

Sorted By Software Component

Moved to SF KB - DO NOT USE

Reference Chart (Legend)

Bold will be introducing some terms and abbreviations in these release notes. Some of them will be familiar, but some are new. Please refer to the table below to reference the description of the abbreviation or term.

Term/Abbreviation	Description
BNEO	BoldNetNEO
BNM	BoldNet Mobile
BNS	BoldNet Silverlight (legacy)
Card	A boxed area on any of the ManitouNEO/BoldNetNEO screens which contains data
IGW	Integration Gateway
MDKNEO	Manitou Developer Kit (REST API for integration development)
MG	Bold MediaGateway
MNEO	ManitouNEO - the release outlined in this document
NM	Bold NotifyMe
OWS	Operator Workstation Visual Basic (legacy) Client
PBX	Bold PBX Server or PBX Enterprise
SWS	Supervisor Workstation Visual Basic (legacy) Client
UC	Bold UniversalConnector
VCC	Video Control Center
N	New Feature included in this release (may include a set of ITEMS)
E	Enhancement to an existing feature updated in this release

F	Fix for an issue reported in previous releases (commonly referred to as a “bug.”)
C	Clarification on how an item should function
CAS	Support Case (ticket) number related to reported issue
ITEM	Product Backlog Item, Feature, User Story, or Bug - Internal tracking number used by Bold in our development management environment (DevOps)

2.1u4-X (document reference number) Category (N, E, or F) Description [CAS/ITEM] (if applicable)All items will have a header indication as follows:

Example:

2.1u4-1 (N) Alarm Takeover Feature [ITEM 12345]

ManitouNEO 2.1 General Release Notes

Administrative Items – Global Options, Permissions, and Configuration Items

SWS – Tools – Options

2.1u4-1 (N) Global option to setup Dealer User Defined Fields

In this release, the ability to create User Defined Fields at the Dealer level is introduced. The functionality is identical to Customer and Contact User Defined Fields. This is in the Account Creation section.

2.1u4-2 (N) Global option for different audio alert tones based on priority

ManitouNEO 2.1 changes the way that audio is presented to operators during alarm events. Rather than using .WAV files on the local client, the new option allows users to import sound files (.WAV) into the Manitou database. These audio files can be assigned to priority buckets. This option is found in the section under Alarm Handling.

2.1u4-3 (N) Global option to include job title on call lists [ITEM 17370]

Call lists can now include the contact's job title in the Action Pattern. This is a free format text box stored in the Contact List – Name & Address card. This setting is under the Alarm Handling section.

2.1u4-4 (N) Global option to disable automatically closing the VCC [ITEM 12182]

By default, ManitouNEO will automatically close the VCC when closing out of an alarm (defer, suspend, close, or cancel). This option will disable the automatic closing of the video even if the user logs out of MNEO (i.e., switch users). This setting is found in the Alarm Handling section.

2.1u4-5 (E) Change to global option to set a mapping service Geocode license key

This option (formerly labeled "GEOCODEKEY") was changed to provide consistency in the labeling of the Location/GPS data. The new label is "Map GeoCode Service Key" and is found in the Location/GPS section.

2.1u4-6 (N) Global option for period to keep expired alternate schedules [ITEM 18389]

Manitou now supports the ability to set the number of days to keep expired alternate schedules. After that time, the system will automatically purge alternate schedules. This setting is found in the section labeled Purge.

2.1u4-7 (N) Global options to purge video clips in Activity Log

If video clips are stored in the Manitou database (default behavior), users can now set the video clips to purge from the database independently from the other Customer Activity Log history. This option is indicated as days to hold video clips. Manitou will not hold video clips longer than normal history if a purge setting is indicated for that global option. This is found in the Purge section.

2.1u4-8 (N) Global option to keep carriage returns/line feeds (CR/LF) in comments when displayed on the alarm screen

This new option will retain the line breaks inserted into comments during data entry when displaying the comments on an alarm screen. This new option is in the section labeled System.

2.1u4-9 (N) Global option to alert users on account update

In situations where multiple users are viewing an account, this option will provide a dialog box to the other user(s) noting that the account was just modified. This setting is found in the System section.

2.1u4-10 (N) Global option to notify other users on account view

This new option will provide a dialog box to either an operator handling a customer's alarm or a user editing an account if another user opens the customer record in view mode. This setting is also found in the System section.

2.1u4-11 (N) Global option to alert other users on activity log update [ITEM 8158]

Users may now update a customer's activity log with "Read Only" permissions even when another user is handling an alarm for the customer. If this option is enabled, all users viewing the customer or handling the alarm will receive a notification that the activity log has been updated. This setting is found under System.

2.1u4-12 (N) Global option to notify users that an account is currently in alarm

Users who open an account to either view or edit information will receive a dialog box if the customer is currently in an alarm being handled by another operator. This does include items being handled by the Auto-Client. This setting is in the System section.

2.1u4-13 (N) Global option to enter the NotifyMe Central Station ID

Bold NotifyMe, the smartphone app which receives push notifications and allows for communication between other account contacts, was completely redesigned for more efficient configuration and an intuitive, reliable user experience. This global option is the location where an administrator must enter the Central Station ID as provided in the <https://boldnotifyme.com> portal. This item is found in the System section.

