

Technical Knowledge Glossary

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Advanced Report Writer

Departments > Professional Services > Manitou Core - Advanced Report Writer Install Checklist

<https://securityandalarminternalkb.knowledgeowl.com/help/1567>

Ajax

AJAX (Asynchronous JavaScript and XML)

The AJAX hosted service provided by AJAX only requires a XML connection from Bold to AJAX. An XML Driver acts as a "universal translator" for an alarm monitoring station. It allows a central system like Bold Group's Manitou to understand and process information that doesn't come from a traditional physical alarm panel

<https://securityandalarminternalkb.knowledgeowl.com/help/xml-receiver-driver>

FEP

A front-end processor (FEP) in security and alarm systems is a specialized, intermediary computing device that manages communication between field sensors (cameras, motion detectors, alarms) and a central host computer. It offloads tasks like data transmission, protocol conversion, and signal reduction from the main system, ensuring faster, reliable, and secure real-time monitoring.

A front-end processor is a server to offload data processing to ensure more reliable traffic directly to Manitou.

Integrations

Manitou can integrate with Managely or SedonaOffice with the following add on modules.

- [Accounting Integration](#)
- [MDK](#)

The integration links specific fields so that new customer details are entered only once and copy across to the other system. Integrations can be linked from Automation to Billing or Billing to Automation depending on desired functionality. The Technical Analyst or Systems Engineer will be able to guide the customer through the process and options using the [Integration checklist](#).

Further details: <https://securityandalarminternalkb.knowledgeowl.com/help/manitou-1cc539c>

MediaGateway

MediaGateway can process telephony, text messaging, XML, Universal Connector, open voice outbound on an alarm, e.g. low power.

<https://securityandalarminternalkb.knowledgeowl.com/help/1469>

MDK / SDK / API

Manitou / Software Development Kit

For any custom development that a customer wants to implement themselves, they must purchase the MDK Add On Module. Further details can be location in: [Add On Modules MDK](#)

MSM

Manitou System Manager (MSM)

The MSM is what determines which services are included in a customer's Manitou system. It's also what us used to turn customer services on or off.

Some examples of services:

- **Logger:** Traces all the events on the system. If this item fails it is not vital to the system and doesn't prevent alarm handling. However, it is important to get the logger restarted as soon as possible for issue tracking purposes.
- **Broker:** Serves as the "brains" of Manitou. It controls communication between the other components, holds global information, verifies licensing, manages alarm tracking, and controls record locking.
- **Sentry:** Controls access to Manitou. This provides access tokens to the Application server once the Broker has verified the licensing allows access.
- **Signal Handler:** Takes incoming signals from the Marshaller and manages proper signal processing into the database.
- **Application Server:** Works on behalf of the client to access the database, apply business rules, and cached data.
- **FEP: (Front End Processor):** Responsible for receiving, and acknowledging, signals from the receivers and formatting them for interpretation by the Signal Handler. Signals are then translated from various formats to a standard format used by Manitou. Each signal is also stored locally by the FEP, in what is called the FEP debug file. This is only kept for a short period of days. This prevents loss of signals due to failure of other system components.
- **Media Gateway:** This is the portion of the software that runs the different licensed features tied to the MediaGateway such as Two-way voice, OpenVoice, Direct Connect and the like.

For a full list of services and definitions, visit: <https://securityandalarminternalkb.knowledgeowl.com/help/1513>

Publisher - Email setup

If a customer requires functionality to email from Manitou they can use our server or their own on prem server or SMTP server.

1) Our server:

They can be setup with our email server. In that case, Emails sent from Manitou will have a noreply@boldmanitou.com address. We can have the email account name be their Central Station e.g

Company Name <noreply@boldmanitou.com>

2) Customer server: They need to provide the following

- Server address (ie. mail.outlook.com)
- Port (typically 587)
- EMail Address (username@companyname.com)
- Account Password

Server Types

For the Manitou platform, the infrastructure can be divided into several functional server types to handle alarm monitoring, data management, and remote access.

Application Server: This is the central hub of the Manitou system. It handles background communication with workstations, processes alarm logic, and manages authentication via the Bold Local Utility Service.

Database Server: Manitou requires a dedicated database environment, typically running on Microsoft Windows Server (2012 R2 or higher). It stores all customer records, signal history, and system configurations.

Front-End Processor (FEP) / Receiver Server: Often referred to as a receiver server, this component manages the incoming signals from various hardware and IP receivers. In cloud environments, this may be replaced by the Bold Cloud Receiver.

BoldNet Server: Specifically hosts the BoldNet Neo and BoldNet Mobile portals. It requires a verified SSL Certificate for secure external access by dealers and technicians.

MediaGateway / UniversalConnector Server: Handles non-traditional signals such as SMS, Email, and direct TCP connections. It converts these various formats into standard Manitou alarm signals.

