MOTOROLA SOLUTIONS

VideoManager 14.5.4 - **Release Note**

Changes since 14.5.2

Minor enhancements and bug fixes (Motorola Solutions VideoManager)

Issue Id	Summary
VM-20333	Some imported MP4 files with certain unusual encoding characteristics can now be played back in the web video player.
VM-20315	The auditing of partial incident exports now only audits the export against the videos which are exported.
VM-20326	Fixed an issue where DockControllers attempting to upgrade over slow network connections could result in filespace read errors when using S3 filespaces.
VM-20408	Allow files imported with the DEMS migration tool to show a blank FPS in the video details page.
VM-20454	Removed excessive logging in the service logs from the permissions checking logic.

Changes since 14.5.1

New feature: Deletion policy can preserve all files in a recording
If one file from a multi-file recording is added to an incident, the remaining files are eligible to be deleted. A new option in the deletion policy page can be used to specify that if any file in a recording is in an incident and is thus protected from deletion, then all files in the recording are protected from deletion.

An additional function on the deletion policy edit screen has been added to make it possible to preview the effect of changing the deletion policy, which takes the form of a report showing the changes in scheduled deletion date for all videos.

New feature: Selective clip export
You can now configure incident export profiles so that when creating an export, the user can select which incident clips to include in the export.

Minor enhancements and bug fixes (Motorola Solutions VideoManager)

Issue Id	Summary
VM-20221	The Motorola colour scheme is now applied to customers upgrading from older versions.

VM-20234	User-defined field definitions were not replicated to sites running pre-14.5 software until the sites were upgraded to the latest version.
VM-20300	Intermittent errors were encountered when viewing supervised videos and incidents when complicated user group relationships are in use. (Did not affect customers using SQLServer.)
VM-20215	When setting incident clip start/end times, the "set clip start" and "set clip end" functions were not accurate to the exact frame; they now are.
VM-20115	It is now possible to use asset import at site (if licensed) and replicate the imported media to central manager.
VM-20201	The flashing red light displayed when a VB400 is sitting on the dock but is not connected to the server was previously not displayed if the VB400 had not been assigned since it was last upgraded or factory reset.
VM-20322	If auto-upgrade of a DockController failed, then the status of the DockController could get stuck in the "upgrading" state until the DockController is reset.
VM-19882	The web interface no longer uses "all caps" text in field labels.
VM-20292	The installer now creates an installation log file in the Program Files folder.
VM-20272	If the service heap size was overridden by the config folder in C:\ProgramData\Edesix folder, this did not take effect.
VM-20210	The appearance of tag list incident fields has been improved.
VM-20199	Export original files to Box storage previously didn't work if footage was stored in an encrypted filespace.
VM-20283	Computed fields which use the 'contains' function on tag list fields did not properly work when no tag options were selected. This also affected auto incident creation where the rule used the 'contains' function.
VM-20205	The licensing page now makes it clearer which device licence count applies to VB400s.
VM-20199	The "always pre-record when not charging" option was sometimes visible on the profile edit page for VT50/VT100.
VM-20145	Restrictions on which users can change the login mode have been removed.
VM-19681	User's Bluetooth (BLE) MAC address is now visible on the user details page.
VM-20162	A new option is available when configuring a site in central manager which enabled immediate deletion of all videos when they have been uploaded from site.

VM-20209	The count of files successfully imported is sometimes wrong on the asset import screen when an import completes.
VM-20332	Restored the legend on the user-activity chart in live stats.

Changes since 14.4.4

New feature: Auto-upgrade of EdgeControllers and DockControllers

Motorola Solutions VideoManager can now be configured to automatically upgrade EdgeControllers and DockControllers to the latest firmware. In both cases, the system limits the number of simultaneous upgrades in order to limit the load on the system and the network. In the case of DockControllers, the time window where DockControllers can be upgraded can be restricted to minimize disruption.

