

Manitou System Manager 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.

LOG VIEWER: Diagnostic tool used to watch information as it occurs, such as server calls, error messages, and other activity in the Manitou system.

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.

APPLICATION SERVER: Works on behalf of the client to access the database, apply business rules and cached data.

AUTO CLIENT: Acts as the "Virtual Operator" and performs any Operator functions that do not require human intervention.

MARSHALLER: Controls the distribution of signals to the Signal Processor.

SIGNAL HANDLER: Takes incoming signals from the Marshaller and manages proper signal processing into the database.

OVERDUE CHECKER: Responsible for verifying that schedules and test timers are in compliance and temporary schedules, paged contacts and out of service records are cleared once expired.

REPORT SERVER: Responsible for running the reports at the prompt of the Application Server, when reports are run ad hoc, or when notified by the Report Scheduler.

REPORT SCHEDULER: Notifies the Report Server to run reports.

PUBLISHER: Distributes all information external to the central station. This may include alphanumeric pages, faxes, email, or printed reports. This is not an element of the Media Gateway.



Starting and Stopping Services

Locate the service within the Manitou System Manager (MSM) then right click it and select:

- Start – starts the one service
- Start All – starts all "child" services underneath the service.
- Start All Extended – Rebuilds statistics for the dealer and company.
- Stop – stops the selected service.
- Stop All – Stops all the "child" services underneath the service.
- Properties – Displays the service settings

* This list may not contain all services. This covers the most used and most common services.

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ROUTER: If accounting software, such as SedonaOffice, is integrated with Manitou, the Router handles the information (such as customer details) linked between Manitou and SedonaOffice.

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.

IP RECEIVER: Software that runs as a Windows service and takes the place of a physical alarm receiver. The IP Receiver communicates using a TCP/IP connection over a network. The IP Receiver is used for card access systems.

WEB GATEWAY: The link through which the BoldNet server may connect to Manitou. This may only run on one server at a time.

WATCHDOG: Sends audio and visual alerts to Manitou users.

LICENSE MANAGER: This is in place to allow for us to update your license as necessary without having to restart your system. This will remain RED at all times except when we are updating your license.

TELEPHONY SERVER: This is the communication portal for the MediaGateway.

MEDIAGATEWAY: 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.

LOCATION SERVER: Utilizes GPS to determine the alarm location then presents applicable PSAP (Authority) details within the alarm.