

# VideoManager 25.2

## Release Note

### Software updated in V25.2.0.20

- Motorola Solutions VideoManager for Windows
- Motorola Solutions VideoManager for CentOS 7 Linux
- V500 firmware v25.2.0.19
- VB400 firmware v25.2.0.15
- DockController firmware v25.2.0.17
- Smart Dock firmware v25.2.0.17
- User import tool v25.2.0.20

### Changes since V25.1.3

#### **New Feature: Autocomplete chips added to Media Search**

Autocomplete chips now allow you to quickly add multiple entities to the following fields: Owner, Device operator, Source, Origin.

#### **New Feature: Saved searches for Media Search**

Speed up your search workflow by saving commonly used search combinations, and running them instantly. Or choose to just populate the queries instead of running the search immediately.

#### **New Feature: Search by media duration**

Search by media duration now added as a dedicated field in the Media Search for improved usability. Choose to search for media duration less than/more than or between a number of minutes or seconds.

#### **Improvement: Edit media properties from results**

Speed up your editing/tagging workflows by editing metadata directly from the search results. Click the pencil icon to open a modal with edit options. Edit media permission required.

**New Feature: Download reports as CSV**

Download reports as CSV files and/or ZIP files. Useful for networks that block ZIP file downloads.

**New Feature: Integration with Auror**

Export video evidence directly into Auror, the retail crime intelligence platform. Add media to an existing Auror case, or create a new case.

**Improvement: Touch Assign improvements**

RFID card configuration can now be managed directly within the user interface, where previously it was only available via Advanced Settings. The system now supports the simultaneous use of multiple cards using different RFID modes. Additionally, post-processing of card data can be performed using a Lua script, with live preview of the results available in the user interface.

Existing Touch Assign RFID configurations using Advanced Settings will continue to operate using Advanced Settings. To use the UI going forward, you will need to migrate these settings to the UI first, then remove the lines in Advanced Settings.

**Improvement: Assisted Redaction Editor**

New features added:

- Support for audio file redaction
- Add a reason for redaction to each mask, download a CSV report
- Background redaction - blur the background and leave the subject in view

**New feature: GoLive Audio support (V200)**

Hold a full-duplex, bi-directional voice conversation between the V200 and VideoManager operator via WiFi enabling real-time support. Requires device firmware update.

**New Feature: GoLive Audio - Sentinel integration (V200)**

Send an escalation alert with live video and GoLive Audio to Sentinel, an alarm monitoring software. Allows the camera operator to hold a bi-directional conversation with the Sentinel ARC operator.

**Improvement: Security enhancements to key encryption (VB400)**

Security enhancements have been made to how encryption is handled on the VB400 device. Requires device firmware update.

### **New Feature: Electronic Image Stabilisation (V500)**

The V500 now supports electronic image stabilisation, applied on the device during recording. This feature removes excessive rotational movement from the recorded image, allowing for clearer footage to be captured. Enabling this feature will slightly reduce video field of view, and reduce battery runtime by approx 30 minutes. Requires device firmware update.

### **New Feature: Image/video quality profiles (V500)**

You can now set different options relating to image and video quality on the V500.

#### **Video profile**

- **Standard:** Tuned for greater visibility in low light environments. Noise artifacts may be present in very dark scenes.
- **Cinematic:** Tuned to provide the best images in daylight and low light environments. Low light images are darker. Default for new installs.

#### **Video quality**

- **Standard** is the existing baseline video quality. Default for new and existing installs.
- **High** increases video quality, by using a higher bitrate. *Note: File sizes are approximately double that of standard quality, therefore require more storage and take longer to offload.*

Requires device firmware update.

### **New Feature: Network connectivity status on LCD display (V500)**

Added a visual indicator on the V500 LCD to display the type of mobile network connection used to communicate to VideoManager. Requires device firmware update.

### **New Feature: X-100 camera support (V500)**

The X-100 tactical head camera is now officially supported for use with the V500. Requires device firmware update.

