

Re: CMS Web v6.8.2.55 Release Notice

September 22, 2025

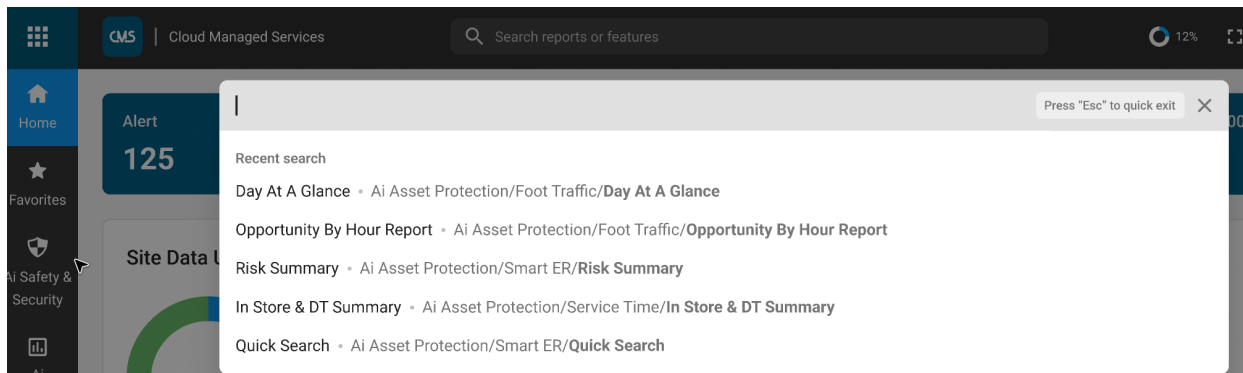
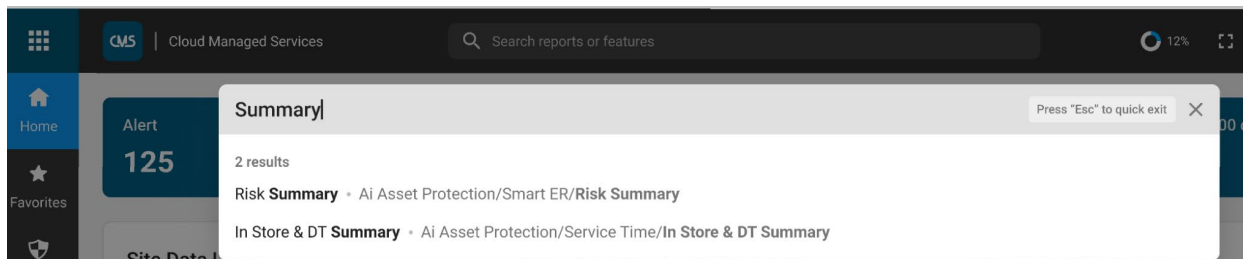
To all of our customers and partners;

This bulletin is the official notice of the **CMS Web v6.8.2.55** release.

New Features

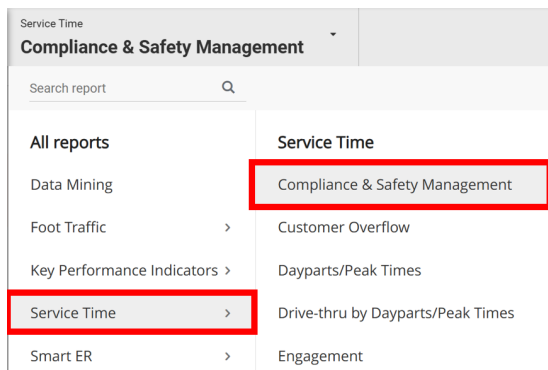
- **Global Search**

Added Global Search to quickly find features and solutions across apps. Results reflect user access, include company filtering for multi-company users, show the last 5 searches, and adjust scope based on CMS-i3Host connection (all modules vs. CMS only). ([#83123](#))



- **Compliance & Safety Management support** ([#80812](#))

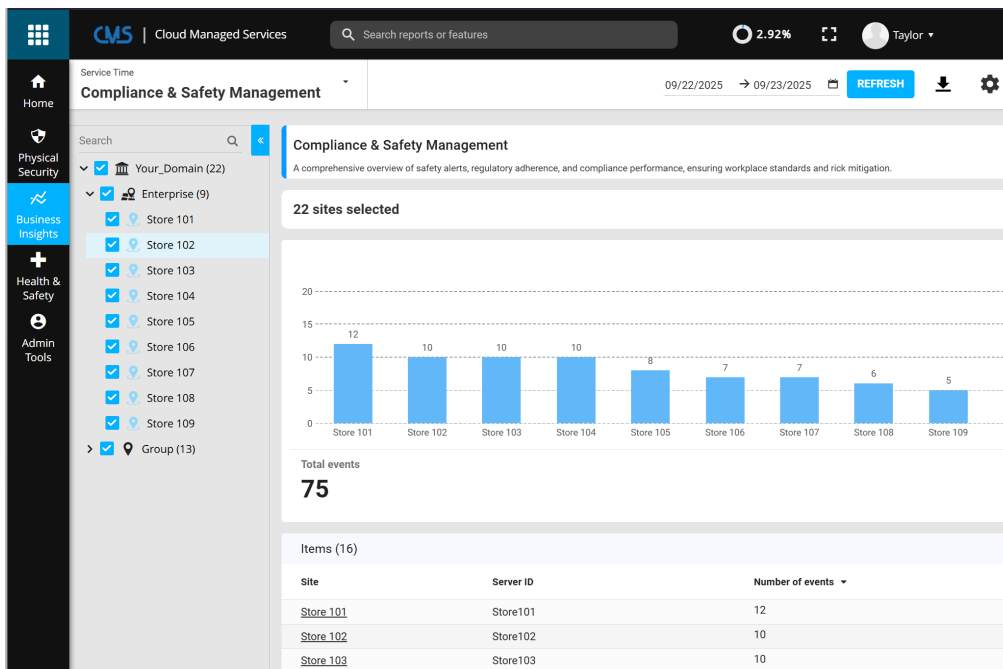
Business Insights > Service Time: Support **Compliance & Safety Management** - Report, email, settings.

