

Technical Service Bulletin

VehicleManager™ 8.0.244

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:** March 4th, 2025 @ 3:00 AM (EDT)

Affected server

The updates will be applied to the following server:

- <http://vm.motorolasolutions.com>

New features

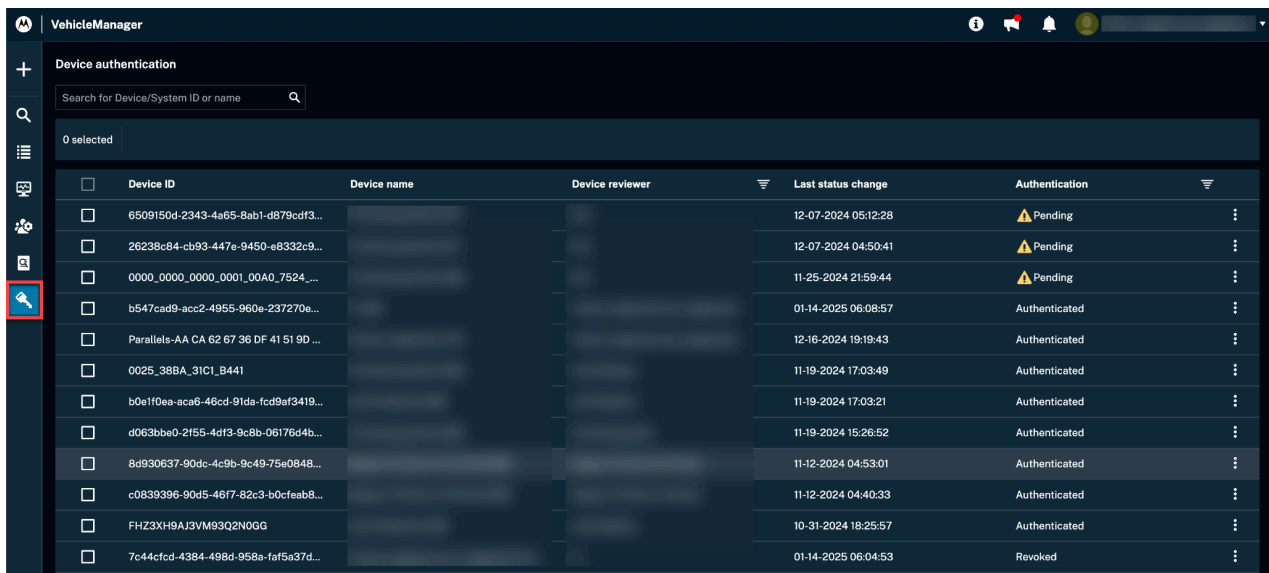
VehicleManager has the following new features and enhancements:

Device authentication [VVM-42797, VVM-45321, VVM-46849, VVM-44748]

To comply with CJIS standards, all devices, computers, and systems that connect to VehicleManager must be authenticated in order to log on, upload detections, and download hot lists. The new **Devices** page is used to manage and authenticate devices.

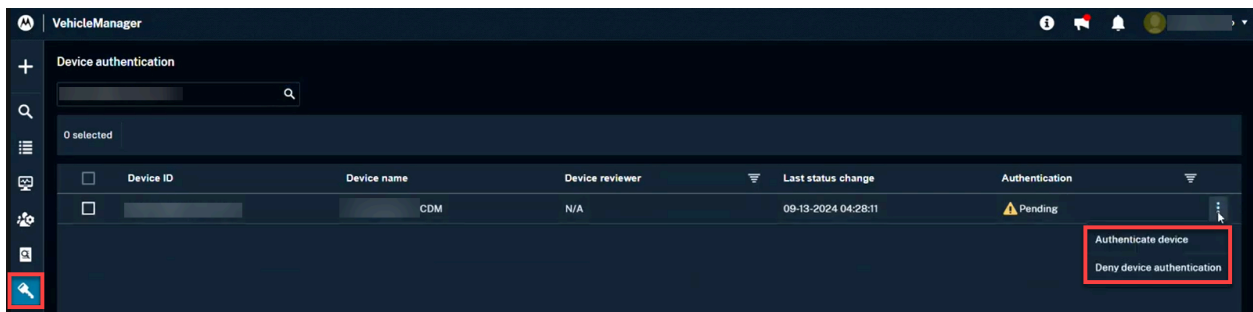
- A grace period of **90 days** will be applied to existing systems so that they can continue to operate uninterrupted, without authentication.

Warning: After the grace period has expired, unauthenticated systems will be unable to log on until authentication is performed.



Device ID	Device name	Device reviewer	Last status change	Authentication
6509150d-2343-4a65-8ab1-d879cdf3...			12-07-2024 05:12:28	⚠ Pending
26238c84-cb93-447e-9450-e8332c9...			12-07-2024 04:50:41	⚠ Pending
0000_0000_0000_0001_00A0_7524_...			11-25-2024 21:59:44	⚠ Pending
b547cad9-acc2-4955-960e-237270e...			01-14-2025 06:08:57	✅ Authenticated
Parallels-AA CA 62 67 36 DF 41 51 9D ...			12-16-2024 19:19:43	✅ Authenticated
0025_38BA_31C1_B441			11-19-2024 17:03:49	✅ Authenticated
b0e1f0ea-aca6-46cd-91da-fcd9af3419...			11-19-2024 17:03:21	✅ Authenticated
d063bbe0-2f55-4df3-9c8b-06176d4b...			11-19-2024 15:26:52	✅ Authenticated
8d930637-90dc-4c9b-9c49-75e0848...			11-12-2024 04:53:01	✅ Authenticated
c0839396-90d5-46f7-82c3-b0cfeab8...			11-12-2024 04:40:33	✅ Authenticated
FHZ3XH9AJ3VM93Q2N0GG			10-31-2024 18:25:57	✅ Authenticated
7c44cfd-4384-498d-958a-faf5a37d...			01-14-2025 06:04:53	❌ Revoked