### **New Feature: View MAC addresses for V500s and Smart Docks**

See the MAC addresses for V500s and Smart Docks, to aid with network management. Available in device details page, dock details page, and equipment report. Requires device firmware update.

**New Feature: USB evidence import (M500)**

In the event of the vehicle being involved in a crash, the built-in USB drive can be removed from the M500 and evidence transferred into VideoManager via a Windows PC. Requires *Transfer Agent* and *ECMS* to be downloaded from the [Videomanager Download page](#), installed and configured on a Windows PC - this creates a secure connection between the PC and VideoManager.

**New Feature: Stop recording automatically based on triggers (M500)**

Automatically stop a recording whenever the trigger that started it has been turned off. Example: Turning on the lightbar starts a recording. When the lightbar is turned off, the recording automatically stops.

**Improvement: Smart Dock USB 3.0 support**

Cameras will now connect to the Smart Dock using USB 3.0 protocol, which can improve offload speeds. Requires Smart Dock firmware update.

### New VideoManager role permissions

| Permission                 | Section                         | On upgrade, granted to |
|----------------------------|---------------------------------|------------------------|
| Can use saved media search | Media permissions               | System Administrator   |
| Create saved media search  | Media permissions               | System Administrator   |
| Edit saved media search    | Media permissions               | System Administrator   |
| Delete saved media search  | Media permissions               | System Administrator   |
| USB Transfer settings      | Advanced permissions > Settings | System Administrator   |
| Export USB transfer config | Advanced permissions > Settings | System Administrator   |
| Touch Assign Settings      | Advanced permissions > Settings | System Administrator   |

### Minor enhancements

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| VMEX-1740 | Both audit export CSV and PDF are adjusted to present dates of events in format with time zone thus giving visibility of accurate single timeline                            |
| VMEX-1024 | Background colors in the Audit Log Search export download menu were adjusted.  |
| VMEX-1759 | Both CSV and PDF exports from Audit Log now have a more detailed filename which includes references to the environment, dates of selection and the user who made the export. |
| VMEX-1745 | "Filters Applied" section name was added to the Audit Log PDF in order to explicitly identify parameters used for report creation.   |
| VMEX-2301 | Increased bitrate for MP4 and evidential exports which include high quality footage  |
| VMEX-2272 | Extra confirmation pop up is not shown anymore after the user chooses to start a GoLive audio session.   |



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| VMEX-1520 | Possibility to call steganography as part of export was removed (as we have it at export download also)  |
| VMEX-1529 | Support of steganography tool version 0 was removed  |
| VMEX-658  | Added the ability to download the English audit log translation file   |
| VMEX-1223 | Added support for file signing using an external Key Management System   |
| VMEX-2281 | Added software based auto gain control for GoLive audio.   |
| VMEX-581  | Restrict streaming over wifi in certain conditions.<br>Stream over wifi is not available when there is Mobile App configured in device profile.<br>Stream over wifi is not available when device is SIM capable and network profile has LTE enabled.                           |
| VMEX-671  | Alarms setup (recording, pre-recording, mute) is now available for configuration if corresponded signal (vibration or sound) is allowed in at least one of the modes - Normal or Hush. Applicable to VB400, V500, V200.  |
| VMEX-2218 | When V200 is charging, battery percentage is no longer displayed.  |
| VMEX-2017 | When V200 is "fully charged", battery percentage is no longer displayed.   |
| VMEX-2006 | Now accepts requests for backchannel audio, allowing for setup and then play with appropriately configured codecs.   |
| VMEX-2309 | Added support for RTSP backchannel audio   |
| VMEX-667  | Improvement in device profile to force connect gesture to be defined when VB SmartControl is enabled in profile  |
| VMEX-2177 | Supports ingest of file referenced Watchguard events via import API.   |
| VMEX-2263 | Device profile is remembered per user. When navigating to the Device Profile page, the choice will be saved for when a user navigates back to the page.  |
| VMEX-2070 | Added ability to control user ability to control front camera on M500  |
| VMEX-2196 | Added support in import profile to force transcode audio or video in fileFilter. The below mentioned example will force transcode audio for the files which match the pattern<br><pre>"filefilter": [{<br/>  "pattern": "*.ts",<br/>  "forceAudioTranscode": true<br/>}]</pre> |
| VMEX-2262 | Added support for Windows Server 2025  |
| VMEX-2237 | Updated to Apache Mina 2.1.10  |
| VMEX-2238 | Updated to Apache CXF 4.0.7  |
| VMEX-2239 | Updated to Netty 4.1.121   |

