

Manitou

Manitou 2.1.16 Release Notes

New IRFast Modules, Tons of Fixes and More!

Welcome to our new Release Notes format. We hope you find these useful and informative. Here in the first section will be the brief summary of changes, with links to a bit more information further along in the document.

New Stuff

[Changes to IRFast protocol](#)

Fixed Stuff

[Upgrading 2.0 to 2.1 broke Bold NotifyMe](#)

[Permissions were allowing status changes](#)

[Sub-dealer call lists were failing](#)

[Editing scheduled reports from Web Client was inconsistent](#)

[Searching for dealers caused syntax error](#)

[Some MediaGateway signals were not getting to Manitou](#)

[GPS address wasn't displaying when dispatching authorities](#)

[Supervisor Workstation processes screen wasn't listing correctly](#)

[Customer Activity report was failing in some cases](#)

["Show Merged TX Programming" in Web Client was inconsistent](#)

[Temp/Standing Comments were not logging correctly](#)

[GPS Tracking wasn't working as expected](#)

[Dealer-restricted users were unable to handle alarms](#)

[Authority contacts were displaying out of order on Activity](#)

[Calls were not being recorded for remote workers](#)

Features and Enhancements

11031 – The InnerRange IRFast protocol was updated to reflect new equipment. [FEP]

We updated the FEP Driver so that, if a new “LAN Ethernet Bridge” is used, the Module Type will be correctly identified as such.

More detail - 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 document, (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

10570 – We fixed an issue where, when upgrading from 2.0 to 2.1, the original instance of Bold NotifyMe stopped working.

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.

11299 – We strengthened the permissions so that a very specific set of web browser tweaks will no longer allow changes to Customer Status to be made, unless the user has the correct permissions.

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

10073 – We fixed the logic by which Sub-dealer action patterns with call lists were not running properly.

What this means for you: For those cases where an action pattern refers to a dealer 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.

10569 – We fixed an issue where changes to scheduled reports, made from the web client, were not saved properly.

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.

11794 – We fixed an issue where searching for a Dealer resulted in a syntax error.

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.

11627 – We fixed an issue where MediaGateway signals were not making it to Manitou.

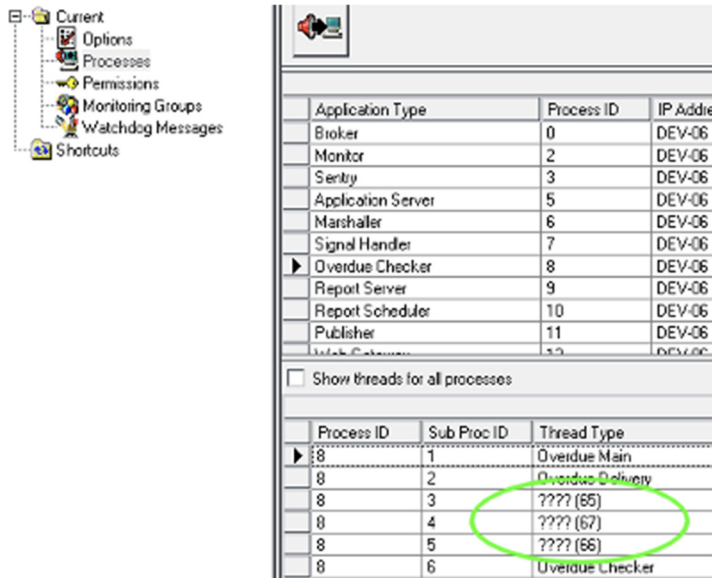
What this means for you: If you were in the small group of users who experienced this problem, it will be resolved. Additional checks, as mentioned, were added to ensure certain commands were processed properly.

11081 – We fixed an issue where the GPS address was not being displayed when dispatching an authority.

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.

11717 – We fixed an issue where the Process screen in the Supervisor Workstation was showing Question Marks, rather than correctly listing the process type.

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.



9744 – We fixed an issue that prevented the Customer Activity report from running properly if there were event codes with Question Marks.

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.

04/02/20 10:57 AM

ID: BOLDTECH

Date	Day	Time	Log Description
03/10/2020	Tue	01:21:11 PM	Customer Monitoring Deactivated
		01:21:11 PM	Customer Monitoring Activated
04/02/2020	Thu	07:54:32 AM	[?](System: 1 Area: 1) (Manual Alarm)
		07:55:32 AM	Operator Cancel/Close - Res: CONF Resolution: CONF - Genuine Alarm
		07:54:32 AM	????(System: 1 Area: 1) (Manual Alarm)
		07:56:40 AM	Operator Cancel/Close - Res: FALS Resolution: FALS - False Alarm

Event Codes With Question Marks No Longer Cause Customer Activity Report to Fail!

9392 – We fixed an issue where, in the Web Client, the “Show Merged Transmitter Programming” displayed different results and sort orders than expected.

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 the five items that are fixed here.

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 the **Operator Workstation**, when selecting a transmitter from the dropdown, the programming displayed on screen is limited to the **selected transmitter**. 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.

1888 – We fixed an issue that was causing Comments (from the Comments screen), to be displayed in a weird format in the Customer Activity log.