2.1u4-14 (N) Global option for the NotifyMe Host URL

This option field must be populated with the web address of the Bold NotifyMe server through which communications are established. In most cases, this will be <https://boldnotifyme.com>. This field is in the System section.

SWS – Maintenance – Setup – Permissions

2.1u4-15 (N) Enhanced Scripts

This new permission will allow a user to view, add, edit, and/or delete Enhanced Script Messages in MNEO, BNEO, and MDKNEO. It is found under Maintenance – Administrative.

2.1u4-16 (E) Event Codes

This permission will allow a user to view, add, edit, and/or delete Event Codes in MNEO, BNEO, and MDKNEO. It is found under Maintenance – Administrative. Formerly, this was reserved to access through the SWS only.

2.1u4-17 (N) Incident Reports

Incident Reports are introduced in ManitouNEO 2.1. This new permission will allow a user to view, add, edit, and/or delete Incident Reports in MNEO, BNEO, and MDKNEO. It is found under Maintenance – Customer.

2.1u4-18 (N) Subscriptions

ManitouNEO 2.1 introduces Enhanced Subscriptions, expanding the content and conditions in which information is sent to contacts via email. This permission includes view and edit for MNEO, BNEO, and MDKNEO and is found under Maintenance – Customer.

2.1u4-19 (N) Dealer User Defined Fields

This permission will allow a user to view, add, edit, and/or delete information stored in the User Defined Fields at the Dealer level.

2.1u4-20 (N) Authority Call History Report

This is a new report item added to this release. Refer to “Reports” section for information regarding this report. The permission to view this report (and generate it) resides under System Reports – Report Types. It is available in MNEO, BNEO, OWS, SWS, and MDKNEO.

2.1u4-21 (N) Authority Response Report

This is also a new report item added to this release. Refer to “Reports” section for information regarding this report. The permission to view this report (and generate it) resides under System Reports – Report Types. It is available in MNEO, BNEO, OWS, SWS, and MDKNEO.

2.1u4-22 (F) Application of Permissions to Maintenance Issues [CAS MXD-637-86121]

Users without appropriate permissions to access Customer Maintenance Issues had visibility to them in MNEO. This is fixed in 2.1u3 to adhere to permissions granted to a user.

Maintenance – Setup – Integration Gateway

2.1u4-23 (N) Import audio files for association with Priority buckets

At the top of the Integration Gateway tree, there is an item listed as Manitou CS Sounds. In edit mode, a user can click add and select Manitou Sounds from the pop-up box. Once created, the user can import a .WAV file for association with a priority bucket in SWS.

2.1u4-24 (F) Event Map for OpenEye not honored [Item 151]

Bold detected a defect in the system regarding the use of the OpenEye Event Map inserted in a recent database update. The Integration Gateway is reporting the EvMap as "OE." However, the name of the EvMap inserted into Manitou is labeled "OPENEYE." To correct this issue, THERE IS A REQUIRED USER ACTION ON YOUR MANITOU SYSTEM(S). Navigate to the Manitou\IntegrationGatewayDrivers directory (typically C:\Program Files (x86)\Bold Technologies\Manitou\IntegrationGatewayDrivers). Find the OpenEye.config files and open using Notepad or Notepad++ (Notepad++ is a freeware download easily found on Google). The text of the file should look similar to the following:

```
<?xml version="1.0" encoding="utf-8" ?>
<OpenEye>
  <hostaddress>https://restapi-ex.gp4f.com/api/bold/alerts/Z6XXXX</hostaddress>
  <hostport>80</hostport>
  <fepport>7788</fepport>
  <username>bobb@boldgroup.com</username>
  <password>*****</password>
</OpenEye>
```

Insert a new line into the file beneath the <feppoint> line with the following:

```
<eventtype>OPENEYE</eventtype>
```

The entire configuration file should look like the following after the change is applied:

```
<?xml version="1.0" encoding="utf-8" ?>
<OpenEye>
  <hostaddress>https://restapi-ex.gp4f.com/api/bold/alerts/Z6XXXX</hostaddress>
  <hostport>80</hostport>
  <fepport>7788</fepport>
  <eventtype>OPENEYE</eventtype>
  <username>bobb@boldgroup.com</username>
  <password>*****</password>
</OpenEye>
```

If you have already created a different Event Map for OpenEye, you may designate the name of the EvMap between the <eventtype></eventtype> tags.

Maintenance – Setup – Subtypes

2.1u4-25 (N) Launcher apps to run

There is a new Subtype category for Launcher apps to run. This provides a tool for administrators to create a path to any program (executable) installed on the operator PC's. Additionally, users can designate parameters to be passed with the program .exe path based

on data stored in the Manitou database. The application specified in the path MUST be installed on all of the operators' computers in the same path (i.e., C:\Program Files (x86)\Google\Chrome\Application\Chrome.exe). Once configured, these applications are available for use in the Enhanced Action Patterns.

2.1u4-26 (N) Standard Comments

In this new Subtype, an administrator can enter in commonly used comment phrases that will populate the Comments field in alarm and data entry comments. The Subtype number begins with the number 100 and automatically increments as new standard comments are added. The Description field is limited to 50 characters and the resulting Details field is limited to 2048 characters. It is advised that the Description field be limited to a code that triggers the larger Details field to populate the comment.

