VideoManager EX 24.3 Release Note

Software updated in 24.3.1

- Motorola Solutions VideoManager EX for Windows
- Motorola Solutions VideoManager EX for CentOS Linux
- Motorola Solutions VideoManager EX Portable Service
- V500 firmware
- VB400 firmware
- EdgeController firmware
- DockController firmware
- Smart Dock firmware
- User Import Tool

Changes since 24.2.2

New Feature: Assisted Redaction

Assisted redaction, a powerful tool for quickly and efficiently redacting sensitive information from your videos. Leveraging Al technology, the system automatically detects and obscures objects such as faces, license plates, and other identifiable features, streamlining the privacy protection process. Key features include:

- Automatic Object Detection: The system automatically identifies and redacts sensitive objects, saving time and effort.
- Various Redaction Types: Apply different types of redactions, including blurring, pixelating, or solid masking of the detected objects.
- Manual Adjustments: Gain precise control over the redaction process by manually adjusting the redaction areas for optimal accuracy.

This feature is only available to Cloud Plus customers, and requires a license.

New Feature: V700 live streaming



V700 body camera live streams are now seamlessly integrated into VideoManager EX, allowing for easy sharing via ONVIF and convenient viewing through Tactical VideoManager EX and Live-View. Only available with V700 firmware V24.3.1.21 and above.

New role permissions

Permission	Section	Notes	On upgrade, granted to
	Incident permissions/Incident clips	3 permissions	System administrator

AZMV-19477	In certain situations, failed automated media import processes caused the media import queue to become blocked, preventing the import of new media.
AZMV-19564	It was not possible to clear the search filters applied when viewing results specific to a new media notification (e.g., "newly owned," "newly shared," or "newly downloaded"). This meant that users were stuck with the filtered results and could not easily view all their media.
AZMV-18794	Sites with a poor connection to a Central VideoManager EX occasionally became stuck during uploading footage.
AZMV-14579	The dashboard would previously show an incorrect server time during the last week of December and the first week of January.
AZMV-17028	Incident clips generated from M500 footage will now consistently use the first available audio channel. Previously, alternate channels were used, potentially leading to inconsistent audio in incident clips.



AZMV-16489	Configuration downloads for the M500 now require a user-defined password. This password will be used to encrypt the downloaded ZIP file. To apply the configuration, the same password must be entered on the M500 display.
AZMV-17360	The time picker popup now has optimized spacing between hours and minutes, reducing unnecessary space and improving readability.
AZMV-17412	The "Discard Changes" warning appeared unnecessarily after saving changes on the Site Manager page, even when no further changes had been made.
AZMV-17416	The "Discard Changes" warning appeared unnecessarily for incidents with a Text List field, even when no changes had been made. Fixed a bug where the maximum items validation for Text List fields was intermittently failing to trigger.
AZMV-17771	Improved the visual appearance of the confirmation checkmark in the initial User Agreement dialogue by correcting its alignment.
AZMV-18194	When filtering the docks page by "Smart Dock" or "Dock Controller" and refresh the page, your chosen filter will stay in place.
AZMV-18346	Mobile app provisioning now offers users with a VB Companion license the choice between VB Companion and VB SmartControl. Users without a VB Companion license will automatically use VB SmartControl.
AZMV-19665 AZMV-18634	Enhanced Help section with a refreshed design and enriched content
AZMV-18449	Security update: update several system components

Minor enhancements and bug fixes (V500)



AZMV-16615	The V500 now supports FIPS mode.
AZMV-18287	To assist with eSIM provisioning in some countries, the device now reports the EID to Motorola Solutions VideoManager EX.
AZMV-15770 AZMV-16592	The available runtime while on battery has been improved.
AZMV-16883	Improvements have been made to the quality of recorded video.
AZMV-16203	The V500 did not support an LTE APN configuration with multiple APNs where one of those APNs does not specify the Mobile country & network codes.
AZMV-15785	Firmware upgrades that fail while the device downloads large firmware components will now resume the download where they left off, improving the overall reliability of upgrades.
AZMV-16115	The haptic feedback when transitioning from pre-record to record was incorrect in automatic pre-record mode.
AZMV-17813	The device could become inoperable when an experimental configuration for testing a new feature was used.
AZMV-16611	Security update: use the latest version of OpenSSL.
AZMV-16722 AZMV-17027	Security update: update several system components.
AZMV-16854	The security of the system has been improved against attackers with physical access to the internals of a V500.

Minor enhancements and bug fixes (VB400)

Issue Id	Summary
AZMV-18998	Support for the latest revision of the hardware has been added.
AZMV-16615	The FIPS implementation has been changed.



