

# UL Resources

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## Contents

### Preventing UL Watchdog messages

- [UL Changes](#)

### UL Certification Letter

- [Sending the UL Datasheet](#)
- [Signing the UL Certification Letter](#)
- [UL Letter Template](#)

### Enabling ULC for Canadian Customers

## Preventing UL Watchdog



This is documentation on what changes need to be made to the system in Web Client to prevent or stop the UL Violation Watchdog messages. These are required for all UL sites going forward.

[Return to Contents](#)

## UL Changes

In accordance with UL 1981, we have made changes in Manitou that will require changes in your system. Listed below are the new requirements that will need to be implemented on your system before the upgrade.

### ***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)

Once the password changes are set, your password options settings should look similar to the settings below. Password Options are found in the Supervisor Workstation: Tools → Options

**Passwords**

Restrict Password Reuse: ☒

Minimum alpha characters:

Minimum numeric characters:

Minimum symbolic characters:

Minimum password length:

Require mixed-case: ☐

Restrict character sets: ☒

Login retries before lockout:  ☐ Unlimited retries

Lockout period (mins):  ☐ Lockout indefinitely

#### *User Requirements:*

- Minimum User Length of 6 Characters

This user requirement means that you will need to recreate users in Manitou as you cannot change the User ID. The user we use for support BOLD is also no exception and we recommend changing it to BOLDTECH in place.

#### *Additional Requirements*

- Having a user-defined field of 'CS Holds Keys' checkbox.

This is a user-defined field checkbox that must exist on versions 2.0 and up. See the screenshot below to see the configuration expected. This can be accessed in the Supervisor Workstation: Tools → Options → Account Creation/Maintenance → Customer user-defined fields

**Customer user defined fields**

Available Fields

Label + Textbox    Checkbox

Selected Fields

|                                        |
|----------------------------------------|
| <input type="checkbox"/> CS Holds Keys |
|----------------------------------------|



If Watchdog messages are still being received after having everything above in place, please contact Bold Support.

[Return to Contents](#)

# UL Certification Letter

The processes below detail how to handle the certification letter process.

[Return to Contents](#)

## Sending the UL Datasheet

Upon initial request for a UL Certification letter, the customer must first complete the UL Datasheet, or more specifically section 12 (receivers) of the UL Datasheet. This should already be provided by UL and is not something we provide to the customer. It is attached as the document ( [UL Datasheet.docx](#) ) for your reference to gain familiarity



The datasheet attached is not something we need to be returned in full, we only review the receivers listed.

[Return to Contents](#)

## Signing the UL Certification Letter



This is to **ONLY** be completed by someone authorized to certify UL sites, preferably a manager.

Download the UL Certified Letter and fill out the following information.

- [Date in format : January 01, 2099]
- [Central Station Name]
- [Street Address]
- [City]
- [State]
- [Zip Code]

- [Manager Name]
- [Manager Position Title]

Once the information is filled out in accordance please complete the following

1. Print out the document.
2. Sign the document by hand above the typed name.
3. Scan the document and save in PDF form.
4. Return the document to the customer via email.

[Return to Contents](#)

## UL Letter Template

[Date in format : January 01, 2099]

Underwriters Laboratories, Inc.

To Whom It May Concern:

As per UL 1981, we at Bold Technologies, Ltd., certify that the automation system listed below has been tested in accordance with the requirements of UL 1981 and does comply with the requirements.

[Central Station Name]  
[Street Address]  
[City], [State] [Zip Code]

Attached, you will find a copy of the UL Data Sheet with the appropriate information filled out.

If you have any questions about Manitou, please give me a call. Additionally, please refer to UL File S5621 and UL Project 02SC04520.

Sincerely,

[Manager Name]

[Manager Position Title]

[Return to Contents](#)

## Enabling ULC for Canadian Customers

To enable ULC (Underwriters Laboratories of Canada), update the moptions table option number 804 with the account ID number from CRM. Use the script below to automatically handle configuring ULC.



Please Note: There is a single item in this script that must be changed to match the site it is being ran for. Specifically, @AccountID will need to be changed to reflect the Account ID we have on file for the respective customer. Must be an integer only.



If ULS is already configured but not working, let the customer know and troubleshoot why it is still not configured.

```
USE MANITOU
```

```
GO
```

```
Declare @AccountID int;
```

```
/*-----
```

```
Please change '909' to the correctsite's Accounting ID below
```

```
*/-----
```

```
    Select @AccountID = '909';
```

```
/*-----
```

```
Script created by: Chris Narowski
```

Last updated by: Chris Narowski

Last modified date: 08/27/18

Additional Notes:

This should be compatible with all Manitou Versions.

If there are any issues with the script, please verify no changes have recently been made to the MOptions Schema.

Do not edit any of the following

-----\*/

Declare @ULCoption varchar (50);

SELECT @ULCoption = 'Pending';

SELECT @ULCoption = (SELECT OPTCHAR FROM MOPTIONS WHERE OPTIONNO = 804)

IF EXISTS (SELECT \* FROM MOPTIONS WHERE OPTIONNO = 804)

BEGIN

PRINT 'Moption Exists, setting ULC...'

IF (@ULCoption IS NULL)

BEGIN

UPDATE MOPTIONS SET OPTCHAR = @AccountID WHERE OPTIONNO = 804;

print 'The Account ID has successfully been set to '+ CAST(@AccountID as varchar(10))

END

ELSE

BEGIN

IF @AccountID = @ULCoption

BEGIN

PRINT 'ULC already has been configured with the requested Account ID of '+ CAST(@AccountID as varchar(10))

END

ELSE

```
BEGIN

    PRINT 'ULC already has been configured with a different Account ID of ' + @ULCoption

END

END

END

ELSE

    BEGIN

        INSERT INTO MOPTIONS (LASTUPD, CREFDATE, OPTIONNO, OPTIONTXT, DATATYPE, OPTBOOL, OPTINT, OPTCHAR, OPT
DATE)

        VALUES('2012-04-17 20:04:23.517','2012-04-17 20:04:23.517','804','ULCSERIALID','2','0',NULL,@AccountID,NULL);

        PRINT 'MOption did not exist, the moption has been created with the correct Account ID.'

    END
```

[Return to Contents](#)