



Manitou 2.1.43 Release Notes

October 2024 **INTERNAL COPY**

Manitou®

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Enhancements/Features

49734 Additional View to the Alarm Queue Display for Summary View by Customer

We added a third alarm queue display option called Summary by Customer ID that allows for the roll up style of the Master Customer view.

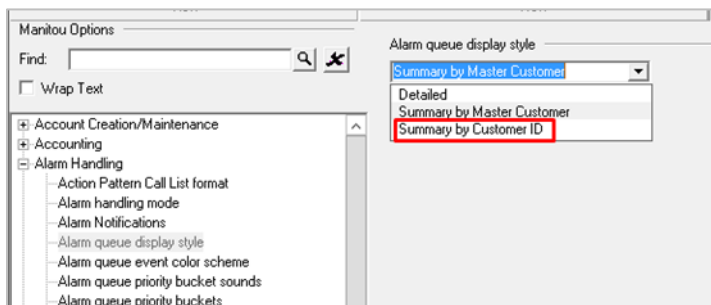
In previous Manitou versions there were two options to display the alarm queue:

- Detailed: This lists out every single alarm. If there are multiple alarms for a single customer, it lists each individual alarm.
- Summary by Master Customer: This rolls all the alarms for a single customer into one alarm queue log line and indicates how many alarms are within that alarm line.

When using the Summary by Master Customer view, if there are master/sub or main/sub accounts, those sub accounts may have different addresses and different needs than the master/main account. When using the Master Customer view, all the alarms from the sub accounts roll up under the master/main account.

The new third display option, Summary by Customer ID, allows for the roll up style of the Master Customer view, but sub accounts will no longer roll up under the Master/Main account, they will now roll up under their own individual CustomerIDs.

The new option can be set in the Supervisor Workstation: under Tools > Options, then under Alarm Handling > Alarm Queue display style. Updating this option requires a Broker restart for the changes to take place.



49622 Updated Notify to work as “Broadcast to All” AutoText 2.0 []

We removed the box for “Broadcast to All” under the Notify Action Pattern Action Command. We updated functionality so that all Notify actions will behave in a “Broadcast to All” manner. This includes Notify via email using the Publisher; Notify via SMS Message using the Auto Text option connecting to a Media Gateway that uses SMS Message reverse commands; and Notify Text To Speech, using the Open Voice option connecting to Media Gateway that uses Text To Speech reverse commands. Any existing action commands that are using Notify, will be converted to a Contact command. This is done with the database migrations with the DBManager. Prior to the conversion, a backup of the actions is taken and stored in the database.

Notify action versus Contact action:

Contact action, the actions will happen one at a time. One successful Contact will mark additional instances of a contact as being complete. When a Contact is used on a call list, one successful Contact of that call list will mark the entire call list as being complete and move to the next action.

Notify action will send out all notifications within an action at one time. There are three options for Notify: Email (publisher), SMS Message (Media Gateway), Text to Speech (Media Gateway). When using Notify Email as soon as the email is sent it will be considered successful and move to the next action. For SMS Message and Text to Speech, how the actions progress depends on any response back or time out. Regardless of success with a Notify action, it will not mark subsequent Notify or Contact actions as being complete.

Media Gateway changes:

There are three new menus that can be imported for the SMS Message option. The new menus are:

- MS_SMS Basic Notificiation.xml
- MS_SMS Alarm Notify.xml
- MS_SMS Extend OC Schedule.xml

Please see [Notify AutoText 2.0 document](#) for more detailed information on set up and use.

Application Corrections

48813 BoldNet profile has monitoring status change permissions disabled — few instances these permissions are ignored [00095220]

Issue: There was an issue when editing details on a customer in BoldNet. After the Monitoring Status had been updated in Manitou, it would change the Monitoring Status to whatever it was in BoldNet at the time of saving. This would override the changes made in Manitou.

Solution: We fixed an issue where BoldNet users who have permission to view but not edit certain fields were changing the customer status inadvertently.