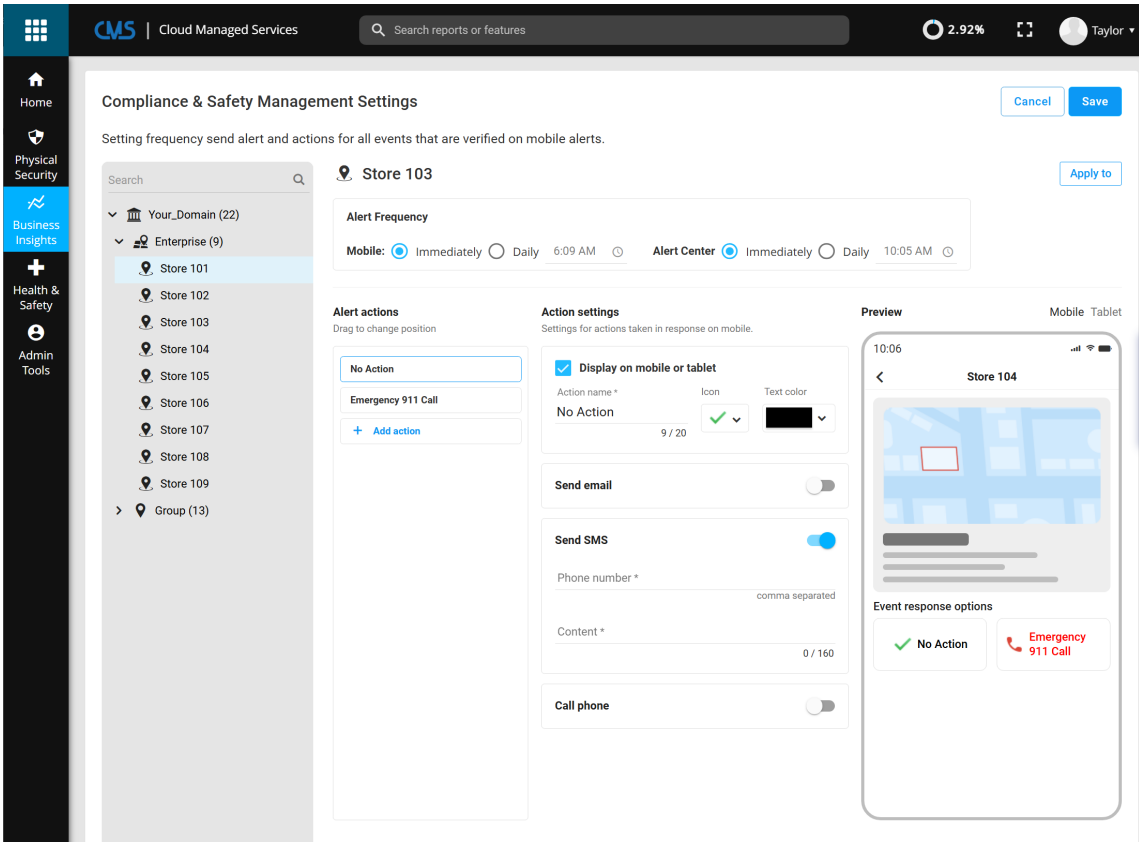
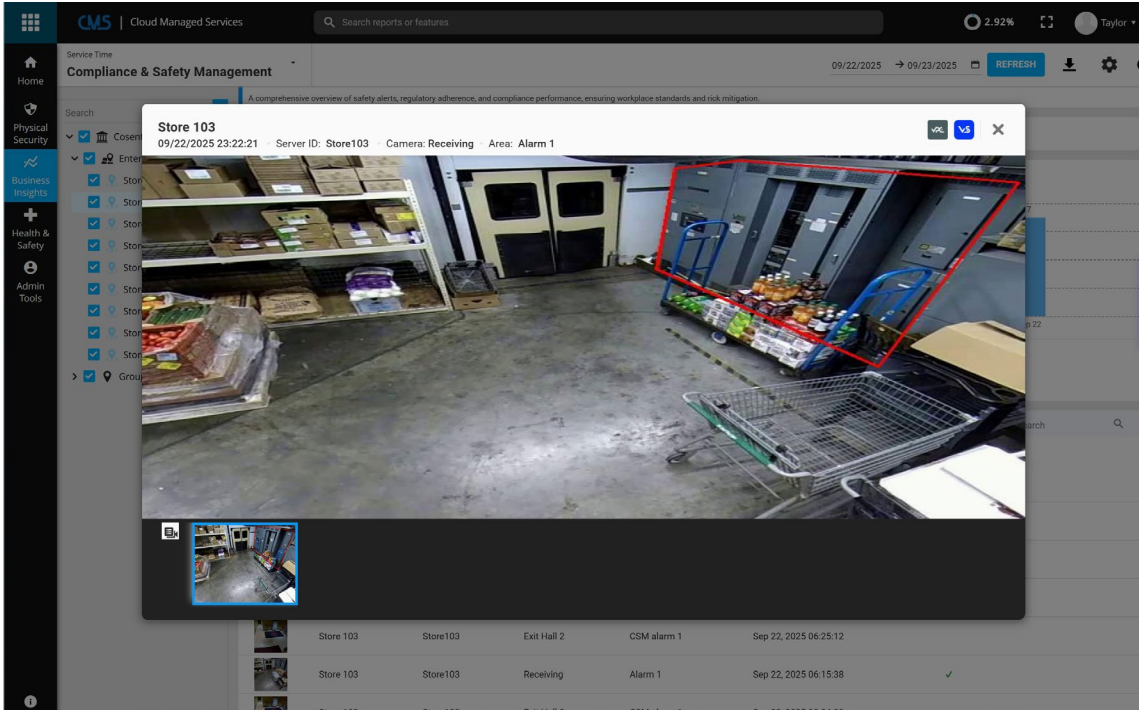


