

VIDEOMANAGER EX

16.1 RELEASE NOTE

Software updated in 16.1.0

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

Changes since 16.0.1

New feature: Multiple web server addresses

You can now configure the web server to listen on multiple TCP ports and to expose different functionality on each port. You can also configure a different SSL certificate on each port. This is intended to support network configurations where customers do not want the Motorola Solutions VideoManager EX web application to be accessible on the same network that their devices or sites use to connect.

Each listen address can be configured to allow "web", "device" or "Central VideoManager EX" traffic or a combination of these. You can also configure separate public addresses for web, device and Central VideoManager EX requests so that devices and DockControllers are configured to connect to a different URL from the URL used for creating incident link URLs.

The listen addresses used for devices which use certificate-based authentication (such as the M500) are also configured via this new UI, replacing the old configuration page for this listen address.

Note that some customers received this feature in a previous release.

New feature: Automatic recording

The VB400 can now be configured to start recording automatically. There are two variations of this feature. You can configure the device to always be recording when it is not docked, or you can configure it to automatically start recording once when it is undocked. In the former case,

the operator cannot stop recording with a gesture. In the later case, control of recording is otherwise unaffected.

These features can be enabled in the device profile by changing the new "Recording policy" setting from the default of "Controlled by gesture" to either "While not docked", or "Start once on undocking, then gesture controlled".

Enhancement: Safety mode on undock and Automatic pre-record

In previous releases, if both "Enter safety mode if idle after undocking" and "Pre-record" with "Always pre-record when not charging" are enabled in the device profile, then the VB400 would not enter safety mode, because pre-recording starts, making the device non-idle. This behaviour has changed. Now with these 2 features enabled, pre-recording will not start immediately on undocking, to allow the device to enter safety mode if it otherwise remains idle.

Permission	Section	Notes	On upgrade, granted to
Forget vehicle	Device permissions/vehicle	-	Roles with "forget device" permission
See vehicles at sites	Device permissions/vehicle	-	Roles with "see devices at site" permission
See forgotten vehicles	Device permissions/vehicle	-	Roles with "see forgotten devices" permission
Bulk-edit vehicles	Device permissions/vehicle	-	Roles with "bulk-edit devices" permission
Download vehicle audit logs	Device permissions/vehicle	-	Roles with "download device auto logs" permission

Minor enhancements and bug fixes (Motorola Solutions VideoManager EX)

Issue Id	Summary
SW-3830	The media filter 'operator' auto-complete box incorrectly only showed users with permission to operate vehicles.
SW-3827	The M500 device profile now allows the vehicle locale to be configured.
SW-3310	Officer preferences configured on an M500 are stored by VideoManager EX and applied when the same officer uses a different vehicle.

SW-3472	You can now manually override/control which version of firmware an M500 is using (although note that M500s cannot be downgraded).
SW-3802	DockControllers could be shown as "connected" even when they were "disconnected" if the DockController was awaiting an automatic upgrade.
SW-4079	Boundary service log files sometimes contained the SQLServer database password in cleartext on SQLServer systems not using integrated authentication.
SW-4008	Custom field import/replication to site did not correctly preserve "numeric" input fields.
SW-3955	Cryptographic hashes were not replicated from site/EdgeController to the central manager for M500 footage.
SW-3653	If multiple M500s connected simultaneously, sometimes one of them would not appear as "connected" in the VideoManager EX UI.
SW-3954	You no longer need to restart the service if you import additional M500 vehicle licences.
SW-3848	The service now automatically restarts more reliably if it runs out of memory.
SW-4060	When operating with a backup core server, the mutex mechanism which ensures there is only one active core server can now recover from a database connection interruption.
SW-3832	The boundary service now connects to the Postgres database using the same address as the core service, preventing potential security issues.
SW-3701	Exports of VTT files were incorrectly escaping '<' & '>' characters.
SW-3837	The DockController details page is now more responsive and stable when the status of the DockController is changing.
SW-3909	Site congestion warnings (when uploads from a site are delayed) are now not displayed for disabled sites.
SW-3898	Pressing enter while editing a field in the Authentication realm dialog has an unexpected effect.
SW-3649	The media property edit dialog did not correctly apply "conditions" for user-defined fields.
SW-3548	The incident UI did not behave correctly if you attempted to share an incident with an invalid user name.
SW-3520	The system now displays a warning if you attempt to delete an M500 device profile which is in use.
SW-3495	The "show in summary" toggle was not displayed during the creation of a custom