27218 2.1.33 BoldNet / MWC: Status refresh issue [00023834]

Issue: When multiple users were logged in and making changes to the Monitoring Status (active/inactive/pending) if a user did not refresh the whole page, it did not reflect your change, but the activity logs showed you made the change.

Solution: Clicking the refresh icon in the customer status pane now dynamically updates the monitoring status icon in the details pane.

48421 SIU query does not include subtype causing error (Authorities all have the same number) [110310]

Issue: If you attempted to use the Standard Import Utility to import police, fire, and medical authorities with the same phone number, it would error and not import.

Solution: When using Standard Import Utility (SIU) to attach Authorities to a Customer and insert into the database, we were searching existing Authorities to see if the new authority existed, based on contact point. This worked unless adding an authority with the same contact point even though they were to be used as a different authority type.

For example, if a police authority existed with contact point of 512-555-0001 and SIU was inserting a fire authority with the same contact point, it would fail.

This has been corrected. SIU now searches by contact point, authority type (subtype), and country. In the above example, the fire authority would be added to the customer and database as a fire authority.

If the authority already exists in the database with a different contact point, the insert will fail because the SIU cannot create the authority with the ID from the import file because it already exists.

If an authority exists with the same subtype and same contact point but a different AuthorityID, a new authority will not be added to the database and the authority with the matching contact point will be added to the customer, regardless of the AuthorityID specified in the import file.

44778 Customer ID not loading when selecting F4 Manual Signal from within an alarm [00049335]

Issue: When handling an alarm and selecting F4 Manual Signal from within the alarm, the Customer ID field was blank so the Operator would have to manually enter it, unlike the VB Client that automatically pulls up the relevant Customer ID.

Solution: Now when users process an alarm, and they press F4 to enter a Manual Signal, the customer ID will be loaded automatically into the Customer ID field, so that the user does not have to manually enter the customer ID.

51418 Critical Notification []

Issue: Need to bypass the Notify User settings in Supervisor Workstation for Critical System messages.

Solution: We made a change so that regardless of the Notify User settings in Supervisor Workstation under Options > System > Notify Users... (4 settings in all), the Notification icon will show in the Navigation bar for system critical issues even if the settings in Supervisor Workstation are set to 'no'. The system notifications will show for the following:

- Maintenance announced.
- Station needs to be restarted.
- Call quality changed.
- Maintenance started.
- Switch to the backup host.
- Switch back to the primary host.
- Maintenance completed.
- Communication to VCC server was lost.
- Server cannot receive events.
- Duplicate WebSocket connection.

50889 Duplicating accounts with label and jump to is causing an error in legacy and web client [00100118]

Issue: Could not copy from existing customer account that has two action patterns with the same label and jump to (for example: check & check) without changing one label and jump to. The following error was being received: "Actions command name "Retry" is duplicated - action code OBVLOOP."

Solution: The issue where duplicating an account that has two or more Action Patterns each having a Label with the same name would present an error when saving the account has been fixed.

The same error would occur when adding an Action Pattern with a Label, and then adding a second Action Pattern with the same Label name. When trying to save the account an error would prevent the save from completing. This issue did have a work around, where a user could add the first Action Pattern and save, then add the second Action Pattern and save. This issue has been fixed, and now the user does not have to perform two separate saves on the account.

41354 Cannot expand customer name on account [00091137]

Issue: When the Customer Name on the Account was too long, it did not display the whole name in the Alarm Queue, and the user could not expand that field.

Solution: We changed the alarm queue so that a tooltip shows the customer name when hovered over with the mouse. Longer customer names are visible when hovering over the name to view the tooltip.

48160 MWC: Clicking the Edit button/icon on Billing Charges that don't have Signal Overage defined locks up the MWC and doesn't allow for edits anywhere else until a Reload is done []

Issue: Clicking the Edit button/icon on Billing Charges that did not have Signal Overage defined locked up the MWC and did not allow for edits anywhere else until a Reload was done.

