

Technical Service Bulletin

VehicleManager™ 8.0.260

Overview

The hosted VehicleManager service is 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.

Release dates

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

- VehicleManager - National: **December 8th, 2025**

This document was released on the following date:

- External Distribution: **December 8th, 2025**

Affected system

The updates will be applied to the following server:

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

Motorola Solutions Blog

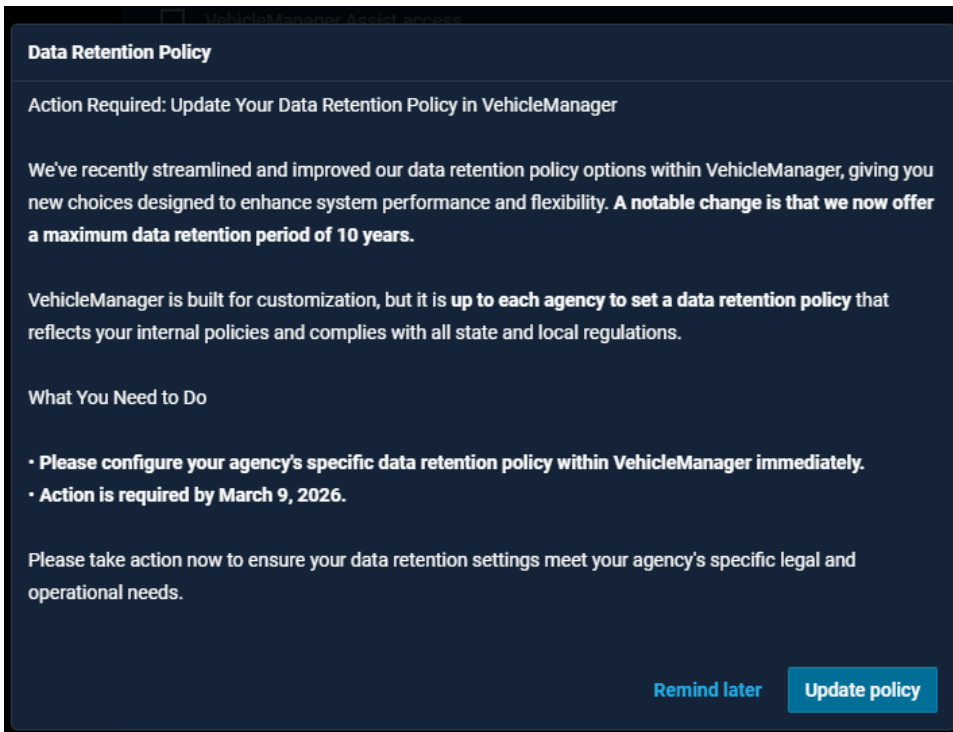
To view more Vehicle Intelligence Technical Service Bulletins, announcements, and news, visit the [What's New with License Plate Recognition](#) topic in the [Motorola Solutions Blog](#).

New features

VehicleManager has the following new features and enhancements:

New Data Retention Policies [VVM-56110]

The maximum data retention period is now **10 years**. If the options in **Agency Settings** → **Data storage and management** have not been configured for an Agency, Agency Managers will receive the following notification after logging on until a data retention policy is set:



Data Retention Policy

Action Required: Update Your Data Retention Policy in VehicleManager

We've recently streamlined and improved our data retention policy options within VehicleManager, giving you new choices designed to enhance system performance and flexibility. **A notable change is that we now offer a maximum data retention period of 10 years.**

VehicleManager is built for customization, but it is **up to each agency to set a data retention policy** that reflects your internal policies and complies with all state and local regulations.