The **Compliance & Safety Management (CSM)** solution empowers organizations to maintain a safe and audit-ready environment by continuously monitoring sensitive facility areas such as fire exits, electrical panels, and restricted zones. Users can define up to six monitoring areas per channel and three per license. The system relies on multiple background reference images captured from the same camera and resolution to ensure accuracy, ideally under different lighting conditions. Live images are continuously compared against these references to detect obstructions or compliance issues. When something is detected, the system does not trigger immediately. Instead, it re-checks the area up to nine times using the configured detection interval (default one minute, adjustable up to 24 hours). Only if the obstruction persists through all re-checks does the system escalate it into an alarm, which is logged in CMS for reporting and review. From there, managers can analyze events by date, channel, or location, with snapshots and video evidence ensuring full transparency. With flexible reporting, export, and alerting options — including scheduled emails, SMS, and mobile access — CSM helps companies proactively minimize risks, maintain compliance, and eliminate surprises during audits.

The CSM Report in CMS centralizes compliance and safety event monitoring with configurable reports, exports, and notifications.

- **Alerts & Event Handling**
CSM alerts integrate directly with the **Alert Center**, providing event logs, thumbnails, site details, and counts for easier validation and escalation.
- **Reporting & Visualization**
Users can generate reports by day, week, month, or hour, with charts, sortable grids, and drill-downs for detailed event analysis. Each event can link to snapshots or video through VPC, VSC, or WebVOD.
- **Settings & Privileges**
Admins can configure alert frequency, file formats, and report types. Privilege-based access ensures only authorized users manage reports, with full integration into User Groups. Mobile apps extend settings and alert delivery on the go.
- **Export & Distribution**
Reports can be exported to **CSV, PDF, or ZIP** with full site, camera, and NVR details. Scheduled email reports are supported, along with SMS and phone alerts for timely notifications.

