

2.1.14 Release Notes Internal Release Only

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Manitou

Version 2.1.14.#####

Special Upgrade / Install Instructions

Customers should be aware that the Legacy BoldNet Silverlight Client will no longer be supported with Manitou 2.1., We will continue to support the SOAP web services but the Silverlight interface is being retired.

The Distributer will not update the Manitou Web Server and BoldNet NEO web files.

You will need to run the ManitouWeb_setup.exe on each of the Manitou Servers running the web service, (IIS), to update the Manitou Web Server and BoldNet NEO web sites.

As of January 23rd, 2020 you can find the 2018 Census cartographic boundary files available in shapefile format for DBManager at this URL: <https://www.census.gov/geographies/mapping-files/time-series/geo/carto-boundary-file.html>

Download Files

Contact the Support team

Supported Environments:

Minimum System Requirements:

- Windows Server 2012 R2
- 8 GB Memory
- Dual Core Processor
- MS SQL Express 2012 / MS SQL Server 2012
- 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 4.6.1 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>

End-of-Support:

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

- Windows Server 2008 or older
- MS SQL Server 2008 R2 or older
- Windows 7
- Windows XP

Features and Enhancements:

(E) Avigilon: Update to newest API. [] (8150)

Product: VCC, VideoControlCenter.exe, VCCAvigilon7Lib.dll, Database Migration 117 (Add AVIG7 video type)

Description: A new change for VCC to be able to connect to Avigilon 7 ACC servers. Previously, we only could connect to Avigilon 5 servers. This adds the ability for VCC to connect to Avigilon 7 servers through a new VCC driver using a new device video type. This also modifies VCC to be able to handle exporting video when the currently viewed video is comprised of multiple clips.

(E) Add feature to allow cumulative transformations in Media Gateway data mapping. [] (8246)

Product: Media Gateway

Description: Added a new Accumulate() data map command that takes a single parameter; a boolean that specifies whether or not subsequent commands should be applied cumulatively. The default value is false, which is the legacy behavior. Note that the legacy behavior is inconsistent as to whether or not it accumulates results, but didn't want to change it and break configurations in the field. When accumulate is set to True, EVERY command is cumulative.

(E) Axis: Implement Handling of Alarm URL [] (5022)

Product: WebHookPost

Description: Added the ability to parse out the JSON message and build up the URL depending on if one or multiple devices have been added, so that the ending alarm is correctly showing all of the signals needed to view video. There is already code in WebHookPost project for Axis Hosted Video. The following was applied:

- Accepts POST with JSON body
- Processes the signal to read out the pieces.
- Build a new object that contains the correct URL(s)
- Writes body out to a file
- Sends back appropriate response with JSON body

(E) OpenEye: Need to upgrade .Net version in IGW to support TLS 1.2 [] (9990)

Product: WebHookPost

Description: Changed OpenEye .NET target to 4.6.1, which supports TLS 1.2. While in Integration Gateway solution, changed all projects specific to Integration Gateway to 4.6.1 if they were not already. This includes:

3xLogicVigilDriver

AdProFT2Driver

BoldNotifierDriver

CommCenterDriver

HTCCSDriver

OpenEyeDriver

APPLICATION(S) AND VERSION(S) AFFECTED:

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IntegrationGateway.exe (2.1.0)

3xLogicVigil.Integration.dll (2.1.0)

AdProFT2.Integration.dll (2.1.0)

BoldNotifier.Integration.dll (2.1.0)

CommCenter.Integration.dll (2.1.0)

HTCCS.Integration.dll (2.1.0)

OpenEyeDriver.Integration.dll (2.1.0)

Fixes:

(F) Moncomp Stats: Missing TX programming details doesn't match OWS [] (3403)

Product: Manitou Web Client / API

Issue: Neo loads the list of customers, but doesn't load the details like it does in OWS

Solution: Add the 'status' column to all 6 TX Status statistic reports, just like OWS.

(F) 2.1.12 Programming fields not auto-filing in Web Client [] (3761)

Product: Manitou Web Client / API

Issue: In MNEO programming fields are not auto-filing as intended.

