

VideoManager

25.3.1 Release Note

Software updated in V25.3.1.9

- Motorola Solutions VideoManager for Windows
- Motorola Solutions VideoManager for CentOS 7 Linux
- VB400 firmware v25.3.0.26
- Smart Dock firmware v25.3.0.14
- User import tool v25.3.1.9

Changes since V25.3.0.22

Highlights

Improvement: Choose whether GPS data is included as part of Export to Evidence.com

You can now set in the export profile if GPS metadata should be included when exporting incidents to Evidence.com.

Pre-release feature: Device Server Certificate Verification

Enables mTLS connection between devices and VideoManager to improve security. Supports VB400, V500 and V200 devices, firmware update required. Only available to certain customers as closed beta. General availability planned for Q4 2025.

Release note format update

Release notes for individual devices are *no longer* part of the VideoManager release notes. Each device will have its own release note document from this release going forward.

VideoManager release notes may contain references to new features that are device specific, but please consult the individual device release notes for a full update on all new features, improvements and bug fixes that may be available for the device. All release notes will be provided on the [VideoManager downloads page](#).

New VideoManager role permissions

There are no new VideoManager role permissions in this release.

Minor enhancements

VMEX-3206	Added an option to remove GPS data when exporting to Evidence.com
VMEX-3216	Made display of MAC addresses consistent across docks and devices.

Defects resolved in this software release

VMEX-3248	Fixed an issue where DC200s and SmartDocks could not be configured in RTA mode when Device Server Certificate Verification was enabled.
VMEX-2168	Fixed an issue when the user experienced an error when trying to remove Bluetooth pairings from their user profile.
VMEX-3230	Fixed an issue with the standalone User Import Tool where it could fail to disable all users not on the list during large imports.
VMEX-3060	Fixed an issue where the display of the value returned by the RFID card may have been not displayed correctly in the UI
VMEX-3252	Fixed a typo in messaging displayed during firmware upload.
VMEX-3352	Fixed an issue where certain videos from the M500 may have experienced an error when undergoing Assisted Redaction.

Customer support issues resolved in this software

VMEX-3293	Improvement to the temporary data clean up after exports downloads was done
VMEX-3283	When steganography for export download takes place, a spinner is displayed instead of the download button. This way the user is informed that the download process has been initialized. The user is not able to initialize the process again.
VMEX-3284	Fixed an issue around licensing where "unknown" device types would count towards allocation.

Known issues

VMEX-3217	VT100 device profile - Notification & Alarms section is blank In an existing VT100 device profile, the Notification & Alarms section is blank, therefore no changes can be made to existing settings (Recording alarm). We recommend that VT100 users do not upgrade to this release if they need to change the state of the recording alarm.
VMEX-2904	Dock tags - support for CVM configuration Synchronisation of user-defined fields needs to be turned on to replicate dock tags across sites. There is currently no way to sync only the dock tags, and not other user-defined fields.
VMEX-3036	M500E - SmartControl for Mobile Security It is not recommended to set SmartControl for Mobile Security to On as there is a known issue which leads to failure during security verification when password is set.