

# VideoManager EX

## 26.1 Release Note

### Software updated in V26.1

- Motorola Solutions VideoManager EX for Windows v26.1.1.1
- VB400 firmware v26.1.0.17
- DockController firmware v26.1.0.24
- Smart Dock firmware v26.1.0.24
- User import tool v26.1.1.1

### Changes since V25.4.0.18

#### VideoManager EX Update Highlights

##### Media & Incident detail page - layout change

We've updated the layout of the Media details page and Incident details page to deliver a more streamlined experience. Panels are now contained in tabs to the right hand side of the screen. Most of the buttons have been moved into the overflow menu. This new layout delivers a more streamlined experience and provides more flexibility for adding additional features in future.

##### Additional fields added to Media report

We've enhanced the information available in the Media report (Status > Reports). The following new columns have now been added:

- **Activation method** - the way how media creation was triggered (device button gesture, remote activation command, routine recording, device sensor input, peer assisted recording, unknown).
  - 'Unknown' is used when it is not possible to get the source (e.g. device log was not available, import was not from a device, media was offloaded before current version of VideoManager EX was installed)
  - Videos that are offloaded via WiFi/LTE immediately after recording will also be categorized as "Unknown" until the device is docked again and logs are processed.
- **Deleted by** - user who deleted the media (if deleted)

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- **File type** - video, audio, image, pdf, other
- **GPS start** - GPS coordinates of media file (if available)
- **Origin** - The DockController, SmartDock or Site where the media came from
- **Upload date** - Date and time upload started from camera
- **Modification date** - Date when media record was last updated
- **User group** - The user group(s) the operator belongs to.
- **User-defined media fields** now also appear in the Media report

### **Audit log search - add a time period**

You can now add a time period to the Custom date range, to help narrow down audit log searches where many results are present.

NOTE: When creating a report from the Audit log search, the time period is not used.

### **Escalation notifications by email/SMS**

Escalation notifications can now be sent by email or SMS, as well as displaying to specific user groups in VideoManager EX. You can customise the email the user will receive at: Admin > Connectivity > Email Settings and Admin > Connectivity > External Notifications.

### **More autocomplete chips added**

Autocomplete chips have now been added to the fields for the following pages:

- **Incidents > Search Incidents**
  - Owner, Device operator, Source
- **Status > Audit log**
  - Source, Event type, User
- **Devices > Search docks**
  - Name, Serial, Version
- **Devices > Search devices**
  - Device, Operator, Location
- **Devices > Search vehicles**
  - Vehicle, Operator, Location

This allows multiple autocomplete entries to be added to each field.

A wildcard search can also be used on any of these fields too. Use the % sign as the wildcard symbol e.g. VB% will return VB12342, VBA4321 etc.

## **Audit log performance improvements**

We have optimised the audit log search performance, so customers with large databases (800m+ records) should see improvements on the following queries:

- Search by 'Source'
- Search by 'User'
- Search by 'Message'
- Search by 'Signature'
- Search by 'Media ID'

Average speed improvement of 60%. Note that for large databases, some complex queries may still take several minutes to return results.

***NOTE: Upgrade to 26.1 may take up to 1hr on large databases (800m+ records) during which VideoManager EX will be unavailable. Please ensure a suitable maintenance window is set.***

## **Audit log translations**

Audit log events can now be translated into other languages. Available alternatives currently available are: Brazilian, Portuguese, German.

## **VideoManager EX API documentation updates**

We've updated our API documentation, you will find many more API paths now listed in our OpenAPI.json and Swagger interface. Use the Swagger interface to find a description for each path, and expected responses. The accompanying API help document has also been updated [ED-009-150]. You can find our OpenAPI.json and Swagger interface here: Admin > Integrations > API Key Management.

## **Audit Log events documentation update**

We have updated the documentation around Audit Log events. You will find the updated list inside the built-in VideoManager EX help section (Contents > Audit Log Events).

## **CVM / Site changes**

- You can now configure **metadata replication at the individual site level**. Previously this could only be set at a global level from the CVM. This adds three modes that can be set on each site (Status > Sites - View site):
  - **Default:** Inherits the current global setting from the Admin panel.
  - **ON:** Forces metadata replication for the specific site, regardless of the global configuration.

- **OFF:** Disables metadata replication for the specific site, regardless of the global configuration.
- You can now throttle connections from sites to the CVM to better manage CVM load and performance. Activate this feature by adding the following lines to Admin > System > Advanced Settings on the CVM:
  - Activate the filter  
`site.sync.access.throttle.enabled=TRUE`
  - Max number of requests per second before site IP is throttled  
`site.sync.throttle.max.requests.per.sec=NN`
  - Duration of throttle delay in milliseconds  
`site.sync.throttle.delay.response.ms=5000`

### **Upcoming: End of Windows 10 support**

Microsoft Windows 10 reached its end of support on October 14, 2025. From our next quarterly release 26.2, Windows 10 will no longer be officially supported.

## **Device related updates**

**NOTE: All items listed below also require a device firmware update to V26.1 or above.**

### **SVX: New device support**

VideoManager EX now supports the new SVX Video Remote Speaker Microphone device, and SVX SmartDock. SVX device license required.

### **V200: Resilient Touch Assign support**

Resilient Touch Assign is now supported by the V200. RTA allows camera touch assignment even when the dock is temporarily offline due to a network outage.

