

VideoManager

25.1.3 Release Note

Software updated in V25.1.3.14

- Motorola Solutions VideoManager for Windows
- Motorola Solutions VideoManager for CentOS 7 Linux
- V500 firmware
- VB400 firmware
- DockController firmware
- Smart Dock firmware
- User import tool

Changes since V25.1.1.22

New Feature: Email alert for upcoming incident deletion

You can now enable email alerts to be sent to users with incidents that are due to be deleted soon. Email is sent at least 7 days before the incident is due to be deleted.

New Feature: Escalate function (V500)

Press a button on the V500 to trigger an escalation, which starts recording, live-streaming and displays a high-visibility alert in VideoManager.

New Feature: HolsterAware broadcast mode (V500)

V500 now supports Holster Aware broadcast mode. Activation of the Holster Aware sensor will trigger all V500s within range of the activated device to start recording.

New Feature: Display operator ID on LCD with a button gesture (V500)

When a configurable button gesture is pressed, the V500 will display the username of the operator on the LCD.

New Feature: Connectivity status when docked (V500)

V500 can now display the connectivity status of the camera when docked in a SmartDock. The V500 LCD now displays the VideoManager connectivity and data offload status.

New Feature: Flip LCD orientation when docked (V500)

The LCD contents are now rotated 180° when the V500 is placed in the docking station. This will improve readability of the V500 LCD screen when the camera is docked by ensuring that the text is orientated towards the user.

New Feature: Configurable exposure profiles/image quality (VB400)

The VB400 device profile now supports selection of an image quality profile. Image quality profiles provide tuning adjustments such as alternative automatic exposure settings.

New Feature: IP camera support (M500)

Up to two IP cameras can now be added to the M500 when used as an interview recording system.

New Feature: Power Management (V200)

V200 device now defaults to powering off whenever it is idle.

New Feature: Dock bulk action enable/disable RTA

Enable and disable Resilient Touch Assign (RTA) on multiple docks at the same time.

New Feature: Reduced Power Consumption Mode (VB400, V200)

Reduced Power Consumption Mode allows you to save power by automatically powering off the device once it is docked, has offloaded its media and is idle. In this state, cameras will not be assignable and have to be manually undocked or powered on again to return to operation. It is recommended to assess the operational impact of using this feature before enabling it.

New Feature: Audit log localisation

Audit logs can now be viewed in Brazilian Portuguese.

Update: iOS playback improvements

Video will now playback with sound when using iOS Safari browser.

New role permissions

Permission	Section	On upgrade, granted to
Device escalation warning	Notification / Dashboard notifications	System Administrator

Audit log language	Advanced permissions	System Administrator
Select language for audit log	Advanced permissions	System Administrator
Assisted Redaction Settings	Advanced permissions	System Administrator

Minor enhancements:

Issue Id	Summary
VMEX-647	Set default power management value to "Device shutdown" when idle" for V200
VMEX-1372	Add ability to enable/disable the OAuth poller and specify timeout values in the configuration UI
VMEX-1568	Improve error handling in HTTPS server on startup
VMEX-1605	Fix erroneous line in audit log PDF export
VMEX-1737	Enhance email notification workflow so that individual users are notified of incident deletion
VMEX-1742	Improve UI for V200 LED selection
VMEX-1761	Add subject and issuer to list of installed certificates
VMEX-1807	Implement support for timestamp certificate rotation
V500-4152	Resolved a defect that was present in 25.1. A new melodic low battery alarm was added, but this did not sound as expected in each instance of a low battery alarm. A 'beep' was emitted instead.
V500-4153	V500 low battery "melody" alarm sounds prematurely when the V500 reboots before being recognised by VMEX.
V500-4154	Introduced a new low battery alarm that plays when the battery percentage reaches 5%. This replaces the previous 'beep' that was played when the battery was low.

Customer support issues resolved in this software:

Issue Id	Summary
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SDOCK-1149	Resolved an issue when upgrading V500 Smartdock via VideoManager. In rare circumstances connectivity to VideoMangager could not be established after upgrade.
SDOCK-1148	The DC200 and SmartDock are now able to look up `.local` domain names on classic DNS (unicast) servers or multicast DNS servers.
VMEX-769	Resolved an issue when attempting to perform manual redaction on footage after assisted redaction, an error is generated: Error initiating playback: You do not have permission to access this information.
22908	Integration - Export failure not specifically displayed within Notifications.
22909	Integration - Failures are not displayed on Exports to Evidence.com report on VM.
VMEX-781	Export to evidence.com for incidents with more than 1 clips fails to retry if one clip is exported successfully.