What You Need to Do

- **Please configure your agency's specific data retention policy within VehicleManager immediately.**
- **Action is required by March 9, 2026.**

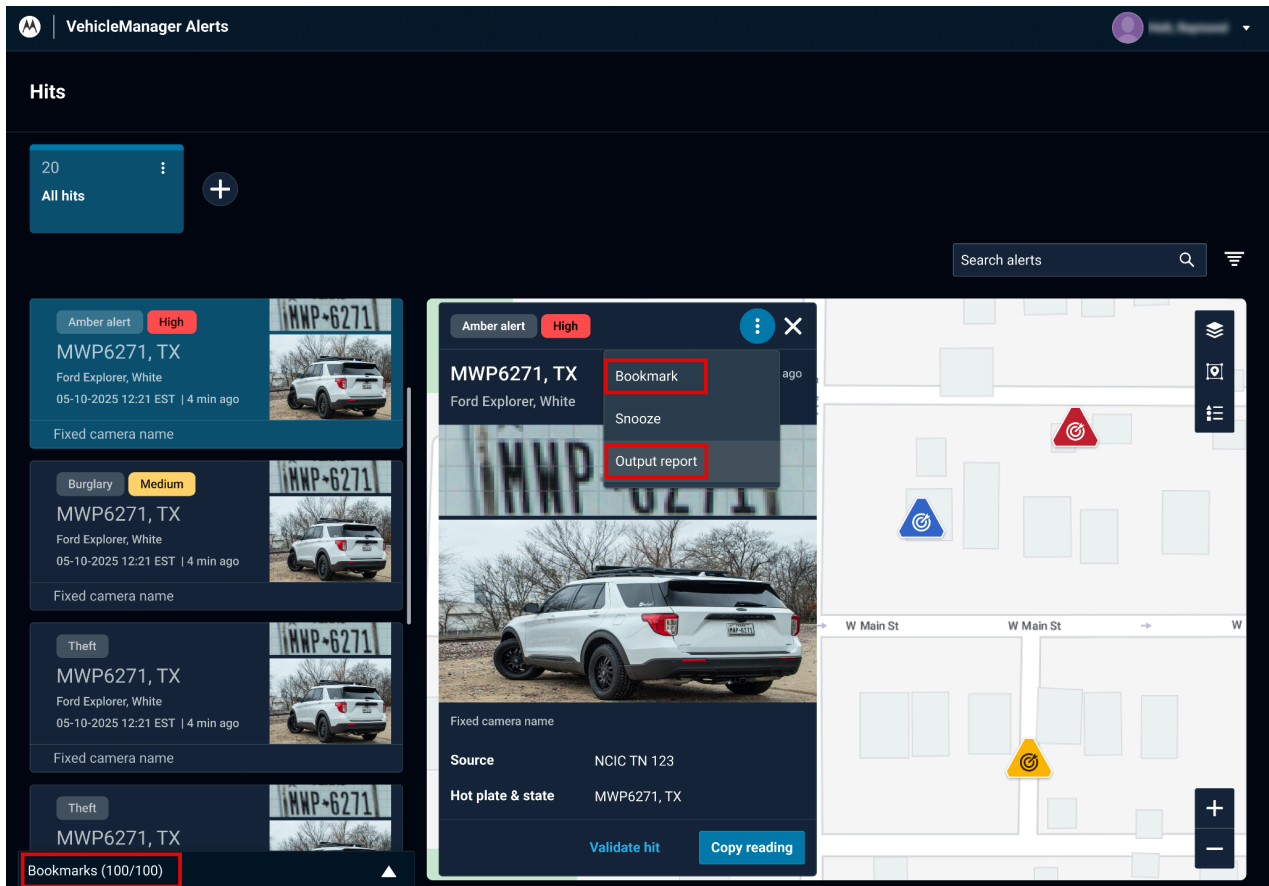
Please take action now to ensure your data retention settings meet your agency's specific legal and operational needs.

[Remind later](#) [Update policy](#)

VehicleManager Alerts General Availability [VMM-860, VMM-846, VMM-980]

VehicleManager Alerts has been scaled up to meet the capacity requirements for general release, and has additional features and improvements.

- The **Hit Detail** window contains the **Output Report** option for creating Vehicle Hit Reports from a single alert.
- You can now create a list of saved Hits with the **Bookmark** option in the **Hit Detail** window. You can view the list by expanding the **Bookmarks** tab at the bottom of the page.

