

Technical Service Bulletin

VehicleManager Enterprise™ 8.0.241

Overview

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

Effective dates

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

- **VehicleManager Enterprise-National:** December 23rd, 2024 @ 3:00 AM (EDT)

Affected servers

Please update your links to the national VehicleManager Enterprise server:

- <https://vme.motorolasolutions.com>

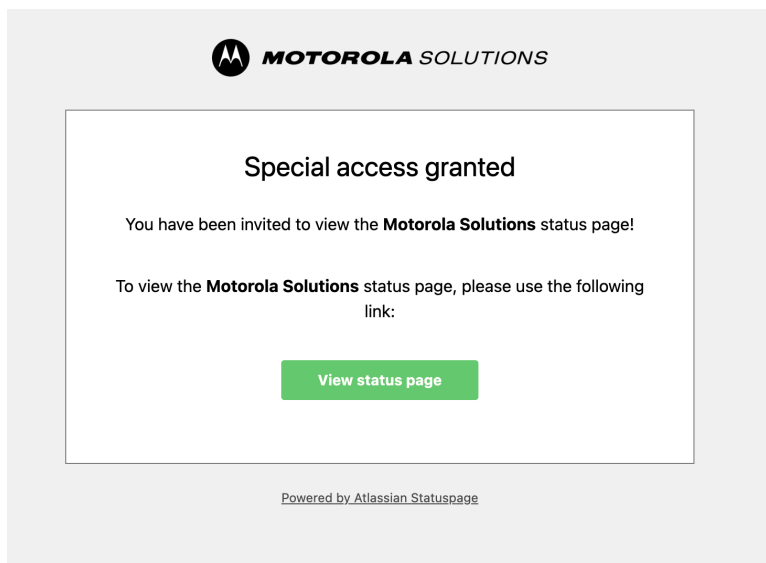
New features

VehicleManager Enterprise 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.

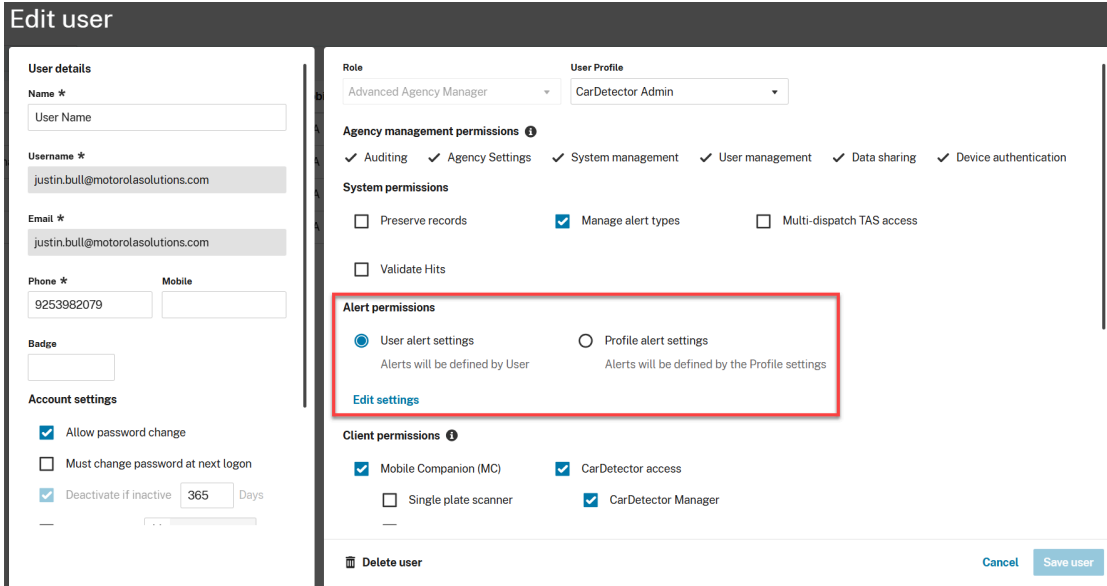


- A short training video is available on the Learning eXperience Portal, **Utilizing the Incident Communication Status Page** which provides a brief overview of the functionalities and features of the new Incident Communications platform.
- To log on to the status dashboard or the LXP, use your Motorola 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**.



Edit user

User details

Name *
User Name

Username *
justin.bull@motorolasolutions.com

Email *
justin.bull@motorolasolutions.com

Phone *
9253982079

Mobile

Badge

Account settings

Allow password change

Must change password at next logon

Deactivate if inactive 365 Days

Role: Advanced Agency Manager | User Profile: CarDetector Admin

Agency management permissions

Auditing Agency Settings System management User management Data sharing Device authentication

System permissions

Preserve records Manage alert types Multi-dispatch TAS access

Validate Hits

Alert permissions

User alert settings
Alerts will be defined by User

Profile alert settings
Alerts will be defined by the Profile settings

[Edit settings](#)

Client permissions

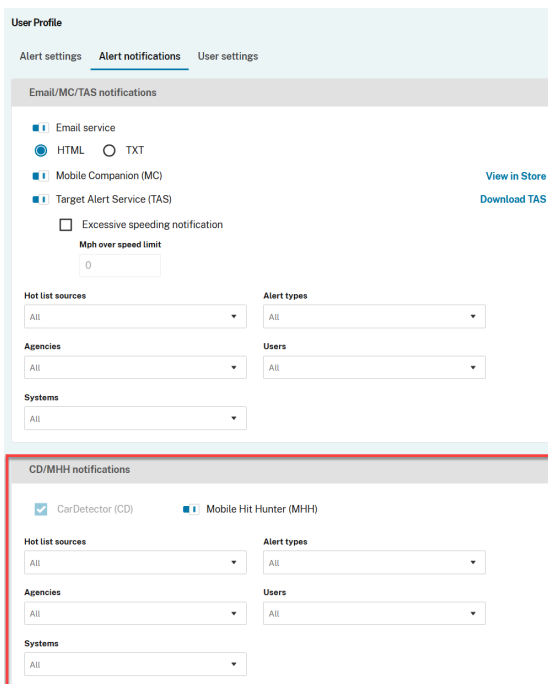
Mobile Companion (MC) CarDetector access

