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Manitou

Manitou 2.1.17 Release Notes
New On-Test Feature, 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

You can now add recurring On Test entries!

Fixed Stuff

User Defined Fields in the Customer Wizard no longer requires so much scrolling

We fixed the ability for Dealer users to modify the Branch entry on customers

We addressed the issue that was causing problems with the Watch List BoldNet NEO

We fixed BoldNet permissions affecting the Reports and Report Queue

We resolved an issue that was affecting time and date entry for Temporary Comments

We fixed the Dealer Masterfile report

We fixed the issue that was preventing MediaGateway from working with TLS 1.2

We fixed an issue that was erroneously preventing creating new Manitou users

We fixed an issue where Enhanced Action Patterns were unable to choose a state

We made data entry on the Permits screen a bit easier

We resolved an issue where the Time Zone option (set in the Supervisor Workstation) was not being respected.

We made zone data entry much more user friendly

We fixed the ability to change BoldNet passwords

We fixed some On Test weirdness in Operator Workstation

We resolved a number of issues with Reminder entry on the Web Client

Authority Call Lists are now only used when specifically called by the Action Pattern

Manitou now correctly displays the number of call attempts for Authorities

Comments when contacting an entity now allows for multi-line comments

We fixed an issue that was preventing all events from showing in the Customer Activity Report

We resolved issues with SureView not working well with the Web Client

We fixed an issue where the MediaGateway was too slow in accepting TCP connections

We extended the maximum password length for email connections

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We added some event codes to our Seed Database
MediaGateway new deals with NULL columns properly
We resolved an issue with the Distributer that was overwriting new files with old files.

Features and Enhancements

11869 – Manitou now has the ability to add Recurring "On-Test" Entries
More detail –
What changed?
We added the ability to enter recurring on-test entries.
Why was there a change?
This has been a feature that has been requested for years by a lot of customers. Examples of use cases included situations where there would be daily construction at a location (hence the need for on test), but the site would still need to be protected outside of work hours. Previously, this would have forced the operator to establish the On Test entries each day.
How does this change impact the user?
The only impact is the added functionality. If non-recurring entries are what you want to use, the original functionality is unchanged.
What does the user need to do differently as a result?
If you want to try out the new recurring on-test, once you are on update 18, you will be able to navigate to the Advanced On Test screen. There are four ways to do this:

1. Press F6 or
2. Click the megaphone icon or

3. Navigate to the Menu Icon > Operations > On Test or
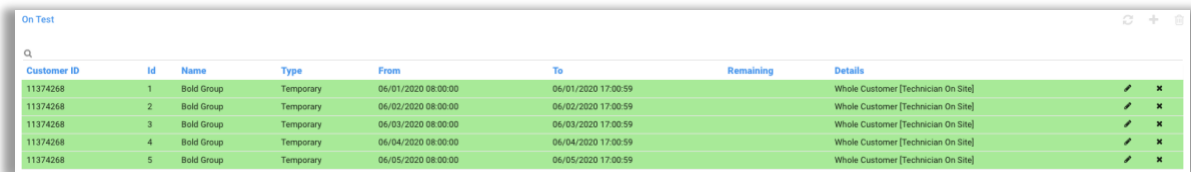4. Open a customer, navigate to the Add On Test section in the top right, and click Advanced.

Once you are on the Advanced On Test screen, you will see a new section titled "Recurring".
You can click on this and set your On Test for multiple entries

In the example, there is a range of days. For the range specified, the Start and End times will

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apply for each day. It is still required to fill out the checkboxes for the days of the week so that you can choose to leave out any of the days within the From/To Range. When viewing the On Test Status, the entries in the future will show up in green (as future on test entries are). They can be removed individually, or all at once.

Customer ID	Id	Name	Type	From	To	Remaining	Details		
11374268	1	Bold Group	Temporary	06/01/2020 08:00:00	06/01/2020 17:00:59		Whole Customer [Technician On Site]	✎	✕
11374268	2	Bold Group	Temporary	06/02/2020 08:00:00	06/02/2020 17:00:59		Whole Customer [Technician On Site]	✎	✕
11374268	3	Bold Group	Temporary	06/03/2020 08:00:00	06/03/2020 17:00:59		Whole Customer [Technician On Site]	✎	✕
11374268	4	Bold Group	Temporary	06/04/2020 08:00:00	06/04/2020 17:00:59		Whole Customer [Technician On Site]	✎	✕
11374268	5	Bold Group	Temporary	06/05/2020 08:00:00	06/05/2020 17:00:59		Whole Customer [Technician On Site]	✎	✕

Fixes

10561 – User Defined Fields in the Customer Wizard no longer requires so much scrolling
What this means for you: If your Monitoring Center has a large number of Customer User Defined fields, there was an issue that forced users to scroll a lot. Manitou now makes better use of the blanks space, and scrolling will only be used when absolutely necessary.

11809 – We fixed the ability for Dealer users to modify the Branch entry on customers
What this means for you: Previously, Dealer users using BoldNet NEO were able to create customers which included picking a Branch. Once this was set, the same Dealer users were unable to change the Branch. This has been resolved.

9743 – We addressed the issue that was causing problems with the Watch List BoldNet NEO
What this means for you: Dealers who logged in to BoldNet NEO were not always seeing the complete list of customers in their Watch List. The Silverlight client had a scroll bar which was not originally present in BoldNet NEO. The scroll bar has been added, and the items in the Watch List will now be sorted by Customer ID.

11653 – We fixed BoldNet permissions affecting the Reports and Report Queue
What this means for you: It was possible, before this update, to set the permissions in such a way that indicated that System Reports and Report Queue should not be visible to the user. These permissions were not being respected by the BoldNet NEO, so the menus were still visible. The fix for this forces BoldNet NEO to respect the permissions. If you don't want those screens visible for BoldNet NEO users, they will now be hidden from view.

11808 – We resolved an issue that was affecting time and date entry for Temporary Comments
What this means for you: For the last few updates, if you had been adding or editing a Temporary Comment, and if you cleared the Time field, the Date field would also, unexpectedly, be cleared as well. This has been resolved.

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10557 – We fixed the Dealer Masterfile report
> **What this means for you:** Previously, when running the Dealer Masterfile Report from the Manitou Web Client caused the report to display only the Dealer level contacts. Now, this report will respect whichever options are chosen when running the report.

12056 – We fixed the issue that was preventing MediaGateway from working with TLS 1.2
> **What this means for you:** If your MediaGateway was unable to connect to the Manitou database while using TLS 1.2, this issue has been resolved. It may require updated OLE DB drivers, which may be downloaded from https://docs.microsoft.com/en-us/sql/connect/oledb/download-oledb-driver-for-sql-server?view=sql-server-ver15

12619 – We fixed an issue that was erroneously preventing creating new Manitou users
> **What this means for you:** You may have been prevented from creating some users in Manitou because the Supervisor Workstation was doing a check that it didn't need to do. Since the application server has its own duplicate check, this was unnecessary and was therefore removed.

10578 – We fixed an issue where Enhanced Action Patterns were unable to choose a state
> **What this means for you:** If you are using an IF statement in your Enhanced Action Pattern, there was a mis-match where you would specify a region (state/province), but the logic was looking for the matching numerical value in the database. This has been resolved.

8514 – We made data entry on the Permits screen a bit easier
> **What this means for you:** Previously, you were forced to click add for each new row on the permit data entry screen. Now, if you need to add a second row, you may simply Tab from the last field of the previous row, and a new row will appear.

5496 – We resolved an issue where the Time Zone option (set in the Supervisor Workstation) was not being respected.
> **What this means for you:** Before this was resolved, if the option was set in the Supervisor Workstation (Supervisor Workstation > Tools > Options > Account Creation and Maintenance > Display Customer Logs in Their Local Time Zone) to No, the setting was not being respected. Logs were showing in customer timezone. This has been resolved.

7634 – We made zone data entry much more user friendly
> **What this means for you:** Previously, zone entry was less easy than it should have been, especially for those using the keyboard. Data entry is consistent no matter how many zones you are entering. You are also able to use checkboxes to select multiple zones. Also, rather than forcing you to change the page to view a lot of zones, the zones will be listed with a scroll bar.

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10642 – We fixed the ability to change BoldNet passwords
What this means for you: If you tried to change your password from the Menu Icon > File > Change Password menu selection in BoldNet, the password change was not successful. This has been resolved.

9748 – We fixed some On Test weirdness in Operator Workstation
What this means for you: If you were placing something On Test from the Operator Workstation, specifically if you were trying to select an Event Code or Event Category, and if you chose an Event Code with more than one word (e.g. Fire Trouble) or an Event Category with more than one word, the Operator Workstation was inserting an extra comma between the two words (e.g. Fire,Trouble). This has been resolved. This has been working as expected in the Web Client, so this fix applies only to the behavior in Manitou Operator Worksation.

12055 – We resolved a number of issues with Reminder entry on the Web Client
What this means for you: We resolved the following issues (1) the ability to add reminders with an expiration date no longer errors, (2) display issues when listing reminder; now all data is displayed, (3) when deleting a reminder, a box will now pop up asking you to confirm, (4) a refresh button has been added to the Reminder listing, (5) remaining counts are now displayed correctly, and (6) adding, updating, or deleting of Reminder Notes now works.

7386 – Authority Call Lists are now only used when specifically called by the Action Pattern
What this means for you: If you had a customer with a call list that was the same name as a call list on the authority, (e.g. both the customer and the authority had a call list labeled 'CL1'), when the Action Pattern showed Contact Customer with Call List CL1 (for example), Manitou was displaying the call list from the Authority level. This has been resolved.

4750 – Manitou now correctly displays the number of call attempts for Authorities
What this means for you: There was an issue that kept Manitou from properly displaying the contact count when contacting an Authority. There was also an issue where contacting an authority was not marking that action as complete. These have both been resolved.

12339 – Comments when contacting an entity now allows for multi-line comments
What this means for you: While working on an alarm, when contacting Customers or Keyholders, if you want to enter a multi-line comment (perhaps a detailed explanation of what the keyholder told the operator; and multiple lines are used), the Web Client no longer displays the entered comments overlapping buttons or other elements of the screen.

11086 – We fixed an issue that was preventing all events from showing in the Customer Activity Report

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What this means for you: Previously, if you tried to select specific event codes on the Customer Activity Report, there was a chance that some events were not showing. This has been resolved.

11300 – We resolved issues with SureView not working well with the Web Client
What this means for you: We resolved several issues where SureView signals were not properly launching the VCC, as well as improving data entry.

12403 – We fixed an issue where the MediaGateway was too slow in accepting TCP connections
What this means for you: We changed how TCP connections are accepted by the MediaGateway. Previously, because MG was too slow, multiple connections were timing out. With this fix, connections are accepted and queued up, rather than only accepting a single connection each time it polls for more data.

12216 – We extended the maximum password length for email connections
What this means for you: Most email servers worked just fine with the 20 character password length limit that has been in place for some time. Recently an email server that was being used included their API key as a part of the password, which meant 20 characters was not nearly long enough. The maximum length of a password for connecting to an email server is now 256 characters.

8101 – We added some event codes to our Seed Database
What this means for you: This will only impact new customers. The events added to the Seed Database were:
CC – Closing Cancel by User
DI-R – Humidity Report Restore
FS1 – Spv-Low H_2O Pressure
FS2 – Spv-Low CO_2
FS3 – Spv-Gate Vlv Sensor
FS4 – Spv-Lw H_2O Level
FS5 – Spv-Pump Activated
FS6 – Spv – Pump Failure

12578 – MediaGateway new deals with NULL columns properly
What this means for you: When reading a database via the ODBC connecter, the MediaGateway was not returning NULL columns, so the number of fields varied. If this is happening in your situation, you can now check the box that says 'Process Null Fields' when setting up the ODBC connection.

11287 – We resolved an issue with the Distributer that was overwriting new files with old files.

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What this means for you: Specifically, files related to the Local Utility Service were being overwritten. Rather than pushing individual files, the LUS installer will be pushed, overwriting ONLY the previous installer.