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| VMEX-2486  | Set to use max bitrate whenever we transcode before sending to the Assisted Redaction service.   |
| VB400-2022 | System libraries have been updated, including for security updates.  |
| V500-4353  | An icon to instruct the user to return a camera to the SmartDock when a device is checked out in an unassigned state is now presented. |
| V500-4230  | WiFi MAC addresses are now reported to VideoManager.   |
| VB400-153  | Removed generic error codes from logs as these did not add value to support analysis.  |

### Defects resolved in this software release

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| VMEX-991  | Trusted Timestamp media attribute was registered in the fields list properly to allow media screen layout changes  |
| VMEX-1936 | Warning is shown to the user in the Audit Log Search screen for cases when user time zone is different from VMEX server time zone, explaining possible shift of time in the result of search |
| VMEX-1026 | When image stabilization toggle is set to ON, resolution dropdown changes to Full HD and is disabled for VB400.  |
| VMEX-2015 | Resolved flicker in Tactical Video Manager map when device escalation state changed  |
| VMEX-642  | Fixed issue where live stream camera label was out of sync in Tactical View  |
| VMEX-2290 | Fixed issue with incident deletion notifications where notifications would not be delivered to users with a display name   |
| VMEX-2280 | Deleting a trusted timestamp certificate is now based on permission to edit a trusted timestamp certificate, rather than always being visible.   |
| VMEX-2018 | To prevent attempt to assign device after device restart is initiated as part of maintenance, device is forced to disconnect from VMEX   |
| VMEX-2138 | Fixed an issue where rotated media would fail to display successful file integrity check   |
| VMEX-2572 | Fixed an issue where redaction composition was only running on core, not workers.  |
| VMEX-2538 | Fixed an issue where V700 media was not uploading to CommandCentral Evidence correctly   |
| VMEX-585  | Fixed an issue which prevented the removal of media background effects in some circumstances   |
| VMEX-2234 | Fixed an issue where pressing Enter during installation would not proceed with the installation  |
| VMEX-2642 | Fixed an issue where unsupported settings were shown in V700 device profile  |
| VMEX-343  | Fixed issue where a warning banner would be displayed during site management   |

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| VMEX-2313  | Fixed UI issue where filespace encryption indications were missing after upgrading from v24.4.1.5 to v25.1.3.14, but filespace were still encrypted.                  |
| VMEX-2574  | Device profile - video resolution remembered is incorrect.  |
| VMEX-2270  | RTA - RTA License is now replicated to Sites from CVM   |
| VMEX-2121  | RTA - resolved an issue where VB400s may have not been available for assignment in RTA mode if the maximum number of cameras was connected to the DC-200 (84 cameras) |
| VMEX-2539  | RTA - Fixed an issue where users were not correctly inheriting permissions from groups in some circumstances.   |
| VMEX-2254  | RTA - Updated the threadpool config to 40 to prevent overutilization of the DC-200 CPU when restarting with many devices connected.                                   |
| VMEX-1213  | RTA/PAR - Peer assisted recording for V500 can now be used on estates with Resilient Touch Assign (RTA) enabled.  |
| VMEX-803   | Assisted redaction clips shows more than one clip in export.  |
| VB400-1913 | Resolved a device crash when communicating with the VBCompanion app   |
| V500-4522  | Resolved a potential system crash when starting and stopping recording of footage in quick succession.  |
| V500-4519  | Implemented a workaround to avoid V500 cameras becoming unstable after a force restart.   |
| V500-4433  | Fix possible V200/V500 hang on shutdown if WiFi is connected.   |
| V500-4417  | Resolved a potential system crash when livestreaming to the VB SmartControl mobile application.   |
| V500-4340  | Resolved a potential crash when disconnecting the X100 tactical camera from the V500 when in operation.   |
| V500-4327  | Resolved a potential system crash when live streaming footage from a V500 camera to the SmartControl mobile application.  |
| V500-4262  | Resolved an inconsistency when illuminating the V500 LED backlight displaying the operator ID using a gesture.  |
| V500-4259  | Resolved an issue when presenting the display operator ID with a 'hold' gesture and holding for too a time period. The LCD screen was momentarily blank.              |
| V500-4221  | Resolved an issue on the V500 camera where an escalation was not cancelled when docked in the SmartDock   |
| V500-4171  | Resolved an issue where an escalation notification was presented on the V500 LCD despite an escalation not having been initiated                                      |
| V500-4163  | Resolved an issue where an escalation could be started without triggering a recording after undocking   |



