VideoManager EX 25.4 Release Note

Software updated in V25.4.0.18

- Motorola Solutions VideoManager EX for Windows
- Motorola Solutions VideoManager EX for CentOS 7 Linux
- VB400 firmware v25.3.0.26
- DockController firmware v25.4.0.17
- Smart Dock firmware v25.4.0.17
- User import tool v25.4.0.18

Changes since V25.3.1.9

Highlights

Customer support issue: Fixed an issue with audit log search performance.
We've improved the performance of audit log searches. This upgrade requires an extended maintenance window because the fix involves rebuilding the database index, which may take up to one hour for large databases. VideoManager EX will be unavailable during the upgrade.

Improvement: Improved deletion policy management
You can now manage deletion policy for incidents via the UI. You can now add advanced deletion policies to Media, as well as Incidents. The Deletion policy page has been reformatted into a more intuitive structure.

> ***On upgrade:*** All existing incident deletion policy setup using custom predicate language will continue to operate using that method, so "Use advanced configuration" will be the option set for most users on upgrade. Users will need to manually rebuild their policy in the UI if they wish to use the UI method going forward.
>
> ***CVM/site setups***: The new deletion policy configuration requires sites to also be updated to 25.4. It is not cross compatible between versions. Sites will remain on the existing deletion policy until upgraded.

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Improvement: Admin section reorganization

We've updated the structure of the Admin section to make navigation more intuitive. Some entries have also been renamed. All old URL paths will continue to work and will redirect to the new one. The following sections have also been merged:

- **Player** page (previously Admin > User Interface > Player) has been merged into the **Playback Policy** page (Admin -> Media and Playback -> Playback Policy).
- **Thumbnails** (previously Admin > User Interface > Thumbnails) and **Thumbnail Watermark** (previously Admin > Policies > Thumbnail Watermark) page have been merged into the **Thumbnail** page (Admin > Media and Playback > Thumbnails)

Improvement: Built-in help centre - improved visibility

We've added a new icon to the page header so it's easier to find the help centre. We've also added a new "Help" panel to the logged-in homepage too.

New Feature: WiFi Docking (V200)

We now support WiFi Docking for the V200. Administer your device remotely over WiFi, without a physical dock*. When plugged into charge, and within range of a specific WiFi network, the device will offload and go into WiFi docking mode.
Supports single and permanent issue assignments.
A new column has been added to device search results to indicate docking status, and whether it is wired or wireless.
Requires device firmware update to V25.4+.

* Please note that a smartdock is currently still required for initial device provisioning, certain device maintenance and factory reset. See *Known Issues* section of this document for more.

New Feature: Device-Server Certificate Verification

We're introducing certificate based mutual authentication between VideoManager EX and devices, for enhanced security. When enabled, VideoManager EX will highlight any "unverified" devices, and can block communication with them.

Supported devices: V500, VB400, V200 (Firmware 25.3+)
Unsupported devices: VT100, VT50, EC200 - do not enable this feature if you have an estate containing these devices.
Prerequisites:

- *Access control key authenticated devices* must be on their own listen address port (separate from User interface and API). For instances where this is not currently the case, there is a migration wizard that can

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guide you through the update process. You will need a maintenance window as the docks will restart during the update.

- *Access control key authenticated devices* listen address must have an SSL certificate.
- You need a VideoManager EX Certificate Authority (root cert), which can either be imported or generated by VideoManager EX. This currently cannot be changed after setup so ensure you have the correct one to hand.
- Your devices need to be upgraded to firmware 25.3 or later.

Cloud customers: Enablement of this feature will be managed by our customer support team. Upgrades will commence from Q1 2026 onwards.

Preview feature: View media search results on a map

View your media search results on a map, in addition to existing large, gallery and list views. This feature is in preview, and can be enabled by navigating to Admin > System > Preview Features. Also requires permission: View media in map view mode.

Firmware compatibility update for V200

Due to changes in the structure of the device firmware, it is necessary to upgrade to VMEX V25.4 or later in order to import new V200 device firmware successfully (V200 V25.4.0.9 onwards).

Release note format update

Release notes for individual devices are *no longer* part of the VideoManager EX release notes. Each device has its own release note document.

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.