	media field.
SW-3457	The "imports" page was previously visible (but was non functional) for users with permission to perform an import but not permission to manage imports.
SW-3411	If a vehicle is configured to use a deleted profile, this is now clearly indicated in the vehicle details page.
SW-2902	When deleting firmware, the space occupied by the firmware is now recovered immediately and is available for the import of new firmware.
SW-3104	Accessibility improvement: Date and date+time inputs now display a hint as to the expected format.
SW-3099	Accessibility improvement: when a field is required (as indicated with an asterisk), the form now also includes text to explain what the asterisk means.
SW-2848	Accessibility improvement: All action buttons now have screen-reader-compatible text associated with them.
SW-3025	The embedded Postgres database has been upgraded from Postgres 13.5 to Postgres 13.8.
SW-2878 SW-2885 SW-2883 SW-2879 SW-2886 SW-2881 SW-2882 SW-2880 SW-2877 SW-3728 SW-3558 SW-3489	Security update: Various libraries have been updated to address security issues.

Minor enhancements and bug fixes (VB400)

Issue Id	Summary
SW-3436	Support has been added for the new SmartControl mobile application.
SW-3790	Older revisions of the VB400 could experience a long delay on docking before footage started downloading.
SW-3560	The VB companion could fail to connect to the VB400 if the VB400 was in use without being docked for more than a day.
SW-3658	The VB companion could fail to playback footage recorded by the VB400 when

	non-standard recording settings were in use.
SW-3801	The VB400 could become unresponsive for a period if manually shut down while WiFi streaming was active.
SW-3182 SW-2878 SW-2885 SW-2879 SW-2881 SW-2882 SW-2877 SW-3905	Security update: Various libraries (including OpenSSL) have been updated to address security issues.

Minor enhancements and bug fixes (DockController)

Issue Id	Summary
SW-3182 SW-2878 SW-2879 SW-2882 SW-2877 SW-3905	Security update: Various libraries (including OpenSSL) have been updated to address security issues.
SW-4142	It could become impossible to upgrade a DockController if left powered on and unconfigured for an extended period.

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	Security update: Various libraries (including OpenSSL) have been updated to address security issues.

Software updated in 16.0.1

- Motorola Solutions VideoManager EX for Windows

- VB400 firmware
- EdgeController firmware
- User Import Tool

Changes since 15.3.0

New feature: M500 In-Car Video System Integration

Motorola Solutions VideoManager EX can now be used to manage M500 In-Car Video systems, including configuring them, upgrading them and downloading footage from them. To support this, there is a new "Vehicles" page in the application and pages for configuring device and network profiles for In-Car systems. A new kind of device licence is required in order to use M500 systems.

A new "event category" media field is automatically created in the system on upgrade which is mapped to the event category selector in the M500 In-Car UI. This field cannot be deleted (but can be hidden using permissions if required). Additional properties have been added to media fields in order to allow them to be used with the M500. Motorola Solutions VideoManager EX communicates with M500 systems over a new web server port which is TCP port 9082 by default. This port is always secured with SSL client certificate authentication to ensure that only Motorola M500 devices can connect to it.

In order to support M500 systems, the Motorola Solutions VideoManager EX service now launches an additional .NET process which runs in the background. A new "Vehicle Operator" role and "vehicle operator" group will be automatically created with permission to operate a vehicle; these can be deleted if they are not required.

New feature: Password-protected incident links

You can now optionally set a password when creating an incident link. If a password is set, then the receiver of the link will be prompted to enter the password when they view the link before they can see the incident.