Single plate scanner CarDetector Manager

Delete user

Cancel Save user

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



User Profile

Alert settings | **Alert notifications** | User settings

Email/MC/TAS notifications

Email service

HTML TXT

Mobile Companion (MC) [View in Store](#)

Target Alert Service (TAS) [Download TAS](#)

Excessive speeding notification

Mph over speed limit: 0

Hot list sources: All | Alert types: All

Agencies: All | Users: All

Systems: All

CD/MHH notifications

CarDetector (CD) Mobile Hit Hunter (MHH)

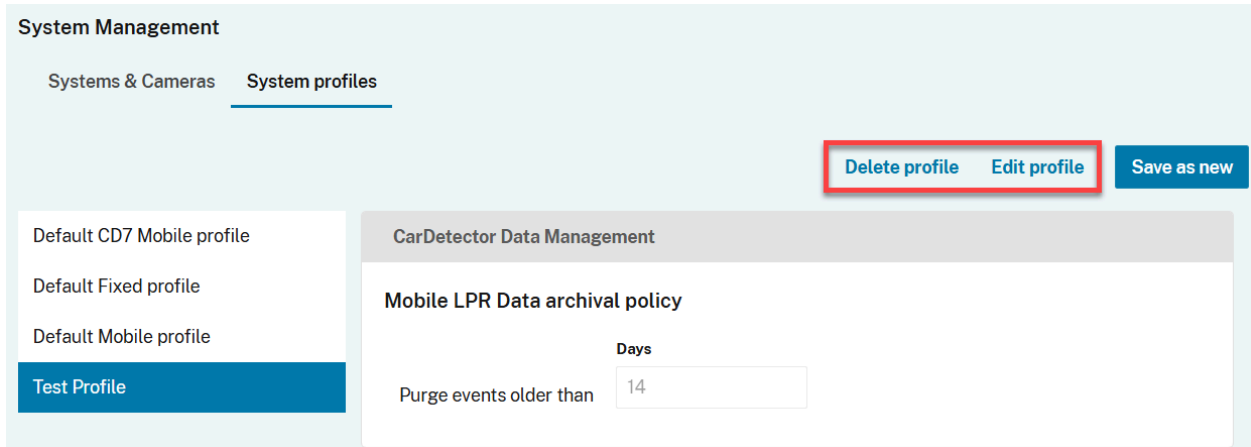
Hot list sources: All | Alert types: All

Agencies: All | Users: All

Systems: All

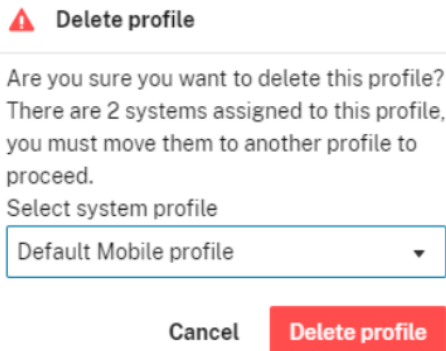
Edit/Delete for custom profiles [VVM-45211]

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



The screenshot shows the 'System Management' interface. At the top, there are two tabs: 'Systems & Cameras' and 'System profiles', with the latter being active. On the right side, there are three buttons: 'Delete profile', 'Edit profile', and 'Save as new'. The 'Delete profile' and 'Edit profile' buttons are highlighted with a red box. On the left side, there is a list of profiles: 'Default CD7 Mobile profile', 'Default Fixed profile', 'Default Mobile profile', and 'Test Profile'. The 'Test Profile' is selected and highlighted in blue. The main content area shows 'CarDetector Data Management' with a section for 'Mobile LPR Data archival policy'. It includes a 'Days' label and a text input field containing the number '14', with the text 'Purge events older than' to its left.

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



The screenshot shows a confirmation dialog titled 'Delete profile' with a red warning triangle icon. The text inside the dialog reads: 'Are you sure you want to delete this profile? There are 2 systems assigned to this profile, you must move them to another profile to proceed. Select system profile'. Below this text is a dropdown menu with 'Default Mobile profile' selected. At the bottom of the dialog, there are two buttons: 'Cancel' and 'Delete profile'.

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.

Plate search
Hit search
Multi-location search

Plate number	Registration state	Make	Model	Color
<input type="text" value="ABC123"/>	<input type="text" value="All"/>	<input type="text" value="All"/>	<input type="text"/>	<input type="text" value="All"/>
Hot list source	Alert type	Agency		
<input type="text" value="All"/>	<input type="text" value="All"/>	<input type="text" value="All agencies"/>		More filters
Location type	Location address	Date and time range		
<input type="text" value="Address"/>	<input type="text" value="Enter address or city"/>	<input type="text" value="11/04/2024 00:00 - 12/04/2024 23:59"/>		
On behalf of	Case/Report number *	Authorized purpose	Authorized reason *	
<input type="text" value="Current user"/>	<input type="text" value="Test"/>	<input type="text"/>	<input type="text" value="Test"/>	Clear all Search

Saved searches ^

ABC123

Case number or subject

Saved 12/04/2024
15:39 GMT-8

Hit: Armed Robbery

ABC123

Improvements

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