

VIDEOMANAGER

17.2.1 RELEASE NOTE

Software updated in 17.2.1

- Motorola Solutions VideoManager for Windows
- Motorola Solutions VideoManager for CentOS Linux

Changes since 17.1.2

New Feature: M500 Roaming

Support for M500 devices to be able to roam between different instances of Motorola Solutions VideoManager in a Site/Centre configuration. M500s can be bootstrapped at one Site (or Centre), and can offload footage or accept new configuration at another. For this to work, the user must enable the Roaming replication setting from the Admin > Connectivity > Configuration Replication section. This will replicate the unique Agency ID used by devices to identify Sites in their shared organisation. In certain situations, the configuration may not match from Site to Centre. For example, if the user has not enabled replication of device profiles, or if the Site is currently Isolated (unable to reach the Centre). In that case, the device will be able to offload its footage, but will not accept new configuration.

New Feature: Incident Share Reasons

You can now configure the system so that when an incident is shared with another user, the user sharing the incident must enter a reason for the sharing.

New role permissions

There are no new permissions in this release.

Minor enhancements and bug fixes (Motorola Solutions VideoManager)

| Issue Id | Summary |
|-----------|---|
| AZMV-9699 | Correct DockController and EdgeController firmware was not automatically selected by default. |

| Issue Id | Summary |
|------------|--|
| AZMV-9388 | If M500 long tasks (like offloads) timed out, then the connection was occasionally getting dropped |
| AZMV-10034 | The theme resource admin page would incorrectly reject PNG files added as a favicon. |
| AZMV-9173 | It is now possible to configure the system to authenticate user logins with browser-provided SSL client certificates. |
| AZMV-10298 | Sometimes Motorola Solutions VideoManager wasn't detecting M500s when they connected after bootstrapping for the first time. |
| AZMV-10629 | M500s were being 'locked out' of system for up to 60s after Motorola Solutions VideoManager network reconfiguration |
| AZMV-172 | International characters in User Import Tool output now display correctly in the User Import Tool admin page. |
| AZMV-1256 | The camera/mic name is now accessible in evidence export metadata templates. |
| AZMV-9390 | Changes to automatic import profiles did not always take effect immediately. |
| AZMV-9146 | Security update: The embedded Postgres database has been updated to 13.12. |
| AZMV-9173 | It is now possible to configure the system at startup to use an external Postgres database. |
| AZMV-3211 | Record audit log entry when a Mobile App field is added or modified |
| AZMV-5866 | Make question-circle buttons focus/hover behaviour in Permissions table consistent with rest of application |
| AZMV-5905 | Make 'Delete default device' button in Role edit page accessible |
| AZMV-7608 | Always validate text list field value content against its 'Max Items' limit |

| Issue Id | Summary |
|---|--|
| AZMV-7844 | Remove inapplicable 'Group Member Stop' and 'Allow Manual Stop' options from M500 device profile |
| AZMV-7987 | Accessibility: Make the focus state clearer on toggle buttons |
| AZMV-8002 | When changing M500 name, prevent device from resetting to previous name |
| AZMV-8663 | Changes to the Vehicle Auto Upgrade setting at CVM now immediately replicate to sites |
| AZMV-4493 | Remove references to iOS version of VB Companion (End of Life) |
| AZMV-7306 AZMV-7307 AZMV-8877 AZMV-7572 AZMV-9444 | Security updates: various embedded third-party libraries have been updated. |

Software updated in 17.1.2

- Motorola Solutions VideoManager for Windows
- Motorola Solutions VideoManager for CentOS Linux

Changes since 17.1.1

New role permissions

There are no new permissions in this release.

Minor enhancements and bug fixes (Motorola Solutions VideoManager)

| Issue Id | Summary |
|-----------|---|
| AZMV-9312 | M500 connections are now less likely to timeout when using slower LTE connections. |
| AZMV-9666 | Client certificate forwarding for "client certificate authenticated devices" listen ports now support certificates forwarded in PEM format. |

| Issue Id | Summary |
|------------|--|
| AZMV-10044 | The server SSL certificate is now configurable for "client certificate authenticated devices" listen ports. |
| AZMV-10252 | Database upgrade could fail when upgrading certain databases with very large numbers of records. |
| AZMV-10290 | When using automatic imports, the system could leak file handles which would eventually cause the service to fail. |

Software updated in 17.1.1

- Motorola Solutions VideoManager for Windows
- Motorola Solutions VideoManager for CentOS Linux

Changes since 17.0.4

New Feature: Export Confirmation

If you use exports to perform an automated transfer of data to an external system, you can now set the system up so that the export awaits confirmation from the external system before it becomes complete. The external system may also provide a URL linking to the external data which is visible on the export page. The external system must generate a file to confirm the successful import; the auto import mechanism can be used to detect and process these files indicating that the export is complete (which your automated integration must provide). The VideoManager import system can now be configured to generate an "import confirmation" file after a successful import.