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New VideoManager EX role permissions

Permission	Section	On upgrade, granted to
Device server certificate verification settings	Advanced permissions > Settings	System Administrator
VideoManager EX certificate authorities	Advanced permissions > Settings	System Administrator
Device Certificate Authorities??	Advanced permissions > Settings	System Administrator
Server verification trust anchors	Advanced permissions > Settings	System Administrator
Client verification trust anchors	Advanced permissions > Settings	System Administrator
Force offload from unverified devices	Device permissions > Management	System Administrator
View media in map view mode	Media permissions > Media	System Administrator
Accept analytics agreement	User permissions > User	NONE
View user analytics enrolment state	User permissions > User	System Administrator
Edit user analytics enrolment state	User permissions > User	System Administrator
View user analytics tracking UUID	User permissions > User	System Administrator
Search by user analytics tracking UUID	User permissions > User	System Administrator

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Minor enhancements

VMEX-3302	Added support for Pendo for VMEX cloud deployments
VMEX-3307	Added privacy statement to VMEX login page
VMEX-3301	Added support for SHA256 checksums for AWS S3 object storage.
VMEX-3143	V200: Added the option to change charging LED behavior for V200 devices
VMEX-3142	V200: Device profile now includes Audio Settings section with toggle "Reset volume to default when docked" which controls if volume should be reset between assignments. By default it is Off.
VMEX-3526	V200: Added option for new "traffic light" LED charging pattern in the device profile.
VMEX-2488	V200/V500: Low battery alert is set as 60 seconds for V200 and 30 seconds for V500
VMEX-3414	V500: Added mute/unmute/toggle audio gestures to V500 device profile
VMEX-3665 **VMEX-3833**	V500: "Mobile network configuration" Automatic option is renamed to Always on.
VMEX-3509	Help button has been moved to the top level nav bar, as a question icon.
VMEX-3510	On the home page, the help panel is visible with a link to the admin help guide
VMEX-523	Fixed an issue where running a simulation of an Evidence.com export required admin permissions
VMEX-3231	Improved system behaviour related to Boundary Service restarts caused by long timeouts in Grid communications.
VMEX-2385	Embedded Postgres version has been upgraded to V17
VMEX-217	Revised regular expression handling to prevent "catastrophic backtracking" situations.
VMEX-2779	This release addresses inconsistencies in capitalization across VMEX menus and UI fields. A comprehensive audit was conducted, and changes have been made to align with a consistent and professional standard.
VMEX-3276	DSCV: In the migration wizard, there is a toggle to turn on ssl for the listen address. When turned on, an SSL certificate can be uploaded and unlocked.
VMEX-3730	DSCV: In the migration wizard, if there are no more connected docks to upgrade & no disconnected docks OR the user consents with disconnected docks, the device

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	function will be removed from the old listen address.
VMEX-2397	DSCV: Improved the handling of devices that fail verification during connection, offering more control over actions such as offloading footage and factory reset. The behavior now adapts based on whether the device has footage and the user's permissions.
VMEX-3059	Integrated Micrometer metrics feature with OpenTelemetry bridge (OTLP).
VMEX-3601	During a firmware upgrade attempt, VMEX compares the device firmware parameters with those of the suggested upgrade image. Based on this comparison, it determines whether the device can be upgraded or downgraded using the provided image.
VMEX-3628	Read and store capabilities and required_capabilities from firmware image
VMEX-3552	Changed UI layout in network profile to support introduction of WiFi docking feature
VMEX-3897	New per wifi network flags streaming and offload are prepopulated based on existing "general" streaming and offload flags that existed in previous releases. This way streaming and offload behaviour is expected to stay the same for all existing profiles.
VMEX-3740	Added new help tooltip to Pre-record toggle in device profiles.

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Defects resolved in this software release

VMEX-275	Fixed an issue where some devices were not correctly reporting their last known location in the device details page.
VMEX-2692	Fixed an issue where changing visibility of the media sharing pane prevented a user from editing media properties.
VMEX-2763	Fixed in issue in the Device profile where the "Hold timing" tooltip was not displaying parameters properly.
VMEX-3036	Fixed an issue with SmartControl security verification for M500
VMEX-3239	Fixed an issue where dock tags were not being displayed in the audit log during media offload.
VMEX-928	Improved label for pre/post record flag in metadata overlay redaction
VMEX-3217	Fixed an issue where the recording alarm options for VT50/100 were not displaying in the device profile.
VMEX-2513	Fixed an issue where the escalation banner could persist even when the device had cleared the escalation.
VMEX-932	Enable playback watermarks toggle is placed moved out from subsection "VB SmartControl Settings" in the Admin -> Mobile App Settings to the generic level, so that is it clear it is applicable for all mobile applications.
VMEX-3684	Fixed an issue where the action column appeared misaligned on the vehice search results page.
VMEX-3577	Fixed an issue with filtering the audit log, where at empty list could be returned.
VMEX-2925	Extra and incorrect location data updates on import are prevented now.