- To authenticate devices in VehicleManager, log on as an Agency Manager and go to: **Device Authentication** → **More** → **Authenticate Device**



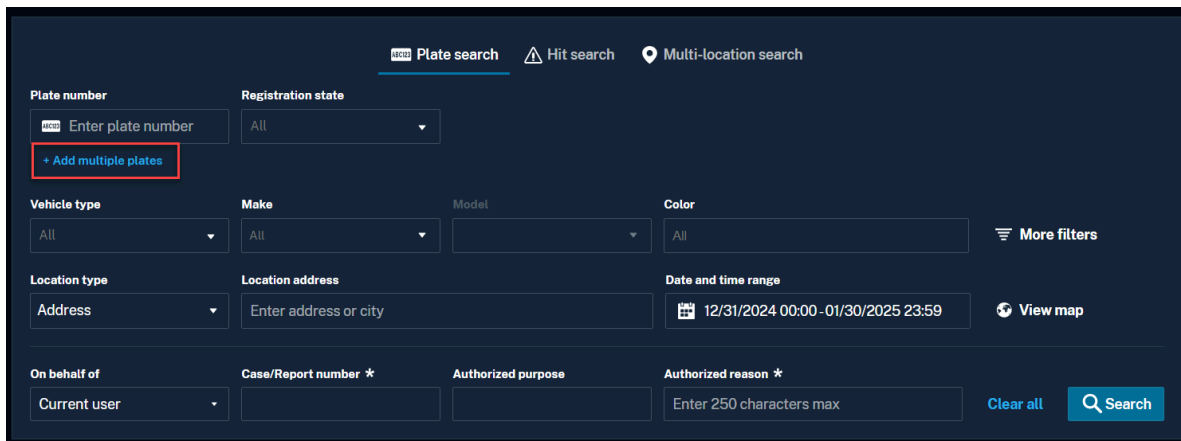
Device ID	Device name	Device reviewer	Last status change	Authentication
	CDM	N/A	09-13-2024 04:28:11	⚠ Pending

Authenticate device
Deny device authentication

- You can authenticate many devices at once by using the checkboxes to select multiple devices.
- See the [VehicleManager Passkey QuickStart Guide](#) for more information on authenticating Windows computers used to access VehicleManager.

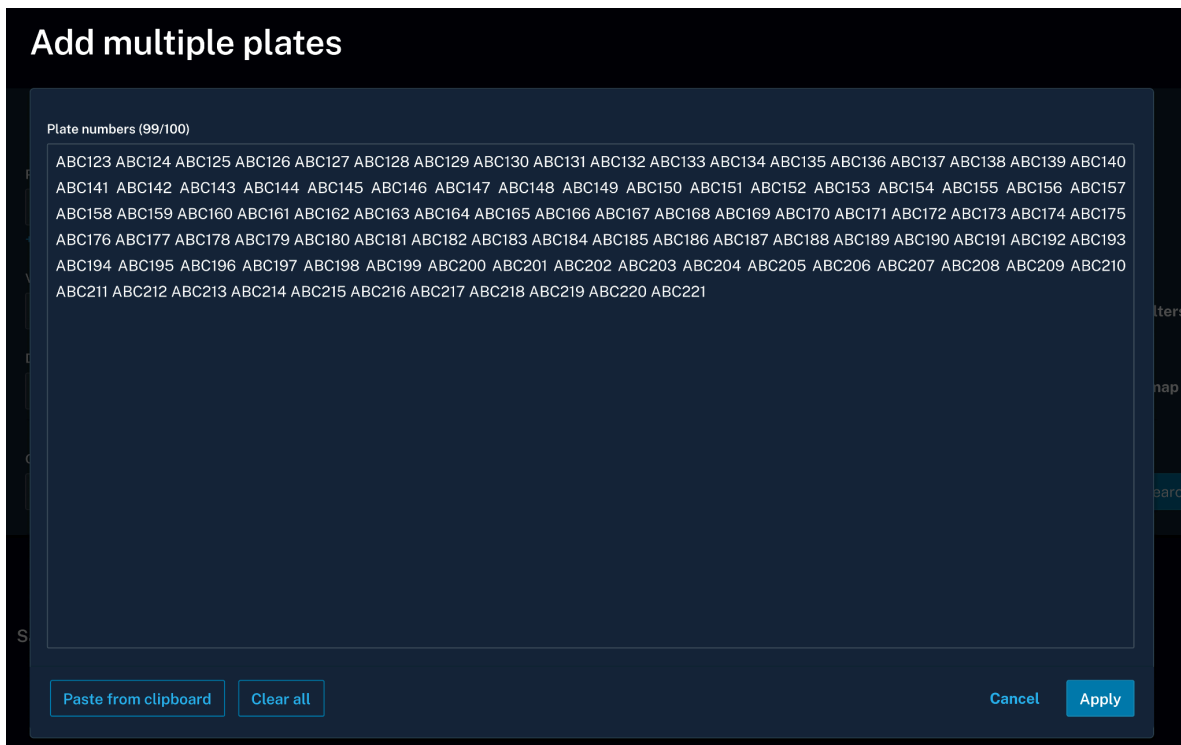
Batch Plate Search [VVM-44742]

Vehicle Search now contains the option to **+Add Multiple Plates** for performing searches with many license plates, by using **Copy (Ctrl-C)** and **Paste (Ctrl-V)**



The screenshot shows the Vehicle Search interface with the following sections:

- Search Modes:** Plate search (selected), Hit search, Multi-location search.
- Plate number:** Input field with "Enter plate number" and a "+ Add multiple plates" button (highlighted with a red box).
- Registration state:** Dropdown menu set to "All".
- Vehicle type:** Dropdown menu set to "All".
- Make:** Dropdown menu set to "All".
- Model:** Input field.
- Color:** Input field set to "All".
- More filters:** Menu icon.
- Location type:** Dropdown menu set to "Address".
- Location address:** Input field with "Enter address or city".
- Date and time range:** Calendar icon and input field showing "12/31/2024 00:00 - 01/30/2025 23:59".
- View map:** Map icon.
- On behalf of:** Dropdown menu set to "Current user".
- Case/Report number *:** Input field.
- Authorized purpose:** Input field.
- Authorized reason *:** Input field with "Enter 250 characters max".
- Clear all:** Button.
- Search:** Button with magnifying glass icon.