Solution: Made a change to the event code drop down to list items that begin with the 'search string'; this closely resembles what OWS returns when entering a value in the event code. Also if tabbing past the event code after entering a value, we will default to the first item in the list; which is what OWS does as well. Prior to this change, if user entered an 'A', the drop down listed all items that have an 'A' in the ID or Description. Now only ID's starting with 'A' are displayed.

(F) Dealer Takeover not working, unable to enter Password or search for Source or Destination dealer. [] (9822)

Product: Manitou Web Client

Issue: Unable to use Dealer Overtake, nothing can be entered or selected. Only option is to close the modal.

Solution: Found that a change to add the customerId "search as you type" feature made it so that we were not getting the updates to the variable that was used to enable the control. Most places the value is set when we load the form but here we don't pre-load the password so it changes after form load. This corrects that issue.

(F) MWC: Event Programming and Post Processing Area and Zone dropdown [] (7852)

Product: Manitou Web Client

Issue: On the customer account, Event Programming and Post Processing Area and Zone fields in edit mode are not displaying a drop down list.

Solution: Made changes to handle these items:

- (1) Event Programming /Post Processing - add drop down selection (using text search) for Area/zone prompts
- (2) still accept values not in drop down like OWS
- (3) fix issue where Event Programming duplicate check was including Post Processing items
- (4) fix issues where deleting all Event Programming items (using delete-all button) would also remove all Post Processing items

(F) Don't check for options when launching Search Viewer only in VCC [] (8522)

Product: Manitou Web Client

Issue: Fixed a slight issue found in initial work.

Solution: When using VCC to launch an external search viewer, if the Show Event clips with live video option was not checked, VCC would not launch the viewer. This change removes that limitation.

(F) Listen to Conversation greyed out when selecting inbound call (SecurVoice) [] (4551)

Product: SWS

Issue: The "Listen to Conversation" button stays greyed out when an 'Accepted Call' line is selected.

Solution: More type's of call related customer activities have been added, but the client's were never updated with these new call log lines. This was fixed.

(F) Sedona Integration: Web client - dealer billing charge code lookup does nothing [] (5469)

Product: MNEO/API

Issue: Dealer billing charge - billing code lookup does nothing

Solution: Added functionality to the Dealer Billing, Billing Code lookup. Now when clicking on magnifying icon, a new dialog opens allowing user to select Accounting company. After selecting company, a list of Billing Codes will be

displayed for user selection.

(F) Data Error - "Only members of monitoring group 0 or 0 may view this alarm queue," [] (7144)

Product: Manitou Web Client

Issue: When your workstation is set to something other than mongroup 0, and you open the Alarm queue in MNEO it defaults you to mongroup 0.

Solution: Fixed an issue where a workstation has a monitoring group other than 0. When user logs in and displays the Alarm Queue, they are now taken to the queue for that monitoring group. Also if the Monitoring Group is not a 0, don't allow a different group to be selected when displaying the Queue (as OWS does).

(F) Dark mode: Not implemented in 2 accounting lookup forms [] (9796)

Product: Manitou Web Client

Issue: Account Number Lookup wasn't applying Dark mode and same scenario in the accounting system lookup form.

Solution: Added settings theme to accounting number lookup and accounting system lookup forms.

(F) MNEO: Temp comment FROM ALARM is using GMT time and not the customer time for the to/from [] (7737)

Product: Manitou Web Client

Issue: When doing a temp comment from an alarm the time in the to/from is set to GMT and doesn't appear to take the customers time zone into consideration.

Solution: Fixed issue so now customer's time zone is taken into account when calculating from/to times for temp comment from alarm.

(F) Supervisors Are Unable To Adopt Tracks Depending On The Alarm Handling Settings Of The Supervisors/Operators[] (6631)

Product: Broker.exe

Issue: Supervisors weren't able to adopt tracks depending on the alarm handling settings of the supervisors/operators.

Solution: Found that the Broker wasn't considering if the session had declared itself available for Both (New and Viewed alarms) and this prevented tracking adoption in these scenarios. This was corrected.