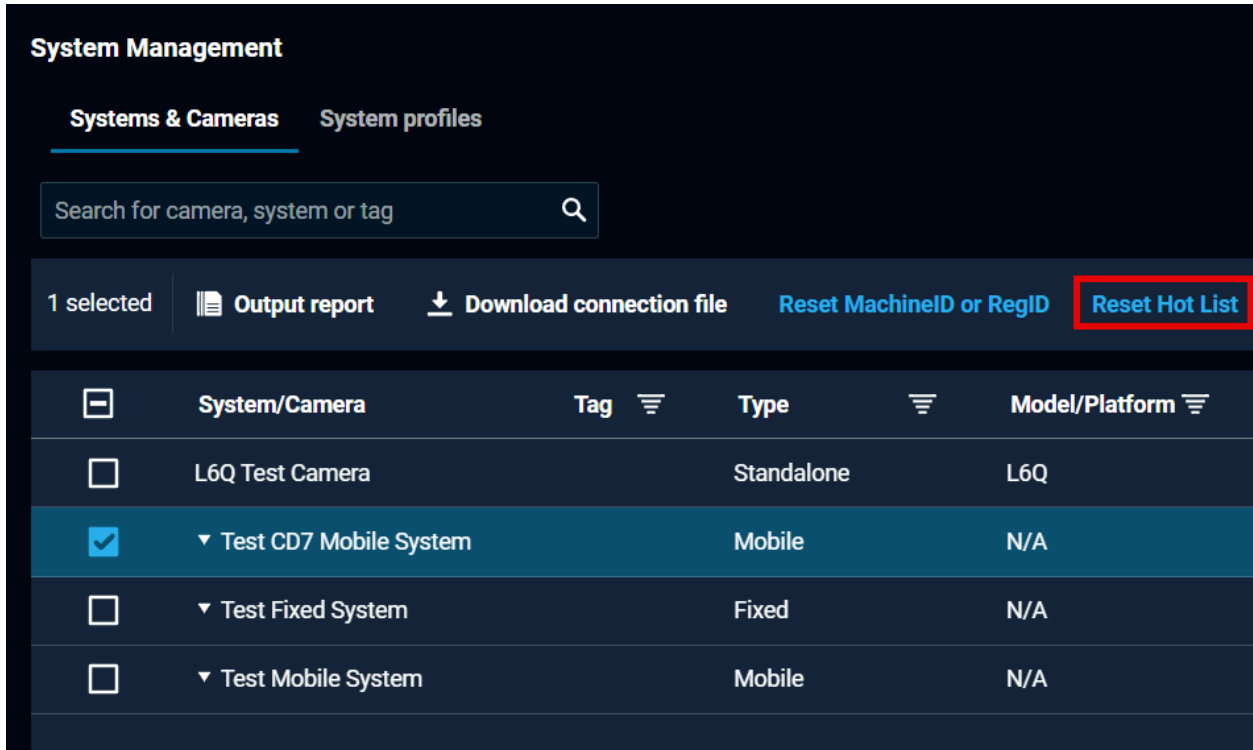


The screenshot displays the VehicleManager Alerts interface. At the top, there's a header with the Motorola logo and the text "VehicleManager Alerts". Below this, a "Hits" section shows a list of alerts. The first alert is an "Amber alert" with a "High" severity, for a white Ford Explorer with license plate MWP-6271, detected on 05-10-2025 at 12:21 EST. Below it are two "Burglary" alerts and two "Theft" alerts, all for the same vehicle. At the bottom left of the list, a "Bookmarks (100/100)" tab is highlighted with a red box. A search bar labeled "Search alerts" is located on the right side of the list.

A detailed view of the first alert is shown in a modal window. It includes a "Bookmark" option (highlighted with a red box), a "Snooze" option, and an "Output report" option (also highlighted with a red box). The modal also displays a camera image of the vehicle, its source (NCIC TN 123), and hot plate & state (MWP6271, TX). At the bottom of the modal are "Validate hit" and "Copy reading" buttons. To the right of the modal is a map showing the vehicle's location on a street labeled "W Main St".

Hot List Reset for Motorola Camera Systems [VVM-57488]



You can now remotely reset Hot Lists for non-3rd party camera systems.



