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Manitou 2.1.18 Release Notes
New Signal Handler Parameter, 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
We added the -b parameter to the Signal Handler

Fixed Stuff
We corrected an issue with call lists when Branch was changed
We fixed an issue displaying SureView Binary Log data
We resolved an issue that may have prevented the FEP from starting after a failover.
We fixed an issue that may have prevented calls from an action pattern after an email action
We fixed an issue that caused alarms to become "stuck" in the queue
We fixed the ability to filter by RLP on Dealer System Accounts while viewing activity
We resolved an issue that caused a time-stamp to display incorrectly
We fixed an issue that prevented the creation of Disaster events
We fixed an issue in BoldNet NEO that was changing other options when edits were made
We fixed an issue that was preventing the Status from being updated on the alarm screen.
We resolved an issue that was causing the Customer Time not to be displayed on the Alarm Screen
We corrected an issue that caused edits to override AutoText numbers in BoldNet NEO
We tested the PBX against Aeonix version 5.1.069
We fixed a number of issues in the Standard Import Utility
We corrected an issue that caused BoldNet passwords to be shown in plain text in Audit logs
We resolved a permission issue that prevented users from seeing Customer Options
We fixed an issue that prevented O/C Schedule changes not to be shown in Audit logs
We corrected an issue that prevented audio alarms from being closed
We fixed an issue that may have displayed an error when trying to save a temp schedule
The "ManitouNEO" login logo has been replaced.
We resolved an issue that may have caused an error when creating a new Dashboard
We fixed an issue that affected General Schedules and Action Patterns
We addressed an issue that would have caused NotifyMe programming not to work

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We fixed an issue that may have kept the On Test screen visible in front of the Alarm screen
We resolved an issue affecting permissions for viewing Event Maps

Features and Enhancements

11031 – We added the -b parameter to the Signal Handler

What changed?

There is a new parameter (-b) which allows you to configure the number of seconds a timestamped signal may be behind the system clock.

Why was there a change?

Previously, the Signal Handler would mark a signal as "back-dated" if the signal with the timestamp was received with a time that differed from the Manitou system clock by more than 30 seconds. There was a request for a configurable time.

How does this change impact the user?

If you receive signals that include a timestamp, you can control where the cutoff is for marking those signals as backdated.

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

Again, assuming you need to change from the default of 30 seconds, you will need to add the -b parameter, followed by the number of seconds, to the Signal Handler parameters. If you would prefer 10 seconds, the parameter would be -b10.

Fixes

10580 – We corrected an issue with call lists when Branch was changed

What this means for you: If you had "Branch A" on a customer, and an action pattern that referred to a call list at the Branch level, and you changed the Branch to "Branch B", the references to the call list on Branch A would previously not have been removed. This has been corrected.

6548 – We fixed an issue displaying SureView Binary Log data

What this means for you: The Activity View for Binary Log data, in Customer Activity had odd formatting. This has been corrected, and the activity view is cleaner.

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8492 – We resolved an issue that may have prevented the FEP from starting after a failover.
What this means for you: There is a part of the FEP process that, when the FEP is first started, is intended to "clean up" the FEP files. Cleaning up these files includes making sure that there are no .sig files older than 7 days. Prior to this fix, if there were .sig files in the FEP Files folder, the FEP would have attempted to process all of the .sig files before starting. With this fix, .sig files older than 7 days are removed, and only files from the most recent 7 days will be processed.

12759 – We fixed an issue that may have prevented calls from an action pattern after an email action
What this means for you: If you tried to send an email as a part of an action pattern, then cancelled that action, Manitou was preventing you from making any more calls stating that contact with "@" is still in progress. This has been corrected.

12409 – We fixed an issue that caused alarms to become "stuck" in the queue
What this means for you: If, for whatever reason, a user was logged out, or refreshed the web browser, the alarm may have been "stuck". This fix resolves that issue. In addition, the following were resolved: (1) In cases where multiple Monitoring groups are used, displaying the alarm queue showed no alarms (since a monitoring group hasn't been selected). The dashboard will be displayed while the queue is refreshed. (2) When requesting an alarm, the list will no longer show alarms that already belong to the user that is attempting to request an alarm. (3) When clicking the 'Takeover Alarm' icon, the Alarm Queue will indicate that a filter is active, and (4) We fixed an issue that was causing Group Code or Class Code notifications not to display correctly on the alarm screen.

11279 – We fixed the ability to filter by RLP on Dealer System Accounts while viewing activity
What this means for you: If you use Dealer System Accounts, the RLP dropdown on the Advanced Activity Log Search was not populating. It will now display the RLPs that have been selected for that dealer.

12785 – We resolved an issue that caused a time-stamp to display incorrectly
What this means for you: When suspending an alarm, one of the options is to 'Select Date and Time in customer local time". When selected, this was displaying a time that was six hours in the future from the customer local time. This has been resolved.

12771 – We fixed an issue that prevented the creation of Disaster events
What this means for you: Attempting to create Disaster events in the web client would cause error messages indicating the from/to dates were incorrect. This is resolved. Also fixed were (1) if a monitoring group other than Monitoring Group 0 is selected, the disaster event now applies the disaster event to the monitoring group specified. (2) If no postcodes are selected for a

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disaster event, the Done button is now disabled. This prevents empty disaster events. (3) Cancelling a disaster event now removes lingering detail items.