(F) PBX held a call for 8 minutes [] (9230)

Product: PBX Server

Issue: There was a race condition in PBXServer where we were monitoring the extension and we got a DeliveredEvent (ring) but MG hadn't told us to go into an ANSWER state yet. This caused us to never answer the call because we had already gotten the event we were looking for but just weren't in the right state yet.

Solution: Changed the state to RINGING if we are in a CREATED or INIT state. In the processing of the ANSWER command from MG, we look for the RINGING state and answer. This was a problem with two-way/instant connect and inbound VRT line types. Now we will answer a call if we have begun to monitor the extension and received the DeliveredEvent (ring) before we go into an ANSWER state.

(F) Media Gateway errors with Argument Length must be greater or equal to zero[] (10199)

Product: Media Gateway

Issue: If the user had a data map and the data map field didn't have a command the user would get an error "Argument Length must be greater or equal to zero" on line 494.

Solution: Media Gateway would error trying to data map a mapped field if there was no command associated with the line. Did basic command format check before trying to parse it.

(F) *LO is alarming on 2.1[] (10017)

Product: Manitou Web Client

Issue: There were unintended consequences after the addition of the "allow signal programming processing commands to affect internally generated signals" functionality in the signal handler.

Solution: The changes made are supposed to affect only the situations where "allow signal programming processing commands to affect internally generated signals" is enabled and an internal signal is generated.

(F) Updates to Disaster Mode and Disaster Mode Map View[] (10122)

Product: Manitou Web Client

Issue: When editing an existing Disaster Mode entry it is updating the date/time to the current, it doesn't maintain the date/time the initial Disaster Mode was created. When selecting a large number of zip codes, in Map View its difficult to see the map behind the pins.

Solution: The following changes were made, including new functionality.

- 1) New items: requiring Description, comments, and date selection like OWS before 'Done' is enabled
- 2) New items: Added a Days-Hours-Mins counter option like OWS
- 3) Edit of existing items: The from/to shows original selections
- 4) Edit of existing items: As you select a row or multiple rows, the Modify Details appears and each row selected can be updated when 'updated' is clicked. Still need to save afterwards. Click a row to select, click again to de-select.
- 5) Disaster Mode listing: replaced the 'X' with the trash can icon and placed before the Edit icon to match other views.

(F) 2.0.31 BoldNetNeo - Cannot delete contacts. [] (10523)

Product: Manitou Web Client / BoldNetNeo

Issue: This would only happen when the contact was on a call list. The error occurred while trying to remove the contact from the call list details. However, the same error would also occur when trying to delete a call list itself without making any changes to the contact list. This happened for anything using the API (regular Manitou user, BoldNet user, direct API calls).

Solution: The problem was the API mishandling of null values in the call list header processing which has now been resolved.

(F) Web Client Search display options between general and advanced. [] (9393)

Product: Manitou Web Client / BoldNetNeo

Issue: Advance search is only allowing 10 rows at a time and is the user is unable to choose and option to display more than 10 as it can be done in the general search form.

Solution: Updated Advance search to scrolling. Also removed the "Include Cancelled Accounts" checkbox for entities other than Customer where it is not applicable.

(F) SureView Gateway not working as expected. [CAS-24341-Y0H9D0]

(10124)

Product: SureViewGateway

Issue: SureViewGateway getting errors when trying to connect. Error is "SureView Connector Service Exception: An established connection was aborted by the software in your host machine"

Solution: The following issues were resolved:

- The order of the enum for the events created a situation where a disconnected event (that happened every time through the loop) would prevent the connected event from ever happening. This does not happen on initial connect. Only if there is a socket issue after the initial connection. It means it would never try to reconnect. Fixed this by changing the numbering of these events so connect event is
- higher priority.
- The count of connection tries was not getting reset on successful connection. This means you get the set amount of tries total. Not from the last success. Corrected this.
- There was issues with the error handling that masked socket errors and did not allow them to work up to where we attempt the reconnect. Fixed so we detect and propagate socket errors
- The receive function was swallowing the disconnect by pretending it was a weird zero byte read. added code to send a test byte to see if the socket is still open.

(F) BoldLauncher is not closing VCC as expected. [] (10686)

Product: BoldLauncher

Issue: If the BoldLauncher encounters an error opening an application that does not exist, it does not properly open and close other valid existing applications.