System Management

Systems & Cameras System profiles

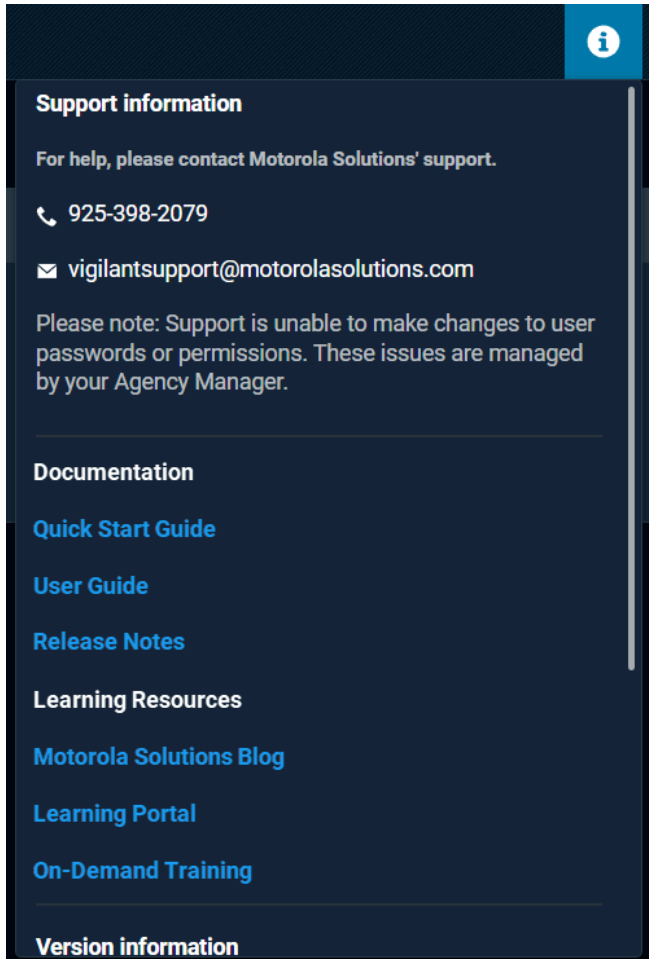
Search for camera, system or tag

1 selected  **Output report**  **Download connection file** [Reset MachineID or RegID](#) **Reset Hot List**

<input type="checkbox"/>	System/Camera	Tag	Type	Model/Platform
<input type="checkbox"/>	L6Q Test Camera		Standalone	L6Q
<input checked="" type="checkbox"/>	▼ Test CD7 Mobile System		Mobile	N/A
<input type="checkbox"/>	▼ Test Fixed System		Fixed	N/A
<input type="checkbox"/>	▼ Test Mobile System		Mobile	N/A

Information Resources [VVM-57487]

The **Information** panel has been updated with new documentation and training resources.



The screenshot shows a dark-themed sidebar menu with a blue header bar containing an information icon. The menu is organized into sections: Support information, Documentation, Learning Resources, and Version information. The Support information section includes contact details and a note. The Documentation section lists Quick Start Guide, User Guide, and Release Notes. The Learning Resources section lists Motorola Solutions Blog, Learning Portal, and On-Demand Training.

Support information

For help, please contact Motorola Solutions' support.

📞 925-398-2079

✉️ vigilantsupport@motorolasolutions.com

Please note: Support is unable to make changes to user passwords or permissions. These issues are managed by your Agency Manager.

Documentation

- [Quick Start Guide](#)
- [User Guide](#)
- [Release Notes](#)

Learning Resources

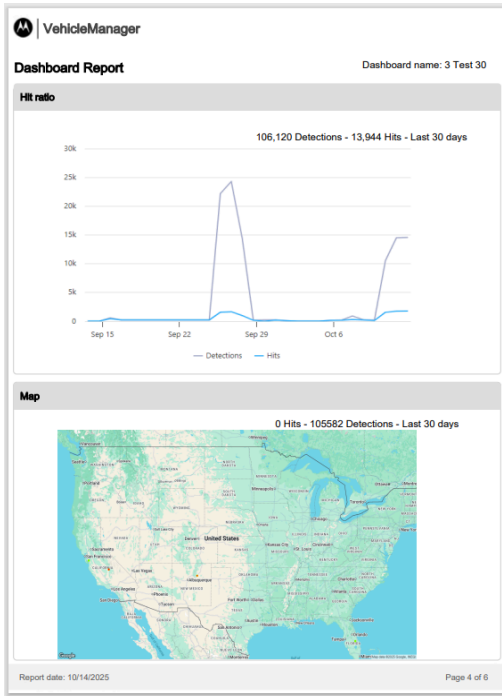
- [Motorola Solutions Blog](#)
- [Learning Portal](#)
- [On-Demand Training](#)