Video Control Center (VCC) Server: A specialized server for managing video data, live monitoring, and video verification. It replaces older media matrices to support modern video and audio formats.

Replication Server: Used for high-availability setups, this server maintains a real-time copy of the Manitou database for disaster recovery and UL/ULC compliance.

SSO - Single Sign On

Single Sign On - Process TBC

UL (Underwriters Laboratories)

Underwriters Laboratories, a global safety science organization that sets the "gold standard" for security equipment, installation, and monitoring. For a security company, holding a UL certification serves as a third-party guarantee that their products and services meet or exceed stringent national safety and performance benchmarks.

Further information about compliance is available: <https://securityandalarminternalkb.knowledgeowl.com/help/1129>

Universal Connector

<https://manitou-knowledge-base.knowledgeowl.com/help/manitou-how-to-universal-connector>

Universal Connector - How To guide

Bold's UniversalConnector converts SMS, GPRS, Email, ODBC database, FTP, RSS, TCP, UDP and simple files into regular signals - GPS, video and audio alarms - that are then delivered into Manitou. Essentially, the UniversalConnector is a receiver for non-traditional transmission.

1. SMS
2. Email
3. ODBC database
4. FTP
5. TCP
6. GPRS
7. RSS
8. UDP
9. simple files

SMS (Short Message Service): A text messaging service component of phone, web, or mobile communication systems, using standardized communication protocols that allow fixed line or mobile phone devices to exchange short text messages typically limited to 160 characters

Email (Electronic Mail): A method of exchanging digital messages over the Internet or other computer networks. It is a store-and-forward method of composing, sending, storing, and retrieving messages [3, 6].

ODBC Database (Open Database Connectivity): A standard application programming interface (API) for accessing various types of database management systems (DBMS). It is a standard way for application programs to talk to databases regardless of the specific database system being used.

FTP (File Transfer Protocol): A standard network protocol used to transfer files from one host to another over a TCP-based network, such as the Internet. It is commonly used for uploading web pages to a server [2].

TCP (Transmission Control Protocol): A core protocol of the Internet protocol suite. It provides reliable, ordered, and error-checked delivery of a stream of bytes between applications running on hosts communicating over an IP network.

GPRS (General Packet Radio Service): A packet-oriented mobile data service available to users of the 2G and 3G cellular communication systems. It provides moderate-speed data transfer, allowing mobile users access to services like web browsing and email.

RSS (Really Simple Syndication or Rich Site Summary): A web feed format used to publish frequently updated content, such as blog entries, news headlines, and podcasts, in a standardized and machine-readable format. This allows users to subscribe to updates from a website.

UDP (User Datagram Protocol): A connectionless and unreliable core protocol of the Internet protocol suite. It is used for applications that prioritize speed over reliability (e.g., streaming audio/video, online games, and VoIP)

Simple Files: A basic and general method of storing data in a digital format. Data is typically organized as a sequence of bytes and stored on a non-volatile storage medium, such as a hard drive or solid-state drive, for future retrieval and modification

Workstations

<https://securityandalarminternalkb.knowledgeowl.com/help/manitou-2x-workstation-installation-guide>

Workstation setup files

The following files are used by a customer to install workstations for Supervisor and Operator plus the web client. The latest version of the files can be provided by the Technical Analyst or Systems Engineer.

- **DistributerClient_Setup (Folder)**
 - This is a Service
 - The Distributor is installed on each workstation and the the server - connection between servers and customer workstations
 - This needs to be pointed to the active distributor machine
- **ManitouClient_Setup (Folder)**
 - This installs the Operator or Supervisor workstation.
 - At least 1 Supervisor workstation is required to authorize Operator workstations.
 - Operator workstation is a nice to have (in case there is an issue with web client)
- **Manitou_Utility_Service_setup.exe**
 - Required for web client

Supervisor Workstation (Thick client)

The Supervisor Workstation (SWS) is a high-power installed application used for administrative and backend configuration.

Role: Used by managers to define permissions, manage hardware, and monitor overall system resources.

Key Functions: It is the only interface where you can customize Event Codes, set up Action Patterns, and manage system-wide hardware configurations.

Architecture: Being a "thick client," it performs most processing locally on the PC, requiring a local installation and direct connection to the Manitou database.

Operator Workstation (Thick client)

The Operator Workstation is a dedicated installed environment optimized for high-volume, real-time alarm handling.

Role: Used by frontline dispatchers to process incoming alarms.

Key Functions: It features specialized interfaces for scripted responses and video verification tools that require the stable performance and deeper hardware integration of a thick client.

Key Feature: Includes the Workstation ID-based tracking transfer, allowing operators to hand off accounts during shift changes

Web Client (Thin client)

The Web Client (often referred to as Manitou Neo) is a browser-based "thin client" with the same features and functionality of the Operator Workstation.