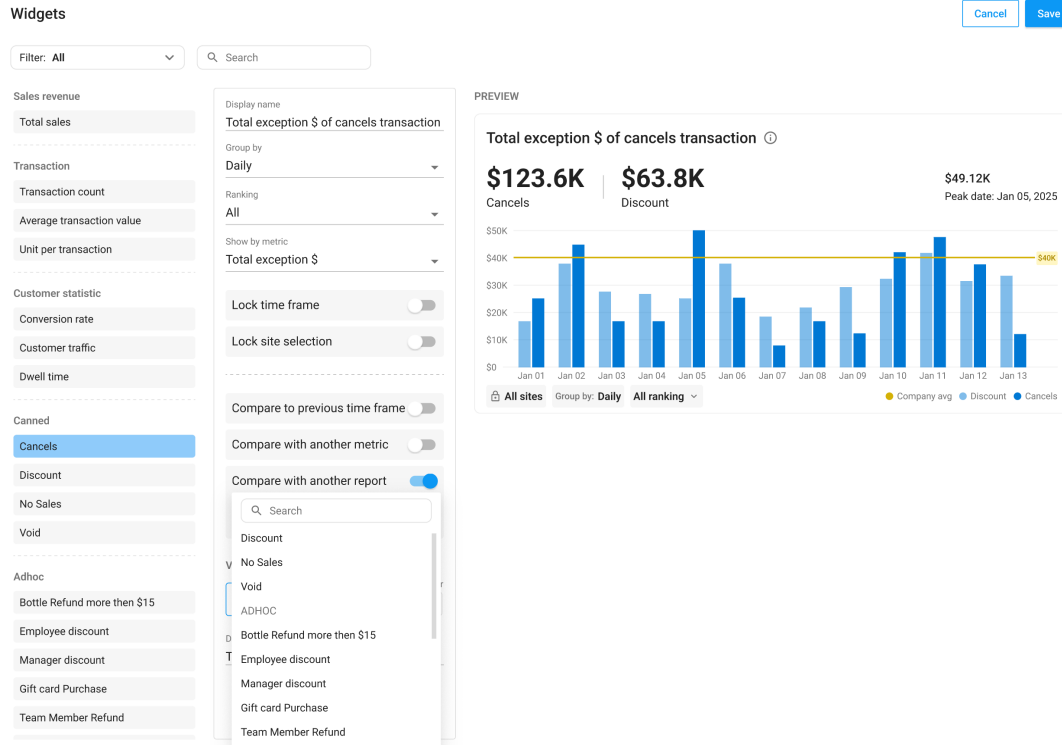




- **New Dashboard (#82002)**

Support for new dashboard layouts, including updated designs, widgets, drilldown alarms, and data handling for site info, Smart ER, and site tree.

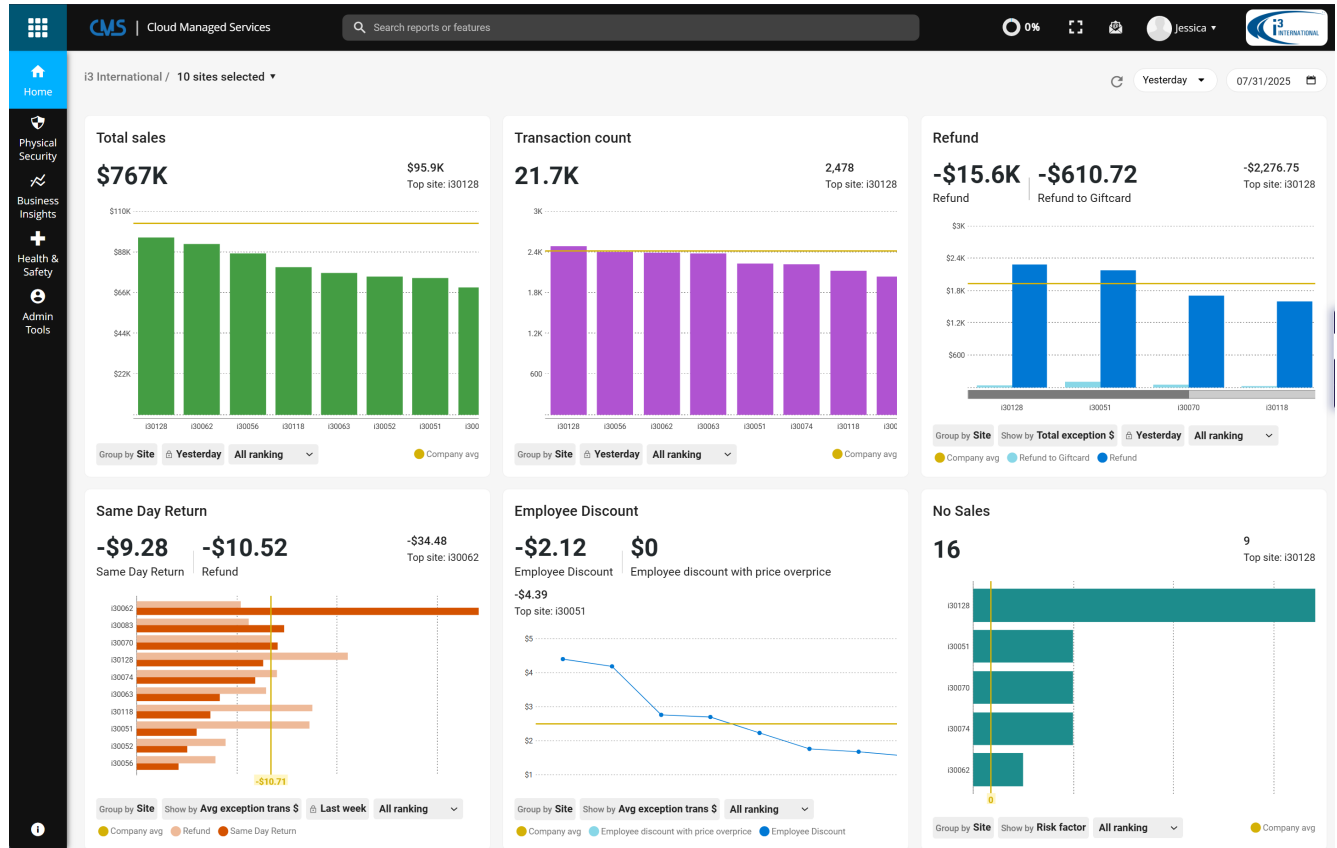
- Compare with another report - Support search report (#89915)



