

VideoManager 14.6.4 - Release Note

Changes since 14.6.3

Minor enhancements and bug fixes (Motorola Solutions VideoManager)

Issue Id	Summary
VM-20658	The charge criteria for assigning devices can now be configured individually for each DockController.
VM-20576	You can now import video files recovered during device repair/servicing if recovered videos have been provided by your service provider.
VM-20753	If a user used RFID touch assign while the device allocated to them was docked and downloading, then no device was allocated, but the RFID reader showed a green light. Their allocated device is now assigned to them in this situation.
VM-20642	Device power logs are now retained for up to 2 years, to assist support in diagnosing battery problems.
VM-20801	The DockController details page was not correctly showing the current bandwidth rule or auto upgrade status.
VM-20815	The instructions on the Companion App setup QRCode page were missing.
VM-20649	The "add attachment" dialog would sometimes appear unexpectedly in the incident editor if you pressed return in another field.
VM-20666	The "match text" search on incidents and videos now only includes custom fields configured for use in this search - previously it searched all textual custom fields.
VM-20676	The "match text" search on videos now matches on the video filename.

Changes since 14.5.4

New feature: Shift-long field trips

An operator may wish to dock their RFID-assigned camera during a break in their shift, in order to charge the battery. However, the system can be configured so that only fully charged devices can be assigned with RFID. In this case, the operator will be assigned a new camera after their break, and their original camera will be unavailable for use until after it has fully charged. In order to support this kind of usage, you need more cameras than operators.

However, you can now enable the "shift-long field trips" option. If you enable this option, then, when possible, an operator will be assigned their original camera after a break, even though that camera may not be fully charged - on the basis that the camera should have enough charge to last the rest of their

shift. A fully charged camera is only required at the start of a shift. This behaviour can increase the number of cameras available for assignment by other operators.

In this mode, when an operator docks a camera, the operator will have "affinity" with that camera until they re-assign the camera or until the camera is fully charged. You can view/delete this affinity in the user edit dialog.

New feature: Full user export report

You can now export all information about users, including all user relationships and Wifi networks in the "full export report" report. This report is formatted such that it is suitable to be passed as an input file to the user import tool running against another system.

New feature: DockController assignment groups

If you have multiple DockControllers located near each other in a single location, you can now configure all the DockControllers to share a single RFID reader, rather than requiring one RFID reader per DockController.

New feature: Video scheduled deletion date

You can now view the scheduled deletion date for a video file in the video details page. You can filter the video list to show videos which will be deleted in the near future. And you can configure the dashboard to show a list of videos belonging to the logged in user which will be deleted soon.

New feature: OpenAPI documentation

You can now view and download OpenAPI documentation for the many parts of the VideoManager API. This should make it easier for developers to integrate with the Motorola Solutions VideoManager API to perform automated tasks, e.g. copying video information to/from another system. Separate documentation and samples are available for using the API.

Config change: Download limit bitrate

Motorola Solutions VideoManager limits the number of concurrent downloads in progress in order to manage the load on the server. In previous releases, this limit was configured as a maximum number of downloads. However, in many environments, the available network bandwidth varies greatly between different locations, and this resulted in sub-optimal server and network utilisation while the system was performing many downloads from slower locations.

The download limit is now configured in megabits/second, so when downloading from locations with slower networks, the system initiated more downloads in an attempt to keep the load on the network and the server constant. Note that this relies on DockController rate limits being configured.

Finally, for customers using grid download workers, the download limit is now automatically adjusted to match available capacity as grid workers go online and offline.

New feature: Simplified configuration of advanced deployment features

Two features, SQLServer database usage and grid configuration, are now configured in the user-interface instead of being configured by textual settings files. Grid workers are now connected to the grid using a single command on the grid worker machine and then all other configuration is done via the web UI. A

system can now be configured to use a SQLServer database server as part of the initial setup screen in the web UI.

Terminology: Video ID

The unique identifier for a video or media file is now referred to as the "Video ID" - it was previously call the "URN". There is now also a concept of a "Recording ID", which will be the same for all videos in a recording.

