

# VIDEOMANAGER EX

## 17.1.1 RELEASE NOTE

### Software updated in 17.1.1

- Motorola Solutions VideoManager EX for Windows
- Motorola Solutions VideoManager EX for CentOS Linux

### Changes since 17.0.4

#### **New Feature: Export Confirmation**

If you use exports to perform an automated transfer of data to an external system, you can now set the system up so that the export awaits confirmation from the external system before it becomes complete. The external system may also provide a URL linking to the external data which is visible on the export page. The external system must generate a file to confirm the successful import; the auto import mechanism can be used to detect and process these files indicating that the export is complete (which your automated integration must provide).

The VideoManager EX import system can now be configured to generate an "import confirmation" file after a successful import.

These two mechanisms can be combined so that if you are exporting data from one VideoManager EX system for automated import into a second VideoManager EX system, the second system can generate a confirmation file which can be forwarded to the first system to complete the export in the original system and provide a URL to the imported data.

[AZMV-7799]

#### **New role permissions**

There are no new permissions in this release.

### Software updated in 17.0.4

- Motorola Solutions VideoManager EX for Windows
- Motorola Solutions VideoManager EX for CentOS Linux
- VB400 firmware

- VT50 / VT100 firmware
- EdgeController firmware
- DockController firmware
- User Import Tool

## Changes since 17.0.2

### New role permissions

There are no new permissions in this release.

### Minor enhancements and bug fixes (Motorola Solutions VideoManager EX)

Issue Id	Summary
AZMV-8896	Exports larger than 5GB failed when using an S3 filespace.
AZMV-8922	Footage downloaded from V700 and M500 was occasionally recorded against the wrong device.
AZMV-8967	Importing theme resources when sandboxing has been enabled no longer results in a server error.
AZMV-8994	Exports could fail if core grid web URL was incorrectly configured.
AZMV-8809	Failed to save new V700 and M500 device profiles when the user did not have permission to edit RATF retention period.

## Software updated in 17.0.2

- Motorola Solutions VideoManager EX for Windows
- Motorola Solutions VideoManager EX for CentOS Linux
- VB400 firmware
- VT50 / VT100 firmware
- EdgeController firmware
- DockController firmware
- User Import Tool

## Software updated in 17.0.0

### **New Feature: Time zone improvements**

It is now possible to configure the time zone used by the system to be different to the host OS time zone. You now can now control the time zone used to create the metadata overlay on recorded videos. You can either specify a time zone for the overlay in the VB400 or VT device profile (and use different profiles for devices in different timezones), or you can specify a time zone for a DockController (which applies to all devices docked in the DockController).

[AZMV-5156, AZMV-5157, AZMV-5424, AZMV-5484]

### **New Feature: Device GPS location reporting**

In order to make it easier to locate specific devices, the system now retains the last GPS location reported by devices which connect over LTE or WiFi. The current or last known location is now shown on a map on the device details page (if you have mapping enabled). The equipment report includes the last known GPS location and the time it was reported.

[AZMV-5520, AZMV-5625, AZMV-5626]

### **New Feature: M500 Record-After-The-Fact®**

You can configure M500 in-car video systems to enable "Record-After-The-Fact". In this mode, devices internally capture and retain footage for a period of time even when they are not "recording". Using the web UI, you can instruct a connected device to create a recording for a previous time period from the retained footage, which will then be uploaded to the server. For jurisdictions where this feature should not be enabled, a specific permission exists to ensure that this mode cannot be enabled. [AZMV-5644, AZMV-5660, AZMV-5991]

### **New Feature: VT100 recording alarm**

It is now possible to configure an alarm that makes the VT100 vibrate periodically while recording.

