MOTOROLA SOLUTIONS

VideoManager 15.0.5 - **Release Note**

Software updated in 15.0.5

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

Changes since 15.0.4

New role permissions

There are no new permissions in this release.

Minor enhancements and bug fixes (Motorola Solutions VideoManager)

Issue Id	Summary
VM-21852	For some customers, media playback and thumbnails would stop working after a while, requiring a server restart.
VM-21842	DockController assignment groups could not be configured in a central manager system which has sites with DockControllers.
VM-21848	The system now prevents the upgrade of a VB400 running old firmware (older than 14.4.0) from upgrading to any firmware version other than V14.6.7 (see known issues).
VM-21856	VB400 firmware for V14.6.7 is now bundled in order to help with the upgrade of VB400s running old firmware (see known issues).
VM-21829	An error would be shown if you tried to create a new WiFi profile and set it to the default at the same time.

Software updated in 15.0.4

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

Changes since 15.0.3

New feature: Scheduled report retention limits

The system now limits how many old reports are kept for each scheduled report. Once the limit is reached, an old report will be deleted shortly after a new report is created. On upgrade, existing scheduled reports are configured to keep at most 50 old reports.

New feature: Role assignment tiers

In order to provide more control over which roles an administrator can assign to users, each role now has a configurable "role assignment tier". An administrator cannot assign a role to a user if the tier of the role is higher than the tier of the administrator's role. This can be used to restrict which roles an administrator can assign. If all roles are left at the highest tier (the default), then the behaviour of the system is unchanged by the addition of this feature.

New role permissions

There are no new permissions in this release.

Minor enhancements and bug fixes (Motorola Solutions VideoManager)

Issue Id	Summary
VM-21724	Motorola Solutions VideoManager did not previously work on Linux if IPv6 is disabled.
VM-21698	In the VB400 device profile, you can now configure the system to disable hush mode while recording.
VM-21525	Asset import now supports importing of ASF files containing WMV3 video.
VM-21411	The equipment report can now be scheduled to run more frequently than once per hour.
VM-21747	The manage-service tool can now be used to run configuration scripts.
VM-21495	Added support for Firefox 68 ESR and 78 ESR browsers.
VM-21489	In the VB400 device profile, it is now possible to configure audio recording with lossless PCM instead of AAC.
VM-21628	The "restricted" checkbox and panel for a video is now hidden if the user does not have permission to edit restriction and does not have permission to view restricted videos.
VM-21687	The Web API now supports manual requests to relocate individual video files to specific filespaces.
VM-21793	The import system config function would save some imported settings before the user pressed confirm.
VM-21499	The buttons on the video player in the incident editor overlapped at some screen widths.
VM-21508	Validation in the VB400 device profile has been improved to require the correct gestures

	when using HolsterAware devices.
VM-21716	Replication of certificates from central manager to site did not always happen immediately after importing a certificate.
VM-21713	Replication of certificates from central manager to site failed if you reimported a previously deleted certificate.
VM-21530	Timestamps on imported files are now preserved even if the file requires conversion during import.
VM-21481	The text on the login page button for logging in by OAuth2 was not configurable using a language pack.
VM-21327	Automatic imports were not immediately started when an automatic import profile was created nor stopped when an automatic profile was deleted.
VM-21779	Audit log deletion policy was not included in system config import/export feature.
VM-21778	Configuration import now rejects files exported from systems running a different version.
VM-21375	1/4 speed playback now works when playing composite clips.
VM-21592	Export profile "encrypt downloads" toggle is no longer available if the export location is configured to an output directory.
VM-21701	The UI for configuring DockController security has been made clearer: it now explicitly refers to "802.1x".
VM-21797	Auditing has been improved when using the import/export system config function.
VM-21589	The management report now includes imported files in its counts of "media items".
VM-21473	It was possible to initiate an upgrade of a device that was not docked using "bulk upgrade".
VM-21388	It was not possible to delete an import profile if there was a failed import job associated with the profile.
VM-21537	The API for retrieving audit log entries now allows filtering to an exact date and time, not just by date.
VM-21523	File transfers to Azure uploads are now retried before reporting a failure if there is an error during a transfer.
VM-21640	In the devices page filter on a central manager, the "Reset filter" button now checks the "include remote devices" option.
VM-21527	A manually initiated server restart is now audited against the user who initiated it.