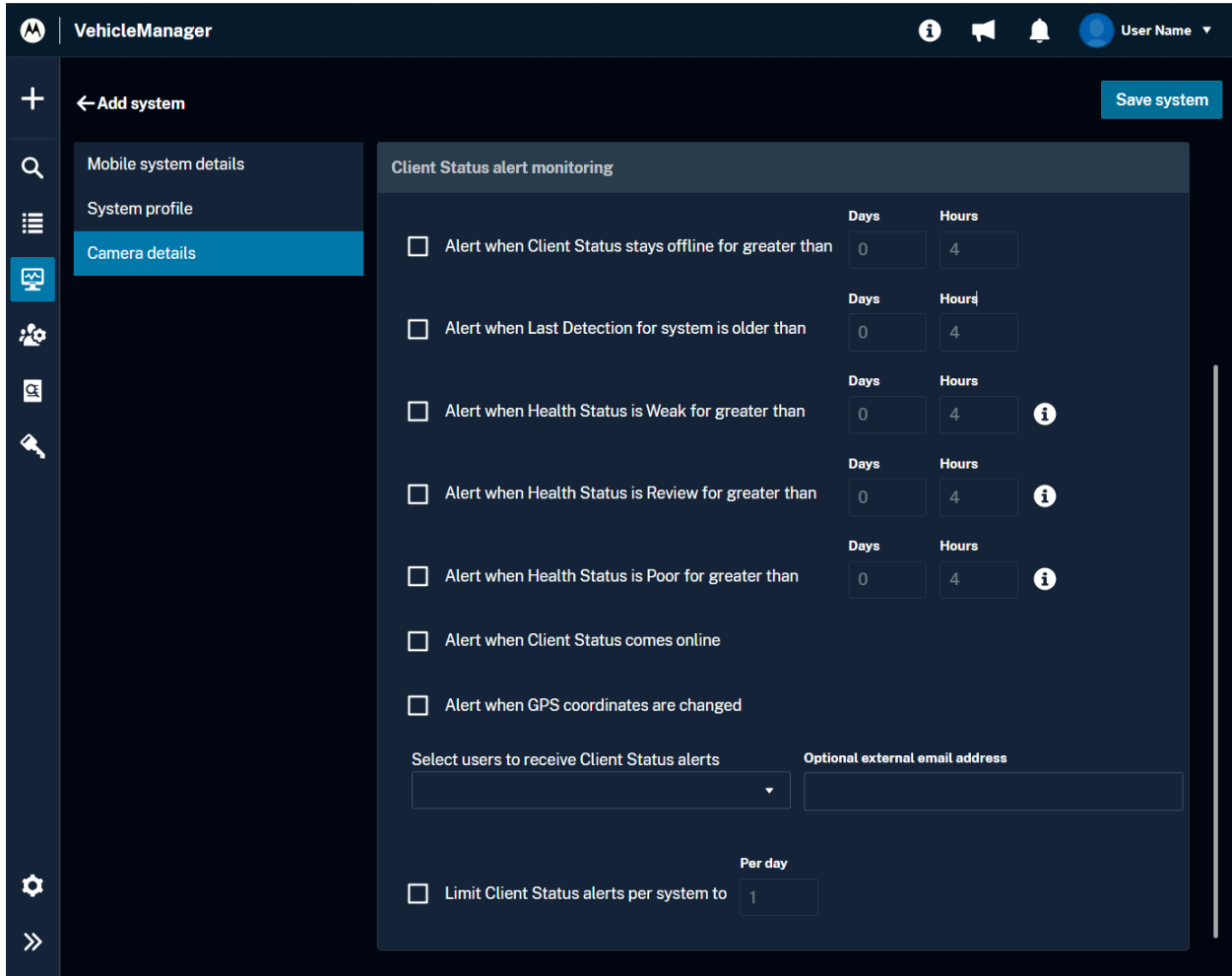


The screenshot shows the "Add multiple plates" dialog box with the following content:

- Title:** Add multiple plates
- Text Area:** A list of plate numbers from ABC123 to ABC221, with "(99/100)" indicating the total count.
- Buttons:** "Paste from clipboard", "Clear all", "Cancel", and "Apply".

Client Status alert monitoring for Fixed and Mobile systems [VVM-45250]

The new **Camera Details** page in **System Management** allows you to configure alerts for CarDetector Mobile and CarDetector Fixed systems.



The screenshot displays the VehicleManager interface. The top navigation bar includes the Motorola logo, the text "VehicleManager", and user information like "User Name". A left sidebar contains navigation icons and a menu with options: "Mobile system details", "System profile", and "Camera details" (which is highlighted). The main content area is titled "Client Status alert monitoring" and features a "Save system" button in the top right corner.