New feature: VB400 WiFi WPA2/EAP authentication

Recent revisions of the VB400 now support WiFi authentication using WPA2/PEAP-MSCHAPv2. [SW-2412]

Permission	Section	Notes	On upgrade, granted to
View vehicles	Device permissions/Vehicle	-	System Administrator

Edit vehicle configuration	Device permissions/Vehicle	-	System Administrator
Download vehicle configuration	Device permissions/Vehicle	-	System Administrator
Operate vehicles	Device permissions/Vehicle	-	System Administrator
Request a vehicle state capture	Device permissions/Vehicle	-	System Administrator
View/Edit M500 API Service	Advanced permissions/Settings	2 permissions	Roles with view/edit web server permission
View/Edit vehicle images	Advanced permissions/Settings	2 permissions	System Administrator
View/Edit vehicle network profiles	Advanced permissions/Settings	2 permissions	Roles with view/edit device profiles permission
Import/export vehicle network profiles	Advanced permissions/Settings	2 permissions	Roles with import/export device profiles permission

Minor enhancements and bug fixes (Motorola Solutions VideoManager EX)

Issue Id	Summary
SW-3303	Attempting to edit an incident created on an older version of Motorola Solutions VideoManager EX would fail if you don't have redact permission.
SW-2949	The term "master" has been replaced with alternative terms (typically "core") through the user interface.
SW-3163	The browser tab for VideoManager EX now shows "VideoManager EX EX".
SW-2888	The maximum size of a resource filespace is now configurable.
SW-2738	You can now configure a DockController so that the owner of all footage that it downloads is automatically set to a nominated group or user.
SW-3375	An error occurred if you attempted to assign a device using a Wifi profile containing an SSID containing any single quote character.
SW-3358	Incident links were still accessible after an incident was deleted.
SW-2827	Security: Various JAR libraries have been updated to address various minor security issues.

SW-3280	Grid worker logs could not be downloaded if multiple workers exist with the same name.
SW-3297	Toggle buttons looked poorly styled on read-only settings pages
SW-2942	User Import Tool configuration changes resulted in poorly formatted audit log messages.
SW-2793	Attempting to update settings in the the media list user interface settings page did not work.
SW-2400	After deleting a device profile, it was not possible to create a new profile with the same name.
SW-2397	The device assignment dialog allowed users to select deleted device profiles.
SW-2923	Full details of newly added users/groups are now audited.
SW-2619	Occasionally, certain video playback operations requests could cause a spurious exception in the logs.
SW-3367	Online help appeared poorly formatted.
SW-2939	When FIPS support is enabled, exceptions could appear in the log while shutting down or reconfiguring the web server.
SW-3326	The evidence export "simulation" function was not working for some incidents.
SW-2837	The "client" column in the audit log showed a spurious "127.0.0.1" when FIPS is enabled
SW-2767	The performance of import operations has been improved for some systems with large numbers of imported video files.

Minor enhancements and bug fixes (VB400)

Issue Id	Summary
SW-445	With some combinations of custom LED settings for recording or pre-recording, the LEDs would fail to show the green "OK to use" status after undocking.
SW-609 SW-1248	The VB400 could occasionally fail if shutdown and restarted while connected to Bluetooth peripherals.
SW-2541	It was possible for the VB400 to fail to shutdown when idle (if so configured) after attempts had been made to pair with a Bluetooth peripheral.
SW-2618	The battery level in the metadata overlay (if enabled) could show a misleading value if recording was started immediately after undocking.

SW-2732	Recent revisions of the VB400 could repeatedly fail to reconnect to WiFi after a failed connection attempt.
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Software updated in 15.3.0

- Motorola Solutions VideoManager EX for Windows
- VB400 firmware
- EdgeController firmware
- User Import Tool

Changes since 15.2.3

New feature: FIPS 140-2 certified encryption

A licence is required to use this feature.

FIPS 140-2 certified encryption is now supported on recent revisions of the VB400 and in Motorola Solutions VideoManager EX. When enabled in Motorola Solutions VideoManager EX settings, encryption of data at-rest and in-flight is performed with a FIPS 140-2 certified implementation on supported VB400 devices. Inbound HTTPS/TLS connections to the Motorola Solutions VideoManager EX server use a FIPS 140-2 certified encryption implementation as do outbound HTTPS/TLS connections from sites to Central VideoManager EX.

