

2.1.16 Draft With Additions

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2.1.16 Release Notes [DRAFT]

Manitou

Version 2.1.16.#####

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) InnerRange IRFast protocol updates -Implement the protocol additions/changes they provided [] (11031)

Product: FEP

What changed?

InnerRange (innerrange.com) issued an update to their protocol to add a new Module Type of “LAN Ethernet Bridge”. We added the necessary changes to the FEP to allow these changes to work with Manitou.

Why was there a change?

Firmware updates (on InnerRange equipment) will begin supplying the new Module Type starting in March/April of 2020. Had we not made this change, the Module Type may have been misinterpreted.

How does this change impact the user?

If you use InnerRange receivers, this update will need to be in place before Manitou can successfully identify the new Module Type.

What does the user need to do differently as a result?

Most users outside Australia and New Zealand will need to do nothing. If you use InnerRange receivers, look at the FEP Configuration section in the Wiki, (specifically the section for the Ademco driver, upon which the InnerRange driver is based). The IRFFMT option section lists the Module Types, and the letters associated with each. Specifically, type 25 was added for the LAN Ethernet Bridge.

Fixes

(F) 2.1.12 - NotifyMe not working after updating because of -c# param not removed [] (10570)

Product: Integration Gateway

Issue: The Monitoring Center that reported this issue had BoldNotifyMe installed under 2.0. When they upgraded to 2.1, alarms were still not being processed. The Integration Gateway would continue to run without the Options being set in SWS, and without an existing config set under Integration Configurations. This was failing to pass alarms through to NotifyMe.

Solution: Modified IntegrationGateway so that, if the -c# param is used to specify a legacy config, and that config is not in the DB, will fail to start and logs "NotifyMe Configuration # not found" where # is the number of the config specified. Note that we load the config from the DB only if either of the NotifyMe MOptions is empty. (re: "NotifyMe - Central Station ID" and "NotifyMe - NotifyMe Host Url")

What this means for you: If you upgrade from 2.0 to 2.1, BoldNotifyMe will now work with either the original implementation or with the newly updated configuration that is available in 2.1.

(F) 2.1.13 - Account made inactive through Boldnet Neo without permissions [CAS-26042-Y4W5G2] (11299)

Product: BoldNet Neo

Issue: Through very specific steps using the Inspect on the Edit button on a customer's Monitoring Status card, a user could delete certain criteria, allowing a change in a customer monitoring status to save.

Solution: Added additional checks so that changing criteria will not allow the customer monitoring status to save. Also updated the New Customer initial box that if the login does not have Maintenance>Customer>Monitoring Status permissions, the drop down will enable, but no other monitoring status other than the default can be chosen.

What this means for you: Web logins are now further protected from attempts to get around monitoring status permission settings.

(F) 2.1.12 Subdealers action patterns with call list not running (10073)

Product: Manitou Web Client

Issue: Action Patterns on Master Dealer which refer to Call Lists on Master Dealer are no longer properly referencing those call lists during alarm handling on a customer linked to a Subdealer of that Master Dealer.

Solution: This is all in regards to an action pattern detail of 'contact dealer using/trying call list X'. This change accommodates finding the specified call list up the dealer chain. It will begin with the customer's direct dealer, then work up the master chain until the call list is found. If it is not found and 'trying' has been specified, it will then look for call list DFLT beginning with the customer's direct dealer and working up the master chain again.

What this means for you: For those cases where an action pattern refers to a call list (either using or trying), when the alarm is being processed, Manitou will now look at the dealer closest to the customer first.

If it finds a match at the dealer closest to the customer, it will use it. If it finds no match, it will proceed up the hierarchy of dealers to find a matching call list. It will use the first one it finds.

If it doesn't find a match, and if the Action Pattern command was to TRY the dealer action pattern, it will begin by looking for the DFLT action pattern at the customer's nearest dealer, then proceed again up the hierarchy of dealers looking for DFLT, as is the behavior of the TRY call list command.

(F) 2.1.13 - Scheduled Monthly Report Filters [CAS-25996-K0Z4B2](10569)

Product: Manitou Web Client

Issue: Scheduled Customer Activity report is not saving the selected Options. When the report runs it is running on All instead of those selected. It is also not saving the Next Run date if the report is edited and increased the next run date by the schedule interval for every edit and save.

Solution: Corrected the Options saving so the report will now only run on the options selected. The Next Run date remains regardless of the number of edit and saves. Also corrected that if the Next Run date is in the future it leaves the Last Run date blank. When editing a schedule report the date values will now show on the main section of the report.