The configuration options are as follows:

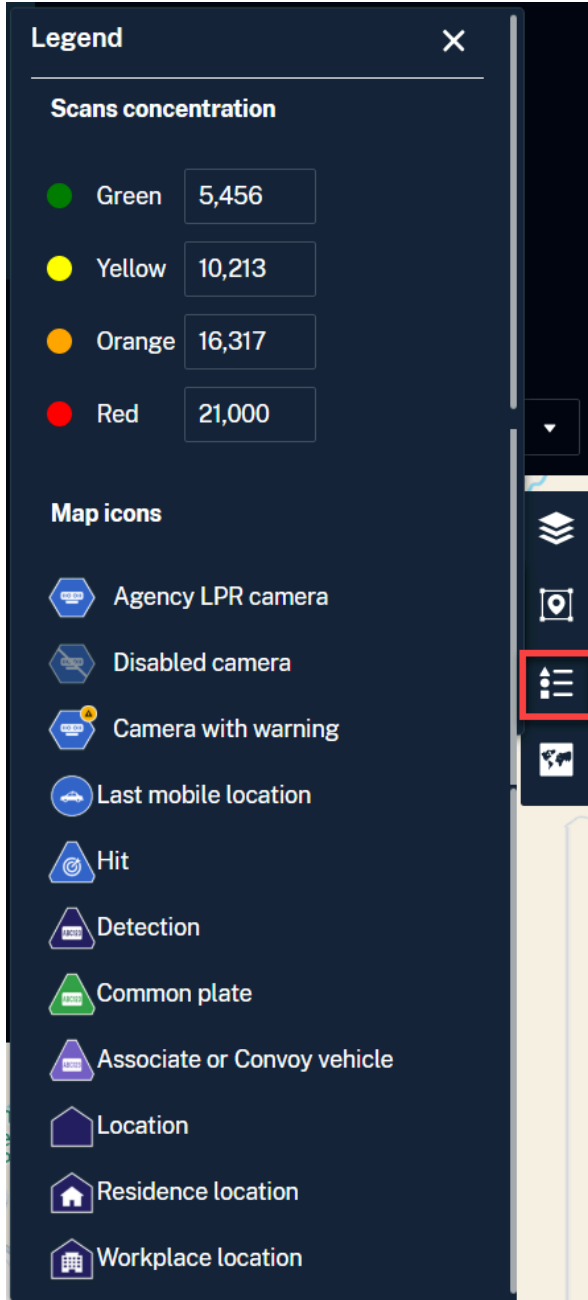
- Alert when Client Status stays offline for greater than Days Hours
- Alert when Last Detection for system is older than Days Hours
- Alert when Health Status is Weak for greater than Days Hours ⓘ
- Alert when Health Status is Review for greater than Days Hours ⓘ
- Alert when Health Status is Poor for greater than Days Hours ⓘ
- Alert when Client Status comes online
- Alert when GPS coordinates are changed

Below these options, there are two input fields: "Select users to receive Client Status alerts" (a dropdown menu) and "Optional external email address" (a text input field).

At the bottom, there is a checkbox for "Limit Client Status alerts per system to" with a "Per day" label and a text input field containing the value "1".

Map View icons [VVM-47200]

Map View icons have been updated to reflect the type of information they represent. Refer to the map **Legend** to view a description of each new icon type.



Legend [X]

Scans concentration

- Green 5,456
- Yellow 10,213
- Orange 16,317
- Red 21,000

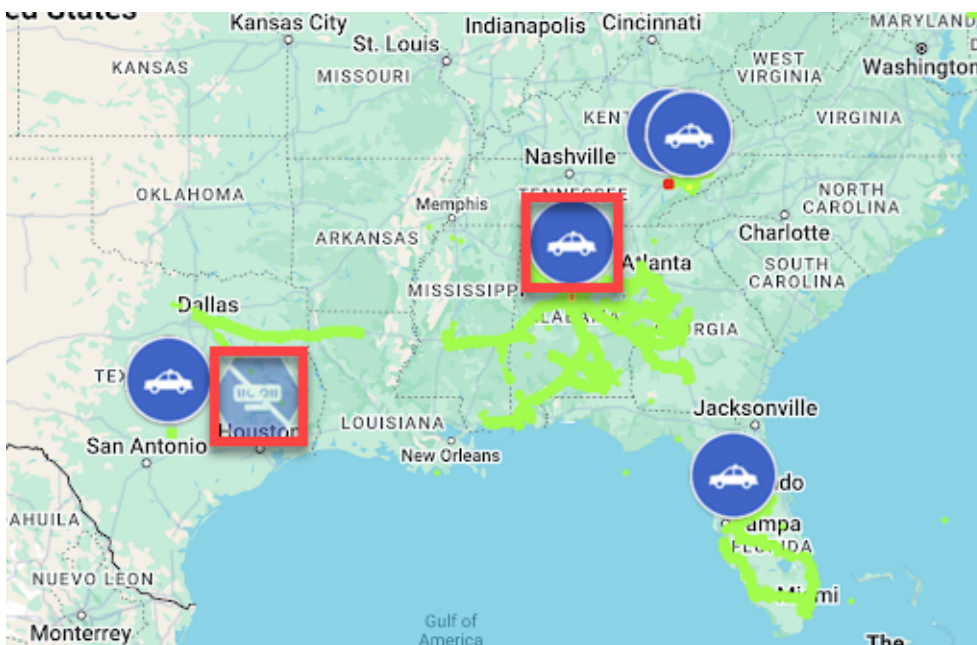
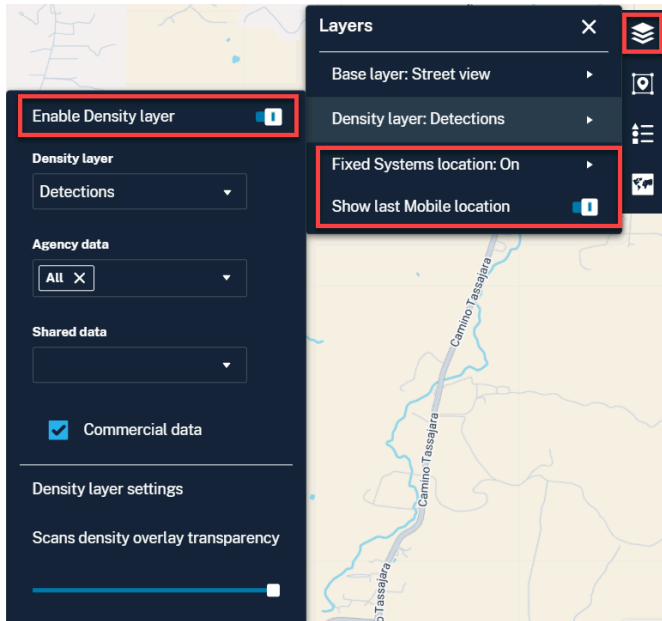
Map icons