Solution: Corrected behavior so that even when a program doesn't exist and it errors in the log file, other valid existing applications continue to open and close as expected.

(F) Manitou Web Client not updating Account History as expected within an Alarm. [] (11061)

Product: Manitou Web Client

Issue: When working an alarm, only new signals or higher priority alarms are automatically refreshing the Activity.

Solution: Corrected behavior. Any Alarm or Signal regardless of priority will update in the Alarm Customer's Activity as expected.

(F) EAP: Set command that uses SQL that results in a date type crashes the appServer [] (9957)

Product: App Server / Manitou Web Client

Issue: A SQL line was blowing up the AppServer thread for a client because we are trying to treat a date type as a string. It causes OWS to completely crash and MNEO will seem lock up if you have auto-run set.

Solution: The following was applied:

1. When processing action "set", the app server was not converting the 'set' text to uppercase before parsing it, but the parsing expects all uppercase. The web client allows mixed case to be entered on the action pattern detail, and it gets saved that way even though the detail display shows all uppercase. If a SQL query SELECT keyword

was not in all uppercase, it was not interpreted as being a SQL query and the variable would simply be set to the text of the query rather than executing the query and setting the variable to the result. This has been corrected in the app server.

2. When an unsupported data type was retrieved from a SQL query, the exception handler was not passing the SQL session to the generic handler, so it would end up throwing a general exception instead of the expected "unsupported data type" error. This caused necessary cleanup to be bypassed, and could cause the "data reader" error that has been encountered. This situation has been corrected.
3. When retrieving data from a SQL query, if the cast from the SQL data type to our SQL type failed, the exception message was malformed, which caused another exception to be thrown. This caused necessary cleanup to be bypassed, and could cause the "data reader" error that has been encountered. This situation has been corrected.
4. The functionality that converts the SQL results into a string to which the variable is set was referencing the incorrect data type definitions (was referencing our internal data types rather than the SQL data types). This caused the incorrect "to_string" conversion to be applied which threw an exception which crashed the app server. This has been corrected to reference the SQL data types so the correct "to_string" conversion is used.

(F) 2.1.12 User report history showing on customer level in web client [] (5202)

Product: Manitou Web Client

Issue: There was an issue where the user report history was showing at the customer level in the web client..

Solution: After much research and discussion, and considering it is unknown why the Report History display section was originally added, it was decided that the best course of action would be to remove the Report History section from the Scheduled Reports screen, because if we allowed a user to see any report run for the customer, there could be an abuse of permissions - the user could potentially view something in a report that they do not have permission to see on the screen. If the user has permission to access the report queue, they can go there to see the reports, as has always been the case.

(F) DBManager: HealthCheck fails w/error if DB contains a column of type GEOGRAPHY, HIERARCHYID, or SQL_VARIANT. [] (11542)

Product: Database Manager

Issue: If you have a table within the manitou db that contains a column of type GEOGRAPHY, HIERARCHYID, or SQL_VARIANT. The DBManager Health check will fail with an error.

Solution: Added handling for the unexpected column datatypes: GEOGRAPHY, HIERARCHYID, or SQL_VARIANT

Known Issues:

(F) Cannot edit Monitoring Company Billing. [] (7748)

Product: Manitou Web Client

Issue: At the monitoring company level, there are a number of records you cannot edit in the Manitou Web Client. This

occurs when there is not a price defined for Signal Overage. When trying to remove Signal Overage in Manitou Web Client you can remove and save but once saved, it is not disabled and remains active.

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
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BNN	BoldNetNEO
BNM	BoldNet Mobile
BNS	BoldNet Silverlight (legacy)
Card	A boxed area on any of the Manitou Web Client/BoldNetNEO screens which contains data
IGW	Integration Gateway
MDK	Manitou Developer Kit (REST API for integration development)
MGW	Bold MediaGateway
MWC	Manitou Web Client
NFM	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)
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All items will have a header and format as follows:

Category (N, E, F, or C) Description [CAS/ITEM] (if applicable)

Product:

Issue:

Solution: