

VideoManager 25.2.2 Release Note

Software updated in V25.2.2.4

- Motorola Solutions VideoManager for Windows
- Motorola Solutions VideoManager for CentOS 7 Linux
- User import tool v25.2.2.4

Changes since V25.2.0.20

New Feature: USB evidence import (M500)

In the event of the vehicle being involved in a crash (or being unable to reach network connection), the built-in USB drive can be removed from the M500 and evidence transferred into VideoManager via a Windows PC. Requires *Transfer Agent* and *ECMS* to be downloaded from the [Videomanager Download page](#), installed and configured on Windows based machine(s) - this creates a secure connection between the PC and VideoManager.

- Please refer to VMEX M500 USB Offload Configuration Guide [ED-009-143] for detailed setup instructions.
- For customers planning to use this feature, this release will need to be used instead of 25.2.0.20.

Customer support issues resolved in this software:

VMEX-2622	Addresses VideoManager EX instability, specifically crashes triggered by audit log queries in large-scale deployments, necessitating a service restart.
VMEX-2701	Kryptus tools adhere to the export storage settings.
VMEX-2804	SmartControl/VBSmartControl - need to set a connect gesture has been reinstated as optional, will connect automatically if no gesture present..

Known issues:

SDOCK-1171	<p>VB400 - When a DC-200 is near full capacity (82+ cameras) and the user manually restarts the DC-200 from VMEX, not all of the cameras may reconnect as expected. Disconnected devices will flash a red LED.</p> <p>Mitigation:</p> <ol style="list-style-type: none"> 1. Disconnect Dock14 trays from the DC-200, or remove all cameras from pockets 2. Restart DC-200 (either via VMEX, or power cycle) 3. Once restart is completed, reconnect Dock14 trays one-by-one, leaving a brief period between each one. Or dock the cameras in each pocket again.
VMEX-2619	<p>M500 in Central/Site configuration. When a vehicle profile change is made at the CVM and the M500 then arrives at the roaming site, the profile change may not be applied. If the M500 is already present at the roaming site, the change will be applied.</p> <p>Mitigation: When applying a change to an M500 vehicle profile, ensure that the device affected is already connected to either CVM or the Site before making the change.</p>
VMEX-2568	<p>VMEX user is erroneously prompted to discard changes to the V500 & V700 profile. If you visit the device profile page for V500 or V700, and you do not make any changes, when you navigate away from the page, you will erroneously be prompted to save changes.</p> <p>Mitigation: Ignore the prompt by clicking "Discard changes".</p>
VMEX-2826	<p>User Import Tool - When importing users via .xlsx file, the import fails.</p> <p>Mitigation: Users are required to be imported via a .csv file or added manually to VMEX through the admin panel.</p>