

2.1 - Upgrade Requirements (Sign Off)

01/10/2024 1:40 pm EST

Manitou 2.1 - Upgrade Requirements (Sign Off)

This document is intended to be sent to customers and signed off on before scheduling any update. Please see the attachment on the left to download the correctly formatted PDF to send to customers.

About This Document

This document is a functional overview (living document) and provides conceptual and summary operational information. This document does not define all fields within the application. The assumption is that the reader is familiar with central station automation systems, as well as web services technology and terminology.

Technical Requirements for Manitou 2.1

Any unsupported/end-of-life Windows products are not supported on any server containing Manitou 2.1 software. This includes Bold MediaGateway servers, BoldNet servers, Stealth, etc.

Please note the Bold MediaGateway servers must be running a minimum of Windows Server 2012 to support the upgrade to Manitou 2.1.

Recommended System Requirements

- Windows Server 2016 or 2019
- 16 GB Memory
- Quad Core Processor
- MS SQL Server 2017
- Google Chrome Version 34+ Browser
- Domain or Organization Validation SSL Certificate for all web applications.
 - This includes BoldNet, BoldNet Mobile, and the Manitou Web Clients.
- 100 GB of Free Space for Database
- Windows 10 for Operator Workstations

Minimum System Requirements

- Windows Server 2012 R2
- 8 GB Memory
- Dual Core Processor
- MS SQL Express 2012 / MS SQL Server 2012
- Microsoft Edge Browser

- Self-Signed SSL Certificate for IIS (a self-signed SSL will generate security warnings to each end user)
 - This includes the Manitou Web Clients.
- Domain or Organization Validation SSL Certificate for externally facing applications.
 - This includes BoldNet and BoldNet Mobile.
- 50 GB of Free Space for Database
- Windows 10 for Operator Workstations

Updated UL Requirements in Manitou 2.1

In accordance with UL 1981, we have made changes in Manitou 2.0 which that require changes to your system if upgrading from 1.6.4 or older. We recommend users complete the UL requirement changes prior to the upgrade to Manitou 2.0 or 2.1.

Password Requirements

- Cannot reuse passwords, within the last six changes
- Minimum length of 6 characters
- Maximum 5 failed login attempts
- Minimum 1 alpha character
- Minimum 1 numeric character
- Minimum failed login lockout of 10 minutes
- Restrict password character sets (will only be available after update)

User Requirements

- Minimum User Length of 6 Characters
 - The User IDs can be changed from within the Supervisor Workstation.
 - The user we use for support BOLD is also no exception and we request it is changed to BOLDTECH.

Additional Requirements

- Having a user defined field of 'CS Holds Keys' checkbox at the monitoring company level.
 - This is a user defined field checkbox that must exist on versions 2.0 and up.

Product/Module Considerations

There are several products/modules that have been impacted by the changes made to Manitou 2.0 and will be an impact if upgrading from 1.6.4 or older. If you have any of the products below implemented on your system, please review the changes and call the Bold Technical Support Team to receive additional information for planning and preparing for your upgrade if needed.

- BoldTrak

- BoldTrak is no longer supported in the legacy clients.
- There no longer is a separate web interface for BoldTrak, it is available to dealers through BoldNet NEO.
- GPS Signaling/Mapping
 - Loading maps is intended for use within the web interface.
 - MapQuest is the only mapping provider available in the legacy clients (requires MapQuest set in Web Client as well), however, there is a limited feature set.
- Video Monitoring
 - Viewing video is now completed through the Video Control Center, and is a separate application. It is recommended to test your video platforms on a test system before upgrading to Manitou 2.1.
- Plans
 - If your system contains plans, please be aware there are functional differences of plan walk-throughs and viewing cameras directly from the plan.
 - If plans are edited with the Manitou Web Client They will only be viewable with the web client, however, if they are edited with the Legacy client they will be viewable through both the web and legacy clients.
 - It is recommended to test plans with an upgraded test system before upgrading to 2.0 or 2.1.
- BoldNet (Silverlight)
 - BoldNet Silverlight is no longer supported. The SOAP API is still currently supported.
- BoldNet PDA
 - BoldNet PDA is no longer supported.
- Access Control
 - It is recommended to test Access Control with an upgraded test system before upgrading to Manitou 2.0 or 2.1.