VM-21528	Editing of the advanced settings file through the Web UI is now audited.
VM-21454	The service logs no longer fill up with unwanted entries if you upgrade a VB400 in service required mode.
VM-20565	Fixed some issues with the dynamic update of the lists of videos on the dashboard.
VM-21603	Editing email properties did not always take effect until the server was restarted.
VM-21619	It is now possible to complete installation using an unsupported web browser.
VM-21491	Security update: use latest version of ffmpeg.
VM-21395	Updated many internal libraries to the latest version, including some security updates.
VM-21487	Updated bundled Java JRE to version 11.0.11+9
VM-21337	Updated to the latest JQuery library, which includes some security fixes.
VM-21372	The Content-Security-Policy header now includes a form-action directive (a minor security issue).
VM-21564	The management report can now be internationalised using a language pack.
VM-21696	Support was added for future device serial number ranges.

Minor enhancements and bug fixes (VB400)

Issue Id	Summary
VM-21695	Support has been added for the new profile option allowing hush mode to be disabled while recording.
VM-21538	Support has been added for the new profile option allowing audio recording with lossless PCM instead of AAC.
VM-21518	Support has been added for showing the status of connected HolsterAware peripherals in the Android companion app.
VM-21322	In some circumstances, the battery level shown in the Android companion app could be misleadingly out of date.
VM-21464	When configured in shutdown when idle mode the device could fail to start up in response to

	use of the Android app.
VM-21389	The TETRA radio connection could occasionally be interrupted if the radio is configured in Trunk Mode (TMO).
VM-21647	The device could fail during a long-running recording, especially when recording in the dark.
VM-21609	The device could fail to start up after powering off due to low battery.
VM-20725 VM-21675 VM-21608 VM-21597 VM-21546 VM-21529 VM-21492 VM-21453 VM-21438 VM-21427 VM-21418	There were several issues affecting Bluetooth connectivity when combinations of the Android companion app, HolsterAware peripherals and the TETRA radio integration are used at the same time, and more rarely when the Android companion app is used alone in Bluetooth mode.

Minor enhancements and bug fixes (DockController)

Issue Id	Summary
VM-21769 VM-21782	Support has been added for new types of RFID card.

Minor enhancements and bug fixes (EdgeController)

Issue Id	Summary
VM-21646	Security update: use the latest version of openssl.

Software updated in 15.0.3

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

Changes since 15.0.2

New feature: Video file signatures

When this feature is enabled, videos recorded on VB400 devices will be accompanied by a cryptographic signature generated by the VB400 which verifies the origin of the video. The signatures on videos include the X.509 certificate chain for the device which recorded them. The system will automatically issue X.509 certificates to VB400 devices which are used to prove the origin of the signature.

All certificates are signed by a "root certificate" which is managed by Motorola Solutions VideoManager. This "root certificate" can be imported into the system or manually created. The "trust root" certificates for the system can be exported and imported, allowing the system to verify signatures from devices with certificates issued by another system, if this is desired.

The system verifies that the signatures and the certificates that they contain are trusted when files are downloaded, and audits the result of these checks (and displays this information in the video details page). A ZIP file can be downloaded for a video, containing the signature, the certificates for the signature and a short report containing verification information for the video.

New feature: Video fields permission control
You can now control which fields of a video/media item are visible in the video details page (and the large view) using permissions. All the fields of the video details now have corresponding entries in the "user-defined media fields" page and by editing the permission groups for the built-in fields, you can control which users can see these fields.

New role permissions

Permission	Section	Notes	On upgrade, granted to
View videos in large/gallery/list view mode	Video permissions/Video	(3 permissions)	Roles with permission to list or search videos
View/Edit Device Certificate Authorities	Advanced Permissions/Settings	(2 permissions)	System administrator

Minor enhancements and bug fixes (Motorola Solutions VideoManager)

Issue Id	Summary
VM-21588	Very occasionally the server could become unresponsive while live streaming from devices.
VM-21602	Default email templates for streaming notifications did not include a link to the live stream.
VM-21632	Notification emails were not sent at all on some systems.
VM-21570	The user import setting page freezes the browser after importing a very large number of users.
VM-21248	The ability to use the three different video list view options (large, gallery and list) is now permission controlled.