What this means for you: If you edit existing scheduled reports from the Web Client, they will retain any options selected. Also, the next run date will remain blank until the report has actually been run successfully.

(F) 2.1.13 - Dealer search SQL syntax error (11794)

Product: Application Server

Issue: When retrieving the workstation name, it was added to the clog search query. This caused the join that is included only when searching by the dealer to not function as intended.

Solution: Corrected the query so the join that is included only when searching by the dealer now functions as intended.

What this mean for you: If you received a syntax error while searching for a dealer, you will no longer see this error. The results will be returned as expected.

(F) 2.1.13 - Media Gateway losing signals (11627)

Product: Media Gateway

Issue: Alarms weren't getting sent to Manitou. Found that the signal queue was getting corrupted.

Solution: Fixed the problem where we weren't locking the signal collection when checking the count or dequeuing. Also solidified some logic when processing certain commands.

What this means for you: If you were in the small group of users who experienced this problem, it will be resolved. Additional checks, as mentioned, were added to insure certain commands were processed properly.

(F) 2.1.12 - GPS address not being displayed when dispatching authority [CAS-20157-W3S9V2] (11081)

Product: Location Server

Issue: Using MapQuest as the Location Service type mapping option is not displaying the full address of GPS coordinates when dispatching.

Solution: Bing Maps was hardcoded for use with Location Services. Updated Location Server to utilize MapQuest but manual updates need to be made. Below are the steps:

MANITOU CENTRAL STATIONS WILL NOT BE USING THESE INSTRUCTIONS! THESE ARE FOR SUPPORT PERSONNEL ONLY!

- Location Server is designed for now, to only use 1 GPS location provider and does not use the settings found in "SWS->Options->Location/GPS" to determine that provider. It does use the "Services Key" value to contact the

provider.

- MapQuest was not provider that was recognized, until these changes to Location Server were completed. To use MapQuest changes to a SQL table need to be made manually.
- In SQL Management Studio, for the Manitou db, execute this statement:
- `SELECT * FROM DRIVERS WHERE ATTR = 'A'`
- This gives a list of valid providers. If MapQuest is not listed, an item has to be added to the table, but first, we need to make a change to existing items, since Location Server will use the first entry it finds.
- To disable existing providers execute this statement:
- `UPDATE DRIVERS SET ATTR = '-A' WHERE ATTR = 'A'`
- This will disable the provider(s) that will not be used location services can only use 1), but still preserve them for future use.
- Next, to insert the item for MapQuest, execute this statements: Declare Table Fields

```
DECLARE @DESCRIPTION NVARCHAR(35),
@ATTRIBUTE NVARCHAR(8),
@FILENAME NVARCHAR(255),
@OPTIONS NVARCHAR(1024)
```

Declare OPTION parameters

```
DECLARE @MCntryAck NVARCHAR(30),
@MCntryNum NVARCHAR(4),
@GeoSvcEndPointUrl NVARCHAR(768)
```

Set Processor fields

```
SET @DESCRIPTION = 'MapQuest'
SET @ATTRIBUTE = 'A'
SET @FILENAME = 'LSProcessor_MapQuest.dll'
```

Set Processor Parameters

```
SET @MCntryAck = 'United States'
SET @MCntryNum = '1'
SET @GeoSvcEndPointUrl = 'https://www.mapquestapi.com/geocoding/v1/reverse'
```

Assemble Parameters

```
SET @OPTIONS = N'MCntry$' + @MCntryAck + ',' + @MCntryNum + '|'
SET @OPTIONS = @OPTIONS + N'GeoSvcEndPointUrl$' + @GeoSvcEndPointUrl
```

Insert Processor

```
INSERT INTO [MANITOU].[dbo].[DRIVERS]
([LASTUPD],[CREDATE],[DTYPE]
,[DCODE]
,[DESCR],[ATTR],[FILENAME],[OPTIONS])
VALUES
(GETDATE(),GETDATE(),1
,(SELECT TOP 1 DCODE FROM DRIVERS WHERE DTYPE = 1 ORDER BY DCODE DESC) + 1
```

,@DESCRIPTION,@ATTRIBUTE,@FILENAME,@OPTIONS)