New feature: System configuration export/import

It is now possible to export a file containing a large portion of the system configuration and import that configuration into another system. For customers who maintain a separate test system and live system, this makes it easier to transfer the latest configuration from their test system to their live system. The system can currently be used to copy:

- Shareable device keys
- Roles
- Password complexity rules
- Deletion policy
- Custom field configuration
- Device profiles
- Wifi profiles
- Import profiles
- Export profiles

New feature: Playback watermark

The system can superimpose a unique watermark on the playback window during video playback. This is intended to discourage illicit recording of videos: if a recording is made during playback, for example with a mobile phone, the user playing the video and the time of playback can be identified from the watermark on the recording.

New feature: Automatic incident creation

For customers who have media properties and incidents licensed, it is now possible to configure the system to automatically create incidents for videos which meet specified criteria. When used in conjunction with the VB companion app, this allows the system to automatically create incidents based on an officer's classification of a recording made in the field.

New feature: Service required status

If a device has been designated by an administrator as requiring servicing (for example, its battery has degraded to the point where it needs to be replaced), they can now put that device into the "service required" state in the device management page. Devices in this state will not be assignable. VB400

devices in this state will show an obvious yellow light making them easy to identify and remove from the dock for servicing.

Licensed feature: Bundled user-import tool

A stand-alone tool called the "user-import tool" has been available for some time allowing user and user group information to be imported into Motorola Solutions VideoManager from a spreadsheet, database, CSV file or from Azure Active Directory (in 14.5.0). This tool can now be invoked within Motorola Solutions VideoManager without the need for a standalone installation of the tool. The stand-alone tool will continue to be available.

A licence is required to use this feature.

New feature: Anti-virus integration

Customers with an asset import licence can now configure the system to perform an anti-virus scan of files as they are imported.

The scanning is provided by OPSWAT, and requires a paid-for licence from OPSWAT, who are a third-party company.

Minor enhancements and bug fixes (Motorola Solutions VideoManager)

Issue Id	Summary
VM-19517	VideoManager has been updated to match Motorola branding - colour scheme, fonts, icons, installer name and the default data folder name have all changed.
VM-19773	Bluetooth pairing information is now replicated between sites and the central manager, allowing the companion app and HolsterAware features to be used in installations with a central manager.
VM-19630	The battery report now includes information for VB400 devices.
VM-18384	You can now globally configure the incident viewer/editor so that it shows the values of important media field values in the list of clips.
VM-19240	You can now search for videos/media using a text filter which matches against multiple media fields - like the text search function for incidents. The set of fields matched is configurable.
VM-19229	The VB400 device profile now allows the Motorola Radio BT Smart Ready connection to be enabled.
VM-19626	The ability to edit custom field definitions has been removed from the VideoManager Administrator application.
VM-19594	Settings pages relating to login have been moved from "User Interface -> Login Settings" to

	"People -> Two Factor Authentication" and "People -> Authentication".
VM-19775	Security enhancement: Content-Security-Policy header could include unnecessary additional hostnames.
VM-19236	You can now filter the list of devices using a list of device serial numbers or names.
VM-19681	User's Bluetooth (BLE) MAC address is now included in the user export report.
VM-19644	The default expiry time for incident access links is now configurable.
VM-19789	Minor security enhancement: certain responses from the web server did not include the Strict-Transport-Security header.
VM-19787	Minor security enhancement: the UI is now using Bootstrap 3.4.1, which fixes a potential XSS vulnerability.
VM-17549	The layout of the upload dialog was improved when using a mobile device.
VM-19516	Incident clips can now be easily sorted by time. When adding multiple videos to an incident at once, the clips are now added in chronological order.
VM-19415	The permissions for configuring devices have been split into more granular permissions - see "New role permissions" below.
VM-19170	The VB400 device profile now allows configuration of post-record.
VM-19620	Asset import now supports import of GIF files.
VM-19619	Asset import now supports import of BMP files.
VM-20069	Asset import now supports import of MPEG1 video in an MPG file.
VM-19982	Asset import now supports import of XVID video in an AVI file.
VM-19988	Asset import now supports playback of MP4 files with AAC-HE audio.
VM-20027	The device list sometimes showed a spurious temporary error against a device during download if the connection to the device was unreliable.
VM-20207	Occasionally if a device was undocked very quickly after an RFID assignment, it would be reported as "unknown" rather than "in use" in the device list.
VM-19885	The Asset import UI showed the progress of the wrong import job if multiple import jobs were running at once.
VM-19550	System now rejects whitespace only values in mandatory incident/media fields.
VM-18591	You can now enable alternate password complexity on the "System Administrators" role.