### **New role permission**

<b>Permission</b>	<b>Section</b>	<b>Notes</b>	<b>On upgrade, granted to</b>
View/Edit system time zone	Advanced permissions/Settings	2 permissions	System administrator
Edit Record-After-The-Fact settings	Advanced permissions/Settings	-	System administrator
Request device Record-After-The-Fact (User/Supervised/Any)	Device permissions/Device	3 permissions	Roles which previously had permission to initiate device state capture

Request vehicle Record-After-The-Fact	Device permissions/Vehicle	-	Roles which previously had permission to initiate vehicle state capture
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### Minor enhancements and bug fixes (Motorola Solutions VideoManager EX)

Issue Id	Summary
AZMV-3131	Transcriptions were not properly rendered when exporting an audio clip.
AZMV-4694 AZMV-4750	The performance of the system has been improved when there are many touch assigns in a short period of time and there are a large number of users.
AZMV-5080	There is now a 400 character limit on touch assign IDs in order to optimize touch assign performance.
AZMV-5152	Deleting any bandwidth rule would remove all bandwidth rules from all DockControllers.
AZMV-5622	ONVIF authentication did not work.
AZMV-132	The thumbnail quality has been improved for short videos in the gallery view.
AZMV-169 AZMV-170	Many non-ASCII characters were previously not encoded properly in VideoManager EX and User Import Tool logs. The logs are now UTF-8 encoded.
AZMV-1339	M500 Vehicle Network Profiles are now replicated from the central manager to sites.
AZMV-5284	M500 firmware images imported on a central manager are now replicated to sites to allow upgrades at site.
AZMV-3233	Editing of prepared redactions/annotations on a video or image was not previously audited.
AZMV-4653	As a security measure, all logged in users and connected devices are now disconnected when the web server is reconfigured.
AZMV-6910	It was not possible to listen to the second audio channel in the video player when playing back a VB400 video.

Issue Id	Summary
AZMV-5060	When exporting an incident containing footage which had not yet been fetched from a site, the system would show an error if you requested to fetch that footage.
AZMV-5155	The transcription editor now allows specific keys to control the video player even when keyboard focus is in a text input control. This feature may require configuration.
AZMV-6811	M500 state capture requests were not audited.
AZMV-5260	Setting properties with VB SmartControl could cause the web UI to show blank media file properties (rather the omitting unset properties).
AZMV-5315	Support for M500 RFID officer login has been added.
AZMV-5356	Added support for prioritised upload of critical recordings from M500 devices.
AZMV-5840	Added support for M500 secondary upload and DNS servers.
AZMV-4603	The audit trail now captures when M500 devices auto upgrade themselves.
AZMV-1455	Error messages relating to conflicting data in the User Import Tool have been improved to show which data is causing conflicts.
AZMV-6242	M500 device profile incorrectly allowed bookmarks and photo capture to be enabled.
AZMV-6445	Fixed the M500 device profile GPS configuration UI to correctly reflect device capabilities.
AZMV-2585	The formatting of audit log messages for configuration changes has been slightly improved.
AZMV-97	Accessibility Improvement: header hierarchies have been improved on admin pages to make them work better with screen readers.

Issue Id	Summary
AZMV-5838 AZMV-5865 AZMV-5871 AZMV-5879	Accessibility Improvement: fixed various controls in the UI which were inaccessible by keyboard.
AZMV-5531	Accessibility Improvement: every page now has a skip link to the main content.
AZMV-5803	Accessibility Improvement: it's easier to see when navigation tabs have keyboard focus.
AZMV-5800 AZMV-5806	Accessibility Improvement: keyboard tab orders have been improved in many places.
AZMV-6095	Accessibility Improvement: keyboard focus no longer automatically jumps to certain controls.
AZMV-4870 AZMV-5687 AZMV-7084	Security updates: updated various third party libraries.
AZMV-6680	Stability improvement: the server will automatically restart on the rare occasion that an internal deadlock is detected. Previously the server would hang and would need to be manually restarted.
AZMV-6344	Improvements to size constraints replicating User-defined fields from CVM to Site.
AZMV-6748	Added support for M500 secondary upload server to be treated as an LTE.
AZMV-8511	Improved handling of interrupts uploading over LTE.
AZMV-8270 AZMV-8055 AZMV-7993 AZMV-6541	Improved video offloading from M500 devices.
AZMV-7968	Added missing allow priority upload config option to M500 device profile.

### Minor enhancements and bug fixes (VB400)

Issue Id	Summary
AZMV-5267	When connected to a WiFi network with a DNS server that is not on the same IP subnet as the VB400, the device could not resolve the Motorola Solutions VideoManager EX public address, and so could not connect.
AZMV-5858	There was excess distortion in the recording of very loud sounds.
AZMV-5170	Add support for configurable time zones (see above).
AZMV-5076	Changes have been made to facilitate debugging problems with WiFi connectivity.
AZMV-7007	Security update: Various libraries have been updated to address security issues.