Other Motorola Solutions VideoManager EX cryptographic functions, if enabled, may not use a FIPS 140-2 implementation. [SW-2202, SW-2199, SW-2320, SW-2322]

New feature: Safety mode on undock

The VB400 now supports entering safety mode automatically after undocking, without the operator being required to perform an enter safety mode gesture. When this feature is enabled in the device profile, safety mode will be entered a few seconds after the operator undocks the device. If within this period the device is re-docked, or it becomes non-idle (because, for example a recording is started), then safety mode will not be entered. Exiting safety mode is the same as when entered manually (that is, either using an exit safety mode gesture, or by docking). The feature can be enabled by selecting "Enter safety mode if idle after undocking" in the Motorola Solutions VideoManager EX device profile. [SW-2173]

Software updated in 15.2.3

- Motorola Solutions VideoManager EX for Windows
- VT50 / VT100 firmware
- EdgeController firmware
- User Import Tool

New role permissions

Permission	Section	Notes	On upgrade, granted to
Cryptography settings view/edit	Advanced permissions/Settings	(2 permissions) Only visible if FIPS is licensed.	System Administrator

Minor enhancements and bug fixes (Motorola Solutions VideoManager EX)

Issue Id	Summary
SW-2280	When using Windows Authentication, the system can now be configured to update the user's groups to match the groups configured in Windows on login.
SW-2223	Access to a site's web API is now possible through the central web API using an centrally configured API key in both sessionless and session-based authentication.
SW-2057	The API query parameters for fetching device information have been extended so that details of devices connected to sites can be accessed.
SW-2229	Accessing the website of a connected site through the central manager now works even if the site to central HTTP traffic goes through a web proxy which buffers HTTP request bodies (e.g. Azure WAF v2).
SW-2302	Security issue: The Windows service registered by the installer did not have quotes around the executable name.
SW-2257	The web interface could show errors during initial installation if the administrator took a long time to complete initial setup.
SW-2270	Self-diagnosed faults detected by cameras on site are now displayed and reported in the central manager.
SW-2401	Errors would occasionally appear in the web after quickly navigating away from an incident with a very large number of clips.
SW-2222	Login by email now shows an error rather than silently failing if the user accesses the website with a URL which is not the public URL.
SW-2706	The save button did not appear when adding/removing remote sites in the Windows Authentication settings page.
SW-2696	When accessing a site's website through the central manager sites page, users with the system administrator role could not access features granted by other roles.
SW-1705	The application now prompts the user to close any unsaved modal edit dialog on the screen before navigating to another page.
SW-2319	The video metadata overlay was not correctly displayed when navigating to/from a

	media preparation.
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Minor enhancements and bug fixes (VB400)

Issue Id	Summary
SW-2609	Provide estimates of remaining recording time to VB Companion.
SW-2572	Make all LEDs blink red if the assigned profile is too complex to be implemented on the device.
SW-2192	The VB400 could fail if the VB companion was used to playback footage and the video position was scrubbed forwards and backwards.
SW-2372	The VB400 could fail if the VB companion live view was in use at the same time as a recording was stopped.
SW-493	The VB400 could show the wrong status on the LEDs if it was powered up with an external X-100 or X-200 camera connected.
SW-486	The VB400 could fail if it was recording, and an external X-100 or X-200 camera was connected, and then disconnected just after the connection acknowledgement.
SW-2538	The VB400 could become unresponsive for a period just after a WiFi connection attempt is initiated.
SW-2116	The VB400 could hang on being docked, showing "Finding files to download" in Motorola Solutions VideoManager EX.
SW-2719	The VB400 could fail if it was configured for automatic pre-recording, was started up after having previously been powered off, and then safety mode was immediately requested.
SW-2428	The VB400 could fail if it was docked after initiating, but not completing peripheral pairing.

Software updated in 15.2.3

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

Changes since 15.2.1

New feature: VT50 / VT100 microphone fault detection

VT50 / VT100 devices can now self-detect damage to the microphone. If a problem is detected, the fault is reported on the device details page and in the equipment report. Battery faults detected by cameras are reported in the same way. [SW-1739]

Minor enhancements and bug fixes (VT50 / VT100)

Issue Id	Summary
SW-1576	Devices unable to connect to Motorola Solutions VideoManager EX for a long time could become "Locked" and inoperable.