GO

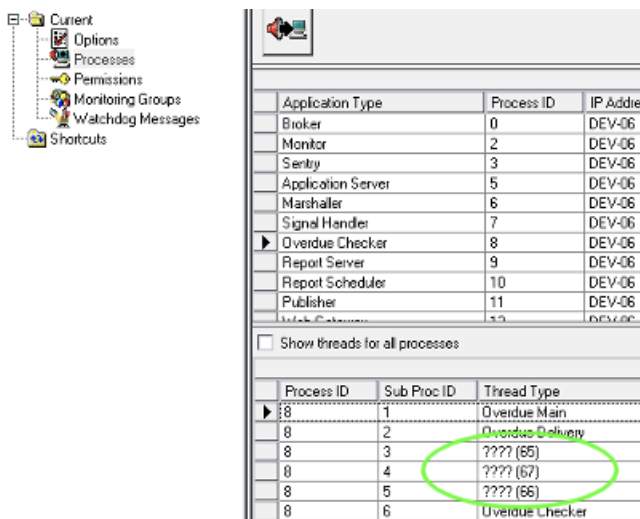
- This will add the MapQuest provider to the DRIVERS table.
- Stopping and starting Location Server and assuming this version of Location Server is the one running, GPS address lookup will work with MapQuest as the provider.
- NOTES:

What this means for you: MapQuest now works properly as a mapping solution. A quick way to see which provider Location Server is attempting to use, send in a GPS signal and in Logger for Location Server, look for the either successful or errors; but it will state the provider it's using. Also the Overdue Checker completes process of updating the address , so that should be running as well, as it always should.

(F) 2.1.13 SWS Processes showing ??? (##) on new OverDue Checker threads we've recently added (11717)

Product: Supervisor Workstation

Issue: In the SWS under View>Processes>Overdue Checker. The actual threads for that process are showing ??? on new threads that have been added.



Application Type	Process ID	IP Address
Broker	0	DEV-06
Monitor	2	DEV-06
Sentry	3	DEV-06
Application Server	5	DEV-06
Marshaler	6	DEV-06
Signal Handler	7	DEV-06
Overdue Checker	8	DEV-06
Report Server	9	DEV-06
Report Scheduler	10	DEV-06
Publisher	11	DEV-06
Web Cache	12	DEV-06

Process ID	Sub Proc ID	Thread Type
8	1	Overdue Main
8	2	Overdue Delivery
8	3	??? (65)
8	4	??? (67)
8	5	??? (66)
8	6	Overdue Checker

Solution: Made updates to add Client Types, Process Types and corrected values for some processes types.

What this means for you: If you saw the question mark symbols on the Processes screen in the Supervisor Workstation, you will no longer see them.

(F) 2.1.12 - Scheduled activity report not going out because of invalid '?INFO' event code (9744)

Product: RPTServer

Issue: After the 2.1 upgrade scheduled activity report are failing. A database error has occurred for record set CLOG_RRS ... Proc Name = SQLWrapper, Incorrect syntax near '?' They have an event code '?INFO'.

Solution: Some fields were being re-filtered in the where clause of the 2nd selection query when they were already part of the 1st query. If a re-filtered value had a '?' in it, the error occurred. Removed the redundant filtering.

What this means for you: If, after upgrading to 2.1, you received database errors when running scheduled Customer Activity reports with very specific filters, those errors will stop. Specifically, in this case, the Monitoring Center that reported the issue had an Event Code with a question mark (?). The Report Server now deals with it appropriately.

(F) 2.1.12 - Web Client - TX Programming not showing defaults name in drop down (9392)

Product: Manitou Web Client

Issue: When utilizing the 'show merged tx programming for tx' in TX programming it is not showing the Default (TX Type) programming name as an option in the drop down where as in the VB Client it does.

Solution:

- 1) Changed dropdown to show the transmitter *type* description, not the transmitter description.
- 2) Also noticed that showing merged programming for a particular transmitter was not limiting the display to just that transmitter as OWS does. Web client was showing all customer-level programming for all transmitters of the system regardless of which specific transmitter was selected. Changed to show just the selected transmitter. (TX '*' applies to and will show on all transmitters.)
- 3) Also noticed that tx programming was not being sorted the same as OWS. In OWS, each TX is sorted by DES, regardless if from customer level or transmitter type level. Web client was showing all customer level first followed by all transmitter type level. Changed to sort by input event within the same transmitter.
- 4) Also noticed that event programming was not being sorted properly (Event, TX, etc.) when merge selection is 'none'. This has been corrected.
- 5) Also noticed that post processing was not being sorted properly (Event, etc.). This has been corrected.

What this means for you: All of the following applies to Manitou Web Client > Customer > Systems > Programming. Specifically, at the top of the programming screen, there is a drop-down menu labeled Show Merged Transmitter Programming.

TX Programming

Show Merged TX Programming for TX

None

By default, the selection for Show Merged TX Programming is selected to NONE, which means the only programming displayed is programming local to the customer (not inherited from the transmitter type or the dealer). Below are the details for items 1 through 5 above.