Miscellaneous

2.1u4-27 (N) Present dialog box alerting user if user does not have Windows permission to write to the VCC config file when attempting to change VCC settings

[ITEM 14078]

The VCC allows users to change setting as specified in the VCC. However, this information is written to a config file located in the VCC Program Files directory. Upon changing settings, the application will check to see if the user has "write" access to the config file. If not, the user will receive a dialog box warning that the changes to the settings will only remain until the user exits the VCC. There is no item to configure for this feature.

2.1u4-28 (N) Change User ID tool

The new UL/ULC specifications require User IDs (for access to the automation system) consist of at least 6 Characters. From SWS – Maintenance – Users, the User ID is not editable. This challenge was addressed with the creation of a tool to Change the User ID. It is in the SWS – Tools – Change User ID.

2.1u4-29 (E/F) Event Codes form in MNEO would not allow a user to delete [ITEM 16861]

This is a new form that was added to the MNEO web client that was previously only available in SWS. The development team needed to add a permission item to control a user's ability to view, add, edit, or delete Event Codes in MNEO. This logic was applied in 2.1u3.

Navigation/Menus

2.1u4-30 (N) Activity Log menu item

The primary menu in ManitouNEO now includes an option to open a Customer Activity Log by selecting the 3 horizontal lines in the upper left corner and choosing Operations – Activity Log. This menu item is also available to place on the Toolbar (top left icons) and have a

hotkey assigned to the item.

2.1u4-31 (N) Event Codes menu item

With the ManitouNEO 2.1 release, Bold is beginning to bring some of the administrative items into the ManitouNEO web client. The Event Codes table is now available by selecting the 3 horizontal lines (menu) icon and choosing Admin – Event Codes.

2.1u4-32 (N) Enhanced Scripts menu item

This menu option allows a user to access Enhanced Scripts based on the user's permissions. The Enhanced Scripts is available by selecting the 3 horizontal lines (menu) icon and choosing Admin – Enhanced Scripts.

2.1u4-33 (F) MNEO tracking form does not show an “X” or a close button [ITEM 16490 | CAS-09091-Z1N6G9]

This form was corrected in MNEO 2.1. It's known as “Bold's X Factor.”

2.1u4-34 (F) MNEO missing shortcut/hotkey options for frequently accessed items [multiple]

The following frequently accessed items are now available in the Edit Toolbar:

- System Reports [ITEM 14014 | CAS-09171-H0N7L1]
- Report Queue [ITEM 14014 | CAS-09171-H0N7L1]
- Raw Data Log [ITEM 14013 | CAS-09245-Q7M5M6]
- System Log [ITEM 14013 | CAS-09245-Q7M5M6]

2.1u4-35 (F) Adding a shortcut for Temp Schedules launches the On-Test form [CAS-08327-W8W8N7]

MNEO was launching the wrong form when a user added the Temporary Schedule icon to the top toolbar. This is corrected in 2.1u3.

2.1u4-36 (F) Dealer Takeover tool was visible and active for customers logging in through BNEO [ITEM 17242]

BoldNetNEO displayed and enabled the Dealer Takeover tool to customers logged in to their account(s). This fix was taken away in 2.1u3.

2.1u4-37 (F) Customer Search is not including results based on TxID [CAS-05230-Y2X5Z0]

The Customer Search field in MNEO and BNEO (aka Quick Search) was not including Transmitter ID's in the search results. This fix is available in 2.1u3.

Alarm Queue Operations

2.1u4-38 (N) Takeover Alarm [UCAH.2]

There is a new icon on the Alarm Queue in the upper right corner to initiate the transfer of an alarm from one operator to another. This will send a dialog box to the operator currently handling the alarm that the new operator intends to take over the alarm.

2.1u4-39 (N) Alarm Queue filters are now “sticky” per user

There were a few requests for Alarm Queue filters to remain intact so that operators can return to that filtered screen. This feature allows a user the ability to filter and sort out any alarm events based on several items, including priority, event codes, zip/postal codes, availability, event category, alarm type, alarm status, and more. This filter will remain intact until the user clicks on “Reset” to restore the alarm queue to no filters.

2.1u4-40 Alarm Queue Quick Filters

At the top of the Alarm Queue, there is a dropdown option which provides users with the ability to change between 3 standard queue filters (None, Available, and Suspended). Additionally, the “custom filter” that a user created (listed as “Custom” in the dropdown list) which is available. This custom filter is “sticky” until it is cleared or modified. Now users can quickly switch between multiple queue views.

2.1u4-41 (F) Alarm Queue sounds not playing as expected when viewing the queue [ITEM 16804 | CAS-11328-G0X7D9]

Alarm tones were not playing while an operator was viewing the queue. This functionality requires users to go to SWS – Tools – Options – Alarm Handling – Alarm Handling Mode and set the “both Alarm Queue and Alarm Handling” option active. A fix for this functionality was included in 2.1u1.

2.1u4-42 (F) Action Pattern error during alarm allocation [Item 1242]

Bold received a couple of reports regarding Action Patterns presenting the error “Action Pattern not found” while an operator tried to pick an alarm from the queue. After clearing the error, the alarm in the queue appeared to be allocated, but no user was handling the alarm. This is fixed in ManitouNEO 2.1u4.