- Agency LPR camera
- Disabled camera
- Camera with warning
- Last mobile location
- Hit
- Detection
- Common plate
- Associate or Convoy vehicle
- Location
- Residence location
- Workplace location

Vehicle Search Density Map layer [VVM-45564, VVM-48416]

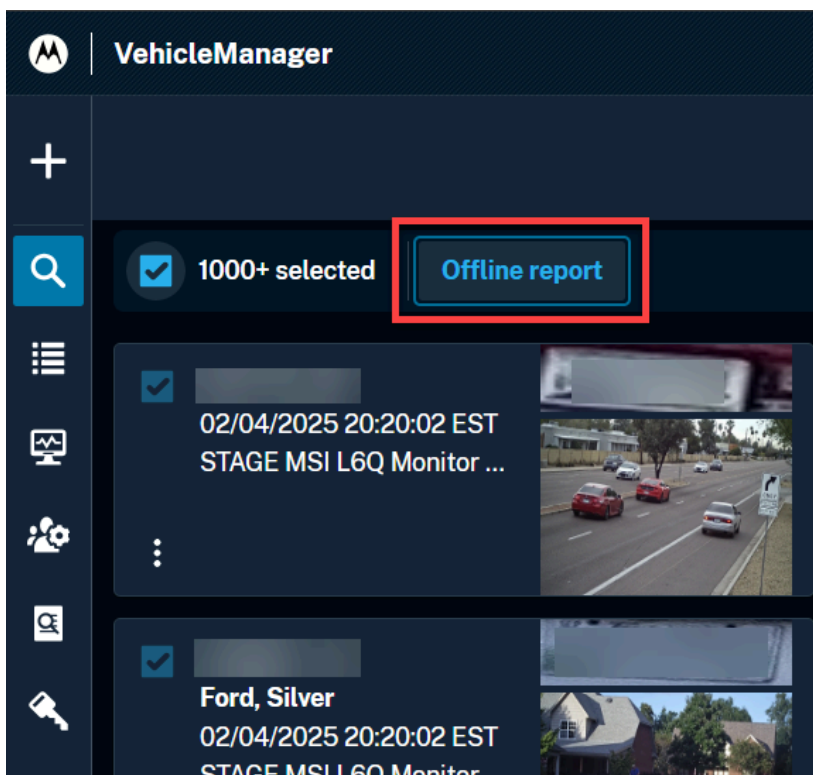
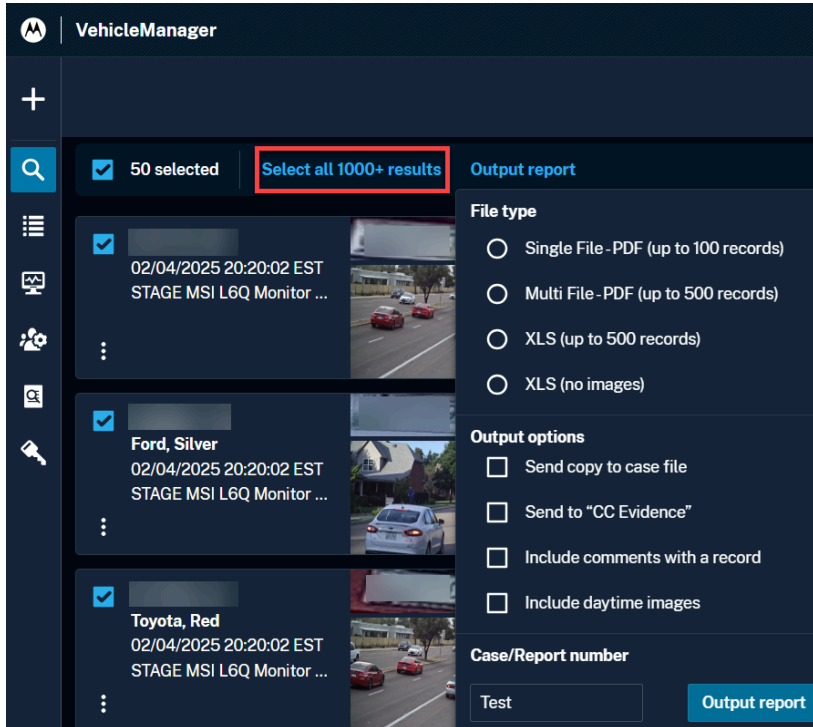
New **Layers** are available for the **Vehicle Search** map.

- You can use the **Fixed Systems location** layer to view Fixed systems. The icons displayed indicate the system's status as **Online** or **Offline**.
- You can use **Show last Mobile location** to display icons indicating the last known location of mobile systems.



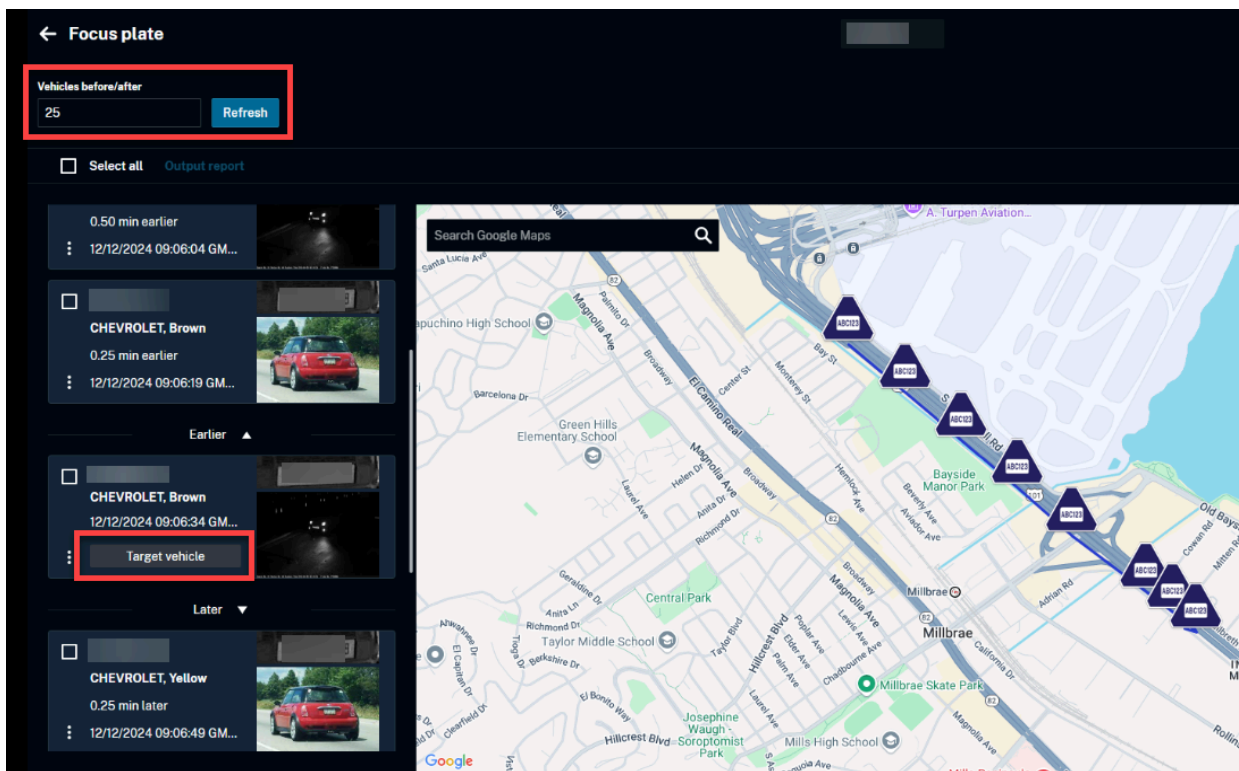
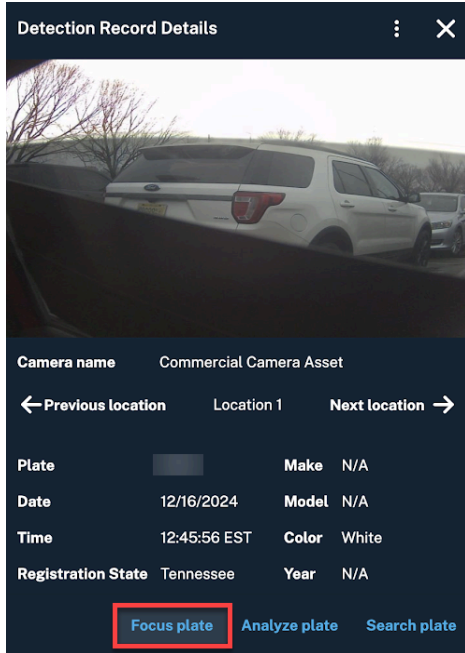
Offline Reports [VVM-46863, VVM-46890, VVM-48199]

When selecting more than 1,000 records in **Vehicle Search** results, the option to select them and create an **Offline Report** becomes available.



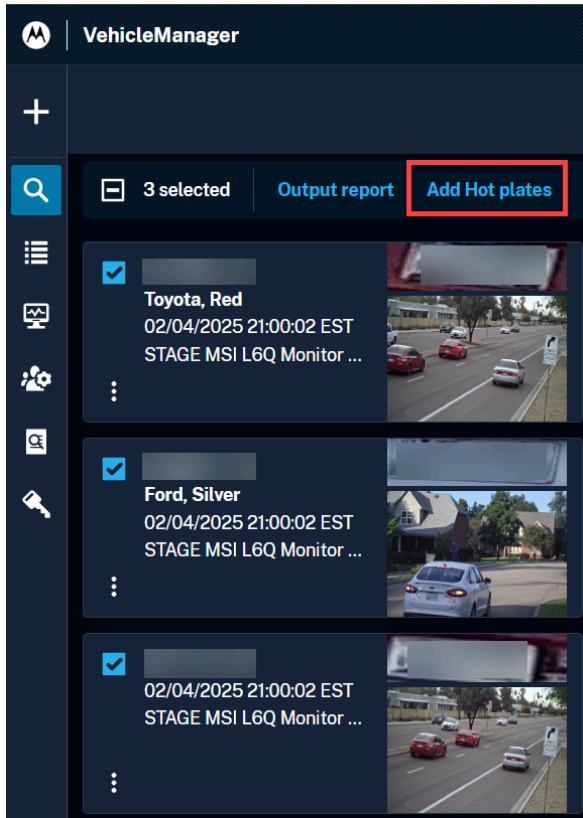
Focus Plate [VVM-46866]

Focus Plate (formerly known as **Location Vehicles**) is a new option in **Detection Record Detail** that allows you to view up to 250 vehicles detected before and after the focused vehicle.



Add Hot Plates in Detection List [VVM-46868]

Selecting multiple records from the detection list in **Vehicle Search** results will now present an option to **Add Hot Plates**, which opens and automatically populates an **Add Hot Plates** window.



User Management [VVM-46869, VVM-46870, VVM-46927]

Agency Managers can now set a profile while confirming a new User account, and password reset emails can be sent from the **User Management** page.