VM-19777	The warning displayed when you navigate away from the asset import page has been improved to make it clear if import will continue in the background.
VM-19889	When using SQLServer, if you accidentally created a user containing a particular unicode special character, it was then impossible to remove the character from the username, even by deleting and recreating the user.
VM-19823	The system had to be manually restarted once after upgrade in order to make passthrough authentication work.
VM-18281	The count of selected videos was not displayed when doing a video bulk edit.
VM-19621	MP4 export failed for an incident containing still images.
VM-19744	The VB400 device profile now includes settings for X series devices.
VM-19729	The licensing system could sometimes report a system warning, even after the problem had been resolved.
VM-20137	The maximum file size which can be played back by the system is now overridable in the setting file.
VM-20130	Invalid filename templates in the evidence export profile caused export failures, even if they were not in use.
VM-20105	Auto creation of users when using OAuth2 login mode can now be disabled.
VM-19852	Attempting to download a video at central manager where the file has not been uploaded from site would give an error.
VM-20064	Imported media files which contain a comma in their name did not play back correctly in systems using S3 object storage.
VM-20111	The login page now shows an error message if you attempt to login and the server is offline.
VM-20063	The placement of the background video on the login page has been changed to keep the whole video visible if your browser window is not 16:9.
VM-18358	The unused resolution selector in the VT50/VT100 device profile has been removed.
VM-20000	The "Available for assignment" filter in the devices page can now show devices on EdgeControllers and sites, not just devices connected to the local system.
VM-19870	The audit report creation dialog was confusing and showed a meaningless "start date" and "end date".
VM-20011	The audit report did not apply the "search by file hash" filter if it was specified.
VM-19524	The DOWNLOAD_FILE_DOWNLOADED audit entry sometimes didn't record the location of the download if the device disconnected around the time that download completed.

VM-19681	The BLE MAC address for a user is now visible in the user bluetooth pairings dialog and in the "user export" report.
VM-19515	A search for a non-existent group in the users admin page showed a misleading error message.
VM-19909	An "undelete" tool is now available to reinstate permanently deleted video files from a customer's own filespace backup.
VM-19593	The email server password for notifications was corrupted on upgrade from versions earlier than 14.2.
VM-19856	The System Information panel on the home page showed the server time formatted incorrectly.
VM-19790	The Strict-Transport-Security header was incorrectly included in responses when the server was using HTTP only.
VM-19872	The terminology in the device profile dialog for configuring the maximum length of a recorded video was improved.
VM-19793	Some mandatory fields in the "Media playback reason" dialog were not being enforced.
VM-16357	On certain videos, during playback, no thumbnail was displayed when scrubbing to the end of the video.
VM-20126	Custom field validators misbehaved if the regular expression contained a ^ or $ character.
VM-20121	Automatic device configuration updates did not work if you edited a user's wifi profile or a user's default profile while a device assigned to the user is docked.
VM-18723	Creation and edit of bandwidth rules is now audited.
VM-20053	Media grid workers could crash and restart in a system with terrible file I/O performance accessing filespaces.
VM-19561	If you created an incident from a rotated video, the "video metadata overlay" was not shown by default on the created incident.
VM-20038	A spurious exception was logged on grid workers on startup.
VM-20062	The bundled Java JRE was updated to version 11.0.8r10.
VM-19662	Tag list values which are numbers were not displayed correctly in the incident properties and video properties editors.
VM-19739	Under some circumstances, live stats would stop updating if the service is running on a PC which goes to sleep.
VM-19973	The deprecated assignment report has been removed (replaced by the device field trip