VM-21579	Notification emails for a "first time login" contained the wrong username.
VM-21550	User import tool would only import the first 20 members of each group when importing from Azure AD. [also in 14.6.10]
VM-21469	Device profiles now allow configuration of HolsterAware pool issue mode. [also in 14.6.9]
VM-21470	Device profiles now allow configuration of a "suppress recording after undocking" time. [also in 14.6.9]

Minor enhancements and bug fixes (VB400)

Issue Id	Summary
VM-21601	It was possible for the device to fail to complete a firmware upgrade if the battery life extender option is enabled.

Software updated in 15.0.2

- VB400 firmware

Changes since 15.0.1

Minor enhancements and bug fixes (VB400)

Issue Id	Summary
VM-21325	Support has been added for the latest revision of the hardware.

Software updated in 15.0.1

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

Changes since 14.6.7

New feature: Group by recording

An alternate way of displaying incident clips is now available where all the clips relating to a single recording are grouped together. This way of displaying incidents may be especially suitable for customers who chose to maintain multiple copies of the same recording within a single incident with

different time ranges or redactions. The UI makes it easy to create a new copy of the clip with different redaction or time range. The entire system must be configured to display incidents in the new or the old way.

New feature: Improved notification system

The notifications panel on the dashboard now shows notifications for the following events:

- A new video has been downloaded for the logged in user
- A video or incident has been shared with the logged in user
- The logged in user has been made the owner of a video or incident
- An export created by the user completes
- An import created by the user completes

These users can view the list of affected videos/incidents/exports/imports with a single clip. The notification count can be reset by clicking on a button next to the notification. A count of outstanding notifications is shown in the navigation bar at the top of the screen, so it's always visible.

This feature makes it possible to implement workflows which require users to respond to the sharing or changes of ownership of videos or incidents.

New feature: Simple user import/export

The list of users can now be exported to a CSV file, edited and reimported. This provides a simple way to manage the list of users for customers who don't want to go through the complexity of setting up an automated user import.

New feature: Import grid workers

Customers using a grid of servers can now set up one or more servers to process imports. To make this work, the temporary folder where files to be imported are stored must be set to a network file share, accessible by both the main server and the import worker servers.

New feature: Login verification by email

Email can now be used as a form of two-factor authentication for additional security. The system can be configured so that when a user logs in, an email is sent to them, and they must click on a link in the email to complete the login process. This can be configured to be a mandatory requirement for all users, or this can apply only to users with a certain role. If email becomes unexpectedly unavailable, administrators can use the command line tools to get the URL link that they need to complete login or can disable the feature via the command line.

New feature: Hardware export acceleration

Customers using a grid configuration can now speed up their exports by using an export worker machine which has a suitable NVidia graphics card. With a suitably equipped server, the time taken to create an export can be halved. This option must be explicitly enabled on an export worker.

New feature: Incident clip captions

It is now possible to import a WebVTT subtitle file into an incident clip (in the redaction editor dialog) which will create captions on the video which are burned into the video when you export. These captions can also be exported so that they can be edited with a WebVTT editing tool and reimported.

New feature: Web configuration of redundant servers

It has been possible to configure a backup server for Motorola Solutions VideoManager for some time. In this release, it is now possible to configure and manage this without having to manually edit settings files. The Web UI can be used to convert a grid worker into a standby master machine and to set the config folder sharing which is necessary to make standby servers work properly. The UI also shows whether the backup server. Workers can now be configured to connect to a specific master machine or to connect to whichever master machine is actually active and the UI shows which workers are on or offline even if they are not currently active. Workers no longer need to be manually reconfigured if you add an additional standby server.

New feature: Configurable export title page

It is now possible to customize the contents of the export title page for each export profile using a template which can be used to hide fields or include field information from the incident.

New feature: Configurable incident clip field visibility

You can now assign incident clip fields (operator, device, duration, notes) to field permission groups and thus restrict which users can see these fields. These fields are visible to all users with permissions to view an incident by default on upgrade. You can now also control which field groups are visible when viewing anonymous incident links... by default all the fields are hidden when viewing an anonymous link.

New feature: Safety mode (VM-20695)

The new "safety mode" feature allows a VB400 to be powered down such that it cannot be powered up again except by using the exit safety mode gesture, or by docking the device. This is in contrast to a normal shutdown which allows power up on any event, including activating the recording start gesture.