AZMV-15785	Firmware upgrades that fail while the device downloads large firmware components will now resume the download where they left off, improving the overall reliability of upgrades.
AZMV-18673	The "Connect device" gesture for allowing connections to VB SmartControl would not always work after docking and undocking the VB400.
AZMV-19600	The device could fail to restart shortly after being shut down if Bluetooth related functionality was enabled.
AZMV-16611	Security update: use the latest version of OpenSSL.

Minor enhancements and bug fixes (DockController)

AZMV-16613	Security update: use the latest version of OpenSSL.

Minor enhancements and bug fixes (Smart Dock)

AZMV-17048 AZMV-18679 AZMV-19052	Support has been added for the V200 Smart Dock.
AZMV-17185	Support for Ethernet 802.1x authentication was not enabled.
AZMV-17191	Pre-release support for RTA was inadvertently enabled.
AZMV-16613	Security update: use the latest version of OpenSSL.
AZMV-17267	The security of the system has been improved against attackers with physical access to the internals of a Smart Dock.

Minor enhancements and bug fixes (EdgeController)

AZMV-16611	Security update: use the latest version of OpenSSL.



Software updated in 24.2.2

- Motorola Solutions VideoManager EX for Windows
- Motorola Solutions VideoManager EX for CentOS Linux
- Motorola Solutions VideoManager EX Portable Service
- EdgeController firmware
- User Import Tool

Changes since 24.2.0

New role permissions

There are no new permissions in this release.

Minor enhancements and bug fixes (Motorola Solutions VideoManager EX)

AZMV-18197	Fixed a database performance issue when querying the user
	table.

Software updated in 24.2

- Motorola Solutions VideoManager EX for Windows
- Motorola Solutions VideoManager EX for CentOS Linux
- Motorola Solutions VideoManager EX Portable Service
- EdgeController firmware
- User Import Tool

Changes since 24.1.8

New role permissions

There are no new permissions in this release.

Δ	AZMV-13527	Docks in RTA mode can now provide an APN configuration for
		assigning LTE devices such as the V500.



AZMV-13264	Disabling a site from a CVM and selecting to break that link will clear out all configuration.
AZMV-14197	Configuring an external database using a connection string will always be case sensitive. Validation has been improved to highlight when the case does not match.
AZMV-15490	An unbounded devices cache was causing delays allocating devices via RFID.
AZMV-8108 AZMV-8109	When creating and editing user-defined field Text Lists did not validate the default values.
AZMV-15747	Occasionally, when a M500 or an V700 disconnects from VideoManager EX, VideoManager EX would continue to send messages to the devices resulting in exceptions in the logs.
AZMV-15812	V500 eSIM provisioning status was not updated immediately when the device is assigned or provisioned again before the temporary status clears.
AZMV-16097	Devices that support eSIM provisioning can now be provisioned from the 'detailed' device list view.
AZMV-15872	In high-volume systems M500s and V700s would occasionally have to repeat its initial connection with VideoManager EX.
AZMV-16020	Some cloud environments had the webpage's styling affected due to an incorrectly set charset when injecting theme styles into the stylesheet.
AZMV-14697 AZMV-14698	M500s can now be configured to automatically logout an officer on shutdown.
AZMV-15069 AZMV-15070	M500s can now be configured to allow an officer to override the backseat passenger detection.



AZMV-15069 AZMV-15070	M500s can now be configured for Peer Assisted Recording.
AZMV-14889	V700s and M500s which lose connection to VideoManager EX will reliably disconnect after the expected duration.
AZMV-16768	The recording section in the M500 device profile page has been reorganised to simplify the interface.
AZMV-15404	App URLs that referenced 'dock-controller' have been replaced with 'dock' or 'docks'.
AZMV-15605 AZMV-15606	Incident composite clips created from M500 footage where one video stream had a delayed start will now automatically apply the necessary start delay to synchronise the video.
AZMV-6345	Licences are enforce a max licence file size of 1MB (licences are typically ~5KB).
AZMV-16741	RTA scans with no available devices or unrecognised users will no longer generate an empty device item in the devices list.
AZMV-16538	M500 events with streams of varying durations will now consistently use the correct event duration.

Software updated in 24.1.8

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

Changes since 24.1.3

Enhancement: SIM status support

Devices that support a SIM or an eSIM will now display the SIM status on the device's detail page. Those devices can be found using the new SIM status filtering options on the devices page. [AZMV-14512,AZMV-14715]

Initial release: V500 firmware



This is the first release of the firmware for the V500.

Initial release: V500 Smart Dock

This is the first release of the firmware for the V500 Smart Dock.

