Technical Service Bulletin

VehicleManager™ 8.0.241

Overview

The hosted VehicleManager servers are scheduled to be updated with new features and modifications for Users and Agency Managers. These updates enhance the user interface, expand our analytical tool offerings, and introduce security best practices.

Effective date

The updates will become live at the following date and time:

- **VehicleManager - National:** December 16th, 2024 @ 3:00 AM (EDT)

Affected server

A new URL is available for the national VehicleManager 8.0 server that offers improved performance. The updates will be applied to the following server:
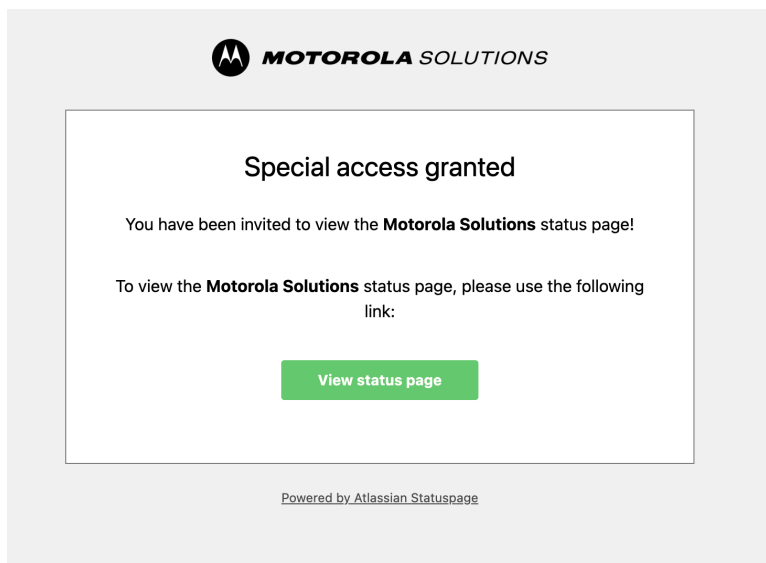
- **http://vm.motorolasolutions.com**

New features

VehicleManager has the following new features and enhancements:

Incident Communications Platform

The Incident Communications Platform notifies you of disruptions to Motorola's cloud-based products and features. In addition to email notifications, you can view a status dashboard and enable SMS alerts. In the future, we plan to integrate with other existing support tools for a cohesive customer experience.

- Agency Managers will receive a welcome email from status@motorolasolutions.com inviting them to access the dashboard. No action is required to receive incident email notifications.
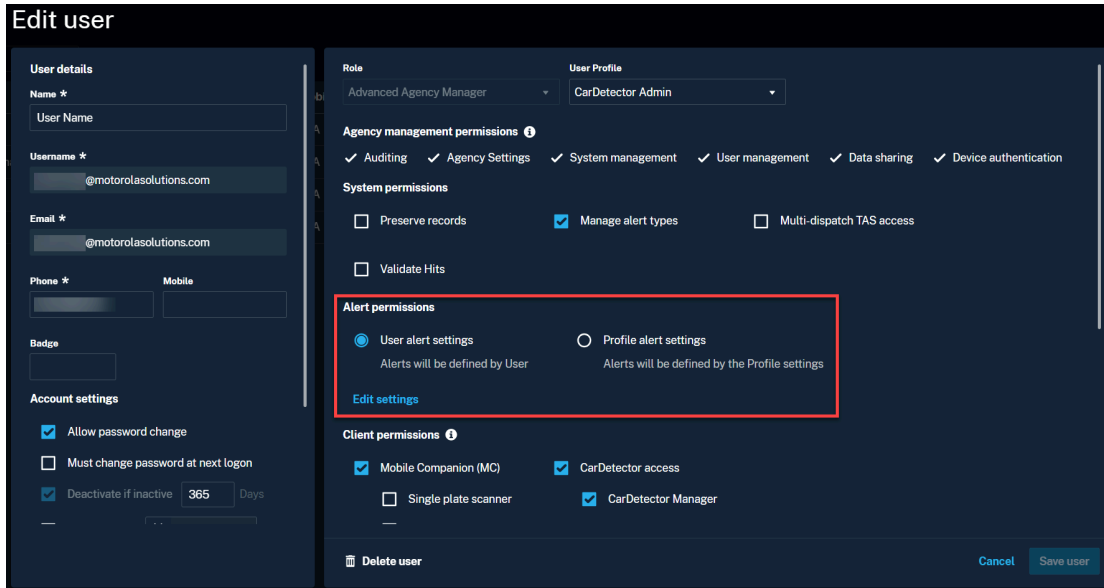

- A short training video is available on the Learning eXperience Portal, **Utilizing the Incident Communication Status Page** which provides a brief overview of the functionalities and features of the new Incident Communications platform.