- 1) In the Operator Workstation, the drop-down reflected the Transmitter Type of the selected transmitter.

Show merged Transmitter Programming for Transmitter:			None	Sort
Input			TX	TX Type Description
	Area	Zone	None	None
	*	*	All	All
	*	*	1	Default Transmitter Type
	*	*	2	Default Transmitter Type

The item that was fixed for this means that the Web Client now shows the same results when the drop-down is selected.

2) In Operator Workstation, when one of the transmitters is selected from the drop-down, the programming that was displayed in the rest of the screen was limited to the transmitter that was selected. The Web Client was showing the merged transmitter programming for all of the transmitters, not just the selected one. The behavior of the drop-down now more closely reflects what was displayed in Operator Workstation.

3) The sort order of the Transmitter Programming (top half of Programming) in the Web Client differed from the sort order in the Operator Workstation. The sort order in the Web Client now mirrors what was in Operator Workstation.

4) The sort order of Event Actions Programming (bottom left of Programming) now mirrors the sort order that was in Operator Workstation.

5) The Sort order of Post Processing (bottom right of Programming, if present) now mirrors the sort order that was in Operator Workstation.

(F) Activity General Comment is not splitting properly when the SWS>Option to Keep CR/LF is set to true in User Comments (1888)

Product: Application Server

Issue: If the option in SWS>Options>System>Keep CR/LF in User Comments is set to true, The splitting will not always recognize the 'New Line' points and may split in the middle of a word (at the 80 character point).

Solution: Corrected so that comments greater than 80 characters will correctly handle the CR/LF tags.

What this means for you: If you add a customer level comment (Standing/Temporary/Special Instruction), the comment gets logged to the Customer Activity log. Before this update, the text was displayed unevenly in the Web Client because, when there were Carriage Return or Line Feed characters (CR/LF), those were not being displayed. The formatting was all wrong. But this is resolved.

(F) 2.1.13 GPS Tracking does not work as expected [CAS-26870-R8H0B7] (11810)

Product: Manitou Web Client

Issue: The web client is not showing GPS signals on the map correctly when there is GPS tracking involved.

Solution: Added functionality to show GPS tracking and last tracked data in tags on the GPS Tracking custom card.

What this means for you: GPS signals being sent to Manitou, in the past, would have just shown the location of the Alarm event, but none of the location updates sent later. The location updates will now be shown as yellow stars on the map, with a red warning triangle as the alarm event. This will help differentiate the signals.

(F) 2.1.12 Dealer-restricted user cannot handle alarms [] (12278)

Product: Manitou Web Client

Issue: Logged in as a Dealer restricted User with Alarm Handling permissions is getting a permissions error when trying to handle alarms.

Solution: Corrected permissions issue so that Dealer restricted users can handle alarms without errors.

What this means for you: There are a number of cases where having a dealer restricted operator makes sense.

Primarily, if there is a need to segregate the operators (between those that have background checks and those without, for example). The permissions were not allowing this to happen, erroring on the inability to display Maintenance Issues. They were enforcing a permission that they shouldn't have been. This is resolved.

(F) Authority Contact Activity is not showing in chronological order when chronological is set as the default [] (12291)

Product: Manitou Web Client

Issue: The Activity tab on Authority Contact dialog box is not showing in chronological order when chronological is set as the default in the Manitou web.config.

Solution: Updated the Authority Contact dialog Activity tab to show in chronological order when it is set as the default.

What this means for you: It is possible to set the sort order for the Customer Activity screen by specifying it in the web.config file. In this case, the settings from the web.config were not being respected in some views. The specific view, or card, was the Authority Contact Details. Authority Contact Details now shows the events in the order specified.

(F) Aeonix SecureVoice integration broke with new way they're trying to record [] (12380)

Product: PBXServer

Issue: Due to Covid-19, companies are working remote and in order to record the remote users SecurVoice has to get info from Aeonix differently. This fix is supposed to make SecurVoice's new way work.

Solution: Updated PBXServer to work with the changes to SecurVoice.

What this means for you: Since Covid-19 has forced more companies to have employees working remotely, Aeonix needed to tweak how and when calls are recorded. If you are using PBXServer and Aeonix, this should now work.

Before this change, the Aeonix system was recording all calls on the specified lines. Since people are working remotely, there needed to be a change so that only work-related calls were recorded.

Any questions regarding recording and Aeonix should be directed to CSS.

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
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)

All items will have a header and format as follows:

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

Product:

Issue:

Solution: