limitation:

- N/A

Important Notice:

- **When updating firmware to V5.1:**
 - **For security reasons, a password must be set on any factory-default camera connected to**



the NVR to ensure recording continues.

- Set an email address for the admin account for password reset.

Release Version: <V5.0.0.7>

Date: <2025/9/3>

New Feature:

- Add exception options for restore to factory default.
- Support full channel video backup over 24 hours to external storage.
- Support hotkeys for video playback control.

Changed Feature:

- Introduce new UX design for Local and Web.
- Add manual time sync with connected cameras.
- Remove UPS settings page.

Bugs Fixed:

- Fixed the user permission setup for the PTZ feature; however, the drag-and-drop function in live view is still not working.
- Fixed an issue where the recording would suddenly stop.
- Fix an issue where users are unable to log in to the ND9326P via the web console after it has been running for a period of time.
- Fix the bug where all cameras become offline and need to reboot NVR for recovery.
- Fixed the issue where cameras were disconnected in live view and recordings were not visible.
- Fixed with V5.0.0.3 Fixed an issue where NVR cannot display the camera video when using an RTSP URL from an NVR within VSS.
- Fixed an issue that web displays motion cells and bounding box on people for fisheye cameras even if video content analysis is turned off.
- Fixed an issue where Vortex connect shows error: "Disconnected. Please check your network and try again".

Known Issue:

- N/A

Limitation:

- N/A



Important Notice:

- Firmware 5.0.0.7 does not allow downgrading to 4.8.0.2 or the previous firmware version.

Release Version: <V4.8.0.2>

Date: <2025/3/4>

New Feature:

- Added support for Alarm settings and ONVIF events for TB9332-E and TB(T)9333-E.
- [WEB] Introduced Smart VCA detection settings.

Changed Feature:

- Added an access link to the VORTEX Connect onboarding process guide on the Cloud Service page.
- Increased the limit for available Alarm trigger actions to 20.
- Adjusted the layout of the Camera Add/Edit feature.
- [Local] CCS is not supported.
- VIVOCloud is not supported.

Bugs Fixed:

- N/A

Known Issue:

- N/A

Limitation:

- N/A

Important Notice:

- **Please note that VIVOCloud will no longer be supported from V4.8, please switch to VORTEX Connect to continue using cloud services.**

Release Version: <V4.7.0.5>

Date: <2025/1/20>

New Feature:

- [Local & Web] User management enhancements.



- [Local] Deep Search can be turned on or off.
- [WEB] Add Camera advance settings features. (Exposure, Privacy mask, Lens, Focus, Display, Image settings)
- [Local] Support MA series metadata recording with multi-channels.

Changed Feature:

- [Local & Web] Adjust Cloud Service Registration Process in Auto Setup. Users can proceed to next step without logging in to Vortex or inputting email information.

Bugs Fixed:

- Fixed an issue where when the NVR is in a single view, other cameras may be displayed in this view.
- Fixed the issue that unable to login the NVR through web browser after updating the NVR firmware.
- Fixed the issue that scheduled backup is not performed.
- Fixed the issue that cannot see ONVIF camera live view.
- Fixed the issue that NVR did not support the seamless recording on multi-channel camera.
- Fixed an issue when NVR is in the specific time zones, the HTTPS certificate page will have no certificate information.
- Fixed the bug that NVR cannot change ONVIF multi-sensor camera channel via web browser.

Known Issue:

- N/A

Limitation:

- Up to 20-CH metadata recording supported when using Extended mode.
- In duplicate mode, Sub screen layout will be limited to 3x3 or less when more than 20 channels of Deep Search cameras are enabled.