Customer support issues resolved in this software:

VMEX-3576	Rollback to old implementation when clients don't use translations.
VMEX-3357, VMEX-3288	Fixed an issue with audit log search performance.

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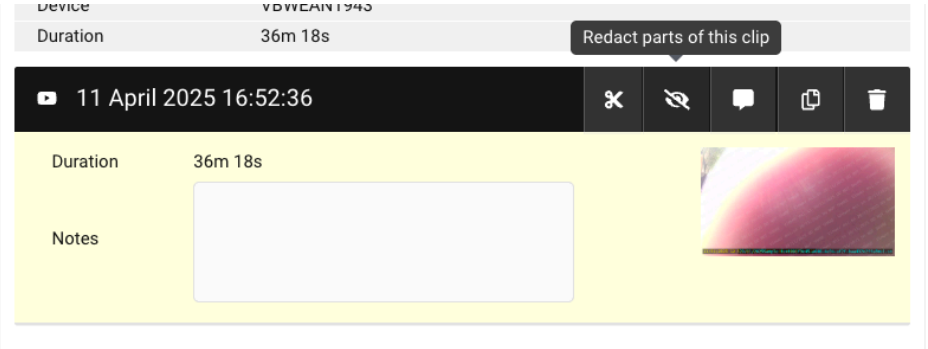
Known issues:

	V200 25.4.0.9 device firmware import requires a minimum version of VMEX v25.4+ or import will fail with “Unparseable image file”. Due to changes in the structure of the V200 device firmware, it is necessary to upgrade to VMEX V25.4 or later in order to import device firmware successfully. This is not a defect.
VMEX-4164	**In video metadata overlay settings, in “Operator name” section, changing “Limit name to” or “Pad name to” a value of 0 can stop cameras from being assigned.** **Workaround:** If you want to remove the “Operator name” in future recordings, then use the “bin” icon to remove it from the video metadata overlay settings, then save. From next device assignment, this field will no longer be included. For existing media, you can redact video metadata overlays using the Incident Clip Redactor. Add the media to an incident, edit the incident, then click the “Redact parts of this clip” button.  From the Incident Clip Redactor, click the “show metadata” button, then uncheck any fields you want to remove from your exported video.

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	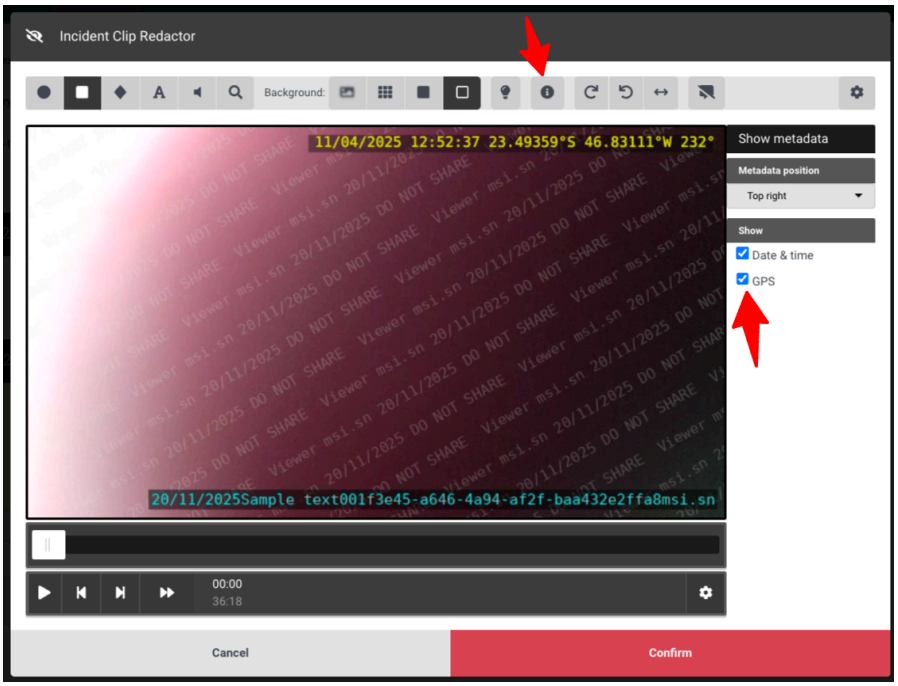 Click confirm, then save the incident.
VMEX-3199	**Kryptus trusted timestamp doesn't work for media from M500E** This only applies to customers who use the Kryptus integration.
VMEX-3956	**CVM/Site backwards compatibility issue - Streaming and Video Offloading fails when site is running on lower version** In environments containing CVM and sites running a different version than CVM, it is highly recommended not to disable the "Enable streaming" or "Enable wireless offload" buttons within the "Mobile network" section of the network profile, as older VideoManager EX sites may misinterpret this setting. Potentially an issue when upgrading from any version earlier than 25.3.x **Workaround:** Do not modify Network Profile options around docking/streaming/offload until all sites are upgraded to the same version as CVM.
VMEX-3675	**V200 camera does not live stream when 'Enable docking' only network is placed at the top in Network Profile** **Workaround:** Keep the WiFi network with streaming enabled as the top entry in the list in the Network Profile.

