

Release notes IncidentShare

Version: 5. 0. 0

Breaking changes (if we have any, we should go up a major version)

- Channels setup will replace the old setup, that only admins could use.
- Republish setup is introduced.
- Recordings only present once , timeline and mp4 clip is the same(Note deleting a mp4 clip makes it disappear from the timeline)

Improvements:

- Made the login button disappear after pressing it, so it is not possible to press it multiple times. This was primarily an issue for users with 2fa text messages enabled, as it would result in sending the text twice and invalidating the first code.
- The multiviewer supports autoplay and streams will automatically play until they are manually stopped.
- IncidentShare supports URL parameters to prefill the video link form.
- It is now possible to set a custom support URL that will be opened as a new tab.
- SMS priority can be set if Gateway API is used as SMS gateway.
- It is now possible to have a logo on the login page.
- Camera control supports wiper and IR light for Axis cameras.
- Blurring of media files and live streaming is added for administrators.
- Timeline support for new media engine.
- User management API
- Statistics API
- Cases – Time range picker
- Camera control – ONVIF support
- Added option to enable Channels on videolink page(picture in picture)

Bug fixes:

- Config rest-hook multisite:
Applied the same logic for plain web-hooks to data-channel web-hooks in order to support multi-site setup for public servers.
([PR](#) completed, not verified)
- 2FA for app:
No longer interrupting oAuth processes during 2FA
([PR](#) completed, not verified)

- A message will appear to the operator, when the publish is not started after 15s. The operator will have the option to switch camera, to see if another camera will solve the problem.

Version: 4.0.9

Released 14.05.2025

New features:

Feature Name: Stream statistics	
Motivation	This is an administrator functionality, where stream statistics can be enabled in a period, to monitor the stream quality for each stream. This can help debugging when some streams had bad quality or other issues.

Breaking changes:

- The label for video links sent without a “Caller Label” now defaults to the first and last name of the user who sent it, if none of these exists it will default to the username instead. To get back the default way of labelling where it uses the phone number or email address that it has sent to, please contact our support. The same default label is used for customers with the Cases module.

Improvements:

- Improved stability of Websockets connections
- Improved the logging of the link receiver, when trying to publish a stream.
- Improved error handling when websocket connections are not established
- Media server updated from 2.11.3 to 2.13.2. The SDK is updated as well to same version.
 - Provide insightful information on the web panel and through REST API
 - Stream resolution, bitrate, RTT, etc.
 - GPU utilization/Database Performance
 - Improve stability
 - Starting up the instance when receiving high number of requests
 - Stopping WebRTC viewers when it is under high load
 - Add integration test codes for some previous features to confirm
 - Use system resources more efficiently
 - Update FFmpeg to 7.1

- Improved IncidentShare user log entry points

Bugfixes

- Solved issue where some users could not see support page
- Removed links to old IncidentShare apps from login page