- Added a **Compare with other metric** option to Canned/Ad hoc widgets, allowing an overlay of a second metric (e.g., risk factor, exception %, averages, totals) for side-by-side insight, mutually exclusive with other compare modes. (#88852)
- Added a warning message to block searches or widget saves when the date range or number of selected sites exceeds configured limits. (#93629)
- The dashboard now supports default layouts, starting with a QSR Dashboard that includes sales, transactions, average value, dwell time, and customer traffic widgets. These defaults are automatically applied when creating or upgrading a domain, ensuring consistent setup with correct widget configurations and data (#87958)

Check out this Storylane demo for a close-up look of the new **Dashboard**:

<https://tinyurl.com/cms68dashboard>

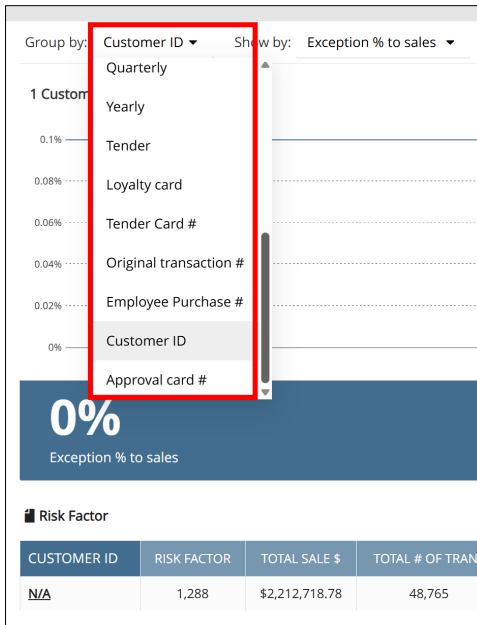
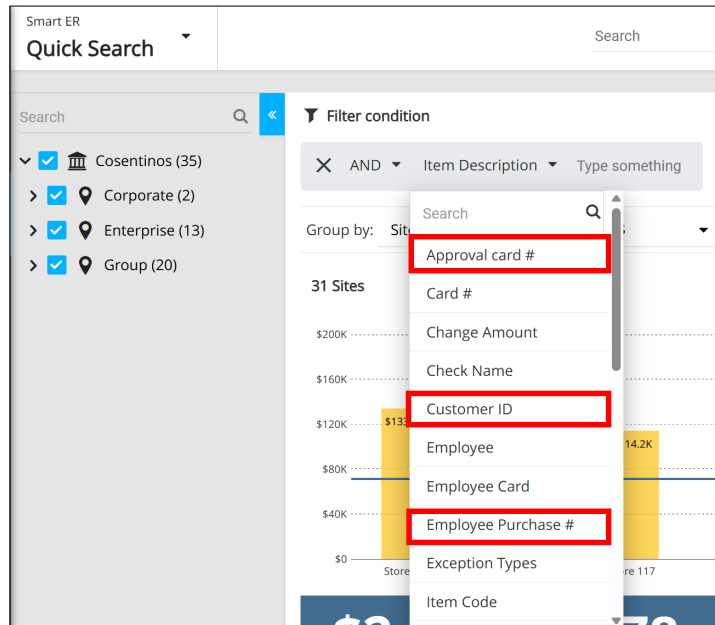


Smart-ER Improvements

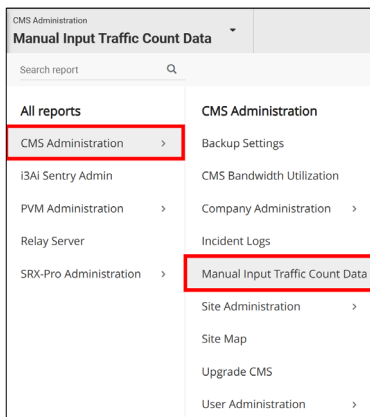
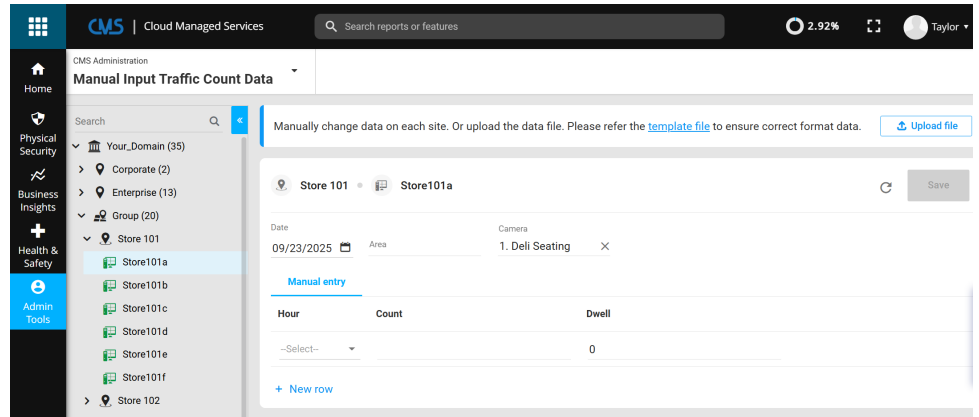
- Added grouping by date, week, month, quarter, and year across Risk Summary, Ad hoc, Canned reports, and Quick Search. (#84760)
- Added grouping by customer ID / original transaction # / employee purchase # / approval card # (#84759), (#84758), (#84757)
- Added filtering by customer ID / original transaction # / employee purchase # / approval card # (#84761) (#84762) (#84763)