#### Minor enhancements and bug fixes (VT50 / VT100)

Issue Id	Summary
AZMV-7000	The device could restart when recording was started shortly after a previous recording was made and the device was connected to a WiFi network with both docking and streaming enabled.
AZMV-7007 AZMV-2595	Security update: Various libraries (including OpenSSL) have been updated to address security issues.

#### Minor enhancements and bug fixes (DockController)

Issue Id	Summary
AZMV-7007	Security update: Various libraries have been updated to address security issues.

#### Minor enhancements and bug fixes (EdgeController)

Issue Id	Summary
AZMV-7007	Security update: Various libraries have been updated to address security issues.

## Software updated in 17.0.0

- Motorola Solutions VideoManager EX for Windows
- Motorola Solutions VideoManager EX for CentOS Linux
- User Import Tool

## Changes since 16.2.2

### End of life: VB200 / VB300 firmware

The built-in VB200 / VB300 firmware is no longer included in Motorola Solutions VideoManager EX. [AZMV-4455]

### New Feature: Certificate Forwarding mode

When receiving connections from M500 in-car video systems, Motorola Solutions VideoManager EX now allows M500s connections to be forwarded by an external SSL proxy, provided that proxy can forward SSL client certificates. Authorised users can now download the Client Root CA Certificate required to configure an SSL client certificate proxy.

### New role permissions

There are no new permissions in this release.

### Minor enhancements and bug fixes (Motorola Solutions VideoManager EX)

Issue Id	Summary
AZMV-3432	MOTOTRBO radio integration is no longer a preview feature and is available to all customers.
AZMV-4402	You can now select the current display language using a dropdown menu in the main navigation bar.
AZMV-3134	Occasionally, the system would display a broken thumbnail for a video which was being uploaded from a site.
AZMV-3251	An unwanted extra semicolon was displayed in the audit log filter panel.
AZMV-3698	Updated an out-of-date library.
AZMV-2179	Added a Transfer Station information page to assist with configuring Transfer Stations.

Issue Id	Summary
AZMV-2340	Added a M500 Auto-upgrade enable/disable switch.
AZMV-2056	Connections from M500 devices are now rejected if the device's Agency ID does not match the system Agency ID.
AZMV-3325	Connections from unsupported device types are now rejected.
AZMV-3468	M500 device field trips now appear in the Field Trip Report.
AZMV-3469	M500 device media now appears in the Media Report.
AZMV-4190	State Capture download progress did not always clear when downloads completed.
AZMV-4528	Removed excessive logging when no device firmware is available for upgrade.

## Software updated in 16.2.4

- Motorola Solutions VideoManager EX for Windows
- Motorola Solutions VideoManager EX for CentOS Linux
- VB400 firmware
- EdgeController firmware
- DockController firmware
- User Import Tool

## Changes since 16.2.1 & 16.1.1

### Enhancement: Playback of pre-record footage without audio

When the device profile "Record audio" option is set to "Yes (except during pre-record)", the device now records silence rather than no audio at all when pre-recording. This fixes issues with playback in the SmartControl mobile application, and with compatibility of footage exported from VideoManager EX. [AZMV-1210]

### New role permission

Permission	Section	Notes	On upgrade, granted to

Allow streaming	Device permissions/Mobile app	-	System administrator
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**Minor enhancements and bug fixes (Motorola Solutions VideoManager EX)**

Issue Id	Summary
AZMV-3389	It was not possible to specify a web server public address using certain top level domain names.
AZMV-860	The ability of the user to enable/disable live streaming from the mobile app is now permission controlled.
AZMV-1613	The first-time setup UI now allows the administrator to provide a web server SSL certificate during initial setup. SSL is enabled by default.
AZMV-3154	Auditing of configuration changes would sometimes fail with exceptions in the log.
AZMV-2823	Grid core servers would restart unnecessarily when in standby mode.
AZMV-1090	Only the first clip of an unsaved incident containing M500 footage could be played.
AZMV-102	Accessibility: All buttons now have text compatible with screen readers.
AZMV-718	Accessibility: Toggle buttons now work correctly with screen readers.
AZMV-3232	Accessibility: All hyperlinks are now labeled so that they work with screen readers.
AZMV-1575	New filter options have been added to the Manage Exports page.
AZMV-1576	The My Exports/Manage Exports page now limit the number of exports that they display.
AZMV-2019	Security improvement: All XML handling has been protected against XXE attacks.
AZMV-2222	Redacted video was rendered incorrectly if a "full screen" brightness was applied.
AZMV-2521	It was possible to save a M500 device profile even if it had certain validation errors.
AZMV-3240	When editing the "Auto change owner" for a DockController, the save button did not always appear.
AZMV-3243	When importing certain hi-res videos, the duration of the video would change on import.
AZMV-1589 AZMV-2198	Updated out-of-date libraries.
AZMV-409	While editing an incident it was possible to click on disabled actions using the keyboard.