Version information

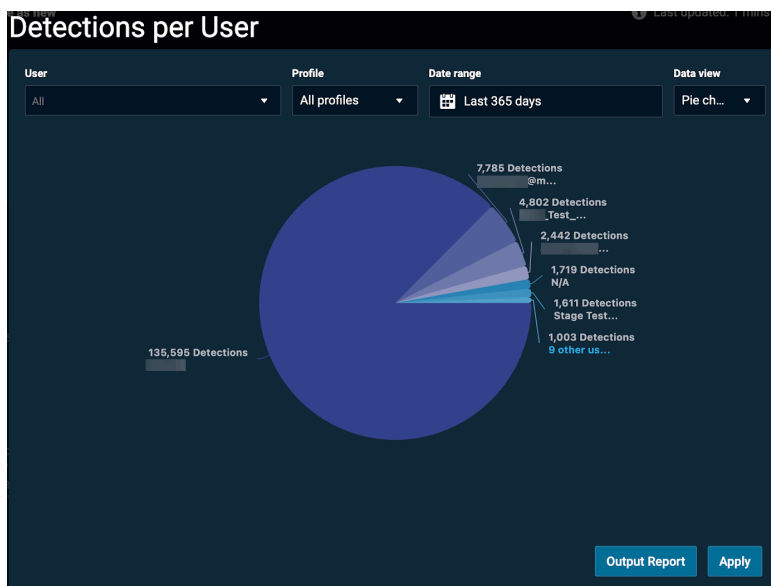
Dashboard Improvements [VVM-57430, VVM-57109, VVM-56008, VVM-55475, VVM-56473, VVM-56295]

The **Dashboard** interface has been improved.

- The **Export to PDF** function now generates higher quality images of dashboard charts.

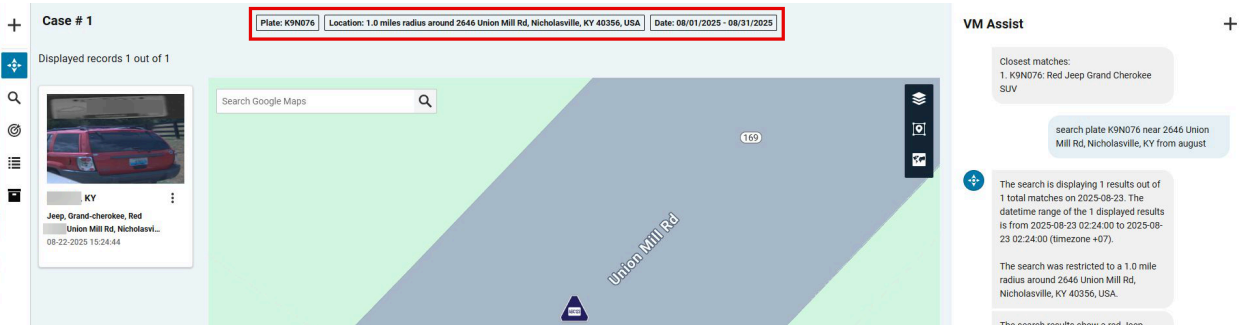


- You can now chart the number of detections uploaded by each user account with the new **Detections by User** option.



Assist Search Parameters [VVM-55799]

Assist will now display the search parameters used in the query at the top of the page.



The screenshot shows the 'Case # 1' interface with search parameters highlighted in a red box at the top: **Plate: K9N076**, **Location: 1.0 miles radius around 2646 Union Mill Rd, Nicholasville, KY 40356, USA**, and **Date: 08/01/2025 - 08/31/2025**. Below the parameters is a map of the location. On the right, the 'VM Assist' chat window shows the search results and parameters used.