Check out this Storylane demo for a close-up look of the new **Smart-ER** features:

<https://tinyurl.com/cms68smart-er>

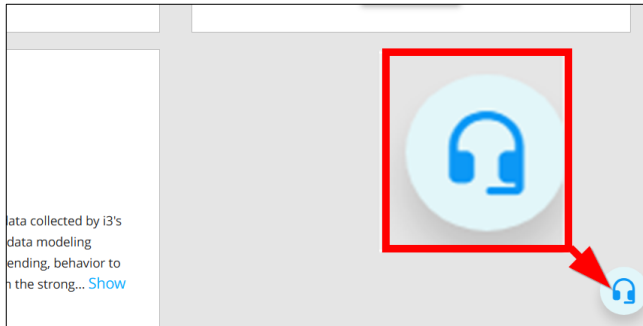



- **Manual data entry for Wait Time by Region (“Donation Count”) function (#86330).**
Under CMS Administration, added Manual Input Traffic Count Data option. This ensures that all sites can contribute “Wait Time by Region”/”Donation Count” information consistently, even in cases where Ai-based video data collection isn’t available. The data integrates seamlessly into existing reports, maintaining a complete view across locations.
 - Support a delete button to remove data entries by hour, ensuring deleted rows are excluded from reports. (#89822)

- **French language support.** If logged into i3Host, switch between English and French in My Account, otherwise, select between English and French on CMS Web page. (#80811)

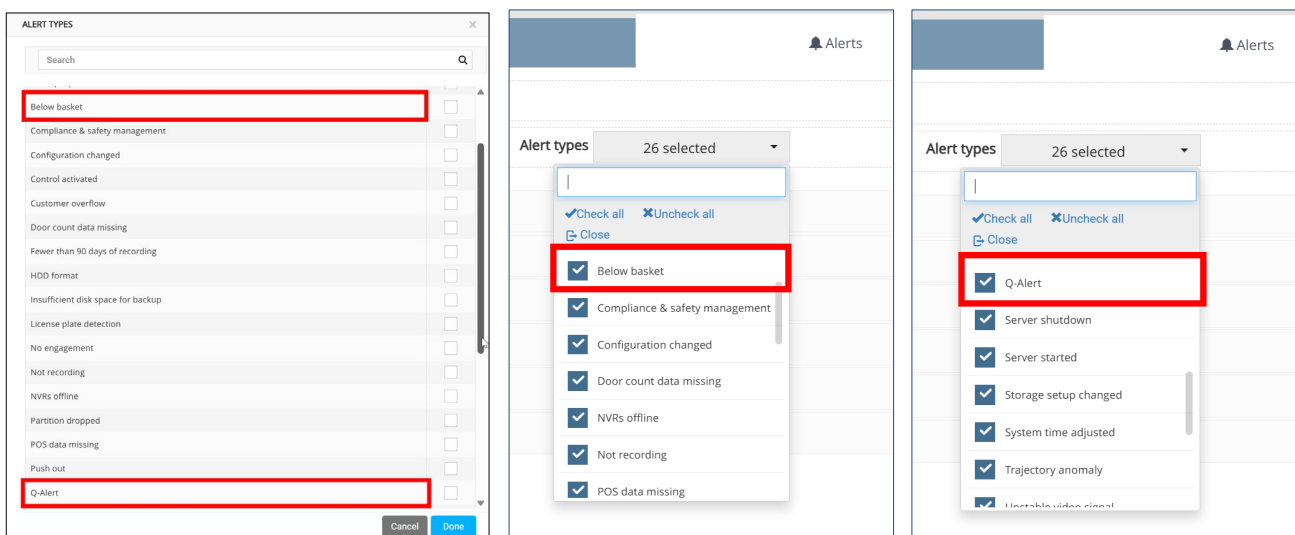
- Support float button to contact support. ([#93396](#))



Features in the testing stage

- **Support Q-Alert** (latest version of i3Ai required) ([#90477](#))
Q-Alert is designed to improve customer service by automatically raising an alarm when someone has been waiting too long at a service desk without an employee present. This feature ensures long wait times are flagged in real time, helping staff respond quickly and maintain high customer service standards. The system monitors defined customer areas and employee areas. If a person or a vehicle remains in the customer area longer than the set dwell time (default: 10 seconds), and no one is detected in the employee area, an alarm is triggered.
- **Support BoC (Bottom of Cart)** alert (latest version of i3Ai required) ([#90475](#))
The Bottom of Cart feature detects items placed under shopping baskets that may be missed during checkout, helping reduce losses and improve accuracy. It allows users to define monitored areas, trigger alerts when items are detected, and control frequency with a minimum alarm interval. The feature is supported across SRX-Pro, CMS Server, and CMS Mobile, and integrates seamlessly into reporting and live monitoring.