Solution: This issue has been fixed, now when clicking the edit icon in Billing Charges on those that do not have Signal Overage included, under Monitoring Company, it functions as intended. It no longer breaks the functionality in the rest of the web client.

49588 REST API call for manual signal not working [00112696]

Issue: Unable to send a manual signal into a test account in BoldNet using the REST API.

Solution: This is by design. We updated the Swagger documentation to exclude the manual signals endpoint for BoldNet as well as the FEPManual Signal.

30359 OWS: Alternate Schedules are not changing when modified [00026679]

Issue: Alternate Schedules did not change when modified.

Solution: We added a reminder dialog that pops up when editing Alternate Schedules. The process to update the rows like the user is expecting in Alternate Schedules would be to make changes to the From Date and To Date, and then run the Use Wizard option to update the rows with new dates. This will update rows as expected.

49394 MWC: Dealer programming freezes when editing [00110434]

Issue: When editing a dealer's Event Actions Programming the browser would freeze and become unresponsive. If a user selected Wait, it would partially load before becoming unresponsive again. If the user selected Exit Page, it would close Manitou, and the user needed to log in again. This occurred on Dealer accounts with over 200 lines in Event Programming.

Solution: We fixed the freezing of events programming by making rows read-only. Edit mode is now enabled when the user clicks on a row, avoiding the initial rendering delay that was causing the issue.

49823 Won't let you search with a colon in Neo [00105326]

Issue: Searching when using a colon did not work and showed a message that read "Invalid Search" underneath when trying to use the colon.

Solution: We added the colon to the getPattern method to allow valid values for Customer ID as well as Master Customer ID.

46778 MWC: Authority maintenance SearchBy inconsistent with OWS [00100029]

Issue: Using the MWC to edit an Authority Name through Authority Maintenance resulted in the SearchAs/FileAs field re-formatted in the same manner as "Residential" Customer (last word first, then a comma, and then the remainder of field contents).

Solution: We removed the code that was reversing the Authority Name in the Search By field (FileAs).

46897 MWC: Increase permit character limit from current limit of 15 [00104481]

Issue: When attempting to insert a permit # into the permits portion of an account, the number was being cut off because of a character limit. Users need the character limit increased for the permit number field so that the police/fire dispatches are not denied.

Solution: We increased the character limit for permit numbers to 25 in Manitou Web Client.

50731 Media Gateway: Getting errors when using the menu item GetMultiKeyPressed []

Issue: When using the Media Gateway menu item GetMultiKeyPressed, users were getting errors before receiving any data back.

Solution: We fixed a null reference error in Media Gateway when trying to get multi-input from a user on a phone call. We also fixed a sequence number problem where Manitou (rarely) misinterpreted responses from the PBXServer.

51800 MWC: Getting an error when Five9 is attempting to load campaigns before users choose their skills []

Issue: When trying to log into the Five9 dialer, it was trying to load Campaigns before the user chose their skills. This resulted in a “Get Campaigns Failed” message.

Solution: We changed the order in which we load Campaigns. Now we do not try to get Campaigns until after the user has selected their skills and the user login state is updated.

48081, 27617 MWC: Changes to the Contact NameID and Alarm No (Reference Number) log in Activity, but do not stay sticky in the dialog []

Issue: Updates to the Authority contact dialog for NameID and Alarm No (ref no.) were not sticking in subsequent changes to the dialog. Also, the **Cancel Dispatch** checkbox was not always present.

Solution: We fixed an issue where the Authority Contact dialog would not display the most recent information for ‘Name/ID’ or ‘Alarm No’ if the Authority was contacted more than once. The dialog would display the data from the first time of contact instead of the most recent. The **Cancel Dispatch** checkbox now shows as expected.

29804 BoldNet Client: Remove reference to NEO on the title bar for branding [26988]

Issue: Default Branding bar for BoldNet still showed BoldNetNeo.

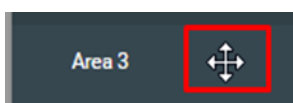
Solution: We removed “Neo” from the defaulted branding.