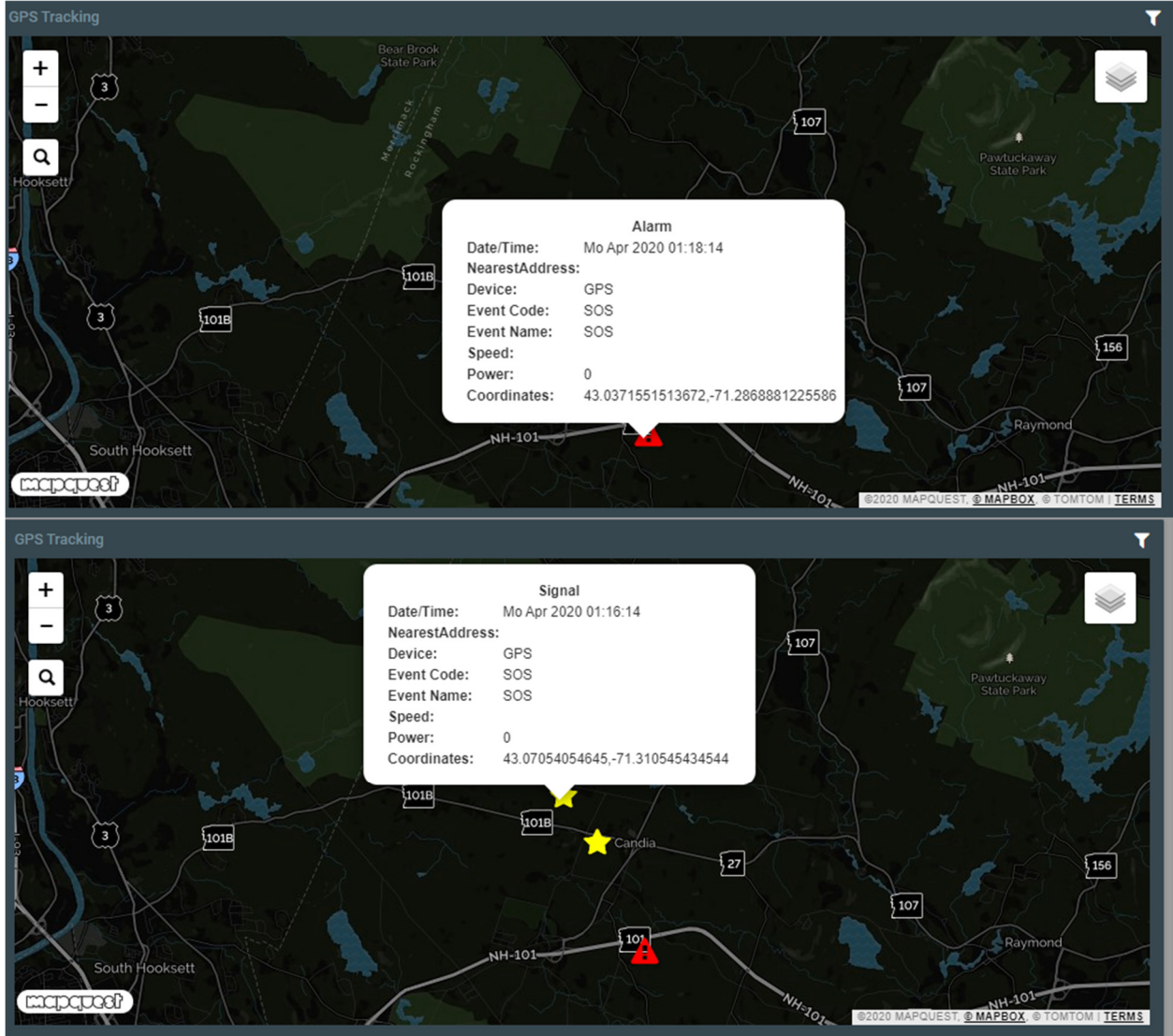
What this means for you: If you add a customer level comment (Standing/Temporary/Special Instruction), the comment gets logged to the Customer Activity log. Before this update, the text was displayed unevenly in the Web Client because, when there were Carriage Return or Line Feed characters (CR/LF),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

ite	Time	Log Description
3/31/2020	18:33:16	TEMPORARY COMMENT (Valid From: 03/31/2020 18:23 To: 04/01/2020 18:22) - test
		Save a comment that is more than 80 characters long with embedded 'New Line'/empty lines (use the <Enter> key multiple times throughout the comment). The easy place to do this is the 'Save' comment for a customer edit. Another good area is the Comments section of a customer (add new Temporary comment). This will have a heading (Comment description) in addition to the (CLOG) comment (customer Comment text).
		Save a comment that is more than 80 characters long with embedded 'New Line'/empty lines (use the <Enter> key multiple times throughout the comment). The easy place to do this is the 'Save' comment for a customer edit. Another good area is the Comments section of a customer (add new Temporary comment). This will have a heading (Comment description) in addition to the (CLOG) comment (customer Comment text).
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11810 – Fixed an issue where GPS Tracking was not working as expected.

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.



12278 – We fixed an issue where Dealer-restricted users were unable to handle alarms.

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.

12291 – We fixed an issue where the Activity Log, specifically for Authority Contacts, was not displaying in chronological order.

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.

12380 – We fixed an issue that was preventing calls from being recorded for remote workers.

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.