2.1u4-43 (F) Alarm Queue disappears [CAS-11234-J6M5B1]

In the case of *The Magical Disappearing Alarm Queue*, it was noted that the Alarm Queue would disappear when sorting the queue based on Availability, handling an alarm, and returning to the queue. The queue would appear empty. This is fixed in MNEO.

Alarm Handling Operations

2.1u4-44 (N) Customizable Alarm Handling screens

MNEO introduces the concept and functionality to create customizable alarm screen based on Event Categories in Manitou (e.g., Burglary, Duress, System, Fire, General, etc.). Any organization has the ability (permission based) to modify and rearrange the content on the alarm screen. This new feature will require some trial and error to become proficient in creating the custom screens. Bold recommends a Training Gym (testing system) for testing cards and screen layouts. This feature was added to 2.1u1 and went through several corrections by the development team.

2.1u4-45 (N) Assigning Alarm Tracking to a specific user when logging out

This new feature provides users with controlled hand-offs when a user logs off from MNEO either for breaks or the end of their shift.

2.1u4-46 (F) Sending manual signals with Transmitter IDs that contain decimals

[ITEM 18646 | CAS-09961-J4P9P2]

There was a reported issue regarding the creation of manual signals on an account that uses a decimal point/period in the TxID field. This is fixed in 2.1u4.

2.1u4-47 (F) The ability to adopt tracking

[ITEM 18208 | CAS-08712-B9L1L4]

An issue was reported regarding adopting tracking. Bold fixed this in a hot fix and is including it in release 2.1u4. Adoption is a wonderful thing!

2.1u4-48 (F) Some Sureview signals hitting the wrong account

[ITEM 17947 | MRH-302-51753]

An issue was reported stating that Sureview signals were not hitting the correct account. This was corrected by making a change to the Bold XML Driver. Now you are sure to view the right account.

2.1u4-49 (F) Alarm comments not added to the activity log

[ITEM 17221 | CAS-08580-F3Q0F3]

This was an issue reported and corrected in 2.0u23. It was also corrected in 2.1u2. Comments at the end of an online article aren't necessary, but they are important in the Activity Log.

2.1u4-50 (F) MNEO outbound calls logging disconnect time rather than

connect time

[ITEM 16975 | CAS-08492-L8N9P6]

While fast response is important in this industry, it is important to record the proper times in the Activity Log. This issue was corrected in 2.1u2.

2.1u4-51 (F) Action Patterns with an “Include” statement incorrectly marking items as complete

[ITEM 16116]

MNEO would mark other Action Pattern items as complete when the AP used an “include” statement. This fix was included in 2.1u3.

2.1u4-52 (F) The “Alert Comments” dialog box displays as empty in some situations

[ITEM | CAS-06723-N3Z3R0]

In MNEO and BNEO, the Alert Comments box was displaying as empty inconsistently. This display issue is fixed in 2.1u3.

2.1u4-53 (F) Action Pattern Auto-Client Suspend with Change Priority logic error

[ITEM | CAS-06319-N8G2V8]

When the Auto-Client (Virtual Operator) handles an Action Pattern with a Suspend that includes a priority change in the command, the priority was not adjusting to the new priority. This fix was prioritized in 2.1u3.

2.1u4-54 (F) Alert Comments dialog positioning issue in OWS

[ITEM | CAS-08597-Q8W7Y6]

The Alert Comments dialog box was not positioned in the middle of the alarm screen if the alarm was displayed on a monitor that was not the operator’s default screen. This applies to OWS only and is fixed in 2.1u3. Regardless of the monitor, the dialog will display in the center of the monitor displaying the alarm.

2.1u4-55 (F) CheckVideo not playing video

[ITEM | CAS-07003-G1W4N5]

CheckVideo was using the Apple QuickTime video codec to playback video. Apple discontinued support for QuickTime. Bold created a new BJS (Bold video file) using Windows Media Player instead of QuickTime. It is safe to say that Microsoft will be around for a while. This fix was applied to MNEO, OWS, and BNEO (from Activity Log) in 2.1u3.

2.1u4-56 (F) Alarm Report tab/data missing on the Log Details

[ITEM | CAS-09138-S9G0X5]

The OWS has a tab labeled Alarm Report on the Log Details (double-click on an alarm in the Customer Activity Log) that was not present in MNEO or BNEO. This tab is back in 2.1u3.

2.1u4-57 (F) Video Sequence only displaying 1 video rather than entire sequence

[ITEM 16769]

There was an issue in MNEO/VCC that was preventing other videos included in a Video Sequence from playing. See the fix in 2.1u1.

2.1u4-58 (F) Alarm Timeout “Keep” option is causing issues with the continued alarm handling

[ITEM 533 | CAS-10886-Q6S8K5/CAS-09496-Y1G6S4]

If an operator selected “Keep” when an alarm timeout presented during a call with a customer, the only option for the operator was selecting “Hang-up.” Beyond that option, the operator could not handle any additional items or record comments from the call. This defect is fixed in this release.

2.1u4-59 (F) Custom Alarm Card row/column sizing

[ITEM 41]

In beta versions of ManitouNEO, the custom alarm card had an issue with row and column heights. This is been corrected in 2.1u4.