Known issues:

Issue Id	Summary
SDOCK-4259	The display operator id can momentarily disappear from the V500 LCD screen when performing a 'hold' gesture, and the hold is held for several seconds.
VMEX-1033	Audit log PDF download does not currently support Arabic or Hebrew language.
VMEX-2121	VB400s fail to connect to an RTA enabled DC200 at max capacity (6 x Dock14s) Temporary mitigation: Do not enable RTA mode for DC200s with more than 56 cameras attached.
VMEX-937	RTA state hangs on configuring when Enable Resilient Touch Assign toggle is disabled and enabled while the DC200 is in RTA mode(offline) Temporary mitigation: Do not turn RTA mode off and on again whilst DC200 is disconnected and actively in RTA mode.

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Changes since 24.4.1.7

New Feature: Support for new V200 device

Added support for the new V200 body-worn camera. You can configure and manage the device, wirelessly offload footage via WiFi and live stream video to VideoManager.

New Feature: Audit log export in PDF format

Export audit log reports in PDF format, in addition to existing CSV format.

New Feature: Playback watermark - new tiled watermark

You can now add a new tiled watermark that overlays diagonal semi-transparent text on video playback, to discourage screen recording and unauthorised sharing of sensitive videos.

New Feature: Thumbnail watermarking

Added watermarking feature for media thumbnails, to discourage unauthorised sharing of thumbnail images.

Enhancement: Metadata Redaction

The feature is now generally available for VB400 and V200 devices.

New Feature: User auto provisioning from OAuth2

You can now automatically provision users from an OAuth2 connection, and add them to specific groups. This removes the need for separate user import methods.

Enhancement: Report updates

The data in the *Device Availability* report and *Device Field Trip* report can now be run hourly, to allow a near-realtime reporting on device availability.

Enhancement: Assisted Redaction Editor

Added the ability to select redaction mode in an initial setup wizard after project creation. Redaction mode preference cannot be changed after selection confirmation for the project. The redaction modes are:

- *Redact user-selected* - This mode is new. Will outline the identified objects and the user can choose which objects to redact.
- *Redact everything* - This is the original mode that the system supported up to now. Will automatically create masks and redact all identified objects at once. User must delete detected objects that should not be redacted in this mode.

Added ability to select which categories of identified objects to display in initial setup wizard. This can be later changed in settings.

Smartcontrol app support

SmartControl app is now supported for VB400 & V500 users.

New Feature: V500: GoLive Audio

Implemented GoLive Audio on the V500. This feature allows camera operators to hold a bi-directional voice conversation between the V500 and a VideoManager operator, enabling real-time support. GoLive audio is available whenever the device is actively live streaming.

New Feature: V500: Peer-Assisted Recording (PAR)

Implemented Peer Assisted Recording (PAR) on V500. When recording is triggered on a V500 it can now trigger other V500 cameras within range to also start recording.

New Feature: V500: Display operator ID on LCD when assigned

Implemented a feature to display an operator ID on the LCD of the V500 when assigned to a user. This feature helps users identify their camera during checkout. The operator ID is based on the username in VideoManager.

Enhancement: V500: Improved maintenance mode

VideoManager will carry out a daily device health check on docked cameras. If the health check fails, V500 will be displayed in a "Maintenance required" state in the VideoManager devices list. The camera will be automatically unassigned and will be unavailable for new assignment. VideoManager can be used to retrieve logs, upgrade or factory reset the camera. It is rare for devices to enter maintenance mode. If a device does enter this state, contact MSI support for assistance.

Enhancement: V500: Image quality improvements

Incorporated changes to improve the quality of a recording when transitioning from an indoor scene to an outdoor scene by adjusting the Automatic White Balance (AWB).

New Feature: VB400: Image Stabilisation

Implemented Electronic Image Stabilisation feature on VB400. This feature removes excessive rotational movement and 'jerkiness' from the recorded image allowing for clearer footage to be captured.

New Feature: Resilient Touch Assign (RTA)

Implemented a new feature 'Resilient Touch Assign' on the DockController and V500 SmartDock. This feature permits RFID touch assignment even in the event that a dock may be experiencing a network outage. Please contact support in order to enable this feature.

New role permissions

Permission	Section	On upgrade, granted to
Download audit log as PDF	System Permissions/Audit	System Administrator
GoLive Audio	Device Permission/ONStream	System Administrator
Resilient Touch Assign configuration	Device Permission/Management	System Administrator
Remote record devices ¹	Device Permissions/Device	System Administrator

1. This permission was previously covered by "Live View - All" permission. You will need to enable this new permission for any users who require the remote record permission.