	report).
VM-18363	Auditing has been added for several DockController actions (change bandwidth rule, restart, configure).
VM-18594	Deleting a resources filespace containing device images and/or theme resources now correctly cleans up those resources.
VM-20018	On a new install, the system now uses the locale configured in your browser to select the UI language by default.
VM-19908	Two device profiles can now have the same name if they are in different device profile families.
VM-19869	Public web address validation in the web server settings page now allows domain names which begin with a digit.
VM-19977	The obsolete "video badge view" option has been removed from the wifi profile edit page.
VM-19655	The video gallery view did not always correctly load new videos as you scrolled down.
VM-19821	The "include clip footage" option was incorrectly visible in the MP4 and DVD incident export profile configuration page.
VM-19889	If a user was created with certain spurious Unicode control characters in the user name, it was not possible to delete and recreate a user with the correct name.
VM-19810	The firmware version of Holster Aware devices is now displayed in the user bluetooth pairings page.
VM-20044	The pages for viewing sections of the audit log now make it clear in the title what is being viewed.

New role permissions

Permission	Section	Notes	On upgrade, granted to
View/edit auto incident creation	Advanced Permissions/Settings	Requires incident and media properties licences	System Administrator
Change device custom status	Device Permissions/Management	Replaces the "change device settings" permission.	roles which had "change device settings" permission
Change device name	Device Permissions/Management	-	roles which had "change device settings" permission

Set/clear service required	Device Permissions/Management	-	roles which had "change device settings" permission
Change auto upgrade	Device Permissions/Management	-	roles which had "change device settings" permission
Change static IP	Device Permissions/Management	-	roles which had "change device settings" permission
Change touch assign	Device Permissions/Management	-	roles which had "change device settings" permission
Force unassign	Device Permissions/Assignment	-	roles which had "change device settings" permission
View/Edit user import tool settings	Advanced Permissions/Settings	Requires user import tool licence.	System Administrator
View/Edit anti-virus policy settings	Advanced Permissions/Settings	Requires asset import licence.	System Administrator
View/Edit import/export config settings	Advanced Permissions/Settings	-	System Administrator
Import system config	Advanced Permissions/Settings	-	System Administrator
Export system config	Advanced Permissions/Settings	-	System Administrator

Earlier changes

See the V14.4.x release notes for earlier changes.

Known issues

VB400 Bluetooth and Wifi are incompatible
WiFi streaming and download over WiFi cannot be used on a VB400 when it is configured to connect to the VB Companion App over Bluetooth.

Cannot Compute File Hash for Audit Log Search when using Internet Explorer
In the audit log screen, it is possible to filter the audit log by the SHA-256 of the file. On most browsers, the page lets you select a local file and the page then computes the hash of the file. This function isn't available in Internet Explorer. However, you can still search by file hash if you know the SHA-256 hash of

the file you are searching for. If you need to compute the SHA-256 hash of a file on Windows, you can do it using the "certutil" command-line tool on Windows, e.g. "CertUtil -hashfile <filepath> SHA256".

Large Numbers of Incident Clip Counts

The system performs poorly when more than 200 incident clips are created in a single incident. You should not create incidents with more than this many clips. Some functions may not work properly if this limit is exceeded, e.g. export may fail.

Upgrade notes

Software assurance requirement for upgrade

In order to upgrade to this version from an older version, you must have software assurance coverage up to 01 June 2020. If you are upgrading from a version older than 10.2, then you must upgrade to 10.2 and apply software assurance before installing this version.