2.1u4-60 (N)Enhanced Notifications/Enhanced Scripts

[ITEM 104]

Enhanced notifications (EN) and Enhanced Scripts provide a new tool for operators to gather information in a scripted manner and then flag that information so that it will be sent to contacts who have subscribed to enhanced notifications. Contact subscription to enhanced notifications is not an all or nothing scenario. Individual contacts can subscribe to different notification messages based on a multitude of criteria. This includes a specific event code, event category, dispatch condition, a resolution code, or account change. Contact methods include email, fax, SMS, Bold NotifyME, and OpenVoice. Eligible contacts include customer contacts, sub dealer/dealer contacts, and monitoring company contacts. Enhanced scripts can either be a pop-up message for the operator or a custom alarm card inserted into the customizable alarm screen.

2.1u4-61 (F) OWS “Scripts” button no longer showing on auto-dialer/phone dialer

[ITEM 438 | CAS-09709-H4Z4G1]

There was an issue regarding the scripts button on the phone dialer/auto-dialer pop-up window. It was missing! Bold hired a private detective (developer with a badge from a cereal box). This issue has been resolved.

2.1u4-62 (F) Custom alarm cards and user-defined fields display issue.

[Item 699]

There was a defect in the display of user-defined fields when there were more than 10 fields at the customer level and at the dealer level. In this case, the cards were too small and would only show a couple of the user-defined fields. The development team fixed this in ManitouNEO 2.1u4.

2.1u4-63 (F) Enhanced Action Pattern logic issue with “otherwise”

[Item 1556]

Bold noticed while using enhanced Action Patterns that the otherwise scenario was not inserting a prompt for that option. Everyone wants options, so we fixed it.

2.1u4-64 (E) Enhanced Action Pattern loading optimization

[Item 1586]

In previous versions of ManitouNEO, each Action Pattern item was called individually to build the Action Pattern on the alarm screen. This created inefficiency and slowness in the ManitouNEO user interface. Bold has now optimized this feature so that all initial Action Pattern items are loaded in one server.

General Operator Functions

2.1u4-65 (F) Pre-Cancel missing "Handle Alarm" & "Send Message" options

[CAS-09258-G2T6B0]

The Pre-Cancel screen was missing the “Handle Alarm” and “Send Message” options. We put them back into MNEO.

2.1u4-66 Advance Search doesn't allow an underscore in the Customer ID field

[CAS-09084-S8J1R1]

Score 1 for Manitou partners! You found this little bug. We fixed it.

Data Entry/Maintenance

2.1u4-67 (F) Unable to change Customer ID when '#' is involved

[CAS-05482-G9C1G6]

An issue was reported regarding changing a Customer ID when the “#” symbol is used. This is fixed in the MNEO client.

2.1u4-68 (F) Panel User IDs missing from Import option

[CAS-09402-N0P4F2]

When attempting to Copy an Existing Customer to a New Customer, the option to bring over the Panel User IDs was missing. This has been corrected in MNEO and BNEO.

2.1u4-69 (F) ManitouNEO > Activity Log Filter > Not displaying correctly [CAS-09085-W4V7Q7]

There was an issue with the display of the Activity Log Filter in MNEO. Development added a scrollbar to the page to correct this issue.

2.1u4-70 (F) ManitouNEO is missing programming commands “IfOpen/IfClosed” [CAS-08535-S7Z7N8]

This one was easy. Development put them back into the MNEO client.

2.1u4-71 (N) Informational Notifications if more than one user is viewing the account or if the account is in alarm

This great new feature provides information to users that may be viewing, editing, or handling an alarm for the same account. A message for the first user accessing the account will state the other user ID, name, workstation name, and the type of action (handling an alarm, viewing an account, etc.). This is intended to provide a more collaborative effort and prevent changes that may be duplicated.

2.1u4-72 (F) Instant Message icon hover text reads “texting” [ITEM 17686 & 17872 | CAS-09337-J4H4F6]

While hovering over the instant messaging icon on the Customer Maintenance card, the alternate text for the airplane icon read “texting.” This icon was removed from the Customer Maintenance card.

2.1u4-73 (N) Showing Disabled Device on a system

Previous versions of OWS and MNEO/BNEO did not provide a user with the ability to disable a device that may be installed at a customer’s site. If it needed repair and the user did not want to see that device, it had to be deleted. In 2.1, there is a checkbox on the device configuration screen that allows the user to disable the device. The device will remain on the list of devices, but it will have strikethrough text (i.e., ~~Front Door Camera~~). If the device is replaced or repaired, a user can select the device and uncheck the disabled box to return it into service.

2.1u4-74 (N) Granting “Read Only” users to add a comment to the customer activity log outside of alarm handling

There is a new menu item in Operations – Activity Log. When a user brings up this screen, the user can look up a customer’s activity log and add a comment to the log provided the user has permissions to do so.

2.1u4-75 (E) Customer look up based on the Caller ID through the PBX integration with Aeonix

The legacy PBX Assistant was re-engineered and is part of the Communications Center on

the left side of the screen. When configured, this redesigned feature will provide quick access to the customer (or customers) associated with an inbound Caller ID. Additionally, it will route individuals associated with an active alarm to the operator handling that event.

2.1u4-76 (N) Create Device Containers for segmentation or inclusion of multiple devices

This new functionality provides a powerful tool to organize devices and display them as desired. It even provides the ability to access devices across different systems for a single customer. For example, if the customer has two DVR's at the location, each system can have a container that will connect to devices on either system. These containers can be assigned to specific areas/zones or applied globally for the customer. Additionally, common information for the device (e.g., IP Address) only needs to be entered at the container level and will automatically apply to the individual device level.