All updates and bug fixes (Motorola Solutions VideoManager)

Issue Id	Summary
16177	VMEX Configuration page for AI redaction
17627	Support escalation status for certain devices
20455	Support V500 Peer Assisted Recording version 2

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20474	Improve 2-Way Audio, resolve disconnection issues
21665	Implement UI for device maintenance settings
21999	Upgrade JavaScript version and Typescript version
22021	Enable support for VB400 image stabilization
22022	Improvements to Playback Watermarking
22095	Improvements to Push To Talk in GoLive Audio
22144	Implement on/off configuration for thumbnail watermarking
22252	Assisted Redaction settings format improvements
22292	Added ability to export audit logs as PDF
22339	Add UI to support Custom field validator types
22348	Improvements to GoLive Audio decoder
22351	Add backend support for advanced custom field types
22355	GoLive Audio: fix issue with Audiocontext threads
22356	GoLive Audio: Improve Error Handling
22357	GoLive Audio: Ensure no in between state message
22440	Add loading state to custom field validators
22444	GoLive Audio: Refactor audio processor worklet into TypeScript
22445	Resolve security vulnerabilities
22459	Associated OAuth2 login users with VMEX group automatically
22460	Add UI controls to associated OAuth2 groups with VMEX group membership
22464	Fix failed replication of user-defined fields on mismatched version
22471	GoLive Audio: Mute/Unmute Audio Control
22491	Playback Watermark: Add support for diagonal text
22509	GoLive Audio: Default Microphone Selection
22521	GoLive Audio: Fix navigation from liveView if GoLive not in progress
22553	AI Redaction: resolve issue with duplicating redacted clip
22581	Added audit log translation feature
22582	Audit log translation: language file upload
22592	Incident view reason feature improvements
22613	Full text search support for translations
22650	Add audit log entry for incident access reason
22679	Escalation: Changes to device live view page
22690	Escalation: Add notification banners
22695	Added Maintenance Required status for V500
22698	Incident Retention notifications - Configure and send email notification
22719	Enable hourly reporting period for device availability and device field trip reports
22761	Assisted redaction UI improvement

22762	Escalation: Update device list navigate to live view button
22765	Escalation: Show escalated devices in Tactical device list
22824	Add functionality to automatically disable inactive auto-provisioned users
22836	Escalation: Change device map marker icons
22843	Added support for V200 device
22887	Fix issue with media search map display
22919	V500: Implement username display on V500 LCD
23007	Fix issue with evidence.com location data export
23023	Enable Peer Assisted Recording V2 for V500
23105	Enable SmartControl support for V500
23109	Fix issue with UDP streaming
23123	Improvements to user notifications

Changes to Device Firmware

Defects resolved in device software

Issue ID	Summary
SDOCK-1	Adjusted LED brightness on SmartDocks
SDOCK-1097	Added support for the E083B SmartDock hardware
SDOCK-1110	Added support for VEDD serial scheme
SDOCK-1113	Resilient Touch Assign feature incorporated into the SmartDock and DockController release
SDOCK-1116	Resolved a defect found in the DC200. DockControllers were experiencing reboots and then failing to restart and therefore requiring a manual restart. The cause of the failure was traced to a bug with setting the appropriate date/time
SDOCK-1126	Enabled TLS security on the camera to dock connection
SDOCK-2	The LED brightness has been increased on V200 SmartDock by modifying default PWM dimming. The LED brightness on all SmartDocks brightness were adjust with the new PWM to keep it the same.
V500-1291	Resolved a rare defect where a V500 camera would halt operation while performing video recording
V500-200	Resolved a rare defect where the V500 experienced a reboot in the event that a video stream was started while another stream was still active
V500-235	When units enter Maintenance Mode they are prevented from initiating recordings
V500-244	Storage reformatting protection will trigger new maintenance mode instead of forcing a reboot after 60 seconds
V500-247	Permit a factory reset of a device while in maintenance mode
V500-249	Enter battery isolation after 30 seconds if undocked if a device is set

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	in maintenance mode (a charger disconnect event is required)
V500-250	Bluetooth Low Energy is disabled when the device enters Maintenance Mode
V500-337	Resolved a defect where the device serial number and/or device name are not being displayed correctly when these are configured as meta data overlay fields
V500-3550	Added the ability to gather storage statistics from the device and provide these to VideoManager
V500-3593	Resolved an issue with a potential hang when shutting down the V500 (waiting for the GPS to provide data)
V500-3598	Added an audit log entry for why devices that have entered into a Maintenance mode
V500-3646	Fixed a rare crash on startup while installing/updating components on the device or when LTE on/off/eSIM provisioning happens at the same time as LTE state changes
V500-3904	The V500 dock port can no longer be used as a charge source. The V500 side port can no longer be used as a charge source unless X-100 support is enabled
V500-3932	Resolved an issue that prevents a potential crash when installing system components during startup
V500-3944	Implemented a feature to rotate the V500 LCD screen when the camera is docked in the SmartDock. This allows improved readability of the camera LCD when in the SmartDock.
V500-4027	Adjusted Image tuning to provide improved Auto White Balance fluctuation when walking from an indoor environment to an outdoor environment
VB400-1842	Resolved an issue with VB400 manually shutting down after it is connected to the SmartControl App when the VB400 fails to re-establish a connection to the app.
VB400-268	Resolved an issue on the VB400 which lead to the device not restarting reliably. When the device is restarted due to uptime or when triggered by VideoManger the device would start with a delay.