AZMV-868	The web server no longer restarts and thus users are no longer logged out when the web server address configuration is edited.
AZMV-4182	'Recording policy' option was erroneously displayed in the device profile editor for VB-200/300 and VT-50/100 device profiles.
AZMV-4185	When performing a bulk fetch of videos, the confirmation message was incorrectly formatted.
AZMV-4188	The filespace dialog incorrectly allowed object storage to be selected for a temporary import filespace.
AZMV-1336	Video preparations cannot be created for multi-stream M500 videos.
AZMV-2128	System would attempt to auto upgrade M500s even if no default firmware was selected.
SW-3988	A default owner can now be configured for M500s. This user will own all footage recorded by the M500 which is not associated with a specific operator.
SW-4267	Video metadata overlay is now always shown by default when playing M500 videos.
AZMV-2364	Configured Wireless Mic Status Text flag was not being passed to M500.
SW-4241	Scheduled reports which cross a year boundary were run with the wrong end date when using a custom report schedule.
SW-4018	The live location of an M500 can now be displayed on the Tactical View (if licensed).
SW-709	The Tactical View has had various improvements to make it work better when displaying large numbers of devices.
SW-4198	The size of the M500 RATF (record after the fact) buffer is now configurable in the M500 device profile.
SW-4197	The system now records more frequent GPS fixes for M500 devices, increasing the fidelity of mapping for M500 videos.

#### Minor enhancements and bug fixes (VB400)

Issue Id	Summary
SW-4059	MXP600 radios did not maintain their Bluetooth connection to the VB400 if WiFi was enabled or disabled.
AZMV-4223 AZMV-2834	The device could restart when saving edited media fields in VB Companion or VB SmartControl.
AZMV-3346	The device would sometimes take 5 mins longer than is usual to complete a

	firmware upgrade.
AZMV-659	Security update: conversions to safe APIs have been made to address potential security issues.
AZMV-2594	Security update: use latest version of OpenSSL.

#### Minor enhancements and bug fixes (DockController)

Issue Id	Summary
AZMV-533	Factory reset now erases all data, including previous logs.
AZMV-3139 AZMV-3143 AZMV-3145 AZMV-2213 AZMV-3570	Security update: various enhancements have been made to harden the security and reliability of the platform, and to improve diagnostics.
AZMV-2594	Security update: use latest version of OpenSSL.
AZMV-533	Factory reset now erases all data, including previous logs.

#### Minor enhancements and bug fixes (EdgeController)

Issue Id	Summary
SW-3182 SW-2878 SW-2885 SW-2883 SW-2879 SW-2886 SW-2881 SW-2882 SW-2880 SW-2877 SW-3905 AZMV-2594	Security update: Various libraries (including OpenSSL) have been updated to address security issues.

### Software updated in 16.2.1

- Motorola Solutions VideoManager EX for Windows
- Motorola Solutions VideoManager EX for CentOS Linux
- User Import Tool

## Changes since 16.1.0

### Feature: VB SmartControl is usable without a licence

The VB SmartControl mobile app can now be used without a licence. The VB Companion settings page has been renamed to the Mobile App settings page and now contains separate sections for VB SmartControl and VB Companion (which still requires a licence). The VB400 device profile now requires the specific type of mobile app in use to be configured. Other minor change to permission names and configuration screens have been made to accommodate both applications. [AZMV-70]

### Feature: Photo capture

In the device profile, you can now specify that the creation of a bookmark should cause the capture of a still image. When this profile option is enabled (and a bookmark gesture is configured), then every time the bookmark button is pressed, an associated image will be produced. These images are represented as separate media items in the media pages in Motorola Solutions VideoManager EX. [SW-2456,AZMV-426]

### New role permissions

The permissions under Device permissions/Mobile App were previously visible only to customers with a VB Companion licence and are now visible to all customers. These permissions have been renamed to say "Mobile App" instead of "VB Companion".