Closest matches:
1. K9N076: Red Jeep Grand Cherokee SUV

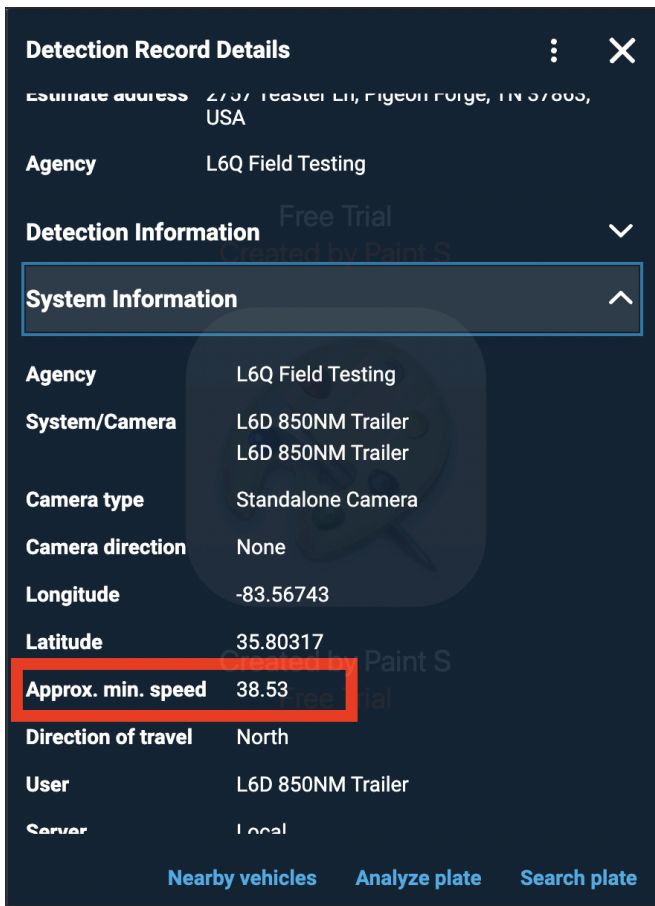
search plate K9N076 near 2646 Union Mill Rd, Nicholasville, KY from august

The search is displaying 1 results out of 1 total matches on 2025-08-23. The datettime range of the 1 displayed results is from 2025-08-23 02:24:00 to 2025-08-23 02:24:00 (timezone +07).

The search was restricted to a 1.0 mile radius around 2646 Union Mill Rd, Nicholasville, KY 40356, USA.

Speed Estimation from Supported Cameras [VVM-54798]

Detections from cameras that support speed estimation will now display in **Detection Record Details**.



The screenshot shows the 'Detection Record Details' modal with the following information:

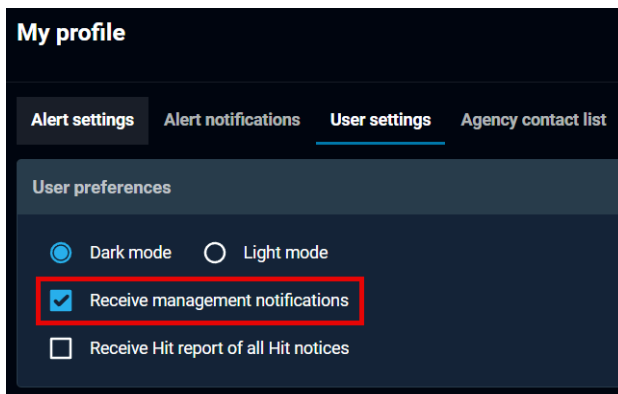
- Estimate address:** 2737 Teaster Ln, Pigeon Forge, TN 37605, USA
- Agency:** L6Q Field Testing
- Detection Information:** (Collapsed)
- System Information:** (Expanded)
- Agency:** L6Q Field Testing
- System/Camera:** L6D 850NM Trailer
- Camera type:** Standalone Camera
- Camera direction:** None
- Longitude:** -83.56743
- Latitude:** 35.80317
- Approx. min. speed:** 38.53 (highlighted with a red box)
- Direction of travel:** North
- User:** L6D 850NM Trailer
- Server:** Local

At the bottom of the modal, there are three buttons: **Nearby vehicles**, **Analyze plate**, and **Search plate**.

Improved User Deactivation Emails [VVM-57486]

Communication in advance of account inactivation notices has been improved for Agency Managers and Users.