Manitou 2.1 Upgrade Process

The following are the steps involved with the upgrade to Manitou 2.1. Each upgrade varies depending on the components of the Manitou system and related modules, the following is a simplified overview. For the duration of the upgrade, it is strongly advised no data entry is completed.

- Download the Manitou install files to each server (UL Requirement)
 - Provided by the upgrade technician before the day of the upgrade.
- Download the update files to the distribution server.
 - Provided by the upgrade technician before the day of the upgrade.
- Install the Manitou Web Clients and BoldNet 2.0/2.1.
 - This step is for upgrades from 1.6.4 and older.
- Create file and database backups.
- Push out patches to first Manitou server.
- Update half of the workstations to 2.0/2.1.

- This ensures that in the event of an upgrade failure, half the workstations can be started immediately on the old version.
- Stop the Manitou system.
 - For large or slow systems, this step may occur after breaking replication, however, it will require a activity merge after the upgrade is complete.
- Break Replication.
- Upgrade the Manitou database.
- Start the Manitou system.
- First set of workstations to login, review data, and begin handling alarms.
- Upgrade the remaining workstations.
- Upgrade the remaining Manitou servers.
- Re-establish replication.
- Check/Configure backups.
 - This step is to verify that automatic backups are still being completed.

After the Manitou 2.1 Upgrade

Upon completion of the upgrade it is important to test the various components of your system; including:

- Manitou 2.1
 - Web Client
 - Legacy Client
 - Data Entry and Activity Log Review
- BoldNet Neo
 - Permissions
 - Data Entry
- BoldNet Mobile
 - Permissions
 - Data Entry
- Bold MediaGateway Modules (UniversalConnector, AutoText, etc.)

Networking Considerations:

To connect to Manitou 2.1, your workstations must be able to communicate with the fully qualified domain name (FQDN) supplied by the technician following the upgrade (for example, <https://support-neo-01.boldgroup.com/manitou>).

If any other connection form is attempted the client will not authenticate and the operator will not be able to login. To ensure this is not an issue, we recommend verifying that all ping requests can be completed using the FQDN.

Local Utility Service:

The Local Utility Service is the communication point for checking that the web-based workstation is authorized; it is required to properly secure your session to Manitou 2.1.

This service is not automatically installed, and will be provided by the upgrade/install technician. It will need to be copied to each intended workstation manually. To install, run the Manitou Utility Service installer as an administrator on each client workstation that will be using the Manitou web client.

Manitou 2.1 Upgrade Checklist (Required)

For your Manitou 2.1 upgrade to go as smoothly as possible, please review and complete the tasks listed below. Doing so will ensure that your system is ready, as well as minimize the time required to complete the update. Upon return of this checklist, you will be contacted to schedule the date of your Manitou 2.1 upgrade.

___ Verify your system meets the minimum technical requirements for Manitou 2.1.

___ Verify you are not running any unsupported/end-of-life Windows products on any servers.

___ Verify there is enough space on the hard drive.

You will need to have enough space for the upgrade files as well as a full backup of your Manitou database and files.

___ Verify all Microsoft Windows updates are completed.

___ Verify a Valid SSL Certificate is on each webserver and/or server upgrading to Manitou 2.1.

BoldNet Neo or any externally facing servers require a domain or organization-validated SSL Certificate.

Bold Technologies recommends that each Manitou 2.1 server has a valid SSL Certificate; however, Manitou 2.1 servers that do not allow for remote access can use a Self-Signed SSL Certificate, which Bold Technologies can create/install.

___ Prepare for a small amount of downtime.

With most upgrades, there will be a short amount of downtime to your Manitou system; this is because we need to bring the system down to run the database upgrades.

Please also be aware that it is necessary to stop any data entry until the update is complete.

___ Prepare dealers/users for a small amount of downtime for BoldNet applications and the new URL for access.

BoldNet Neo access will be down during the upgrade. Prepare users for downtime during the upgrade window due to Scheduled Maintenance.

If transitioning from BoldNet Silverlight, it is important to note that the address used will no longer end in /boldnet, but will instead be /manitou.

___ If you are a SedonaOffice user, please make sure you have the latest updates.

___ Return this completed checklist to be placed in the upgrade schedule.

Customer: _____

Date: _____

Authorized Representative: _____