These two mechanisms can be combined so that if you are exporting data from one VideoManager system for automated import into a second VideoManager system, the second system can generate a confirmation file which can be forwarded to the first system to complete the export in the original system and provide a URL to the imported data. [AZMV-7799]

New role permissions

There are no new permissions in this release.

Software updated in 17.0.4

- Motorola Solutions VideoManager for Windows
- Motorola Solutions VideoManager for CentOS Linux
- VB400 firmware
- VT50 / VT100 firmware
- EdgeController firmware
- DockController firmware
- User Import Tool

Changes since 17.0.2

New role permissions

There are no new permissions in this release.

Minor enhancements and bug fixes (Motorola Solutions VideoManager)

| Issue Id | Summary |
|-----------|--|
| AZMV-8896 | Exports larger than 5GB failed when using an S3 filespace. |
| AZMV-8922 | Footage downloaded from M500 was occasionally recorded against the wrong device. |
| AZMV-8967 | Importing theme resources when sandboxing has been enabled no longer results in a server error. |
| AZMV-8994 | Exports could fail if core grid web URL was incorrectly configured. |
| AZMV-8809 | Failed to save new M500 device profiles when the user did not have permission to edit RATF retention period. |

Software updated in 17.0.2

- Motorola Solutions VideoManager for Windows
- Motorola Solutions VideoManager for CentOS Linux
- VB400 firmware
- VT50 / VT100 firmware
- EdgeController firmware
- DockController firmware
- User Import Tool

Software updated in 17.0.0

New Feature: Time zone improvements

It is now possible to configure the time zone used by the system to be different to the host OS time zone. You now can now control the time zone used to create the metadata overlay on recorded videos. You can either specify a time zone for the overlay in the VB400 or VT device profile (and use different profiles for devices in different timezones), or you can specify a time zone for a DockController (which applies to all devices docked in the DockController).

[AZMV-5156, AZMV-5157, AZMV-5424, AZMV-5484]

New Feature: Device GPS location reporting

In order to make it easier to locate specific devices, the system now retains the last GPS location reported by devices which connect over LTE or WiFi. The current or last known location is now shown on a map on the device details page (if you have mapping enabled). The equipment report includes the last known GPS location and the time it was reported.

[AZMV-5520, AZMV-5625, AZMV-5626]

New Feature: M500 Record-After-The-Fact®

You can configure M500 in-car video systems to enable "Record-After-The-Fact". In this mode, devices internally capture and retain footage for a period of time even when they are not "recording". Using the web UI, you can instruct a connected device to create a recording for a previous time period from the retained footage, which will then be uploaded to the server. For jurisdictions where this feature should not be enabled, a specific permission exists to ensure that this mode cannot be enabled. [AZMV-5644, AZMV-5660, AZMV-5991]

New Feature: VT100 recording alarm

It is now possible to configure an alarm that makes the VT100 vibrate periodically while recording.

New role permission

| Permission | Section | Notes | On upgrade, granted to |
|-------------------------------------|-------------------------------|---------------|------------------------|
| View/Edit system time zone | Advanced permissions/Settings | 2 permissions | System administrator |
| Edit Record-After-The-Fact settings | Advanced permissions/Settings | - | System administrator |

| | | | |
|--|----------------------------|---------------|---|
| Request device Record-After-The-Fact (User/Supervised/Any) | Device permissions/Device | 3 permissions | Roles which previously had permission to initiate device state capture |
| Request vehicle Record-After-The-Fact | Device permissions/Vehicle | - | Roles which previously had permission to initiate vehicle state capture |

Minor enhancements and bug fixes (Motorola Solutions VideoManager)

| Issue Id | Summary |
|------------------------|--|
| AZMV-3131 | Transcriptions were not properly rendered when exporting an audio clip. |
| AZMV-4694 AZMV-4750 | The performance of the system has been improved when there are many touch assigns in a short period of time and there are a large number of users. |
| AZMV-5080 | There is now a 400 character limit on touch assign IDs in order to optimize touch assign performance. |
| AZMV-5152 | Deleting any bandwidth rule would remove all bandwidth rules from all DockControllers. |
| AZMV-5622 | ONVIF authentication did not work. |
| AZMV-132 | The thumbnail quality has been improved for short videos in the gallery view. |
| AZMV-169 AZMV-170 | Many non-ASCII characters were previously not encoded properly in VideoManager and User Import Tool logs. The logs are now UTF-8 encoded. |
| AZMV-1339 | M500 Vehicle Network Profiles are now replicated from the central manager to sites. |
| AZMV-5284 | M500 firmware images imported on a central manager are now replicated to sites to allow upgrades at site. |
| AZMV-3233 | Editing of prepared redactions/annotations on a video or image was not previously audited. |
| AZMV-4653 | As a security measure, all logged in users and connected devices are now disconnected when the web server is reconfigured. |

| Issue Id | Summary |
|-----------|--|
| AZMV-6910 | It was not possible to listen to the second audio channel in the video player when playing back a VB400 video. |
| AZMV-5060 | When exporting an incident containing footage which had not yet been fetched from a site, the system would show an error if you requested to fetch that footage. |
| AZMV-5155 | The transcription editor now allows specific keys to control the video player even when keyboard focus is in a text input control. This feature may require configuration. |
| AZMV-6811 | M500 state capture requests were not audited. |
| AZMV-5260 | Setting properties with VB SmartControl could cause the web UI to show blank media file properties (rather the omitting unset properties). |
| AZMV-5315 | Support for M500 RFID officer login has been added. |
| AZMV-5356 | Added support for prioritised upload of critical recordings from M500 devices. |
| AZMV-5840 | Added support for M500 secondary upload and DNS servers. |
| AZMV-4603 | The audit trail now captures when M500 devices auto upgrade themselves. |
| AZMV-1455 | Error messages relating to conflicting data in the User Import Tool have been improved to show which data is causing conflicts. |
| AZMV-6242 | M500 device profile incorrectly allowed bookmarks and photo capture to be enabled. |
| AZMV-6445 | Fixed the M500 device profile GPS configuration UI to correctly reflect device capabilities. |
| AZMV-2585 | The formatting of audit log messages for configuration changes has been slightly improved. |

| Issue Id | Summary |
|--|--|
| AZMV-97 | Accessibility Improvement: header hierarchies have been improved on admin pages to make them work better with screen readers. |
| AZMV-5838 AZMV-5865 AZMV-5871 AZMV-5879 | Accessibility Improvement: fixed various controls in the UI which were inaccessible by keyboard. |
| AZMV-5531 | Accessibility Improvement: every page now has a skip link to the main content. |
| AZMV-5803 | Accessibility Improvement: it's easier to see when navigation tabs have keyboard focus. |
| AZMV-5800 AZMV-5806 | Accessibility Improvement: keyboard tab orders have been improved in many places. |
| AZMV-6095 | Accessibility Improvement: keyboard focus no longer automatically jumps to certain controls. |
| AZMV-4870 AZMV-5687 AZMV-7084 | Security updates: updated various third party libraries. |
| AZMV-6680 | Stability improvement: the server will automatically restart on the rare occasion that an internal deadlock is detected. Previously the server would hang and would need to be manually restarted. |
| AZMV-6344 | Improvements to size constraints replicating User-defined fields from CVM to Site. |
| AZMV-6748 | Added support for M500 secondary upload server to be treated as an LTE. |
| AZMV-8511 | Improved handling of interrupts uploading over LTE. |
| AZMV-8270 AZMV-8055 AZMV-7993 AZMV-6541 | Improved video offloading from M500 devices. |
| AZMV-7968 | Added missing allow priority upload config option to M500 device profile. |

Minor enhancements and bug fixes (VB400)

| Issue Id | Summary |
|-----------|---|
| AZMV-5267 | When connected to a WiFi network with a DNS server that is not on the same IP subnet as the VB400, the device could not resolve the Motorola Solutions VideoManager public address, and so could not connect. |
| AZMV-5858 | There was excess distortion in the recording of very loud sounds. |
| AZMV-5170 | Add support for configurable time zones (see above). |
| AZMV-5076 | Changes have been made to facilitate debugging problems with WiFi connectivity. |
| AZMV-7007 | Security update: Various libraries have been updated to address security issues. |

Minor enhancements and bug fixes (VT50 / VT100)

| Issue Id | Summary |
|------------------------|---|
| AZMV-7000 | The device could restart when recording was started shortly after a previous recording was made and the device was connected to a WiFi network with both docking and streaming enabled. |
| AZMV-7007 AZMV-2595 | Security update: Various libraries (including OpenSSL) have been updated to address security issues. |

Minor enhancements and bug fixes (DockController)

| Issue Id | Summary |
|-----------|--|
| AZMV-7007 | Security update: Various libraries have been updated to address security issues. |

Minor enhancements and bug fixes (EdgeController)

| Issue Id | Summary |
|-----------|--|
| AZMV-7007 | Security update: Various libraries have been updated to address security issues. |

Software updated in 17.0.0

- Motorola Solutions VideoManager for Windows
- Motorola Solutions VideoManager for CentOS Linux
- User Import Tool

Changes since 16.2.2

End of life: VB200 / VB300 firmware

The built-in VB200 / VB300 firmware is no longer included in Motorola Solutions VideoManager. [AZMV-4455]

New Feature: Certificate Forwarding mode

When receiving connections from M500 in-car video systems, Motorola Solutions VideoManager now allows M500s connections to be forwarded by an external SSL proxy, provided that proxy can forward SSL client certificates. Authorised users can now download the Client Root CA Certificate required to configure an SSL client certificate proxy.

New role permissions

There are no new permissions in this release.

Minor enhancements and bug fixes (Motorola Solutions VideoManager)

| Issue Id | Summary |
|-----------|---|
| AZMV-3432 | MOTOTRBO radio integration is no longer a preview feature and is available to all customers. |
| AZMV-4402 | You can now select the current display language using a dropdown menu in the main navigation bar. |
| AZMV-3134 | Occasionally, the system would display a broken thumbnail for a video which was being uploaded from a site. |
| AZMV-3251 | An unwanted extra semicolon was displayed in the audit log filter panel. |
| AZMV-3698 | Updated an out-of-date library. |
| AZMV-2179 | Added a Transfer Station information page to assist with configuring Transfer Stations. |

| Issue Id | Summary |
|-----------|---|
| AZMV-2340 | Added a M500 Auto-upgrade enable/disable switch. |
| AZMV-2056 | Connections from M500 devices are now rejected if the device's Agency ID does not match the system Agency ID. |
| AZMV-3325 | Connections from unsupported device types are now rejected. |
| AZMV-3468 | M500 device field trips now appear in the Field Trip Report. |
| AZMV-3469 | M500 device media now appears in the Media Report. |
| AZMV-4190 | State Capture download progress did not always clear when downloads completed. |
| AZMV-4528 | Removed excessive logging when no device firmware is available for upgrade. |

Software updated in 16.2.4

- Motorola Solutions VideoManager for Windows
- Motorola Solutions VideoManager for CentOS Linux
- VB400 firmware
- EdgeController firmware
- DockController firmware
- User Import Tool

Changes since 16.2.1 & 16.1.1

Enhancement: Playback of pre-record footage without audio

When the device profile "Record audio" option is set to "Yes (except during pre-record)", the device now records silence rather than no audio at all when pre-recording. This fixes issues with playback in the SmartControl mobile application, and with compatibility of footage exported from VideoManager. [AZMV-1210]

New role permission

| Permission | Section | Notes | On upgrade, granted to |
|------------|---------|-------|------------------------|
| | | | |

| | | | |
|-----------------|-------------------------------|---|----------------------|
| Allow streaming | Device permissions/Mobile app | - | System administrator |
|-----------------|-------------------------------|---|----------------------|

Minor enhancements and bug fixes (Motorola Solutions VideoManager)