Data storage location change

The default data storage location is now c:\ProgramData\Motorola Solutions\VideoManager for a new installation. If you upgrade from a version of Motorola Solutions VideoManager older than 14.5.0, you will already have data stored in c:\ProgramData\Edesix\VideoManager. In this case, the system continues to use the data in c:\ProgramData\Edesix\VideoManager (which might include your database, configuration and/or filespace data), but all log files are written to c:\ProgramData\Motorola Solutions\VideoManager\pss-service-logs.

VB400 Device downgrades restricted

It is no longer possible to downgrade a VB400 device running 14.3.3 (or later) firmware to a firmware version earlier than 14.3.3.

Central manager site upgrades

When upgrading a central manager installation, replication of certain configuration settings from the central manager to sites (including EdgeControllers) will not occur until those sites are upgraded.

If you use any of the "Shared configuration settings" - on the Auto-fetch settings page - to replicate configuration information to sites, then the site will use out-of-date configuration information until upgraded to the minimum required version for that setting. Configuration changes made on the central system will have no effect until the site is upgraded.

The following table shows the minimum required version of Motorola Solutions VideoManager running at the site in order for each shared configuration setting to replicate correctly.

Shared configuration setting	Minimum compatible site version
Keys	5.1.0
Roles & Password Rules	6.4.0
Users	14.5.0 **

User Groups	14.0.0
Device Profiles	6.4.1
Deletion policies	6.4.0
User-defined fields	14.1.0 if you enable playback reason auditing
	14.0.0 if you define any tag list fields
	6.4.0 otherwise
Device states and locations	10.0.0

** - users can be replicated to sites running 7.0.1 to 14.4.x, but an incompatibility warning will be shown and bluetooth pairing information will not be replicated.

Supported platforms

Motorola Solutions VideoManager is supported on the following platforms:

- Windows 8.1 Pro & Enterprise 64-bit
- Windows 10 Pro & Enterprise 64-bit
- Windows Server 2012 Essentials, Standard & Datacenter
- Windows Server 2012 R2 Essentials, Standard & Datacenter
- Windows Server 2016 Essentials, Standard & Datacenter **
- Windows Server 2019 Essentials, Standard & Datacenter **

* - USB attached devices are not supported on Windows Server 2016 and later.

Note that accessing the Motorola Solutions VideoManager web application from a web browser running on a Windows Server desktop is not supported. However, Windows Server can be used for running the Motorola Solutions VideoManager service.

Supported browsers

The Motorola Solutions VideoManager web application is supported on the following browsers:

- Microsoft Internet Explorer 11 (Windows 7/8.1/10) **
- Microsoft Edge 14+ (Windows 10)
- Firefox 47+ * (Windows 7/8.1/10).
- Chrome 48+ (Windows 7/8.1/10, MAC OS X v10.10)

The security settings of your browser may prevent some features of the Motorola Solutions VideoManager web application from working correctly. In particular, some browsers may silently prevent the download of files from the Motorola Solutions VideoManager web application. Adding Motorola Solutions VideoManager web application to the list of trusted websites will normally fix this.

Accessing the Motorola Solutions VideoManager web application from a web browser running on a Windows Server desktop is not supported.

* When using Firefox on Windows, you may need to run Windows Media Player once to install codecs before video playback will work. Firefox video playback only works if the operating system provides an MP3 codec.

** When using Internet Explorer, audio is not supported on Device live view page.

Supported device firmware

We do not support assignment of devices running firmware older than version 6.0. These devices will still connect but only for the purposes of upgrading them.

Included device firmware

This release of Motorola Solutions VideoManager includes the following firmware:

VB200/VB300 firmware	**V14.4.4**
VB400 firmware	**V14.5.3**
VT firmware	**V14.5.0**
DockController firmware	**V14.4.4**