2.1u4-77 (F) Transmitter Types - Event Action Programming alarm column defaults to "No"

[ITEM 17627 | CAS-09676-T8R5W4]

It was reported that a user adding information to the TxType Event Actions Programming needed to correctly select the Alarm behavior because the system was defaulting to "NO." This item was fixed in 2.0u23. However, it was important to note it again in the 2.1u3 release notes.

2.1u4-78 (F) Adding a Contact's User ID when no area is defined for the account

[ITEM 17398 & 17647 | CAS-09346-N2T5R9]

Another reported issue was the ability to create a Contact's User ID when no Areas were created for the customer account. Since User ID's are tied to Areas, this was in violation of basic business rules. This function was corrected in the MNEO web client 2.1.

2.1u4-79 (F) Transmitter ID Field length increased to 128 characters

[ITEM 17117 | CAS-04073-R3M8G3]

This field length was increased in the OWS, MNEO, and MDKNEO. Have fun with the long TxID's.

2.1u4-80 (F) Setting permit expiration date to a past date

[ITEM 16816 | CAS-06280-M9Z8J8]

The ability to back date and expiration date for permits was added in 2.1u1. Users still need to enter an expiration date for permits.

2.1u4-81 (F) Warning message not created when adding an authority which required a permit

[ITEM 16815 | CAS-06101-K4V9Z1]

The MNEO web client was not producing a warning message when an authority requiring a permit was added to a customer record. Unfortunately, "Danger Will Robinson" was already taken. This was added to 2.1u1.

2.1u4-82 (F) Deleting a General Schedule of type "Action Pattern" results in MNEO closing

[ITEM 17281 & 17269 | CAS-08611-P0B9G1]

This functionality was fixed in 2.1u3.

2.1u4-83 (E) Transmitter Programming table filters unavailable in MNEO
[ITEM 14260 | CAS-09329-P6L0D2]

The legacy OWS client has filter options in the Transmitter Programming for DES, Area, Zone, Sensor, Event, Area Output, Zone Output, Sensor Output, Point ID, Commands, and Help fields. A new lookup field exists in MNEO where a user can type in a phrase and the table automatically filters to find matching text.

2.1u4-84 (F) MNEO Creating/editing a video sequence does not include dropdowns

[ITEM 13447 | GZP-473-64463]

The video sequence functions in MNEO differed from the functions in OWS. The MNEO web client was updated to include the functions present in the legacy client. This was corrected in 2.1u1.

2.1u4-85 (C) Branch Technicians are not available for Maintenance Issue Assignment at Branch level

[ITEM 16280]

MNEO and BNEO do not display technicians created at the Branch level for assignment by that Branch to Maintenance Issues. This is the intended function. Branch Technicians should be created at the Monitoring Company level.

2.1u4-86 (F) Critical First Contact checkbox for Action Patterns is not saving
[ITEM 16485]

In ManitouNEO, the Critical First Contact checkbox for an Action Pattern was not saving. This fix is included in 2.1u3.

2.1u4-87 (F) Customer Wizard Contacts section not allowing entry of an AutoText Contact Point

[ITEM 16527]

While using the Customer Wizard in MNEO and BNEO, the Contacts section was functioning improperly when a user added an AutoText number for the contact. In addition to causing an issue with the Advanced option, the “Next” option was unavailable. This item was fixed in 2.1u3.

**2.1u4-88 (F) Activity Log Filters missing “Except” checkbox on the Signal Alarm Filters form
[ITEM 16555]**

When attempting to filter an Activity Log and selecting the Signal Alarm Filters option at the top of the form, the “Except” checkbox was missing at the bottom of the form. This issue was checked off in 2.1u3.

**2.1u4-89 (F) Residential accounts not adjusting the “Search By” customer name correctly
[CAS-08335-H1Y0Z1]**

While a rose by any other name may still smell as sweet, Rose Smith should be converted to Smith, Rose in the account Search By field. This was fixed in 2.1u3.

**2.1u4-90 (F) Marking a contact’s email as “Private” throws an error
[CAS-06195-P5L6G3]**

When setting a customer contact’s email as “Private” to conceal the address, ManitouNEO, BoldNetNEO, and Operator Workstation would display an error and not allow a user to proceed. Privacy is important, so this was fixed in 2.1u3.

**2.1u4-91 (F) Customer Authority Permits without Expiration Dates display error
[CAS-06855-M9H0F0]**

This issue was a longstanding error in the Manitou core logic that is now corrected. All permits are now required to have an expiration date, whether it is in the past or future. If there is a customer in a jurisdiction where permits do NOT expire, the user should enter a date in the distant future (i.e., 2099). This correction was applied to an update in 2.0 but is worthy of pointing out again in 2.1.

**2.1u4-92 (E) Add Comments Indicator if Comments exist in a designated section
[CAS-09106-Y8F8Z8]**

The OWS would display all comments expanded under the appropriate category. However, to reserve space in the web clients, MNEO and BNEO collapse comments and will allow a user to expand the items to see the comments. Bold received a suggestion that there should be some type of indicator when a comment is collapsed. This is now available in 2.1u3.