Permission	Section	Notes	On upgrade, granted to
View/Edit Tactical VideoManager EX EX settings	Advanced permissions/Settings	2 permissions	System administrator
Request a device state capture	Device permissions/Device	-	Roles with "Download device audit logs" permission
Download device configuration	Device permissions/Device	-	System administrator

### Minor enhancements and bug fixes (Motorola Solutions VideoManager EX)

Issue Id	Summary
SW-2944	Added support for multiple string user-defined field type.
AZMV-1567	Added maximum length specification for text user-defined fields.
AZMV-105	Accessibility: All table columns now have headers.

AZMV-200	Accessibility: All inputs now have an associated screen-reader compatible label.
AZMV-1425	The BlueTooth MAC address prefix setting for devices would allow invalid prefixes to be configured which prevent Bluetooth from working correctly on VB400 devices.
AZMV-1342	Grid workers could not connect if the configured grid password contains non-ASCII characters.
AZMV-1001	Security fix: Upgrade ua-parser-js library used by web UI.
AZMV-1615 AZMV-1616	Security improvement: The theme resources page no longer allows files to be uploaded with the wrong extension.
AZMV-1618	Security improvement: When configuring theme resource files, the system examines the file to check it is of the expected type.
AZMV-1625	Security improvement: Prevent XXE attacks when processing XML files.
AZMV-855	Upgraded the AWS SDK version from 1 to 2.20.12
VM-23686	DockControllers occasionally appeared as Configured & Connected even when they have disconnected.
VM-24070	Editing of user group membership does is not always audited.
VM-23822	Some media properties were always showing in the media properties editor, even when they should have been hidden by visibility conditions.
VM-23752	Show in transcription Editor' and 'Show in incidents' toggle buttons of user-defined fields did not replicate correctly from CVM to Site.
VM-23834	File digest information was not transferred from site to central manager for M500 footage recorded at site.
VM-23957	Antivirus scan failed when using cloud OPSWAT Antivirus integration.
AZMV-1303	If the grid system UI was used to generate a random password, it could sometimes create a password with non-ASCII characters which would prevent grid workers from connecting.
AZMV-853	Security fix: HTTP cookies are now marked as "secure" when using an HTTPS forward proxy.
AZMV-157 AZMV-357 AZMV-573 AZMV-605 AZMV-1563	Security fix: upgrade server components with known CVEs.
AZMV-1001 AZMV-1562	Security fix: upgrade Javascript components with known CVEs.

VM-23876	Pressing enter when configuring authentication realms popped up an unexpected dialog.
SW-2944	Added support for multiple string user-defined field type.
AZMV-1567	Added maximum length specification for text user-defined fields.
AZMV-105	Accessibility: All table columns now have headers.
AZMV-200	Accessibility: All inputs now have an associated screen-reader compatible label.
AZMV-1425	The BlueTooth MAC address prefix setting for devices would allow invalid prefixes to be configured which prevent Bluetooth from working correctly on VB400 devices.
AZMV-1342	Grid workers could not connect if the configured grid password contains non-ASCII characters.
AZMV-1001	Security fix: Upgrade ua-parser-js library used by web UI.
AZMV-1615 AZMV-1616	Security improvement: The theme resources page no longer allows files to be uploaded with the wrong extension.
AZMV-1618	Security improvement: When configuring theme resource files, the system examines the file to check it is of the expected type.
AZMV-1625	Security improvement: Prevent XXE attacks when processing XML files.

## Software updated in 16.1.1

- Motorola Solutions VideoManager EX for Windows
- Motorola Solutions VideoManager EX for CentOS Linux
- VB400 firmware

## Changes since 16.1.0

### DockController firmware

The version of the DockController firmware included in Motorola Solutions VideoManager EX has been reverted to 15.2.0.

### Minor enhancements and bug fixes (Motorola Solutions VideoManager EX)

Issue Id	Summary
AZMV-3389	It was not possible to specify a web server public address using certain top level domain names.

### Minor enhancements and bug fixes (VB400)

Issue Id	Summary
AZMV-2914	It was not possible to connect to WiFi networks that used a passphrase longer than 31 characters.