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VMEX-3752	**Default Profile Save Action toggle button failure, user needs to navigate back and forth to the see the changes** **Workaround:** This is mainly a usability issue, it is still possible to perform all updates in one go, or re-enter the profile to do additional changes.
VMEX-3835	**When multiple networks are present in a Network Profile, VideoManager EX allows streaming for V500/VB400 on a WiFi network that it was not enabled for, if at least one WiFi network has it enabled.** For backward compatibility VMEX calculates streaming/offloading out of existing networks with OR condition, meaning if at least one network has Streaming/Offloading "On", it is passed as "On" to VB400/V500 devices. The streaming options per Wifi network will be fully respected by VB400 / V500 when WiFi docking support is released for these devices in future.
VMEX-3789	**Wifi Docking: Changing the WiFi password for a network used by a V200 camera for WiFi docking requires the camera to be assigned all the time or physically docked.** **Workaround**: Where you have a single WiFi network configured: 1. Assign all devices in permanent issue mode 2. Update the network profile to set the new WiFi network password - but do not change the password on the actual WiFi network yet. 3. Plug all devices in to charge, and ensure they are all WiFi docked successfully. Devices will pick up the new network credentials, and are now nearly ready for reassignment - they can be reassigned but streaming will not work until the actual WiFi network password is changed. 4. Change password on actual WiFi network. 5. All devices now are ready to assign and will connect and stream successfully on the updated WiFi network. If you have multiple WiFi networks configured and available, and want to change the password for one of them, the procedure is more simple: 1. Ensure that the alternative WiFi network(s) are available to your devices before starting this procedure. 2. On the network you want to change, update the network profile with the new WiFi network password. 3. Then change the actual WiFi network password. 4. On next dock, the device will pick up the new password. Ensure that all devices are docked and assigned at least once, before making a change to the alternative WiFi network(s).

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VMEX-4146	**Wifi Docking: Using “Service required” mode for wirelessly docked V200 devices will result in device disconnecting from VMEX permanently**. **Workaround:** The affected V200s need to be docked in a physical SmartDock to be used again. Avoid placing V200 cameras in “service required” mode unless you have access to a physical smartdock to reconnect them.
VMEX-4192	**If a user would like to disable streaming in Network Profile then they need to disable all “Enable Streaming” buttons including the one in User Network Profile - even if the User Network Profile is disabled.** **Workaround:** Navigate to network profile to be modified. Click Enable Streaming to Off in the Mobile Network Section. Open each wifi network. Click Enable Streaming to Off. If “User specific network” is disabled then enable “User specific network” click Enable Streaming to Off in that section and disable “User specific network”.
VMEX-4228	**In rare cases after VideoManager EX Cloud has been restarted, Resilient Touch Assign (RTA) functionality cannot be established on a V500 SmartDock, resulting in the error "Incompatible: firmware update recommended" .** **Workaround:** Restart V500 SmartDock to restore RTA status to Active.

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