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| V500-4053  | Resolved a potential crash when connecting a USB-C charger to a V500 device after having used GoLive Audio. |
| V500-4037  | Resolved an issue with the X100 not working on the V500   |
| V500-350   | Resolved a defect where the live stream icon was not being displayed consistently when using GoLive Audio   |
| SDOCK-1168 | DockControllers could fail after upgrade or restart with a very large number of devices connected.          |

### Customer support issues resolved in this software:

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| V500-4414  | Resolved an issue where the GPS module would not appear to get a GPS fix  |
| V500-4349  | Resolved a potential problem with the V500 GNSS module inconsistently receiving GNSS data.  |
| SDOCK-1163 | Mitigated a potential memory corruption problem on the DockController DC-200 that could lead to units freezing and halting operation.           |
| SDOCK-1116 | Resolved an issue with DockController DC-200 behaving inconsistently and restarting. This was due to a bug in handling time/date on the device. |

### Known issues:

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| VMEX-2611  | <p>VB400/RTA - When DC-200 is in RTA mode for an extended period (e.g. overnight), all VB400s may not all reconnect as expected whenever the network connection is restored. VB400s will flash lights as if unassigned, and VMEX will not list the devices as docked.</p> <p><b>Mitigation:</b> A restart of the DC-200 from the VMEX UI is required to reconnect all cameras.</p>  |
| SDOCK-1171 | <p>VB400 - When a DC-200 is near full capacity (82+ cameras) and the user manually restarts the DC-200 from VMEX, not all of the cameras may reconnect as expected. Disconnected devices will flash a red LED.</p> <p><b>Mitigation:</b></p> <ol style="list-style-type: none"> <li>1. Disconnect Dock14 trays from the DC-200, or remove all cameras from pockets</li> <li>2. Restart DC-200 (either via VMEX, or power cycle)</li> <li>3. Once restart is completed, reconnect Dock14 trays one-by-one, leaving a brief period between each one. Or dock the cameras in each pocket again.</li> </ol> |

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| <b>VMEX-2619</b> | <p>M500 in Central/Site configuration. When a vehicle profile change is made at the CVM and the M500 then arrives at the roaming site, the profile change may not be applied. If the M500 is already present at the roaming site, the change will be applied.</p> <p><b>Mitigation:</b> When applying a change to an M500 vehicle profile, ensure that the device affected is already connected to either CVM or the Site before making the change.</p> |
| <b>VMEX-2568</b> | <p>VMEX user is erroneously prompted to discard changes to the V500 &amp; V700 profile. If you visit the device profile page for V500 or V700, and you do not make any changes, when you navigate away from the page, you will erroneously be prompted to save changes.</p> <p><b>Mitigation:</b> Ignore the prompt by clicking "Discard changes".</p>  |
| <b>VMEX-2735</b> | <p>VMEX - imported exe file fails to download from media details page. If you upload an exe file, and attempt to download it from the media details page, you may receive a 0kb file. Download of video media files is not affected.</p> <p><b>Mitigation:</b> Do not upgrade to VMEX 25.2.0.20 if you upload and download EXE files in VMEX. A fix will follow in the next release.</p>  |