### **Earlier changes**

See the V16.1.0 release notes for earlier changes.

## **End-of-support (EOS) for VideoManager EX 15.0**

VideoManager EX 15.0 (and earlier) are now at end-of-support, and VideoManager EX 16.2 is the recommended upgrade for customers with software assurance.

End-of-support for specific VideoManager EX software versions means that they are longer supported or serviced, and will not receive further security or feature updates.

Existing VideoManager EX 15.0 and earlier installations will continue to operate, but you should be aware that when you use software after its end-of-support, you are potentially exposing your organisation to security vulnerabilities.

## **Known issues**

### **VB400 may not start automatic pre-recording after a factory reset**

If a factory reset is performed on a VB400 multiple times, or only once while FIPS is enabled, and if the device is subsequently assigned with a device profile with automatic pre-record enabled, then pre-recording will not start. The problem can be worked around by power cycling the VB400. [SW-2977, SW-1750]

### **VB400 Bluetooth and Wifi are incompatible**

WiFi streaming and download over WiFi cannot be used on a VB400 when it is configured to connect to the VB Companion App over Bluetooth.

### **VB400 Live-view for Android companion app does not work with X-100 or X-200**

The Live-view for Android companion app feature does not currently work if the X-100 or X-200 external cameras are attached.

### **VB400 WiFi offload of footage can make X-100 or X-200 unreliable**

If you configure the device to offload footage over WiFi, then in-progress offloads can sometimes cause the operation of an X-100 or X-200 external camera to be unreliable. It is not currently recommended to enable WiFi offload if using an external camera.

### **DockController assignment groups with overridden device settings**

If you set up multiple DockControllers to share a single RFID reader, then you must ensure that all the DockControllers in the group share the same RFID assignment charge criteria (these can now be overridden for each DockController). If the charge criteria for the DockControllers in the group are not the same, then you may unexpectedly be unable to assign a device in some circumstances.

### **Large Numbers of Incident Clip Counts**

The system performs poorly when more than 200 incident clips are created in a single incident. You should not create incidents with more than this many clips. Some functions may not work properly if this limit is exceeded, e.g. export may fail.

## **Upgrade notes**

### **Internet Explorer support has ended**

Internet Explorer is no longer a supported browser.

### **Postgres database upgrade**

If you are using the bundled Postgres database server rather than Microsoft SQL Server, and you are upgrading a version earlier than 15.1.0, be aware that when this release is installed, the database must be upgraded to Postgres 13.3. Depending on the size of your database, this can be a time consuming process and it temporarily consumes a significant amount of disk space.

### **HTTP Basic Authentication Disabled**

Some security analysts now consider the ability to authenticate HTTP requests with "Basic" authentication to be a security vulnerability. For this reason, the Motorola Solutions VideoManager EX web APIs no longer allow clients to use HTTP Basic authentication. If you directly access the API and you use Basic authentication then you should either switch to using HTTP Digest authentication, or you can re-enable Basic authentication by adding the following text to **Admin > System > Advanced Settings**:

```
api.key.basic.auth=true
```

You should only do this if you are satisfied this does not constitute a security risk in your environment.

### **Microsoft SQL Server TLS requirements**

For installations which use Microsoft SQL Server as the Motorola Solutions VideoManager EX database, be aware that SQL Server must support TLS 1.2 encryption or the Motorola Solutions VideoManager EX service cannot connect to it. If you are using SQL Server 2012 and 2014 please ensure that you have the latest service packs installed to ensure TLS 1.2 compatibility.

### **Software assurance requirement for upgrade**

In order to upgrade to this version from an older version, you must have software assurance coverage up to 14 February 2023. If you are upgrading from a version older than 10.2, then you must upgrade to 10.2 and install software assurance before installing this version.

### **Data storage location change**

The default data storage location is now c:\ProgramData\Motorola Solutions\VideoManager EX for a new installation. If you upgrade from a version of Motorola Solutions VideoManager EX older than 14.5.0, you will already have data stored in c:\ProgramData\Edesix\VideoManager EX. In this case, the system continues to use the data in c:\ProgramData\Edesix\VideoManager EX (which might include your database, configuration and/or filespace data), but all log files are written to c:\ProgramData\Motorola Solutions\VideoManager EX\pss-service-logs.