New feature: Battery level in video metadata overlay (VM-21052, VM-21054)

The state of charge of the battery of a VB400 can now be configured to be shown (as a percentage) in the video metadata overlay.

New role permissions

Permission	Section	On upgrade, granted to
Can duplicate incident video clip	Incident permissions/Incident clips	System administrator
Can add new clip for recording in incident editor	Incident permissions/Incident clips	System administrator
Export users	User permissions/User	System administrator
Import users	User permissions/User	System administrator
Initiate immediate database backup	Advanced Permissions/Settings	System administrator
View/edit incidents (UI settings)	Advanced Permissions/Settings	System administrator

View system page in Companion App	Device Permissions/Companion App	System administrator

Minor enhancements and bug fixes (Motorola Solutions VideoManager)

Issue Id	Summary
VM-20751	In the deletion policy, you can now configure that all audit log entries are deleted automatically after a fixed period of time.
VM-21061	Motorola Solutions VideoManager now uses the Windows Trusted Root Certification Authorities list to validate server SSL certificates for outgoing HTTPS connections (e.g. to Box or S3).
VM-21022	In VB400 device profiles, you can now adjust how long a button must be held to activate the "hold" gesture for the button.
VM-20998	In VB400 device profiles, you can now configure the record lamp to be "solid green dimmed" while pre-recording.
VM-20979	You can now create audio redactions which "beep" out the audio rather than silencing it.
VM-20950	You can now play videos faster or slower than normal speed.
VM-18381	The video report now includes the SHA-256 hash of each video.
VM-20966	Users can now have multiple comma-separated touch assign IDs.
VM-18396	You can now bulk edit the sharing, owner and restriction fields for videos/media.
VM-18395	You can now bulk edit custom properties for videos/media (if licensed).
VM-21288	Devices which are not charging because their battery is not working are no longer available for touch assign and are shown with a different battery icon.
VM-20592	The import list can now be filtered.
VM-20593	There is a new "my imports" tab showing imports belonging to the logged in user.
VM-20591	You can now access the files imported by an import job by clicking "show results" on the import screen, or by clicking "search results" on the import details page or you can search videos by import signature.
VM-21185	The management report is now a CSV file rather than an HTML page, and it now includes information about recordings. Two redundant columns from the old report have been removed.

VM-21040	It is no longer mandatory for a device profile to have gestures for starting and stopping recording.
VM-21324	The user export report sometimes reported the same role multiple times for a user and sometimes omitted the user's Bluetooth address.
VM-20721	The device profile editor now supports configuring gestures for "safety mode".
VM-21002	Bulk video selection count disappeared when the user scrolled down the page to load more videos.
VM-21165	Device field trip report did not correctly apply a configured report start time, if specified.
VM-20853	Imports which fail during file upload did not appear in the list of failed imports.
VM-20981	The DockController screen will no longer allow you to downgrade a DockController if automatic upgrade would immediately re-upgrade to the default firmware.
VM-20881	The user "view bluetooth pairings" screen now shows which assigned device is currently using the user's pairings.
VM-21160	The "videos scheduled to be deleted" panel on the dashboard is now only shown if there are any videos scheduled to be deleted.
VM-20982	It is now possible to customize email templates for notifications.
VM-21189	The site list would incorrectly show sites which have been connected for more than 4 hours when you filter for sites "last seen > 4 hours ago".
VM-20644	Audio now plays correctly when playing videos recorded on Canon cameras.
VM-20921	If a server is currently operating as a standby server, the web UI on the server now indicates the status of the standby server.
VM-20552	When an operator is unable to assign a camera using an RFID touch assign, the audit record now includes additional diagnostic information.
VM-20559	The "show original" link on an incident video clip will now search for all the videos in the recording if the video for the clip is part of a multi-file recording.
VM-20678	If your grid system has multiple export workers, the system now does a better job of evenly distributing load across the workers when there are multiple exports running.
VM-21076	If an audit log read times out, the error message in the audit log page will now suggest to the user that creating an audit report is the right strategy.
VM-21082	Operator names were not correctly rendered on the export title page if they included Hebrew

