

VideoManager EX

26.2 Release Note

Software updated in V26.2.3.4

- Motorola Solutions VideoManager EX for Windows v26.2.3.4
- VB400 firmware v26.2.0.19
- DockController firmware v26.2.0.29
- Smart Dock firmware v26.2.0.36
- User import tool v26.2.3.4

Changes since V26.2.0.34

SAML authentication support

VideoManager EX introduced SAML 2.0 as an authentication method in V26.2.0.34. From this release, it will no longer require an advanced setting to be activated, and can be found in Admin > Users > Authentication methods - New Realm.

mTLS support for API connections in VideoManager EX Cloud

VideoManager EX now supports mTLS connections to the API for VideoManager EX Cloud customers. This feature requires configuration by the Cloud team, please contact support if you require this feature.

MS SQL database users - potential breaking change - *action required before upgrade*

Due to an update to the SQL Server JDBC driver (9.4.1 -> 13.4.0), connections to the database now enable TLS by default. Depending on the connection string currently in use, an error may be shown in the VMEX logs after upgrade:

"'encrypt" property is set to "true" and "trustServerCertificate" property is set to "false" but the driver could not establish a secure connection to SQL Server by using Secure Sockets Layer"

If TLS is not required, then adding the option 'encrypt=false' to the connection string will restore the previous behaviour. We recommend doing this **before upgrading VideoManager EX** to avoid problems, otherwise VideoManager EX will fail to start after the upgrade.

Performance improvement for Media report

If you have experienced issues with the Media report taking a long time to generate since 26.1 release, this release will improve this.

Auror integration - auto population of Site ID

The custom field associated with the site id is now auto-filled as an enumeration/drop down, with data taken directly from Auror. The user now chooses the site ID from the drop-down when creating the incident.

Device related updates

Include all button presses in the audit log (V500 & VB400 only)

When enabled, all button presses and gesture intents will be logged, even if they are not programmed to perform any action. Enable in: Admin > Devices > Device Settings. Requires device firmware 26.1 onwards.

V500 SmartDock security improvement

A security improvement has been applied to this device. We recommend all SmartDock users upgrade to the latest SmartDock firmware 26.2.0.36.

Device release notes

VideoManager EX release notes may contain references to new features that are device specific, but please consult the individual device release notes for a full update on all new features, improvements and bug fixes that may be available for the device.

All release notes will be provided on the [VideoManager EX downloads page](#).

New VideoManager EX role permissions

No new permissions have been created in this release.

Minor enhancements

VMEX-6385	Updated SQL Server JDBC driver from 9.4.1 to 13.4.0 Due to an update to the SQL Server JDBC driver, connections to the database now enable TLS by default. Depending on the connection string currently in use an error may be shown in the VMEX logs after upgrade: <i>""encrypt" property is set to "true" and "trustServerCertificate" property is set to "false" but the driver could not establish a secure connection to SQL Server by using Secure Sockets Layer"</i> If TLS is not required then adding the option 'encrypt=false' to the connection string will restore the previous behaviour. We recommend doing this before upgrading VideoManager EX to avoid problems, otherwise VideoManager EX will fail to start after the upgrade.
VMEX-6365	Updated PostgreSQL JDBC driver from 42.7.2 to 42.7.11
VMEX-6804	Auror integration - auto population of Site ID The custom field associated with the site id is now auto-filled as an enumeration/drop down, with data taken directly from Auror. The user chooses one from the drop-down when creating the incident.
VMEX-6355	Upgraded Netty from 4.1.121 to 4.1.135

Defects resolved in this software release

VMEX-6153	Fixed an issue where the playlist icon was missing when creating an Incident Collection, restoring the ability to select and play back related-incident clips.
VMEX-5761	Fixed an issue where livestreaming video from cameras would glitch on connections with high latency.
VMEX-6269	Update Assisted Redaction metadata to include required userID field. This will resolve issues where several error messages appear in the Assisted Redaction editor UI.

Customer support issues resolved in this software:

VMEX-6294	Improved resilience of network related issues during evidence export to Evidence.com.
VMEX-6782	Media report performance was improved to support environments where GPS is turned on for devices

VMEX-6825	Media report performance was optimized to support environments with a bigger volume of data.
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