In CMS, Q-Alert and BoC alerts can now be found under Email settings and under **Health Monitoring > Site > Alerts** tab filter options.



Improvements

- i3Ai Sentry/Vehicle Analytics & LPR improvements
 - CMS permissions for i3Ai Sentry now include configurable rights for photo database management, control schedules, reports, settings, and admin-level access with updated GUI and privilege handling. (#84192)
 - i3Ai Sentry: Verify alert improvements. (#82711)
Full customization of alert types is now supported. Users can add, edit, delete, and reorder alerts, each with its own unique actions such as sending emails, sending SMS, or calling a phone number. An interactive mobile preview has been added to visualize how alerts will appear, and the interface has been refined with updated error handling, confirmation prompts, and design adjustments for a smoother experience.
 - Support data export in *.csv format. (#80507)
- Trajectory Anomaly improvements:
 - Support switching to VSC, VPC, and WebVOD for video playback, allowing users to view backup videos, switch channels, adjust playback settings, and continue using features like Add Photo within i3Ai Sentry. (#80577)
 - Support exporting reports to **PDF and CSV formats**, replacing Excel export and ensuring accurate data, proper formatting, and video links within the exported files. (#81627)
 - Trajectory Anomaly email reports were updated to send **daily summaries with yesterday's data**, including site anomalies, NVR totals, connected NVRs, and event lists, with improved PDF exports and support for multiple recipients. (#81621)

Check out this Storylane demo for a close-up look of the new **Trajectory Anomaly** features:
<https://tinyurl.com/cms68trajectoryanomaly>

- Engagement report improvements:
 - The Engagement Report now supports the new AI database by replacing distance-based tracking with **engaged time settings**, ensuring more accurate calculations of engaged customers and improved reporting in exports and emails. (#83598)
 - The Engagement report now supports displaying **area-level data**, allowing users to drill down by site, area, and time period to view and compare engagement across multiple areas and channels. (#87032)

Check out this Storylane demo for a close-up look of the new **Engagement Report** features:
<https://tinyurl.com/cms68engagement>

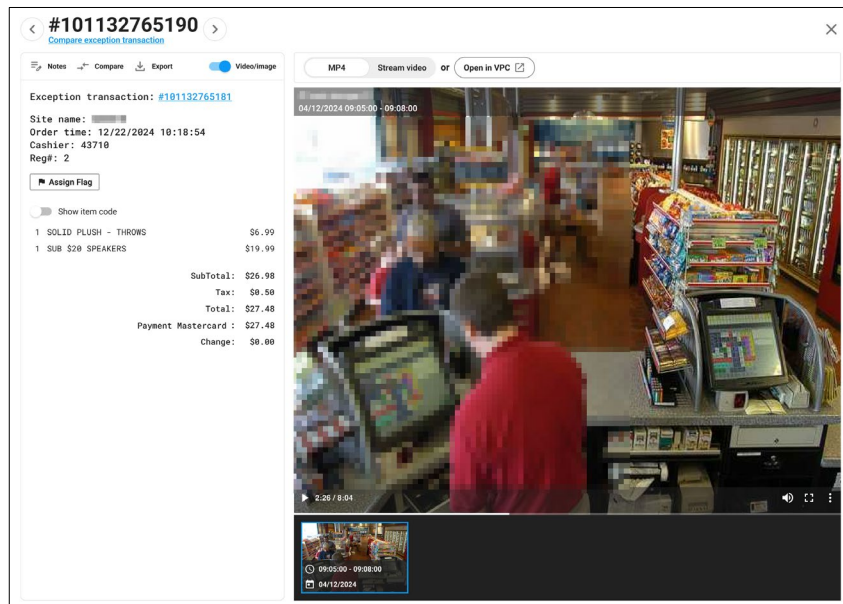
- The Wait Time by Region / Donation Count export now supports rolling exports for the last X days (default 7) to SFTP, ensuring missed or manually entered data is automatically included, with configurable export days and time. (#83770)

- The Velocity Timer report now supports customizing column names (up to 20 characters) and provides a setting to show or hide compare data in the data grid, with changes reflected across reports, emails, and exports for all authorized users. (#80348) (#80363)

Check out this Storylane demo for a close-up look of the new **Velocity Timer** features:
<https://tinyurl.com/cms68velocity-timer>

Columns Setting		
Select field to display		
Columns	Show on chart	Show on grid
Drive off	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Lane total time	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Pre-menu time	<input type="checkbox"/>	<input checked="" type="checkbox"/>
PJU window	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Approach time	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pre-menu	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Total # cars	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Loyal customers	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Departure rate	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Greeting 1 time	<input type="checkbox"/>	<input type="checkbox"/>
Greeting 2 time	<input type="checkbox"/>	<input type="checkbox"/>
Menu 2 time	<input type="checkbox"/>	<input type="checkbox"/>
Curbside pickup time	<input type="checkbox"/>	<input checked="" type="checkbox"/>
ATV	<input type="checkbox"/>	<input type="checkbox"/>
Cashier time	<input type="checkbox"/>	<input type="checkbox"/>
DT gap	<input type="checkbox"/>	<input type="checkbox"/>
Curbside pickup	<input type="checkbox"/>	<input checked="" type="checkbox"/>