	characters.
VM-20583	Operator names containing unicode characters will now display correctly in VB400 watermarks and metadata overlays.
VM-20790	The login page was not correctly displaying languages other than English.
VM-20782	It is now possible to rename the "System Administrator" role and change its description.
VM-20740	Various elements of the UI which could not be translated into other languages are now translatable.
VM-20875	If you delete a role, the warning displayed incorrectly counted the number of users associated with the role.
VM-20882	Banner warnings at the top of the web page were not always displayed when you refresh the page.
VM-20830	Users who don't have permission to edit DockController settings were unable to view the touch assign, bandwidth rule and device settings in the DockController details page.
VM-21287	The battery symbol for an assignable device now has a tag symbol if the device is currently available for touch assign, or a check mark if the device is sufficiently charged, but is not enabled for touch assign.
VM-21186	The live stats device status pie chart now distinguishes between assignable devices based on whether they are touch assignable and whether they are charging. The device list can now be filtered based on the charge status of devices.
VM-20594	You can now force the system to perform an immediate database backup (if you are using the bundled Postgres database).
VM-21035	The installer no longer installs a bundled copy of TeamViewer.
VM-21364	The performance of composite clip playback has been improved for clips containing 1080p videos.
VM-20972	The "Advanced Settings File" page has been renamed to "Advanced Settings".
VM-20925	In database backup options, it was not possible to edit the number of hours that backups are retained for.
VM-20942	It was not possible to do a bulk transform (rotate/flip) of videos.
VM-20920	All imports, export and download operations (e.g. of roles, export profiles, reports, etc.) are now audited.

VM-20760	All add/edit/deletion operations which change settings are now audited.
VM-20922	You can now enable full auditing for an API key which will cause all API interactions performed with the API key to be audited.
VM-20598	The "database mutex" is now enabled by default on SQLServer installations, thus eliminating a configuration step required when setting up a redundant pair of servers.
VM-20817	The "Report time" field in report metadata CSV files now says "Day starts at" to better reflect its meaning.
VM-21251	Editing the device for a downloaded video before that video had been deleted from the camera could cause a download error.
VM-21047	You can now configure the video metadata overlay to include the device name rather than the device serial number.
VM-20637	Multi-line text playback reason fields and incident deletion reason fields are now correctly displayed.
VM-20945	Improved display of "scheduled deletion date" for videos which are ready for immediate deletion.
VM-21292	The "large icon" video list now displays progress information when videos are being uploaded from sites/EdgeControllers.
VM-21247	TETRA radio integration is now a full feature and no longer needs to be enabled in the "preview feature" admin page.
VM-21180	Admin pages now refer to the Android application used with the VB400 as the "VB Companion" rather than the "Companion App".
VM-20564	The video lists on the dashboard now always have a "show more" button.
VM-21391	VB300 videos sometimes failed to play when using audio double consent and pre-record.

Minor enhancements and bug fixes (VB400)

Issue Id	Summary
VM-20694	The TETRA radio integration required a device profile override to work.
VM-21019	The TETRA radio integration now supports the MXP600 radio model.
VM-20651	The TETRA radio integration did not work when used in conjunction with HolsterAware peripherals.
VM-20672	Peer assisted recording did not work then used in conjunction with the TETRA radio.

VM-20671	WiFi features would not work if a device was connected to a TETRA radio.
VM-20656	The audit log messages associated with TETRA radio connections have been improved.
VM-20655	The device could fail after the connection to a TETRA radio was lost and regained.
VM-20670	The device could fail while connected to a TETRA radio if a manual shutdown was requested.
VM-20664	The device could fail to shutdown when idle (if configured to do so) after the TETRA radio integration was enabled in a previous assignment.
VM-20995	When the Android companion app is used at the same time as the TETRA radio integration, incomplete pairing of the TETRA radio could prevent the app from connecting.
VM-20690	The TETRA radio integration could remain enabled even after the device was assigned using a profile with the feature disabled.
VM-20862	If a new recording was triggered shortly after triggering a manual shutdown while recording, the device could erroneously shutdown again.
VM-20806	The audible recording alarm could persist after a manual shutdown and restart.
VM-20996	The LEDs on the device did not always show the correct status after performing a manual shutdown, then activating manual pre-recording - or when automatic pre-record is enabled, waking the device with any button.
VM-21158 VM-21126 VM-20236	The device would not always show the idle blink LED notification when it is powered on and ready to record.
VM-21093	The device could fail to correctly recognise the type of battery installed when operated in a very low temperature environment.
VM-21095	The device could fail to correctly recognise the type of battery installed for a period after a firmware upgrade.
VM-21079	The device would not correctly enter "shipping mode" (with an isolated battery) if undocked immediately after requesting a factory reset.
VM-21256	In rare circumstances with GPS enabled the device could fail when stopping a recording.