Important Notice:

- **Please note that firmware 4.7.0.5 does not allow downgrading to 4.6.0.5 or the previous firmware version, as the new user privilege settings are not compatible with old firmware versions.**

Release Version: <V4.6.0.5>



Date: <2024/9/16>

New Feature:

- Support Health monitoring.
- [Local & Web] New Installation wizard UI design
- [Local & Web] Settings page – New camera management UI design (add/edit).
- [Local & Web] Settings page – Cloud service add connection and organization status.
- [Local & Web] overview – Add estimated recording days.
- [Local] Auto popup virtual keyboard in Local display.
- [Web] No login required for web installation wizard.
- [Vortex] Support archive video (Applied for VORTEX Standard License).
- [Vortex] Support scheduled OTA (Applied for VORTEX Standard License).
- [Vortex] Support NVR web relay on vortex portal (Applied for VORTEX Free cloud-managed Service and Standard License).
- [Vortex] Support NVR video export.
- [Vortex] Support to export NVR debug log via user feedback.
- [Vortex] Support VIVOTEK L2 & Lite series PoE switch.

Changed Feature:

- [Local & Web] Liveview disconnected viewcell shows more information.

Bugs Fixed:

- Fixed an issue that NVR keeps disconnecting from VSS station.
- Fixed the issue where email transmission fails if the SMTP user password contains a space character.
- Fixed the issue that cannot rebuild RAID with an HDD fail and "Invalid disk" error.

Known Issue:

- N/A

Limitation:

- N/A

Important Notice:

- N/A



Release Version: <V4.5.0.5>

Date: <2024/5/6>

New Feature:

- Support for dual monitor display (extended display or mirrored display).
- Support VORTEX Connect new features. (OTA updates/Speed Dome PTZ controlling)
- NVR is able to be Re-searched via VSS

Changed Feature:

- Only Deep search allowed when connected with VCA camera which can support both Deep search/ Smart searchII

Bugs Fixed:

- Fixed an issue where deep search would not work on the local session when timezone + DST is greater than 12.
- Fixed an issue where adding ND to VAST2 as a substation resulted in a "This substation already exists" error.
- Fixed an issue when the NVR is logged in with the regular user, the NVR still has access to the Settings window on the local monitor.
- Fixed an issue where clicking on the screenshot did not play the video when the deep search function was enabled.
- Fixed an issue where it incorrectly displayed no recordings on the 1st of each month when recordings were present.
- Fixed an issue when the camera event triggers, the VSS playback view cannot see the event highlight from ND9542P.
- Fixed an issue during playback, it would automatically return to the live view.
- Fix a bug that disconnection trigger 2 rtsp failed in event log when using Dual Recording + Liveveiw Sub.
- Fixed an issue where, when adding cameras to the NVR for continuous recording, selecting a day from the calendar to play back recorded files did not initiate playback from 00:00:00.
- Fixed the issue where a period of time is skipped during playback of continuous recordings.
- Fixed playback jumps observed when visualizing locally recorded videos.

Known Issue:

- N/A

Limitation:



- N/A

Important Notice:

- Please note that this version includes a major database update, once upgraded to this firmware version, it does not allow downgrading to the previous firmware version.

Release Version: <V4.4.0.4>

Date: <2024/01/9>

New Feature:

- Support VORTEX Connect (Live view/Playback/Alarm notification).
- Support adding video server to NVR with multiple channels via Onvif protocol.
- Customer support improvement
 - add Flash, PSE hardware status log
 - Video clip exporting includes VCA config and debug log

Changed Feature:

- Attribute Search change to "or" logic.

Bugs Fixed:

- Fixed an issue where the Alarm Search List did not display any alarms; however, alarms would automatically play videos.
- Fixed an issue where the thumbnail video did not display the proper video with deep search results.
- Fixed a bug where the NVR could not configure privacy masks from the local monitor.
- Fixed an issue where the NVR kept disconnecting from the VSS station.
- Fixed a bug where Channel 1 displayed as disconnected when returning to live view after a Smart VCA search.
- Fixed an issue where Deep Search results on VSS were incorrect when the NVR was used with VSS version 1.1.

Known Issue:

- N/A

Limitation:

- N/A



Important Notice:

- N/A

Release Version: <V4.3.0.4>

Date: <2023/07/10>

New Feature:

- Support seamless recording.
- Support "RAID degraded" alarm function.
- Support HDD volume restore.
- Support adjusting camera settings directly through VSS software when ND is added to VSS.
- Support Smart VCA package v7.7.(VCA protected API)
- Support Scene Search for 67-v2/89-v2/65-A/87-A series cameras.
- Support AAC audio codec.
- Support restore to factory default on Local UI.
- Support new alarm trigger type – Video loss(for video server device)
- Support Genetec Security Center.