Software updated in 15.2.1

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

Changes since 15.1.11

New feature: Transcriptions

There is now a transcription editor which makes it easy to manually enter a transcription of the audio on an incident clip. The resulting transcription can be overlaid on the video during export or included in evidence exports as a PDF file. [SW-1093]

Terminology change: Videos are now Media

In recognition of the fact that many customers use Motorola Solutions VideoManager EX to store media and assets which are not video files, the UI now uses the term "media" where previously it used the term "video" or "videos". [SW-1257]

New feature: VB400 WiFi access point mode

VB Companion can now be configured in WiFi Access Point mode. The VB400 will act as a WiFi access point which can be connected to by a mobile device running a version of VB Companion that supports this connectivity mode. In access point mode the WiFi status LED will blink when the access point is ready and go solid when a device connects. When the VB companion is configured in access point mode in the selected device profile it is not possible to select a WiFi profile, because the VB400 cannot support being both a WiFi access point and a WiFi station. [S34W-1481, SW-1960]

New feature: VB companion proximity security mode

The VB Companion Settings in Motorola Solutions VideoManager EX can now configure a new "Proximity controlled security" mode. When used in conjunction with versions of the VB

Companion that support this mode, the VB400 will connect with a nearby mobile device that is attempting to connect. To activate the connection on the VB400, a new "Connect device" button action can be configured in the device profile. [SW-1611]

New role permissions

Permission	Section	Notes	On upgrade, granted to
View transcription (new/existing/duplicate)	Incident permissions/Incident clips	(3 permissions)	System Administrator
Edit transcription (new/existing/duplicate)	Incident permissions/Incident clips	(3 permissions)	System Administrator
Import transcription (new/existing/duplicate)	Incident permissions/Incident clips	(3 permissions)	System Administrator
Export transcription (new/existing/duplicate)	Incident permissions/Incident clips	(3 permissions)	System Administrator
Edit user property (supervised/any)	User permissions/User	(2 permissions)	Roles with permission to edit authentication ID

Minor enhancements and bug fixes (Motorola Solutions VideoManager EX)

Issue Id	Summary
SW-1718	Added support for two new ways of connecting the VB Companion to a camera: Wifi Direct and Wifi AP mode (which requires a new 'connect peripheral' gesture for the device when used in conjunction with 'proximity security' mode). Note that not all versions of the VB Companion app support all connection methods.
SW-1680	Added support for "proximity security" model for the VB Companion app which allows the app to be provisioned without connectivity between the app and Motorola Solutions VideoManager EX. Note that not all versions of the VB Companion app support this mode.
SW-1424	The system will automatically create three new "media" roles on new installs.
SW-1603	An auto-file export can now optionally include a metadata file created from a template.
SW-1549	Auto-file export now supports advanced template generation of file names and

	folders for auto export.
SW-1623	User's now have a new editable and importable field called "user property". This field can be accessed in filename and metadata file templates in export.
VM-22411	You can now configure which media fields are displayed in the "large" video summary view.
VM-22400	The list of columns shown in the media list view is now configurable.
VM-23076	The device profile now allows you to enable APX radio integration (if you enable this feature in the "Experimental Features" page).
VM-22294	You can now create a "preparation" on a video as well as a still image.
VM-22307	The media list view now has a "play" button which allows you to play all the videos in the list in turn.
VM-22891	The user import tool can now clear fields (e.g. touch assign ID) by importing the value 'NO_VALUE'.
VM-22293	Media support: import of MP4 files which use the Opus 3 audio codec is now supported.
SW-1790	The user import tool can now be configured to execute SQL statements prior to importing data to support advanced data manipulation.
SW-1564	In the device profile when radio integration is enabled, you can now configure a "regex" to control which radios the VB400 will attempt to connect to automatically (based on the Bluetooth name of the radio).
SW-955	The system can now be configured to send an HTTP notification when a live stream is no longer available.
SW-898	When live streaming via the VB Companion app, the device ID of the device running the app is now available via the device status API.
SW-199	A new installation now requires that the administrator enter a complex and long password for the initial account.
VM-23340	When using the config import function to import roles from different source systems, the roles assigned to users were wrongly swapped around in certain circumstances.
SW-935	Reduced the server-side CPU utilization required for VB400 live view.
VM-23241	The "include forgotten devices" checkbox in the device list filter was not cleared when the filter was reset.
VM-23124	Export profile import/export no longer attempts to import or export the "restrict to users/groups" setting.