Minor enhancements and bug fixes (DockController)

Issue Id	Summary
VM-14532	The DockController logs could grow too large to be downloaded.

Earlier changes

See the V14.6.x release notes for earlier changes.

Known issues

VB400 Cannot be upgraded to latest firmware from old firmware versions
An issue was discovered when upgrading VB400 devices running firmware older than V14.4.0 to the latest firmware. For this reason, Motorola Solutions VideoManager currently prevents you from upgrading a device running old firmware to anything other than V14.6.7 firmware. If you have devices running firmware older than V14.4.0 you should either manually upgrade them to V14.6.7 firmware (which is now bundled with Motorola Solutions VideoManager), or set V14.6.7 as the default firmware version and allow them to upgrade. Once all devices are upgraded to V14.6.7 or later, you can then safely configure the automatic firmware upgrade system to upgrade to the latest firmware.

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 X100 or X200 (VM-20089)
The Live-view for Android companion app feature does not currently work if the X100 or X200 external cameras are attached.

VB400 WiFi offload of footage can make X100 or X200 unreliable (VM-20059)
If you configure the device to offload footage over WiFi, then in-progress offloads can sometimes cause the operation of an X100 or X200 external camera to be unreliable. It is not currently recommended to enable WiFi offload if using an external camera.

Import System Config prematurely saves
Do not use the "import system config" function with a settings file that you do not intend to import. If you use the "import system config" function, some system settings may be imported before you confirm the dialog, meaning that even if you cancel the dialog, system settings are updated.

DockController assignment groups with overriden 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.

Cannot Compute File Hash for Audit Log Search when using Internet Explorer
In the audit log screen, it is possible to filter the audit log by the SHA-256 of the file. On most browsers, the page lets you select a local file and the page then computes the hash of the file. This function isn't available in Internet Explorer. However, you can still search by file hash if you know the SHA-256 hash of the file you are searching for. If you need to compute the SHA-256 hash of a file on Windows, you can do it using the "certutil" command-line tool on Windows, e.g. "CertUtil -hashfile <filepath> SHA256".

Large Numbers of Incident Clip Counts

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

Upgrade notes

Software assurance requirement for upgrade

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

Data storage location change

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

Central manager site upgrades

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

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

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

Shared configuration setting	Minimum compatible site version
Keys	5.1.0
Roles & Password Rules	6.4.0
Users	14.5.0 **
User Groups	14.0.0
Device Profiles	6.4.1
Deletion policies	6.4.0
User-defined fields	14.1.0 if you enable playback reason auditing

	14.0.0 if you define any tag list fields
	6.4.0 otherwise
Device states and locations	10.0.0

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

Supported platforms

Motorola Solutions VideoManager is supported on the following platforms:

- Windows 8.1 Pro & Enterprise 64-bit
- Windows 10 Pro & Enterprise 64-bit
- Windows Server 2012 Essentials, Standard & Datacenter *
- Windows Server 2012 R2 Essentials, Standard & Datacenter *
- Windows Server 2016 Essentials, Standard & Datacenter * **
- Windows Server 2019 Essentials, Standard & Datacenter * **
- Windows Server 2019 Essentials, Standard & Datacenter * **
- Ubuntu 18.04, 20.04

* 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 Internet Explorer 11 (Windows 7/8.1/10) **
- Microsoft Edge 79+ (Windows 10)
- Chrome 48+ (Windows 7/8.1/10, MAC OS X v10.10)
- Firefox 68 ESR, 78 ESR (Windows 10, Ubuntu 18.04, 20.04) *

Support for Microsoft Internet Explorer 11 will be removed in the next release.

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.

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

Supported device firmware

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

Included device firmware

This release of Motorola Solutions VideoManager includes the following firmware:

VB400 firmware	**V15.0.4**
VB200 / VB300 firmware	**V14.4.4**
VT50 / VT100 firmware	**V14.6.6**
DockController firmware	**V15.0.4**

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.