- To log on to the status dashboard or the LXP, use your Motorola Solutions account credentials.
  - To obtain a Motorola Solutions account, register and log on at sso.motorolasolutions.com.

- We hope you find the new Incident Communications Platform to be a valuable resource to help keep you proactively informed of essential notifications for your products and service offerings. If you have any questions, please contact our Customer Care Team
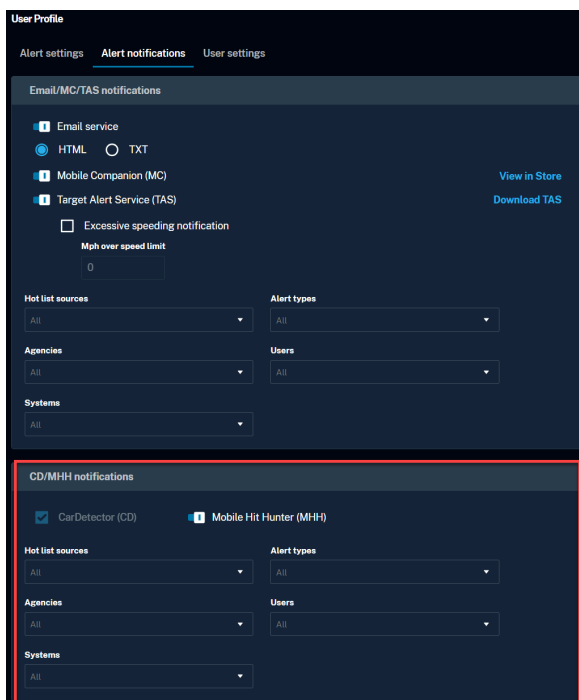
Alert Management permissions and settings [VVM-45187]

New Alert Management options are available in **User Profile** and **User Management**.

- Agency Managers can now view and set alerting options for individual accounts from **User Management**. When **Profile alert settings** is selected, these settings override the selections made in **User Profile**.
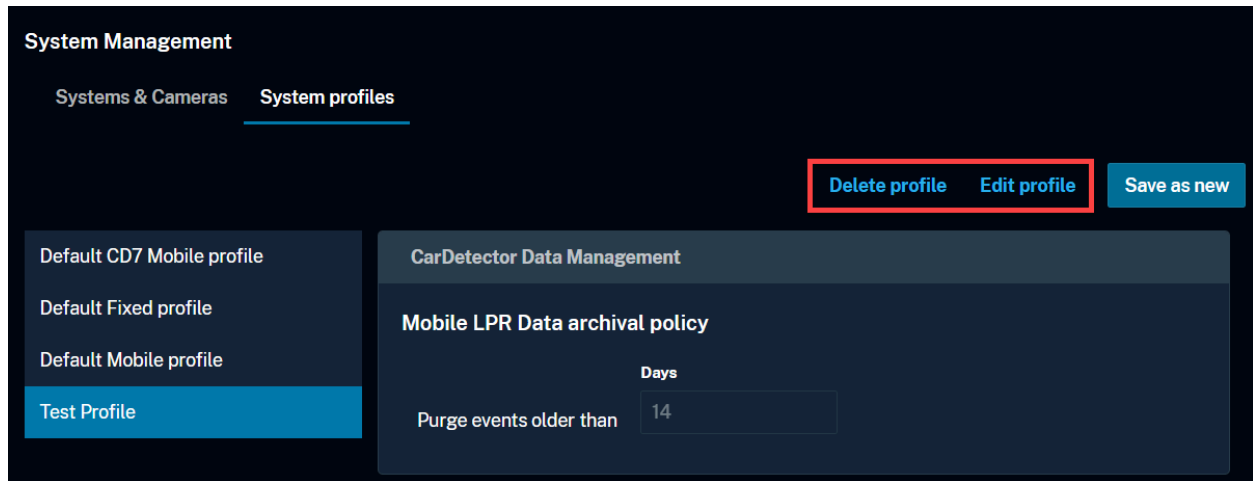

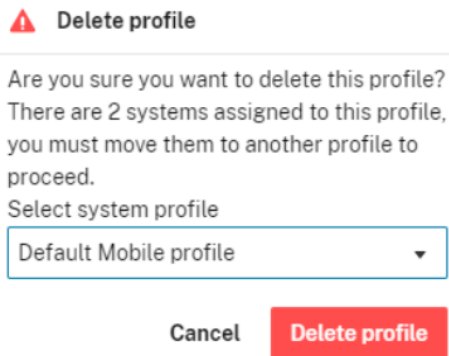- Alerts from CarDetector systems and the Mobile Hit Hunter (MHH) are configurable in **User Profile**.