Confirm user

User details

Name *
[redacted]@motorolasolutions.com

Email *
[redacted]@motorolasolutions.com

Phone * Mobile
1 1

Badge
[redacted]

Account settings

Allow password change

Must change password at next logon

Deactivate if inactive 12 Days

Deactivate on 04/02/2025

Role
Operator

User Profile
add new profile02 add new user

System permissions

Preserve records Manage alert types Multi-dispatch TAS access

Validate Hits

Alert permissions

User alert settings Profile alert settings
Alerts will be defined by User Alerts will be defined by the Profile settings

[Edit settings](#)

Client permissions

Mobile Companion (MC) CarDetector access

Single plate scanner CarDetector Manager

Delete user

Cancel **Confirm user**

User Management

Users Profiles

Search for name, email or username

[Output report](#) [+ Create bulk users](#) [Create user](#)

<input type="checkbox"/>	Name	Email	Mobile	Profile	Role	Status	Last login (GA)	
<input type="checkbox"/>	[redacted]	[redacted]	N/A	Custom Pro...	Advanced ...	Inactive	12-01-2021 ...	⋮
<input type="checkbox"/>	[redacted]	[redacted]	N/A	Custom Pro...	Advanced ...	Inactive	01-30-2022...	⋮
<input type="checkbox"/>	[redacted]	[redacted]	N/A	Custom Pro...	Advanced ...	Inactive	10-01-2021 ...	⋮
<input type="checkbox"/>	[redacted]	[redacted]	N/A	CarDetecto...	Advanced ...	Active	02-04-202...	⋮

Deactivate user

Edit user

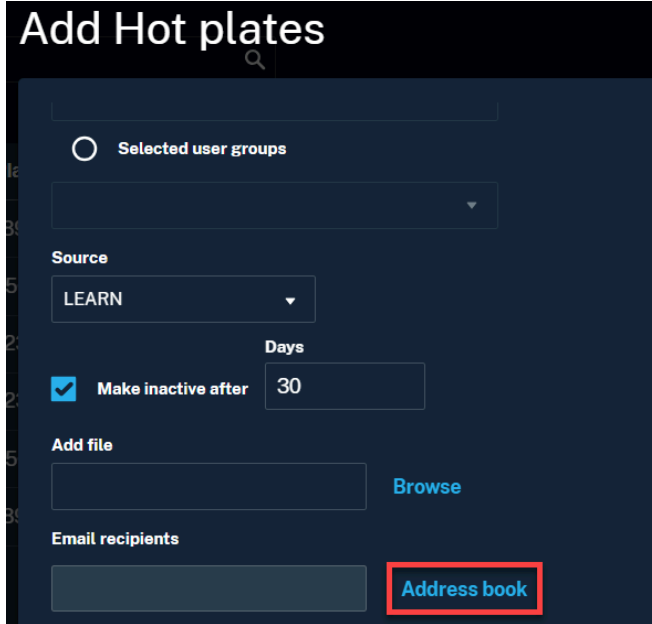
Delete user

Email password reset

Change password

Address Book [VVM-47153]

You can use the new **Address Book** in the **Add Hot Plates** window to manage email recipients of alerts for individuals and groups of plates.



Add Hot plates

Selected user groups

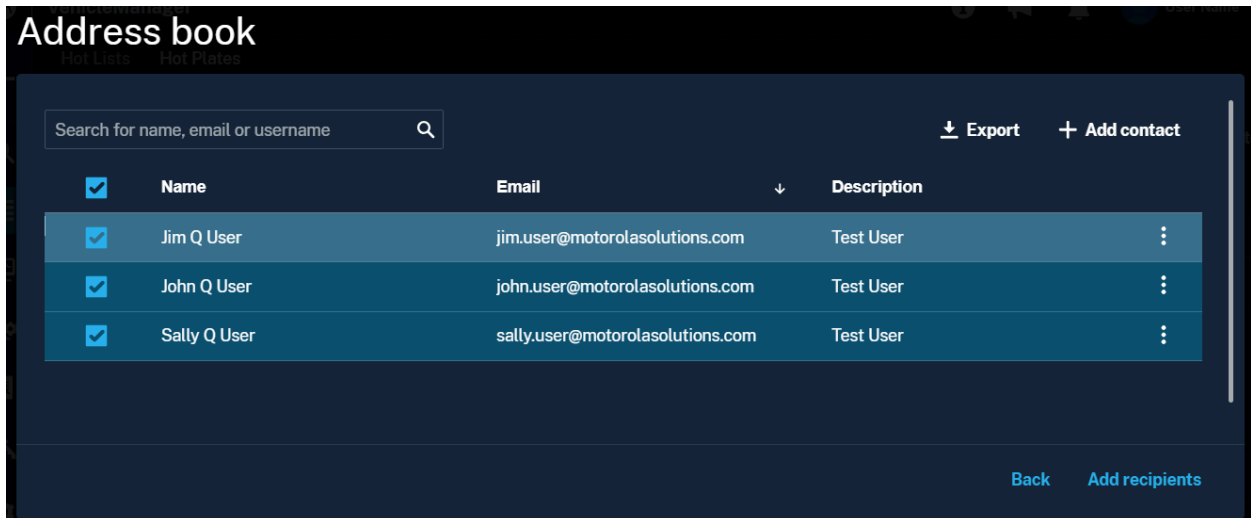
Source: LEARN

Days: 30

Make inactive after

Add file: [Browse](#)

Email recipients: [Address book](#)



Address book

Search for name, email or username

[Export](#) [Add contact](#)