Updated role permissions

Permission	Section	Notes	On upgrade, granted to
View/Edit LTE APNs	Advanced permissions/Settings	2 permissions	Roles which previously had permission to view/edit device profiles

AZMV-14547	Previously, changing the device family when creating a device profile would attempt to apply the settings changed on to the new device family. This can lead to some settings not being applied correctly. Now there will be a warning to indicate the device profile will be reset to the defaults for the chosen device family.
AZMV-12534	A warning is produced when trying to delete a dock that belongs to an assignment group.
AZMV-13210 AZMV-14490 AZMV-14716 AZMV-14718 AZMV-15625 AZMV-16002 AZMV-16197	Multiple changes to the V500 device profile. This includes support for notification and alarms, cleanup of the supported gestures and improved feedback on any missing gestures to enable features that have been turned on in the profile.
AZMV-14741 AZMV-15662	Removed VB SmartControl and the 25 FPS options from the V500 device profile.



AZMV-13517	The SmartDock firmware upgrade progress indicator is now more accurate and detailed.
AZMV-14740 AZMV-15906 AZMV-15907 AZMV-15914	Made improvements to the LTE APN configuration to include better validation and feedback.
AZMV-1449	The option to enable Resilient Touch Assign (RTA) on a DockController in 'open' mode has been removed.
AZMV-14475	The non-feed video API was using the start date value rather than end date resulting in the filter producing incorrect results. This would only be noticed if this API was being used by a third-party client.
AZMV-14524	Form inputs were misaligned in some circumstances when displaying date format hints.
AZMV-14721	Assigning a network profile to a V500 that has both WiFi and LTE enabled will not send the WiFi configuration. The V500 can only use WiFi if it is assigned with a network profile that has LTE disabled.
AZMV-14739	Download and upload when referring to data taken from a device and moved into another location is now being referred to as 'offload'.
AZMV-15402 AZMV-15403 AZMV-15405	Locations on the website that make reference to both the DockController and SmartDock will now be referred to as 'docks'.
AZMV-15736 AZMV-16089	The device battery percentage will be shown even when fully charged. If the battery life extender option has been enabled then this will reduce the maximum camera charge. This may mean that the battery will show as being fully charged even if it has not reached 100%.



AZMV-15786 AZMV-15787	Improved the page layout responsiveness in some of the admin pages.
AZMV-14365	Improved device error logging in the Boundary Service.
AZMV-16181	eSIM provisioning audit logs were not appearing in VM EX correctly.
AZMV-16196	Increased the default timeout for upgrading V500 with the latest firmware. This will better support areas with poor network connectivity.
AZMV-16182	Improved the quality of a V500's audio during live stream playback.
AZMV-16850	Auto-sharing of media would share the media with the users or groups in the opposite direction.
AZMV-14839	Security improvement: Updated various third-party libraries to latest versions.

Software updated in 24.1

- Motorola Solutions VideoManager EX for Windows
- Motorola Solutions VideoManager EX for CentOS Linux
- VB400 firmware
- EdgeController firmware

Changes since 17.3.3

Enhancement: V500 support

Many additional V500 features have been added, including additional device profile options and various LTE configuration features (e.g. the ability to configure APNs and provision eSIMs).

New Feature: Fleet Battery Health Indicator report

A new report has been added which reports on all VB400 devices which have recently run out of battery prematurely while in use and which might therefore have a degraded battery. Devices which were not fully charged when they were undocked or which were live streaming while in use are not included in the report. [AJMV-6970]



New Feature: Battery charge level

The battery charge level as a percentage is now available in Motorola Solutions VideoManager EX while the VB400 is docked and charging. The percentage is shown next to the device charge status icon. The battery may stop charging before reaching 100% when the ambient temperature is too high, or when the "Battery life extender" option is enabled. The reported charge level is less accurate at the start of charging (especially below 30%) and accuracy also decreases with older batteries and in high/low ambient temperatures. [AZMV-13496, AZMV-7426]

New feature: Custom LED pattern for standby

It is now possible to customise the LED colour & pattern used when the VB400 is in standby. When "Custom LED patterns" in enabled under "Notifications & Alarms" in the device profile, a new drop-down is available for "Standby LED pattern", providing the available customisation options. [AZMV-13601, AZMV-13876]

New role permissions

Permission	Section	Notes	On upgrade, granted to
Configure device for eSIM provisioning	Device permissions/Device	-	System administrator
View/Edit LTE APNs	Advanced permissions/Settings	2 permissions	System administrator

Issue Id	Summary
AZMV-9292	Device assignment would intermittently fail on a site manager if companion app is in used by not key replication from the central manager.
AZMV-13063	The Access Control Key Management page was unusable if thousands of keys were imported.
AZMV-13064	The Access Control Key Management page now has a search box and displays the total number of keys in the system (while only displaying the first few keys in the system).