50630 Plans: Drag & Drop zones onto map not working properly [00114222]

Issue: Whenever you attempted to drag and drop zones from the list on the left side of the screen into your uploaded plans, it highlighted all the items around it blue, and then you had to click to de-select everything before you could drag and drop more zones.

Solution: We updated these items in plans and applied these changes for each of the categories: Areas, Zone, Sectors, Fields of View, Devices, Customer Links, Plan Links, Labels, and Compass.

- 1- When dragging items from the left listings, only the selected item gets selected for dragging. Previously everything below would appear like it was being selected. Due to the changes, the cursor is now a Move cursor as opposed to the Grab cursor.



- 2- Previously, you had to click on the right arrow to open a category listing. Now clicking on the Title opens the listing of items.
- 3- When dragging items to plans, the left listing would not indicate that the item was dragged.
- 4- When removing items from the plans, the left listing would not indicate that the item is available again.

52071 Errors sending ad hoc reports to existing contact destinations [00118930]

Issue: When sending Ad hoc reports from general Reports or from Reports within a customer record, it was incorrectly trying to use a phone number and not the email contact point. This resulted in an error from the Publisher that showed an invalid contact type attribute.

Solution: We corrected an issue when running ad hoc reports and selecting contact points for emailing; the MWC would not always save the correct contact point that contained the email address.

43851 MEW factor on MWC Dashboard has extra Commercial Inactive Accounts [00066876]

Issue: MEW factor in Neo has two commercial inactive and does not have a commercial active.

Solution: We changed the MEW (Monitoring Equivalent Weight) statistics page (Display > Compliance > MEW Factors) on the dashboard to report on other Customer Premises Types beyond just Residential and Commercial.

These other Customer Premises Types can be added to the system through SWS > Maintenance > Subtypes > Customer Premises Types.

They will be treated like Commercial Premises Types and will use the appropriate multiplier based Open/Close schedules found on the Areas for customers who have been assigned those types. They will also have the designation of 'Inactive' if no open/close schedule is applied for any area on the customer.

The dashboard allows users to display data in different views. When using any of the non-table formats (bar or pie) options, exporting the data is an option. Exporting has been considered for the customer defined premises types.

52072 Plans: Not completing/closing an area shape and saving causes an error that locks up user-created plans []

Issue: When creating a Plan and adding an Area, when drawing the shape of the Area if you did not "close" or complete the shape and click Save, it caused an error. After this error you could no longer access the Area that you attempted to create and therefore it could not be deleted, which locked up the Plan. You also could not add any other Areas that you may have.

Solution: There was an issue where users could save Plan Items with incomplete data. This would corrupt plans with the only fix being a direct database table clean up or deleting the plan layer and re-adding all items. Now, when the user does a save on the customer, the plan items are checked, and any that do not have complete data are listed in a dialog to alert the user with a notification that those items will not be saved. This keeps the plans accessible so the user can reapply the plan items if needed.

52251, 52068 Default application auto dialer needs spacing taken out and not URI encoded. [00119175]

Issue: A customer was using the default application auto dialer, and the autodial vendor said it would not work with the URI encoding and spaces we put in the number. We currently output the number like this tel:%201%20(719)%20555-1212, which is tel:+1 (719) 555-1212 not URI encoded.

Solution: Previously, if using the Default Application auto dialer in MWC, it would URI encode the phone number. This was causing some telephony software problems as it did not expect the phone number to be URI encoded. We changed this so that the phone number is not URI encoded, and we now strip spaces out of the phone number as well.

52239 Plans: Shapes that are removed continue to appear when clicking on bookmark lookup []

Issue: Removed items from layer on a plan would reappear when clicking on the Bookmark icon to flash an existing item on the layer or when viewing another layer, then going back to the layer where the items were removed

Solution: This issue has been fixed and now when the items on a layer are removed, they no longer reappear when clicking the bookmark icon.