- The email notification sent when the **Receive management notifications** option is enabled has been updated to include a list of User accounts that are scheduled to be deactivated after the next 30 days. Agency Managers can configure this option in **My Profile** → **User Settings**.
- Users will receive an email notification when their account is scheduled to be deactivated after 30 days, and when their account is deactivated. A list of Agency Managers with contact information is included to help users resolve account deactivations.
- Please note that for security reasons, Motorola Support staff cannot reset passwords or enable deactivated User accounts. You must contact your Agency Manager to resolve these issues.



To ensure the accurate and proper administration of user accounts within your system, we are providing a list of users whose accounts have recently expired or are scheduled to expire this month.

Please log in to the VehicleManager system at your earliest convenience to review the status of these accounts. Your attention is needed to ensure each user maintains the correct operational status, which may involve reminding the user to log in to the system to extend their expiration period, deactivating the account, or updating their role.

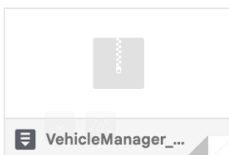
The list of affected users is attached

Thank you for your prompt attention to this critical review.

Sincerely,

The Vehicle Intelligence Support Team

One attachment • Scanned by Gmail ⓘ



Improvements

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

- Fixed a caching timeout issue that could cause Hot List shares to be unshared when another share was added. [VVM-57882]
- Fixed an issue where the number of results was incorrectly displayed for **Common Plate** searches. [VVM-57710]
- The Hot List file size upload limit is now calculated in Megabytes (MB) instead of bytes. [VVM-57601]
- Fixed an issue in **Vehicle Search** that could cause the Address field to be ignored after using the **Clear All** button. [VVM-57398]
- VM Alerts now supports the creation of **Output Reports**. [VVM-57368]
- The software downloads page has been updated to reflect current product offerings. [VVM-57255]
- Fixed an issue that caused the **Last Modified** field in **System Management** to display incorrectly. [VVM-57132]
- The **Delete User** auditing record category type has been added. [VVM-57120]
- Fixed an issue that could cause a VLP status monitoring email to not be sent when a system came online. [VVM-56475]
- Fixed an auditing issue that could cause the **Audit Type** and **IP Address** fields to be blank in the UI when switching between VM7 and VM8. [VVM-56446]
- A timestamp for the UTC time zone has been added to all reports and **Record Detail** screens. [VVM-56292]
- Fixed an issue that required users of VM Alerts to log on again for the feature to be enabled. [VVM-56262]
- Settings for standalone cameras (such as L6Q and L6D) have been added to **System Management**. [VVM-56109, VVM-56064]
- Fixed an issue that could cause **Detection Detail** cards to not update when selecting an icon from the map. [VVM-56099]
- **Output Reports** in **User Management** now support the XLS file format. [VVM-56066]
- The map view terms “Street View” and “Satellite View” have been changed to “Default” and “Satellite” respectively. [VVM-55417]

- Fixed an issue that could cause scheduled audit reports to timeout if too many were scheduled at the same time. [VVM-54503]
- Fixed an issue that could cause some user accounts added in bulk to not receive TAS alerts. [VVM-54458]
- Fixed an issue that could cause **Last Login Time** attribute in **Audit** records to display improperly in the UI. [VVM-53758]
- Investigated and solved an issue that appeared to be a mismatch between plate and vehicle information displayed in the UI for detections from L6Q cameras. [VVM-53070]
- Improved the response time of **Vehicle Search** and **Hit Search** when the number of results displayed is less than 50. [VVM-52000]
- Fixed an issue that could cause a search with results to momentarily return no results. [VVM-57361]
- The **Reset** button in VM Alerts will now only reset the current filter. [VMM-984]
- **VM Alerts** now supports hit validation for hits from commercial data. [VMM-944]
- Available Hot List sources now mirror the settings present in VehicleManager for **VM Alerts**, instead of displaying all sources. [VMM-861]
- The map in **VM Alerts** will now always display in the light mode color scheme. [VMM-771]
- Various security improvements have been implemented. [VVM-57056, VVM-55893, VVM-55286, VVM-41316, VVM-52932, VVM-41071]