Issue Id	Summary	
AZMV-12641	Added device profile support for V700 WiFi.	
AZMV-12623	Added device profile support for M500 + V700 Streaming outside of recording.	
AZMV-12985	Added device profile support for M500 Keep background video.	
AZMV-12777	Added device profile support for M500 left/right cameras.	
AZMV-9079	Added device profile support for M500 RFID integration.	
AZMV-12654	The video overlay for V700 now includes GPS coordinates.	
AZMV-13393	Added device profile support for V700 SmartControl Mobile Password configuration.	
AZMV-13189	Events audited when a camera is undocked now include the charge level of the device at the moment of undock.	
AZMV-13385	The Sites page is now paginated and is usable even when there are a large number of sites in the system.	
AZMV-13386	The Sites page now shows the total number of online and offline sites matching the filter.	
AZMV-13808	An icon is now shown on the Sites page for sites which are experiencing congestion and you can now filter the Sites list to show only sites with this issue.	
AZMV-13807	Only a single system warning is now raised if multiple sites are experiencing congestion.	
AZMV-13808	The sites page now shows sites which are experiencing congestion and can be filtered to show just those sites.	



Issue Id	Summary
AZMV-13190	A new audit type has been added for device shutdown events caused by low battery.
AZMV-12490	It is now possible to change the camera/microphone for an M500 live stream in the Tactical VideoManager EX preview panel.
AZMV-12489	It is now possible to change the camera/microphone for an M500 live stream in the Tactical VideoManager EX wall.
AZMV-13098	The fetch function sometimes attempted to fetch the video from the wrong site if that site had a partially downloaded copy of the video.
AZMV-13764	Client certificate authentication did not work if the user needed to accept the user agreement.
AZMV-13641	The "Operator Id" column in the operator activity report and operator record summary report was incorrectly output as "Incident Id".
AZMV-13088	If a grid worker was shutdown while writing an export to an external folder, it sometimes failed when export processing restarted.
AZMV-9092	If processing of an export writing to an external folder was restarted, the server now reuses the same export folder rather then creating a duplicate folder with a different date.
AZMV-12412	Security improvement: Updated various internal libraries to latest versions including Jetty webserver.

Minor enhancements and bug fixes (VB400)



Issue Id	Summary
AZMV-7145	Device audit log entries are now created when live streaming is started and stopped.
AZMV-13601	The standby LED indication was not working when custom LED indications were configured for recording or pre-recording.

Earlier changes

See the V17.3 release notes for earlier changes.

End-of-support (EOS) for VideoManager EX 15.0

VideoManager EX 15.0 (and earlier) are now at end-of-support, and VideoManager EX 17.2 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 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

V500 UI not as described in the user guide

The V500 LCD display does not show the "eye" icon to indicate a live stream is being viewed.

V500 LTE configuration not as described in the user guide APN details must be configured in VideoManager EX for LTE to be enabled on the V500.

V500 doesn't enter hush mode when it is recording Hush mode can only be entered whilst not recording.

V500 observed with beep when beep disabled

When audible beeps are disabled in the device profile, the V500 still beeps when the camera is undocked. The V500 will not beep afterwards during general operation.

Full battery reporting is inconsistent between device and VM.



The battery percentage displayed on the V500 LCD when fully charged may be different to the battery percentage displayed in VideoManager EX by 1-2%.

V500 doesn't connect to the WiFi when the network profile has LTE enabled. To use WiFi connectivity, the assigned Network Profile must be LTE disabled. The Network Profile used when provisioning an eSIM must also have LTE disabled

V500s docked in Smart Dock but failed to connect with VideoManager EX. V500 units docked in Smart Dock pockets may charge but not connect to VideoManager EX. The Smart Dock must be rebooted to regain connectivity.

VB400 may not start automatic recording or 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 record or automatic pre-record enabled, then recording or pre-recording will not start. The problem can be worked around by power cycling the VB400. [SW-2977, SW-1750, VM-23646]

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 (VM-20059) 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.

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Changing server timezone while cameras are offloading footage

Changing the timezone of the server while cameras are offloading footage may trigger the deletion policy to delete the video files before the upload finishes. The record of those video files will appear in your search results but cannot be played back as the video file no longer exists.

Upgrade notes

Upgrade Path for VideoManager EX EX

To upgrade to the current release, you must first upgrade your VideoManager EX EX to version 15.1.10 or later. Direct upgrades from older versions are no longer supported.

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 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.

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Officer preferences roaming

M500 users roaming between sites who have updated officer preferences may see their preferences revert to an older version after upgrade. Subsequent preferences changes will be preserved across all sites

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.

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 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 2016 R2 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.

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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. libaycodec-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	V24.1.0
DockController firmware	V24.3.0
Smart Dock firmware	V24.3.0

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.
- 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