11814 – We fixed an issue in BoldNet NEO that was changing other options when edits were made
What this means for you: The example for this fix was that a dealer had edited the customer-level password (not a keyholder password), and the Area Fill setting changed, despite the fact that the dealer didn't have view permissions for the Area Fill settings. BoldNet NEO will now respect the permissions, and only the item being changed will be updated.

13014 – We fixed an issue that was preventing the Status from being updated on the alarm screen.
What this means for you: If, for example, you received an alarm from a customer, and while you are handling that alarm, another alarm for the same customer comes in, you may have seen that the Customer Status was not updating. It may not have shown that the In Alarm (#) number had changed. This has been resolved.

11813 – We resolved an issue that was causing the Customer Time not to be displayed on the Alarm Screen
What this means for you: The Customer Time (the current time in the customer time zone) was not being displayed. This has been resolved.

12313 – We corrected an issue that caused edits to override AutoText numbers in BoldNet NEO
What this means for you: There was an issue that was changing the AutoText number, if the customer keyholder contact point was edited from BoldNet NEO. This has been corrected.

12669 – We tested the PBX against Aeonix version 5.1.069
What this means for you: There were no code changes made. We successfully tested the current versions of the PBX files against Aeonix version 5.1.069, so if your Aeonix is on that version, Manitou PBX is known to work.

8463 – We fixed a number of issues in the Standard Import Utility
What this means for you: We addressed the following issues: (1) In CALLLIST_D, including another entity's call lists was fixed, where it was previously only allowing the entity's own sub lists to be selected. (2) When creating Contact Lists, the LISTSEQ number now begins with 1, where previously starting with 0 (zero) caused issues with other places that refer to the List Sequence. (3) The SIU now verifies that either a CPTYPENO or TYPETXT has been supplied, where previously, the SIU would have thrown an exception and stopped processing. (4) We corrected a typo in the messages about pre and post directions when processing the ADDRESS table. (5) Contact (person) passwords are now no longer required to be unique. Manitou does not require unique passwords for contacts, but the SIU was requiring them to be unique. (6) An

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internal App Server parameter was causing CLOG 'Cancel' events not to be imported properly. (7) A section about Test Mode vs Full Import was added to the SIU 2.1 Manual.

9740 – We corrected an issue that caused BoldNet passwords to be shown in plain text in Audit logs
What this means for you: When user changed their password from BoldNet, the new password value was stored in plain text in the audit logs. This has been resolved. Additionally, the DBManager, as a part of the upgrade, will replace previously plain text entries with '******'

10559 – We resolved a permission issue that prevented users from seeing Customer Options
What this means for you: If a permission profile restricted the user from viewing the Monitoring Group for a customer, the rest of the Customer Options were also hidden. This has been resolved.

10612 – We fixed an issue that prevented O/C Schedule changes not to be shown in Audit logs
What this means for you: If you edit O/C Schedules, any changes will now be shown properly if you view the audit logs.

12302 – We corrected an issue that prevented audio alarms from being closed
What this means for you: There was an issue where, when closing subsequent alarms for the same customer, that a message stating "Alarm Does Not Exist" may have been shown when closing the original audio alarm. This has been resolved.

12783 – We fixed an issue that may have displayed an error when trying to save a temp schedule
What this means for you: A complicated set of steps involving both alternate schedules and temporary schedules was causing errors. This is despite the fact that all the schedules were properly formatted. The underlying issue has been resolved.

4379 – The "ManitouNEO" login logo has been replaced.
What this means for you: The updated logo is in line with our current logo and marketing guidelines.

7335 – We resolved an issue that may have caused an error when creating a new Dashboard
What this means for you: Creating a widget (one of the sections of a Dashboard), if you were trying to create a filter by Dealer, a SQL error was displayed. We have resolved this.

13186 – We fixed an issue that affected General Schedules and Action Patterns
What this means for you: If a higher level entity (dealer/branch/monitoring company) with the same serialno had a schedule within an action pattern, the schedule was ignored. This has been resolved.

12650 – We addressed an issue that would have caused NotifyMe programming not to work

What this means for you: If you had to add programming lines for Bold NotifyMe, when save was clicked, the changes were not applied, despite being visible on the programming screen. The underlying processes (App Server and Signal Handler) were not re-caching when the changes were made. This has been resolved.

12769 – We corrected an issue with the Customer Count Report
What this means for you: If you ran the Customer Count Report from the Manitou Web Client, and if you specified a range of Customer IDs, all customers were returned in the list, whether or not they were within the range specified. This has been resolved.

9741 – We fixed some display issues for the New Customer Wizard in Dark Mode
What this means for you: If your color scheme was set to Dark Mode, and if you were using the New Customer Wizard, some text was unreadable. This has been resolved.

13237 – We fixed an issue that may have kept the On Test screen visible in front of the Alarm screen
What this means for you: If you were in Alarm Handling Mode, and if you were adding an On Test entry while waiting for new alarms, a dialog may have prevented you from viewing the alarm screen properly. The operator is now able to close the On Test box to be able to view/interact with the alarm screen.

13091 – We resolved an issue affecting permissions for viewing Event Maps
What this means for you: The permissions for viewing the Event Maps screen in the Manitou Web Client were not being respected. This has been resolved.