52289 MNEO>Action Pattern>Override Auto Text: After entering one action with Override auto text all subsequent actions using the same don't show the correct automation command []

Issue: When adding multiple Contact or Notify Action Pattern actions in the same Action Pattern, even though the user selects SMS MESSAGE, once the action was applied, it was showing as Text To Speech.

Solution: We fixed an issue where Manitou was inadvertently stepping on the reverse command list object, which was making command sequences possibly look like other command sequences.

52916 MWC: Entering new Zones, the focus doesn't fall on the Area like it should []

Issue: When entering new Zones in the web client the focus was not falling on the first field, the Area field. The focus was landing in Zone Description. This caused the user to have to back-tab to fill in the Area and Zone number field.

Solution: Now on form entry the focus is on the Area prompt for new rows.

53006 MWC: After doing a Send Email on an Ad Hoc report, clicking display or download just re-sends the email []

Issue: Running an Ad Hoc report from a customer record or from the hamburger menu (Reports > System Reports) and selecting destinations to email the report to. After clicking Send Email if the user clicked on Display Now or either of the Download options, the report would not display or download. It would re-publish the report and send out the email reports again.

Solution: We corrected the behaviour so that clicking Display will display the report and clicking either download option will download the report. It will not re-send out the report.

KNOWN ISSUE: During this fix it was found that clicking Display/Download when there are email destination(s) selected, the report will show in the report queue as "Report Completed" as it would do for a report that is not published. However, it will show all the email destination(s), and they will show as Pending. The report is not Pending, and the Publisher does not have the report to re-send/publish. The report status is correct in that the report is completed. This issue will be resolved in the next release.

Database Changes

Converting any Notify actions to Contact actions for the Auto Text 2.0 changes.

46897 Increase Permit character limit from current limit of 15 [00104481]

We updated the Manitou Permit table Permit column to have a maximum length of 25 characters instead of 15.

System Requirements

Minimum System Requirements

- Windows Server 2016

- 8 GB Memory
- Dual Core Processor
- Microsoft® SQL Express 2014 / Microsoft SQL Server 2014
- 50 GB of Free Space for Database
- Windows 10 for Operator Workstations

TLS 1.2 is now supported, and ALL servers should be configured to support this. The Nartac IIS Crypto tool is very useful for verifying this is supported.

.NET 4.8 is required for full compatibility with current updates of the PBX server and several other Manitou components. <https://docs.microsoft.com/en-us/dotnet/framework/get-started/system-requirements>

If you are updating Media Gateway, PBX Server, or LocationServer please make sure that the latest Microsoft OLEDB drivers are installed. This should just be done on ALL servers.

<https://docs.microsoft.com/en-us/sql/connect/oledb/download-oledb-driver-for-sql-server?view=sql-server-ver15>.

.Net 4.8 is needed for VCC on workstations that use ONVIF or Avigilon 7 drivers.

Manitou Web Clients and BoldNet requires the use of a certificate issued by a valid certificate authority. We do not support the use of invalid self-signed certificates in a production environment.

End-of-Support

Microsoft periodically ends support for some products. Due to this we can no longer support the following:

- Windows Server 2012 R2 and older
- Microsoft® SQL Express 2012 / Microsoft SQL Server 2012 and older
- Windows 7
- Windows XP

Internal Changes (not on customer release notes)

45477 Cloud Receiver Stuck Signal and added fields for DNIS, ANI, CustomerID and AccountNumber into the tables []

Issue: The Cloud Receiver is sticking on signals that do not get an ACK. This requires a manual clearing of the signal from the database to allow for all the rest of the signals to be processed.

Solution: Updated the config for the service to include a parameter of ""AlwaysAck": true," This will prevent the stuck signals from happening. Also added Customer ID into the Output table, and DNIS, ANI, and AccountNumber into the Signals tables.

48813 BoldNet profile has monitoring status change permissions disabled — few instances these permissions are ignored [00095220]

[INTERNAL: A fix was applied years ago but it was only checking the "CanView" permissions and should have been looking at the "CanEdit" permission.]