### **Central manager site upgrades**

When upgrading a central manager installation, replication of certain configuration settings from the central manager to sites (including EdgeControllers) will not occur until those sites are upgraded.

If you use any of the "Shared configuration settings" - on the Auto-fetch settings page - to replicate configuration information to sites, then the site will use out-of-date configuration information until upgraded to the minimum required version for that setting. Configuration changes made on the central system will have no effect until the site is upgraded.

The following table shows the minimum required version of Motorola Solutions VideoManager EX running at the site in order for each shared configuration setting to replicate correctly.

<b>Shared configuration setting</b>	<b>Minimum compatible site version</b>
Keys	5.1.0
Roles & Password Rules	6.4.0
Users	14.5.0 **
User Groups	14.0.0

Device Profiles	6.4.1
Deletion policies	6.4.0
User-defined fields	14.1.0 if you enable playback reason auditing
	14.0.0 if you define any tag list fields
	6.4.0 otherwise
Device states and locations	10.0.0

\*\* - users can be replicated to sites running 7.0.1 to 14.4.x, but an incompatibility warning will be shown and bluetooth pairing information will not be replicated.

DockController DHCP client changes In 16.1.0 the version of the DHCP client used by the DockController was updated. This update has caused a change in the way the DHCP client identifier is generated. Please contact support if further information is required.

## Supported platforms

Motorola Solutions VideoManager EX is supported on the following platforms:

- Windows 10 Pro & Enterprise 64-bit
- Windows 11 Pro & Enterprise
- Windows Server 2012 Essentials, Standard & Datacenter \*
- Windows Server 2012 R2 Essentials, Standard & Datacenter \*
- Windows Server 2016 Essentials, Standard & Datacenter \* \*\*
- Windows Server 2019 Essentials, Standard & Datacenter \* \*\*
- Windows Server 2019 Essentials, Standard & Datacenter \* \*\*
- Windows Server 2022 Essentials, Standard & Datacenter \* \*\*

\* Accessing the Motorola Solutions VideoManager EX web application from a web browser running on a Windows Server desktop is not supported. However, Windows Server can be used for running the Motorola Solutions VideoManager EX service.

\*\* USB attached devices are not supported on Windows Server 2016 and later.

## Supported browsers

The Motorola Solutions VideoManager EX web application is supported on the following browsers:

- Microsoft Edge 79+ (Windows 10/11)
- Chrome 48+ (Windows 10/11, MAC OS X v10.10)
- Firefox 68 ESR+ (Windows 10/11, Ubuntu 18.04+) \*

The security settings of your browser may prevent some features of the Motorola Solutions VideoManager EX web application from working correctly. In particular, some browsers may silently prevent the download of files from the Motorola Solutions VideoManager EX web application. Adding Motorola Solutions VideoManager EX web application to the list of trusted websites will normally fix this.

Accessing the Motorola Solutions VideoManager EX web application from a web browser running on a Windows Server desktop is not supported.

\* When using Firefox on Windows, you may need to run Windows Media Player once to install codecs before video playback will work. Firefox video playback only works if the operating system provides an MP3 codec. When using Firefox on Ubuntu, you must install a package which provides H.264 and AAC codecs for Firefox, e.g. libavcodec-extra.

## Supported device firmware

We do not support assignment of devices running firmware older than version 6.0. These devices will still connect but only for the purposes of upgrading them.

## Included device firmware

This release of Motorola Solutions VideoManager EX includes the following firmware:

VB400 firmware	<b>V17.0.2</b>
VT50 / VT100 firmware	<b>V17.0.2</b>
DockController firmware	<b>V17.0.2</b>

## Supported radios

The VB400 Motorola radio integration features are supported in conjunction with the following models:

- Any TETRA Radio with Bluetooth hardware and MR19 software or higher with Bluetooth Connectivity and Bluetooth Radio Control features enabled.
- The following MOTOTRBO radios:

<b>Region</b>	<b>Model</b>
North America	R7, XPR 7000e series
Europe and the Middle East	R7, DP4401e, DP4601e, DP4801e, DP3441e, DP3661e
Asia-Pacific	R7, XiR P8668i, XiR P8628i, XiR P8608i, XiR E8608i, XiR E8628i
Latin America	R7, DGP 8000e/5000e series, DGP 8050e Elite