2.1u4-93 (F) Special Instructions ordered differently from OWS [CAS-09123-N9X8N2]

Comments listed in Special Instructions are not ordered alphabetically as they were in OWS. The development team put them back in ABC (as easy as 123) order in 2.1u3.

2.1u4-94 (F) The Overall Schedule (right side of screen) isn't updating when a schedule is changed in the MNEO form [ITEM 16751]

This issue is fixed in version 2.1u1.

2.1u4-95 (F) Error received when attempting to open a Dealer with billing [ITEM 16747]

This item only affected the OWS when opening a Dealer with dealer billing information attached to the account. This fix is accounted for in 2.1u1.

2.1u4-96 (F) Unable to delete the Customer, Agency, or Authority entities [ITEM 16882]

Development updated the "Delete" function so that users can now delete those entities. This fix was applied in 2.1u1.

2.1u4-97 (F) On Test records removed when a related/sub account is removed [Item 440]

There was an issue identified with the cancellation of On Test status for related accounts. If a user places an account On Test and includes related sites, returning any of the related sites will remove the On Test status from the other accounts. Additionally, only the account selected to return to service records the "*OTR" (On Test Removed) line to the customer activity log. We addressed this and now log the information to all accounts with the On Test status removed.

2.1u4-98 Time Zone display on the On Test form [ITEM 523 | CAS-11618-T0M8S3]

A defect involving the display of the customer's Time Zone while placing the customer On Test is resolved in this release. Rather than displaying "{ {Title} }," the system now displays the Time Zone.

2.1u4-99 (N) Enhanced Action Pattern "Lock" command item [ITEM 28]

Bold created a new feature for enhanced Action Patterns that will allow a user to select an Action Pattern command to be locked in a specific position at the bottom of the Action Pattern. This provides an always present quick pick option for an operator during alarm

handling. This feature is only available in ManitouNEO. Action pattern items will still appear in OWS, but the locked checkbox will not be honored.

2.1u4-100 (F) Unable to change transmitter type/check “all” box is missing [Item 878 | CAS-13757-Q8D1X3]

This issue was addressed in ManitouNEO 2.0 update 27. However, Bold wanted to reassure our partners that it is also fixed in MNEO 2.1u4.

2.1u4-101 (F) Copied account not allowing user to select a copied contact [Item 932 | CAS-13527-Y1W0J9]

This is an issue that was random and not consistently repeatable. However, the development team did look at the code and made a couple of adjustments to take care of the situation. It appears that this had to do with contacts and availability schedules applied to the contact.

2.1u4-102 (N) New server call to get Open/Close schedule information for a customer related to a day or week range [Item 1002]

This is part of the new Open/Close schedule feature in ManitouNEO 2.1u4. Bold needed a mechanism to retrieve the entire schedule for a day or specified week and bring that information into the current schedule display. This update is applied to both OWS and ManitouNEO 2.1.

2.1u4-103 (N) Temporary schedule display [Item 1421]

As part of our new Open/Close schedule feature, Bold is limiting the creation of a temporary schedule and a customer record to one single day. Users may add additional days, but they must be selected from the drop-down. Only the schedule for that specific day will be displayed in ManitouNEO.

Reports

2.1u4-104 (N) Authority Call History Report

This report was a requested new feature to ManitouNEO. It provides users with a simple report detailing the authority name, date, time, and phone number called. This report can be filtered to a specific date or date range, a specific authority or range of authorities, and the last dispatch made to the authority.

2.1u4-105 (N) Authority Response Report

In this newly created report, a user will receive Date, Time, Last User (to handle alarm), Category, Customer ID, Authority (ID), Team (Authority Name), Dispatch (Time), Travel (Time), and On-Site (Time). There is also a Summary grouped by Authority calculating Average Dispatch (Time), Average Travel (Time), and Average On-Site (Time). There are numerous filters associated with this report. Please take some time to acquaint yourself with

the filters and report layout.

**2.1u4-106 (F) Customer-Reports-Audit Trail results in an error and does not show customer contact points
[ITEM 17381 | CAS-08655-R3W1S5]**

This issue was reported in 2.0 and corrected previously in 2.1u2. Happy trails to you.

**2.1u4-107 (F) MNEO Dealer Unrestored Signals report missing branch ID filter
[ITEM 16530 | CAS-09249-V7Y3S9]**

This issue was restored and applied to release 2.1u2.

2.1u4-108 (F) Multiple Reports in the MNEO web client not showing default pre-selected options [listed below]

The following reports had pre-selection items differing from the OWS/SWS legacy clients:

- Customer Activity Report options show empty log record types
[ITEM 15859 | CAS-04915-T9F1G3]
- Global Keyholders on Master File items selected differed from OWS/SWS
[ITEM 14996 | CAS-09458-Q1M1Y8]
- Event Codes report not defaulting to all selected
[ITEM 14994 | CAS-09454-B1N4Z5]
- City report and Country report not defaulting selections
[ITEM 14989 | CAS-09447-S7B5F6]
- Audio type report not preselecting audio type details
[ITEM 14987 | CAS-09773-G7T8V4/CAS-09443-T1S7X5]
- Agency Master File-Agency Type not preselected
[ITEM 14986 | CAS-09441-K3X4H6]
- Reports Priority field missing
[ITEM 14972 | CAS-09215-N9W1T4]
- Transmitter Types Master File not honoring "Include Programming" option
[CAS-08337-V4S8B2/CAS-06857-H9X9D9]
- Event Categories report not defaulting to include all Monitoring Groups
[CAS-09453-Z5T9Y7]
- Dealer Master File report "Contact List Types" is not selected by default
[CAS-07023-R3M7Q4, CAS-09451-L7V4P9, BDN-113-93853]
- Customer Master File report "Contact List Types" is not selected by default
[BDN-113-93853]

The above items have been addressed and now mimic the behavior of OWS/SWS.