Minor enhancements and bug fixes (Motorola Solutions VideoManager)

Issue Id	Summary
VM-20168	An ArcGIS mapping server can now be used as a source for maps.
VM-20316	Fixed an installer bug which caused the configured username and password for the Windows service to be reset on upgrade under certain circumstances.
VM-20189	The recording identifier for a recording is now shown on the video details screen, along with a link allowing you to find all the videos in the recording.
VM-20190	You can now search for videos matching a specific recording ID.
VM-20457	There is a new "Preview Features" page under settings, which allows experimental features to be enabled or disabled. This tab is only visible to users with permission to access the "Advanced Settings File" settings screen.
VM-20371	Videos and incidents can now be owned by users or groups.
VM-20371	You can now view the status of DockControllers connected to sites in the central manager Web UI.
VM-20529	It is now possible to use anonymous incident links when "playback reason auditing" is enabled.
VM-20445	Initiating manual device upgrades used to be very slow and if multiple upgrades were initiated at the same time, the web UI could appear to be hung.
VM-20198	The DockController page can now optionally show details of DockControllers attached to sites.
VM-20519	OAuth2 single-sign on can now correctly check if a user is a member of the required group when there are large numbers of groups OR membership is via an intermediate group.
VM-20451	When entering an email address for a self-service password reset, the email address is now case-insensitive.
VM-20391	The system would previously allow import of certain poorly structured MP4 files but would

	then be unable to play them back. The system now detects and corrects the structure of the MP4 on import.
VM-20356	Advanced search strings can now specify dates in UTC by including the 'Z' suffix in the date.
VM-20491	When creating an audit report, the report is now filtered by date to match the audit log filter in effect when the report was created.
VM-20433	The user licence agreement was poorly formatted when the user viewed the licence agreement.
VM-19003	Improvements have been made to the layout of the licence page. Deleting a licence now warns you what effect deleting the licence will have.
VM-19003	The display of "owner" and "device" in the clips of an incident accessed via an anonymous link has been made clearer.
VM-20524	Import of files larger than 5GB (reports or videos) would fail if storage was an S3 filesystems. Similarly, extremely large reports could fail to generate when using S3 storage.
VM-20531	The battery report now only reports at most a single "bad battery" row per VB400 device.
VM-20175	The service will now automatically restart if it encounters an out-of-memory condition and has been up for more than 10 minutes.
VM-20426	Exports would fail when using an encrypted resources filesystem and a grid export server.
VM-20417	Fixed a crash which could occur when the server was under heavy load for video playback.
VM-20422	Downloading a file with spaces in its name would result in incorrect characters in the filename in the browser.
VM-20310	A new API for reading the audit trail has been added which should make it easier to get a "feed" of audit changes.
VM-20296	The Bluetooth pairing dialog for a user now shows the user's Bluetooth MAC address.
VM-20458	The deletion policy report now uses consistent date formatting styles.
VM-20401	When exports fail due to an unexpected internal exception, details of the exception are now available in the web UI.
VM-20497	You can no longer set up custom fields of type "auto delete" or "computed" for recording incident deletion reasons.
VM-20496	You can no longer configure custom fields of type "auto delete" or "computed" as columns in the incidents page.
VM-20483	If a grid worker can connect to the master, but fails to start up, the error is now displayed in the grid status screen.

VM-18806	Storage screen shows the usage of a filespace as more than 100% if the backups don't fit in the filespace.
VM-20429	The deletion policy change report sometimes showed poorly formatted reasons for why a video would not be deleted.
VM-20324	An RFID scan for a disabled user now audits that the RFID scan failed because the user is disabled; previously it audited a misleading message.
VM-20411	When auditing a video playback reason, the audit log message did not always include field names in the text correctly.
VM-20485	The deletion policy page now only shows the link for downloading the deletion policy change summary if you actually edit something on the page.
VM-20419	The media web server will now start returning errors if it is flooded with requests rather than crashing/running out of memory.
VM-20364	The confirmation message when editing web server settings showed unwanted HTML tags.
VM-20257	The icons for collapsing and expanding child incidents in an incident collection don't always display correctly.
VM-20409	Fixed intermittent error which could occur while starting the Administrator application.
VM-20327	DockController auto upgrade could fail if a DockController was manually upgraded.
VM-20330	Deleting an API key or user will now instantly log out all sessions for the API key or user.
VM-20293	Added preview support for Tetra radio integration.
VM-20119	Using the full screen text editor in the login settings page caused layout issues on the page.
VM-20329	API keys created with the "incident_manipulator" API key role can now view and edit non-public incident fields.
VM-20492	HTTP requests with malformed dates now produce status code 400 instead of status code 500.
VM-20432	Form validation did not display correctly when attempting to create a video bookmark in an incident.
VM-20371	You can now specify a group name when filtering the video or incident list by owner.
VM-20556	You can now refer to the "operator" of a video or incident in the advanced search box.
VM-20550	You can now use the "isOwnedBy(name)" function in the advanced search box.
VM-20566	Connection and disconnection of grid workers is now audited.