| Issue Id | Summary |
|------------------------|---|
| AZMV-3389 | It was not possible to specify a web server public address using certain top level domain names. |
| AZMV-860 | The ability of the user to enable/disable live streaming from the mobile app is now permission controlled. |
| AZMV-1613 | The first-time setup UI now allows the administrator to provide a web server SSL certificate during initial setup. SSL is enabled by default. |
| AZMV-3154 | Auditing of configuration changes would sometimes fail with exceptions in the log. |
| AZMV-2823 | Grid core servers would restart unnecessarily when in standby mode. |
| AZMV-1090 | Only the first clip of an unsaved incident containing M500 footage could be played. |
| AZMV-102 | Accessibility: All buttons now have text compatible with screen readers. |
| AZMV-718 | Accessibility: Toggle buttons now work correctly with screen readers. |
| AZMV-3232 | Accessibility: All hyperlinks are now labeled so that they work with screen readers. |
| AZMV-1575 | New filter options have been added to the Manage Exports page. |
| AZMV-1576 | The My Exports/Manage Exports page now limit the number of exports that they display. |
| AZMV-2019 | Security improvement: All XML handling has been protected against XXE attacks. |
| AZMV-2222 | Redacted video was rendered incorrectly if a "full screen" brightness was applied. |
| AZMV-2521 | It was possible to save a M500 device profile even if it had certain validation errors. |
| AZMV-3240 | When editing the "Auto change owner" for a DockController, the save button did not always appear. |
| AZMV-3243 | When importing certain hi-res videos, the duration of the video would change on import. |
| AZMV-1589 AZMV-2198 | Updated out-of-date libraries. |
| AZMV-409 | While editing an incident it was possible to click on disabled actions using the keyboard. |

| | |
|-----------|--|
| AZMV-868 | The web server no longer restarts and thus users are no longer logged out when the web server address configuration is edited. |
| AZMV-4182 | 'Recording policy' option was erroneously displayed in the device profile editor for VB-200/300 and VT-50/100 device profiles. |
| AZMV-4185 | When performing a bulk fetch of videos, the confirmation message was incorrectly formatted. |
| AZMV-4188 | The filespace dialog incorrectly allowed object storage to be selected for a temporary import filespace. |
| AZMV-1336 | Video preparations cannot be created for multi-stream M500 videos. |
| AZMV-2128 | System would attempt to auto upgrade M500s even if no default firmware was selected. |
| SW-3988 | A default owner can now be configured for M500s. This user will own all footage recorded by the M500 which is not associated with a specific operator. |
| SW-4267 | Video metadata overlay is now always shown by default when playing M500 videos. |
| AZMV-2364 | Configured Wireless Mic Status Text flag was not being passed to M500. |
| SW-4241 | Scheduled reports which cross a year boundary were run with the wrong end date when using a custom report schedule. |
| SW-4018 | The live location of an M500 can now be displayed on the Tactical View (if licensed). |
| SW-709 | The Tactical View has had various improvements to make it work better when displaying large numbers of devices. |
| SW-4198 | The size of the M500 RATF (record after the fact) buffer is now configurable in the M500 device profile. |
| SW-4197 | The system now records more frequent GPS fixes for M500 devices, increasing the fidelity of mapping for M500 videos. |

Minor enhancements and bug fixes (VB400)

| Issue Id | Summary |
|------------------------|---|
| SW-4059 | MXP600 radios did not maintain their Bluetooth connection to the VB400 if WiFi was enabled or disabled. |
| AZMV-4223 AZMV-2834 | The device could restart when saving edited media fields in VB Companion or VB SmartControl. |
| AZMV-3346 | The device would sometimes take 5 mins longer than is usual to complete a |

| | |
|-----------|--|
| | firmware upgrade. |
| AZMV-659 | Security update: conversions to safe APIs have been made to address potential security issues. |
| AZMV-2594 | Security update: use latest version of OpenSSL. |

Minor enhancements and bug fixes (DockController)

| Issue Id | Summary |
|---|--|
| AZMV-533 | Factory reset now erases all data, including previous logs. |
| AZMV-3139 AZMV-3143 AZMV-3145 AZMV-2213 AZMV-3570 | Security update: various enhancements have been made to harden the security and reliability of the platform, and to improve diagnostics. |
| AZMV-2594 | Security update: use latest version of OpenSSL. |
| AZMV-533 | Factory reset now erases all data, including previous logs. |

Minor enhancements and bug fixes (EdgeController)

| Issue Id | Summary |
|--|--|
| SW-3182 SW-2878 SW-2885 SW-2883 SW-2879 SW-2886 SW-2881 SW-2882 SW-2880 SW-2877 SW-3905 AZMV-2594 | Security update: Various libraries (including OpenSSL) have been updated to address security issues. |

Earlier changes

See the V16.2.1 release notes for earlier changes.

End-of-support (EOS) for VideoManager 15.0

VideoManager 15.0 (and earlier) are now at end-of-support, and VideoManager 17.2 is the recommended upgrade for customers with software assurance.

End-of-support for specific VideoManager software versions means that they are longer supported or serviced, and will not receive further security or feature updates.