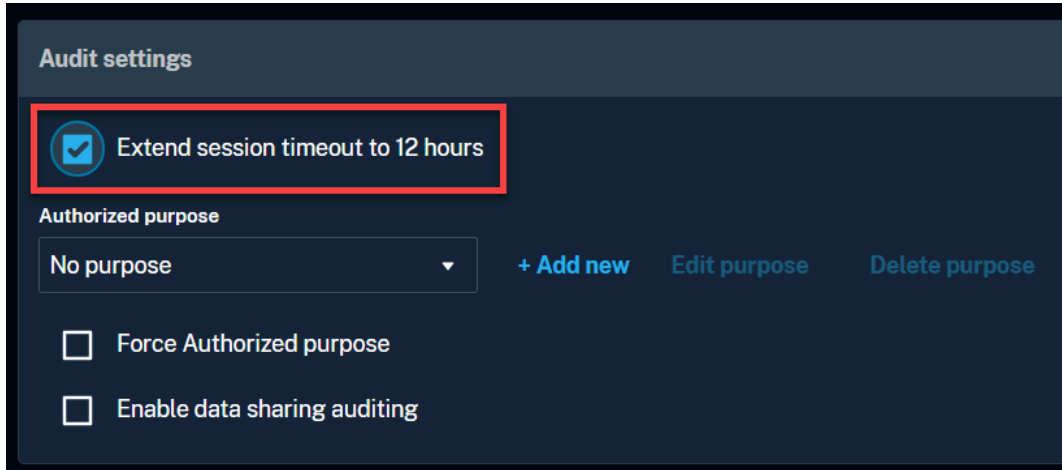
<input checked="" type="checkbox"/>	Name	Email	Description
<input checked="" type="checkbox"/>	Jim Q User	jim.user@motorolasolutions.com	Test User
<input checked="" type="checkbox"/>	John Q User	john.user@motorolasolutions.com	Test User
<input checked="" type="checkbox"/>	Sally Q User	sally.user@motorolasolutions.com	Test User

[Back](#) [Add recipients](#)

Logout Timer

Agency Managers can now extend the session timeout period after which users must log on again, in **Agency Settings** → **Agency Details** → **Audit Settings**

- In order to do so, you must acknowledge that your Agency complies with AC-11 of the CJIS security policy.



Audit settings

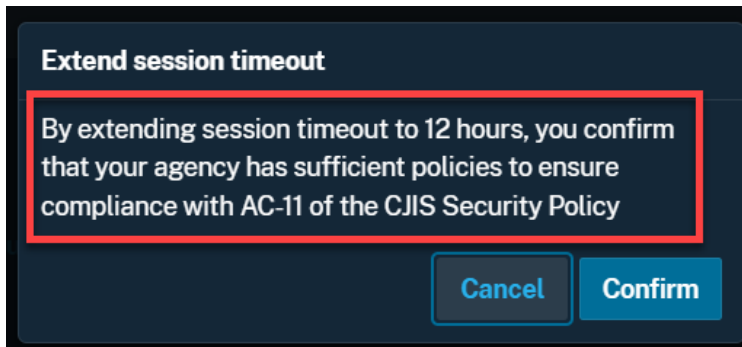
Extend session timeout to 12 hours

Authorized purpose

No purpose ▼ + Add new Edit purpose Delete purpose

Force Authorized purpose

Enable data sharing auditing



Extend session timeout

By extending session timeout to 12 hours, you confirm that your agency has sufficient policies to ensure compliance with AC-11 of the CJIS Security Policy

Cancel Confirm

Improvements

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

- The Notification Center has been improved to support additional notification types and faster updates. [VVM-47201, VVM-43771, VVM-44876, VVM-45586, VVM-47201]
- Fixed an issue that could cause Multi-location Searches with wildcard characters to not return results. [VVM-43605]
- Audit categories and audit type lists on the **Audit** page have been adjusted to be clearer and easier to select. [VVM-45322]
- The **Data Sharing Internal Server** page will now process updates in the background. [VVM-45626]
- All **State** selection lists will now display the full state name, instead of using abbreviations. [VVM-46220]
- Fixed an issue that could cause **Convoy Analysis (Fixed System)** to not properly filter search results. [VVM-46636]
- **Output Reports** created in **Advanced Analytics** now share a consistent date/time format with the search results. [VVM-46765]
- New versions of the **User Guide** and **Quickstart Guide** are now available in the **Help** menu. [VVM-46766]
- Fixed an issue that could cause shared data from VehicleManager Enterprise to be unavailable, even when data sharing settings were properly set. [VVM-46793]
- Alert geozones can now be set by the Agency Manager for all Users in **Agency Settings** → **Alerts** → **Alert Geographic settings** [VVM-46865]
- The name of Fixed cameras will now be displayed in **Detection record Details**, instead of the nearest address. [VVM-46872]
- Agency Messages now use a standardized color for clickable links. [VVM-46875]
- Auditing records will now record the external IP address of the source computer. [VVM-47024]
- The current user and the original hot plate creator will now receive notifications when duplicate Hot Plates are created in the **Add Hot Plate** and **Add Hot List** windows. [VVM-47093]
- Fixed an issue that could cause mobile systems to incorrectly save the **Service Key Account** option. [VVM-47099]
- The input of date ranges has been limited to disallow invalid dates. [VVM-47161]
- Fixed a bug that could cause overridden profile settings to not be overridden. [VVM-47164]

- A notification and grace period will now be applied for expiring VehicleManager software licenses. [VVM-47181]
- The **Vehicle Search** filters in **More Filters** will now use **All** as their default setting. [VVM-47203]
- Fixed an issue that would cause additional records to be included in **Audit** reports beyond the specified date range. [VVM-47621]
- Fixed an issue that could cause saved **Multi-Location Search** to not save the selected date range. [VVM-48196]
- Fixed an issue in the **Scheduled Audit Reports** window that could cause the scheduled list to not display and cause an error. [VVM-48890]
- Implemented various security enhancements. [VVM-46561, VVM-48832, VVM-47108, VVM-47586]