VM-20578	Failed upload jobs no longer produce unclearable system warnings on sites.
VM-20431	Fixed the validation for the "Minimum Auto-Delete Age" field on the Reports page.
VM-20246	Fixed the validation for the 'Default Expiry Time' field on the Sharing Policy page when using IE-11.
VM-20247	Added missing validation for the "verification expiry time" on the self-service settings page.
VM-20319	It was not possible to login with Azure AD OAuth2 if a user agreement was configured.
VM-20228	If a Wifi profile was exported from one system and imported into another, then the imported copy would incorrectly have "(copy)" appended to its name.
VM-20414	ONVIF API no longer advertises non-existent "audio outputs".
VM-20665	Entering a value in the video search "match text" field when you have no textual media fields are defined, caused video search to hang.
VM-20297	The Bluetooth MAC address range used by VB400 cameras is now configurable.
VM-20285	The user licence agreement (shown on first install) has been updated.

New role permissions

Permission	Section	Notes	On upgrade, granted to
View scheduled deletion date (of video; 4 permissions)	Video Permissions/Video	-	System Administrator
Search by scheduled deletion date	Video Permissions/Video	-	System Administrator
View videos scheduled to be deleted on dashboard	Video Permissions/Video	-	System Administrator
View device affinity (of user; 2 permissions)	User Permissions/User	-	System Administrator
Clear user device affinity (of user; 2 permissions)	User Permissions/User	-	System Administrator
View/edit grid configuration	Advanced Permissions/Settings	-	roles which can view/edit advanced settings file
Access OpenApi resources	Advanced Permissions/API	-	System Administrator

Earlier changes

See the V14.5.x release notes for earlier changes.

Known issues

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.

DockController assignment groups with overridden device settings

If you setup 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.

Cannot Compute File Hash for Audit Log Search when using Internet Explorer

In the audit log screen, it is possible to filter the audit log by the SHA-256 of the file. On most browsers, the page lets you select a local file and the page then computes the hash of the file. This function isn't available in Internet Explorer. However, you can still search by file hash if you know the SHA-256 hash of the file you are searching for. If you need to compute the SHA-256 hash of a file on Windows, you can do it using the "certutil" command-line tool on Windows, e.g. "CertUtil -hashfile <filepath> SHA256".

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

Software assurance requirement for upgrade

In order to upgrade to this version from an older version, you must have software assurance coverage up to 01 October 2020. 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 for a new installation. If you upgrade from a version of Motorola Solutions VideoManager older than 14.5.0, you will already have data stored in c:\ProgramData\Edesix\VideoManager. In this case, the system continues to use the data in c:\ProgramData\Edesix\VideoManager (which might include your database, configuration and/or filesystem data), but all log files are written to c:\ProgramData\Motorola Solutions\VideoManager\pss-service-logs.

VB400 Device downgrades restricted

It is no longer possible to downgrade a VB400 device running 14.3.3 (or later) firmware to a firmware version earlier than 14.3.3.

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 running at the site in order for each shared configuration setting to replicate correctly.

Shared configuration setting	Minimum compatible site version
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.

Supported platforms

Motorola Solutions VideoManager is supported on the following platforms:

- Windows 8.1 Pro & Enterprise 64-bit
- Windows 10 Pro & Enterprise 64-bit
- 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 **

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

Note that accessing the Motorola Solutions VideoManager 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 service.

Supported browsers

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

- Microsoft Internet Explorer 11 (Windows 7/8.1/10) **
- Microsoft Edge 14+ (Windows 10)
- Firefox 47+ * (Windows 7/8.1/10).
- Chrome 48+ (Windows 7/8.1/10, MAC OS X v10.10)

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

Accessing the Motorola Solutions VideoManager 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 Internet Explorer, audio is not supported on Device live view page.

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 includes the following firmware:

VB200/VB300 firmware	V14.4.4
VB400 firmware	V14.6.4
VT firmware	V14.6.3
DockController firmware	V14.6.2