VM-23142	The evidence export profile editor did not allow filename templates to be configured if the inclusion of that file was optional in the profile.
SW-1659	Configuring Video Metadata Overlay settings which were unsupported by old sites/EdgeControllers broke configuration replication to old sites/EdgeControllers.
SW-1780	Ensure that new settings use their default values when importing device profiles exported from older versions of the product.
SW-964	Added the API/Swagger documentation for the device status and assignment APIs.
SW-1284	Security change: the list of users in the system is no longer cacheable by the browser for auto completion purposes.
SW-1660	The login via email function now shows an error message if the user does not log in via the public web address.
SW-654	Security update: Updated many libraries used, including fixing some containing CVEs. None of these CVEs are believed to have represented a vulnerability in Motorola Solutions VideoManager EX.
VM-23242	The DockController list filter panel is no longer minimized when it is reset.
VM-23165	The system now better regulates the replication of metadata replication from sites to ensure that central manager systems with a slow database are not overwhelmed.
SW-1910	Minor improvements have been made to the way that columns are laid out in the video list and incident list.
VM-23021	The documentation shortcut installed in the Windows Start menu did not point to the correct file.
SW-1168	The system no longer produces a file in the backup folder containing a list of all files which are in incidents.

Minor enhancements and bug fixes (VB400)

Issue Id	Summary
SW-1481 SW-1960	Support has been added for WiFi access point mode.
SW-1611	Support has been added for VB companion proximity security mode.
SW-1387	Support has been added for VB companion WiFi direct mode.
SW-1109 SW-1563	The Motorola radio integration now supports APX radio models & additional MOTOTRBO models.
SW-1618	The VB400 did not always reconnect to newly paired MOTOTRBO radios after

	reassignment.
SW-1558	On some recent revisions of the VB400 the GPS subtitle track was missing from MP4 video files.
SW-1595	The battery state of charge as shown in the VB companion and video metadata overlay is now available if the battery is being charged.
SW-1853	If the VB400 was docked with the VB companion connected with WiFi, then the VB400 could attempt to reconnect WiFi after reassigning & undocking even if the VB companion is no longer connected.
SW-1941	Live view in the VB companion did not work if the audio codec for VB400 recordings and streaming was configured as PCM.
VM-22200	Playback in the VB companion sometimes required a manual scrub to play beyond a certain point.
SW-1453 SW-2018	The LED battery status shown on a button press was not always correctly showing red for critical if the VB400 was docked and undocked without being charged to a non-critical level.

Minor enhancements and bug fixes (VT50/VT100)

Issue Id	Summary
SW-1496	The device can now self-detect damage to the microphone.
SW-1576	Devices unable to connect to Motorola Solutions VideoManager EX for a long time could become "Locked" and inoperable.

Minor enhancements and bug fixes (DockController)

Issue Id	Summary
SW-1341	Security update: use the latest version of OpenSSL.

Minor enhancements and bug fixes (EdgeController)

Issue Id	Summary
SW-1341	Security update: use the latest version of OpenSSL.

Minor enhancements and bug fixes (User Import Tool)

Issue Id	Summary
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VM-22891	The user import tool can now clear fields (e.g. touch assign ID) by importing the value 'NO_VALUE'.
SW-1790	The user import tool can now be configured to execute SQL statements prior to importing data to support advanced data manipulation.

Earlier changes

See the V15.1.11 release notes for earlier changes.

End-of-support (EOS) for VideoManager EX 14.6

VideoManager EX 14.6 (and earlier) are now at end-of-support, and VideoManager EX 16.1 is the recommended upgrade for customers with software assurance.

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

Existing VideoManager EX 14.6 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 Live-view for Android companion app does not work with X-100 or X-200

The Live-view for Android companion app feature does not currently work if the X-100 or X-200 external cameras are attached.

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 EX 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 EX database, be aware that SQL Server must support TLS 1.2 encryption or the Motorola Solutions VideoManager EX 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 10 September 2021. 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 EX for a new installation. If you upgrade from a version of Motorola Solutions VideoManager EX older than 14.5.0, you will already have data stored in c:\ProgramData\Edesix\VideoManager EX. In this case, the system continues to use the data in c:\ProgramData\Edesix\VideoManager EX (which might include your database, configuration and/or filespace data), but all log files are written to c:\ProgramData\Motorola Solutions\VideoManager EX\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 EX 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 EX 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 EX 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 EX service.

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

Supported browsers

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

Accessing the Motorola Solutions VideoManager EX 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 EX includes the following firmware:

VB400 firmware	V16.1.0
VB200 / VB300 firmware	V14.4.4
VT50 / VT100 firmware	V15.2.3
DockController firmware	V16.1.0

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.