Existing VideoManager 15.0 and earlier installations will continue to operate, but you should be aware that when you use software after its end-of-support, you are potentially exposing your organisation to security vulnerabilities.

Known issues

VB400 may not start automatic pre-recording after a factory reset

If a factory reset is performed on a VB400 multiple times, or only once while FIPS is enabled, and if the device is subsequently assigned with a device profile with automatic pre-record enabled, then pre-recording will not start. The problem can be worked around by power cycling the VB400. [SW-2977, SW-1750]

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.

VB400 WiFi offload of footage can make X-100 or X-200 unreliable

If you configure the device to offload footage over WiFi, then in-progress offloads can sometimes cause the operation of an X-100 or X-200 external camera to be unreliable. It is not currently recommended to enable WiFi offload if using an external camera.

DockController assignment groups with overridden device settings

If you set up multiple DockControllers to share a single RFID reader, then you must ensure that all the DockControllers in the group share the same RFID assignment charge criteria (these can now be overridden for each DockController). If the charge criteria for the DockControllers in the group are not the same, then you may unexpectedly be unable to assign a device in some circumstances.

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

Internet Explorer support has ended

Internet Explorer is no longer a supported browser.

Postgres database upgrade

If you are using the bundled Postgres database server rather than Microsoft SQL Server, and you are upgrading a version earlier than 15.1.0, be aware that when this release is installed, the database must be upgraded to Postgres 13.3. Depending on the size of your database, this can be a time consuming process and it temporarily consumes a significant amount of disk space.

HTTP Basic Authentication Disabled

Some security analysts now consider the ability to authenticate HTTP requests with "Basic" authentication to be a security vulnerability. For this reason, the Motorola Solutions VideoManager web APIs no longer allow clients to use HTTP Basic authentication. If you directly access the API and you use Basic authentication then you should either switch to using HTTP Digest authentication, or you can re-enable Basic authentication by adding the following text to **Admin > System > Advanced Settings**:

```
api.key.basic.auth=true
```

You should only do this if you are satisfied this does not constitute a security risk in your environment.

Microsoft SQL Server TLS requirements

For installations which use Microsoft SQL Server as the Motorola Solutions VideoManager database, be aware that SQL Server must support TLS 1.2 encryption or the Motorola Solutions VideoManager service cannot connect to it. If you are using SQL Server 2012 and 2014 please ensure that you have the latest service packs installed to ensure TLS 1.2 compatibility.

Software assurance requirement for upgrade

In order to upgrade to this version from an older version, you must have software assurance coverage up to 14 February 2023. If you are upgrading from a version older than 10.2, then you must upgrade to 10.2 and install 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.

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.

DockController DHCP client changes In 16.1.0 the version of the DHCP client used by the DockController was updated. This update has caused a change in the way the DHCP client identifier is generated. Please contact support if further information is required.

Supported platforms

Motorola Solutions VideoManager is supported on the following platforms:

- Windows 10 Pro & Enterprise 64-bit
- Windows 11 Pro & Enterprise
- 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 * **
- Windows Server 2019 Essentials, Standard & Datacenter * **
- Windows Server 2022 Essentials, Standard & Datacenter * **

* 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.

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

Supported browsers

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

- Microsoft Edge 79+ (Windows 10/11)
- Chrome 48+ (Windows 10/11, MAC OS X v10.10)
- Firefox 68 ESR+ (Windows 10/11, Ubuntu 18.04+) *

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 Firefox on Ubuntu, you must install a package which provides H.264 and AAC codecs for Firefox, e.g. libavcodec-extra.

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:

| | |
|-------------------------|----------------|
| VB400 firmware | V17.0.2 |
| VT50 / VT100 firmware | V17.0.2 |
| DockController firmware | V17.0.2 |

Supported radios

The VB400 Motorola radio integration features are supported in conjunction with the following models:

- Any TETRA Radio with Bluetooth hardware and MR19 software or higher with Bluetooth Connectivity and Bluetooth Radio Control features enabled.
- The following MOTOTRBO radios:

| Region | Model |
|----------------------------|--|
| North America | R7, XPR 7000e series |
| Europe and the Middle East | R7, DP4401e, DP4601e, DP4801e, DP3441e, DP3661e |
| Asia-Pacific | R7, XiR P8668i, XiR P8628i, XiR P8608i, XiR E8608i, XiR E8628i |
| Latin America | R7, DGP 8000e/5000e series, DGP 8050e Elite |