### **VB400: Audio-only recording**

Start an audio-only recording on the device, where video is not captured e.g. sensitive interview situations.

### **M500: BLE USB dongle support**

An external BLE USB dongle can now be used with the M500.

### **M500E: Touch assign support (RFID)**

Touch assign (using RFID card) now supported to log into M500E.

### **M500E: Peer Assisted Recording**

M500E can now trigger the VB400 and SVX to start recording when it does, and vice versa.

#### **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

| <b>Permission</b>  | <b>Section</b>   | <b>On upgrade, granted to</b> |
|--|--|-------------------------------|
| Allow user to configure external notifications   | Advanced permissions > Settings > External notifications                     | System Administrator          |
| Allow user to configure email properties   | Advanced permissions > Settings > Email properties                           | System Administrator          |
| Allow user to receive notifications when an escalation has started (user)              | Notification > Receive notifications on > User device escalation start       | System Administrator          |
| Allow user to receive notifications when an escalation has started (supervised device) | Notification > Receive notifications on > Supervised device escalation start | System Administrator          |
| All a user to view device groups (primarily used for WiFi docking)                     | Device permissions > Management > View device groups                         | System Administrator          |
| All a user to edit device groups (primarily used for WiFi docking)                     | Device permissions > Management > Edit device groups                         | System Administrator          |

## Minor enhancements

|                  |  |
|------------------|--|
| <b>VMEX-3855</b> | Added the ability to separately download file checksums for downloaded media.  |
| <b>VMEX-3846</b> | M500E: Added additional authentication and security support for M500E device.  |
| <b>VMEX-2544</b> | Upgraded Eclipse Jetty from V11 to V12.  |
| <b>VMEX-4536</b> | Added server validation for when file container checksum type field is missing.  |
| <b>VMEX-4201</b> | Updated NPM packages to avoid a possible CVE in specific libraries.  |
| <b>VMEX-4078</b> | Boundary Service now supports Device-Server Certificate Verification.  |
| <b>VMEX-4088</b> | Added notification permission for device escalation.<br>Notification > Receive notifications on:<br>User device escalation start<br>Supervised device escalation start                 |
| <b>VMEX-4521</b> | New replication piece added where the site will not respect the back off command emitted by the CVM when the replication fails.  |
| <b>VMEX-3066</b> | Deletion policies page - all references to "footage" updated to "media".   |
| <b>VMEX-4461</b> | Updated Apache Commons FileUpload library to address CVE-2025-48976 vulnerability.   |
| <b>VMEX-3205</b> | Incidents: When an incident custom field is made mandatory, the field must now be filled in when an incident is edited. It can no longer be left blank, as was the previous behaviour. |
| <b>VMEX-1001</b> | Exports: Renamed exports table header "job" to "signature" for consistency   |
| <b>VMEX-4354</b> | Exports: If export job is set to retry on failure, export failure notification is now only triggered once the export job has failed for the last time                                  |

## Defects resolved in this software release

|                  |   |
|------------------|---|
| <b>VMEX-4466</b> | Fixed an issue with video text render caching behaviour which was causing exported video to appear with a frozen metadata overlay on some platforms.  |
| <b>VMEX-4465</b> | Fixed an issue where incident clips which had been rendered by Assisted Redaction were ignored when using an export profile with Select Clips enabled.  |
| <b>VMEX-4560</b> | Fixed an issue where SSO login may have stopped working after the realm visibility was changed.   |
| <b>VMEX-3099</b> | Fixed an issue where a user was unable to import a file because the session timeout was shorter than the time required for the file import. Now the user session remains active until the import is complete. |
| <b>VMEX-4293</b> | M500: Fixed an issue where under certain circumstances M500 metadata could prevent site media being uploaded to Centre.   |
| <b>VMEX-3763</b> | M500: Fixed an issue where some M500 events fail to upload to VMEX in SQL Server environments.  |
| <b>VMEX-2619</b> | M500: Fixed an issue where an updated M500 profile was sent to the vehicle and users were not being prompted to reboot to update.   |
| <b>VMEX-4739</b> | Fixed an issue where device field trip report generation was failing on large customer instances  |
| <b>VMEX-4219</b> | Fixed an issue where no messaging was displayed whenever attempting to login using OAUTH and the user has no permissions to access the instance.  |
| <b>VMEX-4650</b> | Fixed an issue where SmartDock status was being reported as "configured and connected" when it was disconnected and in RTA mode.  |

## Customer support issues resolved in this software:

|                  |  |
|------------------|--|
| <b>VMEX-4470</b> | Was addressed in Audit log performance improvements change                             |
| <b>VMEX-5169</b> | Fixed an issue where incident deletion based on category was not correctly displaying. |

## Known issues

|           |   |
|-----------|---|
| VMEX-4843 | <p><b>Media offloaded immediately after recording via WiFi/LTE is showing Activation Code as "Unknown" in the Media report.</b></p> <p>It is recommended to run the Media report after devices are docked so that activation method details are picked up from device logs.</p>   |
| VMEX-3572 | <p><b>Users can currently check out multiple body-worn cameras from different sites using one RFID card, even with the "assign multiple cameras" permission is disabled.</b></p> <p>Assigning multiple cameras is prevented on a per-site basis; however this restriction is not synchronised across all sites. Administrators can run the equipment report and manually check for users with multiple cameras assigned, if required.</p> |