Changed Feature:

- Change the default mainstream resolution from 2M to 5M.
- Support VCA event "Crowd detection" for all cameras.
- Remove the IE interface for web login.
- Support AI learning for VCA settings.

Bugs Fixed:

- Fixed the abnormal display of the timeline bar during cross-day playback on the NVR.
- Fixed an issue that NVR fails to update camera firmware via NVR and NVR port forwarded camera web interface.
- Fixed intermittent problems where cameras had a probability of not connecting after a reboot.
- Fixed the AJ-002 PTZ not work on local display when mouse is also connected to NVR USB port.
- Addressed the issue causing NVR lag and unresponsiveness during internet connection.
- Fixed an issue when NVR shut down from local/overview, the NVR will not shut down graceful.
- Fixed an issue where the timeline would display an incorrect red color during the replay of alarm recordings triggered by camera DI events.
- Fixed an issue where specific 3rd party cameras could not be added to the NVR.



Known Issue:

- N/A

Limitation:

- The "Search by Color" feature in Deep Search does not support bicycles, motorcycles, and similar two-wheeled devices.

Important Notice:

- N/A

Release Version: <V4.2.0.16>

Date: <2023/07/10>

New Feature:

- Support remote focus control function when the NVR is a substation added into VAST2.

Changed Feature:

- Update VIVOCloud certificate.
- Enhance the time of synchronized playback mechanism.

Bugs Fixed:

- Fixed cannot export videos using the new web UI.
- Fixed the NVR suddenly auto restart.
- Fixed the iViewer suddenly cannot view the image from NVR.
- Fixed an issue when enabling the CSRF function on the camera, the camera image setting page is abnormal when using none IE browser.
- Fixed the NVR shows 500 server error message and remote access function cannot work.
- Fixed the overview cannot show the camera online status.
- Fixed the local monitor crash after click setting.
- Fixed the camera view couldn't be viewed via image settings when the camera was added by MAC binding.
- Fixed the live view cannot show when adding the ONVIF Avigilon cameras into NVR.
- Fixed an issue that was causing NVR to incorrectly manage memory.
- Fixed the NVR on display keyboard not working on local screen. Fixed NVR suddenly shows Disk space is insufficient and sounds an alarm even if the space is enough to record.



- Fixed the cam1 and cam3 positions on the camera management page switch after NVR was powered on.
- Fixed cannot send a snapshot email from Ionos mail server.
- Fixed the RAID status showing failed. Even if click rebuild, the RAID still cannot work normal.
- Fixed the RAID status suddenly shows the error message of not synchronized/invalid disk/disk is missing.
- Fixed the camera video preview cannot be displayed after adding a camera into NVR.
- Fixed an issue when there are two alarms triggered in a short time, the second action would not be shown.
- Fixed the NVR local display toolbar will not disappear after the NVR reboot.
- Fixed an issue that menu button doesn't work on Chrome browser.
- Fixed an issue when changing the display position of the camera and restarting the NVR, this camera LiveView will not be normally displayed.
- Fixed an issue when adding the ONVIF camera into NVR and setting the NVR IP as NTP server, the time cannot synchronize with NVR.
- Fix the problem that displays the camera as disconnected when the NVR adds a specific ONVIF camera.
- Fixed an issue whereby the NVR's RAID displayed a "Recovering volume" status upon reboot, resulting in a delay in recording initiation.
- Correct the login password wording on the local view.
- Fixed the motion detection graph does not work on local monitor.

Known Issue:

- N/A

Limitation:

- N/A

Important Notice:

- **VIVOCloud certificate with firmware version v4.2.0.7 will expire on 7/24. To ensure uninterrupted access to your devices, please upgrade to v4.2.0.16 in advance.**

Release Version: <V4.2.0.7>

Date: <2022/12/13>

New Feature:



- First release.

Changed Feature:

- N/A

Bugs Fixed:

- N/A