- Smart-ER Improvements:
 - Support exporting all reports to CSV with correct formatting for values, percentages, and transaction details. (#86517)
 - Adhoc reporting now supports assigning flags to all sites (including new ones) or only specific sites for risk factor calculations. (#82962)
 - Support current transaction vs original transaction comparison, displaying both side by side for accurate review. (#84376)
 - Support switching between the original and current transaction details within the transaction view. (#84374)



- New layout with updated styling, button positions, and full-screen support for video, images, and transaction info. (#84341)
- Show/hide option for item codes within the transaction detail (hidden by default). (#84343)
- Edit user group/assign sites for special Ad hoc reports
- Support sorting data by key columns such as risk factor, sales, transactions, and exceptions across all report types. (#91148)
- Display additional columns in transaction details and lists, including start/end time and risk factor, with updated column names for clarity. (#87578)
- Smart-ER Ad hoc now includes predefined default reports such as voids, cash refunds, returns, and employee discounts for easier analysis. (#89100)
- Improved Smart-ER by canceling pending Quick Search/Adhoc/Canned requests before starting new ones to prevent slowdowns (#93456)

- CMS mobile integration: Show/hide OAM follows Occupancy Alert report ([#92788](#))
- i3Host integration: i3host integration now enables the 'Download image' option by default when new sites are added and synced to CMS Web. ([#90987](#))
- i3Host integration: CMS feature information of NVRs is now sent to i3host, including whether each feature contains data. ([#91245](#))
- The relay server default quota for each NVR has been increased to 10 GB. ([#88853](#))

Fixed Issues

- Fixed an issue in CMS Mobile integration where users could not log in and received a "Session expired" message ([#89967](#))
- Fixed issues where users with all sites/all users privileges could not see all emails, data usage, or backup sessions ([#86314](#))
- Fixed an issue where the wait time by region report export stopped randomly and only resumed after restarting the web service ([#82944](#))
- Fixed an issue where alarms could not be searched in CMS Mobile, sometimes returning no data or long load times ([#84057](#))
- Fixed an issue where some AI events did not send alarm or area names to CMS in the alarm description. ([#94350](#))
- Fixed an issue where the dashboard always showed a limitation message when locking All sites in widget setup ([#94250](#))
- Fixed an issue where the transaction list did not display for the selected week when drilling down from the UPT (Units per Transaction) widget ([#94447](#))
- Fixed an issue where the SmartER widget showed no data when grouped by Quarterly on the dashboard ([#94269](#))
- Fixed an issue where Adhoc reports using retail conditions returned incorrect transactions. ([#94344](#))
- Fixed an issue where the Wait Time by Region / Donation Count report could not be exported to PDF. ([#94177](#))
- Fixed an issue where the 'Employee Redeeming Gift Cards' Adhoc report showed Total Exception \$ as 0 across all sites. ([#94384](#))
- Fixed an issue where the dashboard sometimes showed "No data" on first access for Canned/Adhoc widgets. ([#94247](#))
- Fixed an issue where the dashboard did not release CPU resources after loading data, causing high usage. ([#93671](#))
- Fixed an issue where email report content differed between users in the same group ([#93536](#))
- Fixed an issue where Smart-ER did not retain the 'All sites' selection when opening reports from email links. ([#92789](#))
- Improved dashboard performance by canceling pending requests before creating new ones when multiple calls are triggered. ([#93319](#))
- Fixed an issue where item prices greater than or equal to 1000 were displayed incorrectly ([#93342](#))
- Fixed an issue where Pre/Next transaction navigation did not work correctly after sorting by Order time in Risk Summary. ([#94040](#))
- Fixed an issue where the Coupon Fraud Adhoc report incorrectly marked transactions as exceptions, causing unnecessary video backups. ([#91909](#))
- Fixed an issue where Smart-ER did not display transaction lists after applying exception calculations to all sites across all Adhoc reports. ([#91948](#))
- Improved Risk Summary by canceling pending requests when refreshing or changing filters to prevent slowdowns ([#93726](#))
- Optimized dashboard performance by improving data loading and average line handling with large datasets. ([#93575](#))



About version:

Version: 6.8.2.55
Build: September 8, 2025
Please contact CMS support if you have any questions or issues.

Release History

Version	Release Type	Build date
6.8.2.55 (this version)	Production	September 8, 2025
6.8.2.0	Interim Version	July 4, 2025
6.7.2.0	Production	May 14, 2025
6.6.2.0	Production	May 20, 2024
6.5.2.0	Limited release	October 02, 2023
6.3.2.2	Limited release	April 21, 2023
6.1.2.0	Limited release	March 7, 2022

Please contact technical support if you have any questions or issues.
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