**2.1u4-109 (F) Maintenance Issue "log date" option not sticking
[CAS-08186-H2K7D8]**

At the Dealer level, when selecting the "log date" option on a Maintenance Issues report, the

option was not sticking. No need for WD-40 or duct tape, this is fixed in 2.1u3.

2.1u4-110 (F) Time Zone offsets for customers in the Eastern Hemisphere [ITEM 554 | CAS-13233-W9T6F4]

The team addressed an issue with time zone offsets on the last day of the month for customers located in the Eastern Hemisphere with a UTC + offset. If anyone in the Eastern Hemisphere can send tomorrow's winning lottery numbers to the development team, it would be greatly appreciated!

2.1u4-111 Manitou process Publisher locks and fails to notify or raise watchdog warning [Item 865 | CAS-11766-J2M5C8 & CAS-12910-D5B3N9]

This issue was reported due to reports not going out in a timely manner. Upon investigation, the publisher would lock, reports would stop publishing, and no watchdog message was raised. Everyone wants reports. We fixed it.

Integration Components

2.1u4-112 (F) Navision Integration linking the system would cause the panel type to be removed [CAS-06813-J6Y3X2]

When a user links an existing customer's system to the corresponding system in Navision, the system Panel Type was erased. Bold erased that issue in 2.1u3.

Video Control Center (VCC)

2.1u4-113 (N) Record video and store it in the Customer Activity Log

When viewing a live video, a user can record the entire video or select important clips of the video using a slider control. In addition to recording a clip, a user can take a snapshot of a video frame. The snapshot is stored in the activity log.

2.1u4-114 (N) Video playback controls, including viewing the video in reverse

The VCC has added additional options and functions to provide better video monitoring services to the customer. In addition to going back or forward X seconds, the user can watch the video playback in reverse.

2.1u4-115 (N) Support for video sub-streaming

For sites where the bandwidth might not be enough to quickly load the video, the VCC can use sub-streams rather than the main stream from the device. While there is a decrease in quality of the video, it greatly increases the efficiency with which operators begin to see the video.

2.1u4-116 (E) Enhanced the information added to the Customer Activity Log

when an operator is viewing video

The VCC writes additional operator actions into the customer activity log when watching live video, accessing archival video, saving snapshots or clips, and using other controls available in the VCC.

2.1u4-117 (E) Added flexibility to the display of multiple cameras through the VCC

The VCC will now auto-size to the number of videos that are presented from a site until it hits the maximum number of videos indicated in the VCC settings. Additionally, a user can select different display styles on demand (i.e., reducing the number of videos displayed from 16 to 4). This provides visibility of cameras that require attention.

2.1u4-118 Synchronized video playback (live and clip)

The VCC now supports the ability to view live video on the same screen that displays archival or clip video. This provides greater efficiency when watching a clip and live video simultaneously.

2.1u4-119 (N) Retain video live view during the changing of a user at the workstation

With this new feature, the VCC can be kept running with the current videos playing while one user logs out of MNEO and a new user logs in to the web client. With this added functionality, eyes can remain focused on a potential video situation during a shift change.

Miscellaneous Items

2.1u4-120 (F) MNEO Temporary Comment status incorrect across time zones [ITEM 16479 | CAS-09102-F7K2C5]

This issue related to the temporary comment status showing incorrect times when the customer and central are in different time zones. People often have a hard time converting time zones, but the computer shouldn't. This was corrected in 2.1u3.

2.1u4-121 (F) New Temporary Schedules have additional steps in MNEO [ITEM 14262 | CAS-09400-N9F3B5]

The preloading of information to the Temporary Schedule form was not performing as efficiently as the legacy clients. Development added logic to simulate the OWS behavior. Fitbit still likes extra steps.

2.1u4-122 (F) MNEO On Test form uses icons without text buttons [ITEM 14255 | CAS-09293-L8Q9J1]

Bold made every attempt to correct inconsistencies in this release. The MNEO web client should use icons consistently throughout the application and provide roll-over/hover text descriptions while moving your mouse over the icon.

2.1u4-123 (F) MNEO Dialog Box verification options [multiple]

The MNEO web client has applied a consistent verification control action with the affirmative on the right and the negative on the left. For example, a dialog box will offer a user the option to “Cancel” or “OK” in that order. Some of the reported inconsistencies include:

- Dealer Takeover [ITEM 14247 | CAS-09362-B4C8L5]
- Verify Password [ITEM 14264 | CAS-09139-S9B4K4]

2.1u4-124 (F) A Contact’s phone number from a Maintenance Issue does not include the phone number if there was an error [CAS-07307-X4C6Z9]

In situations where a contact’s phone number was designated as an error (bad number) during an alarm, the resulting Maintenance Issue would not display the phone number attempted. This is fixed in 2.1u3

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