Edit/Delete for custom profiles [VVM-45211]

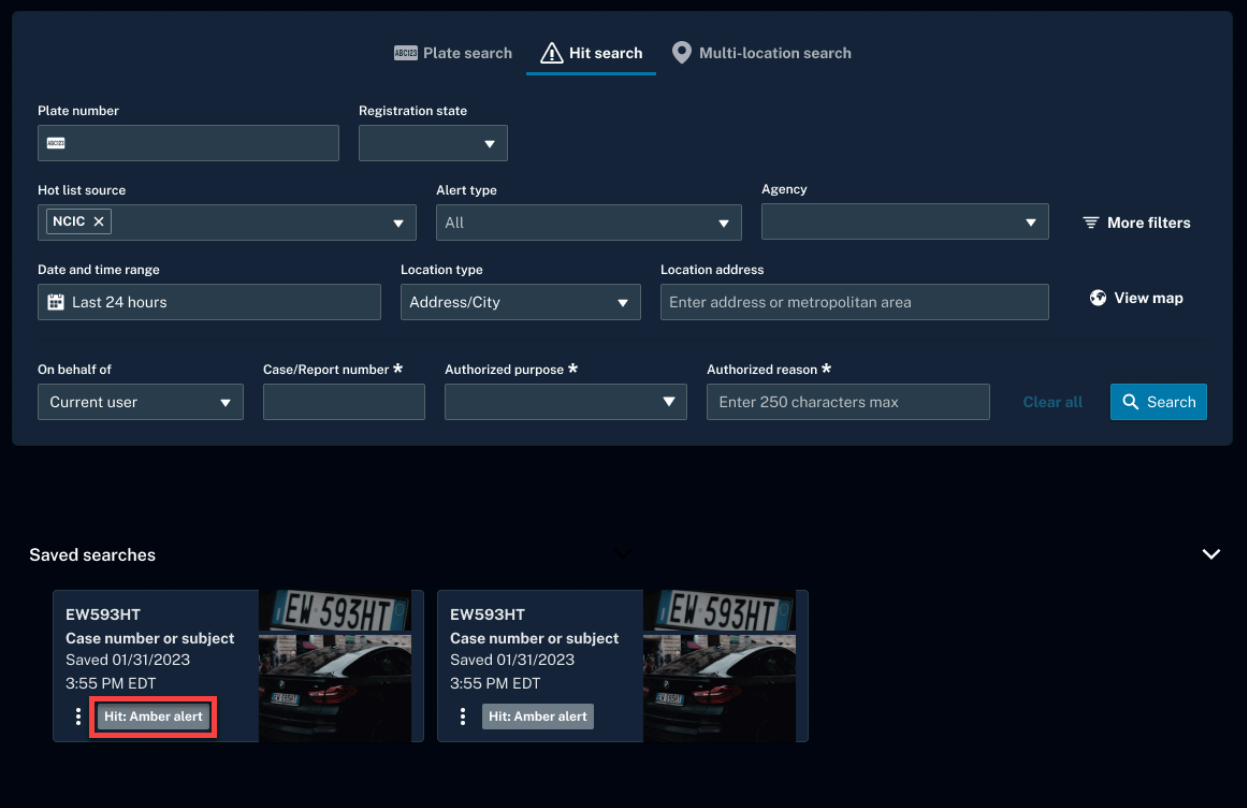Custom System Profiles and User Profiles can now be edited and deleted.

- Any User Accounts or Camera Systems currently assigned to a Profile must be reassigned to another profile before the profile can be deleted.

Alert Types in saved Hit Searches [VVM-45214]

Searches saved in **Hit Search** will now display the Alert Type on the search card. The most recent record will be displayed for searches with multiple alert types.

Improvements

VehicleManager has been updated to include the following improvements and fixes:

- Improved error messaging in the **Edit User** window. [VVM-45248]

- Adjusted the visual elements of the **Vehicle Search** interface for consistency. [VVM-45350]

- The search result cards on the **Vehicle Search** results page now require only one click for re-selection after the details window is closed. [VVM-45351]

- Adjusted the ordering of **Vehicle Search** filters in the **More FIlters** window. [VVM-45352]

- The earliest possible year selectable in **Vehicle Search** is now 2000. [VVM-45406]

- The **Data Sharing** interface will now apply changes in the background so that waiting for the process to complete is no longer necessary. [VVM-45626] [VVM-46382]

- The **Default search date range** option in **Agency Settings** now defaults to 90 days, and can be deselected to enable a default value of Unlimited. [VVM-46517]

- The **Clear All** button in **Vehicle Search** will now consistently clear *all* search fields and search results, except for the Case Management details. [VVM-46676]

- Fixed an issue that caused the **Email Recipients** field in the **Add Hot Plate** window to reject email lists separated by commas separated. [VVM-45703]

- Fixed an issue that could cause the **Logout** function to occasionally fail. [VVM-43761]

- Fixed an issue that would cause Agency Manager accounts not associated with any Agency to be unable to log on. [VVM-46973]

- Various security improvements have been implemented. [VVM-44323] [VVM-44917]