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Manitou

Manitou 2.1.19 Release Notes
Updates to .NET Runtimes, 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 updated .NET Runtimes to 4.8
We improved settings for the SMS Connector

Fixed Stuff
We improved validation for TX ID Ranges
We fixed an issue where the Alarm screen was incorrectly confusing Customer and Authority Call Lists
We resolved an issue that displayed incorrect last run/next run times for Scheduled Reports in BoldNetNEO
We fixed an issue that may have entered incomplete information into the Audit log
We fixed an issue that caused the "Include" command not to work properly.
We resolved an issue with User Defined fields
We resolved an issue that prevented SMS phone numbers from being entered
We fixed an issue that prevented "Launch" actions from being marked as complete
We fixed an issue where Sub Accounts were not updating the NEXTTEST date.
We fixed issues that were not allowing On Test entries to be saved.
We resolved two issues with validating passwords from the Manitou Web Client
We corrected an issue that caused two rows to appear in the Alarm Queue
We addressed an issue that was allowing General Schedule codes longer than 4 characters
We fixed issues with email scripts.
We corrected several issues that were impacting the use of ASAP to PSAP in the Web Client
We resolved issues that were not updating BoldNet NEO passwords properly
We fixed an issue that caused Temp Comments to be displayed at incorrect times
We corrected an issue that prevented Operators from being notified of IM Messages
We fixed an issue that may have prevented a new customer from being saved
We corrected an issue that prevented removal of authorities from customers
We updated the VCC to allow the Envysion driver to remove hard coded credentials

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Features and Enhancements

12873 – We updated .NET Runtimes to version 4.8

What changed?

Previous versions of several pieces of Manitou used .NET 4.6.2. As of this update, .NET 4.8 is now used.

Why was there a change?

Version 4.6.2 of Microsoft .NET was introduced in August of 2016. We used version 4.6.2, bypassing several incremental updates to .NET. More recent versions of Microsoft SQL Server require newer .NET runtime files, so the decision was made to target 4.8.

How does this change impact the user?

If you have any of the following applications, the .NET of 4.8 needs to be installed

      Location Services

      Media Gateway

      PBX Server

Additionally, the OLEDB drivers will need to be updated by visiting https://docs.microsoft.com/en-us/sql/connect/oledb/download-oledb-driver-for-sql-server?view=sql-server-ver15

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

If you have any of the above services, you must update to .NET 4.8 and the OLEDB driver **must be updated** according the link above.

13364 – We improved settings for the SMS Connector and ==ADDED TWO SMS SERVICES==

What this means for you: Because there was no universal set of server settings, credentials, API keys, and the like, it was often confusing when setting up SMS connecters when signing up for a new service. With this release, each of the following services has a unique page layout in the Media Gateway that will have appropriate blanks for each service.

      Clickatell

      SMS Bulk

      Message Media

      ==Twilio (New!)==

      ==Plivo (New!)==

      Custom (this one is used if none of the others are available)

Fixes

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9642 – We improved validation for TX ID Ranges

What this means for you: If you use TX ID ranges, there are two things that will change. The first is that when you are creating new ranges, the app server will be validating the data as follows:

> It will transform lowercase letters to uppercase (rec/line des and all txid's).
> If 'next txid' is less than 'from txid', it will set 'next txid' to 'from txid'.
> If 'next txid' is greater than 'to txid', it will set 'range full' to true and set 'next txid' to blank.
> If 'range full' is not true, 'restart' is forced to false.
> If 'range full' is true and 'restart' is false, it will force 'next txid' to blank.

Additionally, a script will be run during the upgrade to Update 18 that will report and remove invalid ranges. The entries removed will be written to the audit trail.

13190 – We fixed an issue where the Alarm screen was incorrectly confusing Customer and Authority Call Lists

What this means for you: If you had a situation where the Customer and the Authority had a call list with the same name (e.g. 'CL1' on BOTH entities), the call lists became confused. This issue has been resolved.

10575 – We resolved an issue that displayed incorrect last run/next run times for Scheduled Reports in BoldNetNEO

What this means for you: The times displayed for scheduled reports last run time and next run time were displaying in GMT, instead of the entity's local timezone. This has been resolved.

10065 – We fixed an issue that may have entered incomplete information into the Audit log

What this means for you: We were seeing issues where there were "old" values in the Audit log that don't exist for new entries. This has been resolved. ****IMPORTANT**** In some cases, there may be a blank entry for the "old" value, if a new value is being added. This is normal.

6404 – We fixed an issue that caused the "Include" command not to work properly.

What this means for you: There were two issues that may have prevented the "Include" command from working. Both of these have been resolved, and the "include" command should work properly now.

12060 – We resolved an issue with User Defined fields

What this means for you: In the Manitou Web Client, the User Defined fields were not being validated correctly (showing red for 30/30 characters of text, which is totally allowed). Also, numeric User Defined fields were marking invalid cases where the minus sign (-) was used to indicate a negative number, or where a decimal was used. These are resolved.

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12953 – We resolved an issue that prevented SMS phone numbers from being entered
What this means for you: In the Manitou Web Client, adding an SMS contact type was not allowing the phone number to be saved, as the Web Client was not showing the option to select a Service Provider Type. This has been resolved.

10644 – We fixed an issue that prevented "Launch" actions from being marked as complete
What this means for you: There were specific cases where, when using the Action Pattern in the Legacy client, if a "Launch" action was used, the action in the action pattern may not have changed to red, and marked as complete. This has been resolved.

13482 – We fixed an issue where Sub Accounts were not updating the NEXTTEST date.
What this means for you: The NEXTTEST date, the date and time any account looks for its next transmitter test, was not being updated correctly on sub accounts. This is fixed.

13394,13436 – We fixed issues that were not allowing On Test entries to be saved.
What this means for you: There were a couple of issues that prevented On Test entries from being created. We were not validating the information on the On Test screen correctly, and the 'Done' button (to save the On Test entry) was not available. This has been resolved.

12941 – We resolved two issues with validating passwords from the Manitou Web Client
What this means for you: Previously, the option to validate a password on the Dealer Record was greyed out. This has been resolved. Further, if a password validation was attempted on a Customer Record, if the incorrect password was entered, the Manitou Web Client was not logging the failed attempt. This has also been resolved.

13486 – We corrected an issue that caused two rows to appear in the Alarm Queue
What this means for you: There was a bug that allowed two rows in the Alarm Queue in the Manitou Web Client, despite the setting (Supervisor Workstation > Tools > Options > Alarm Handling > Alarm Queue Display Style) being set to 'Summary by Master Customer'. This issue has been corrected.

13435 – We addressed an issue that was allowing General Schedule codes longer than 4 characters
What this means for you: When creating new General Schedules, the Legacy Client (Operator Workstation) was allowing the schedule code to be longer than four characters. This has been resolved. Please note the schedule code has always been limited to four characters, but the Description can be much longer.

13551 – We fixed issues with email scripts.

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What this means for you: (1) When editing Action Patterns which refer to email scripts, if editing an existing line, the script choices were not populating correctly. This has been resolved. (2) When doing a contact action for an email script, a back-end issue may have prevented this email from displaying the script properly. This has been resolved.

12914 – We corrected several issues that were impacting the use of ASAP to PSAP in the Web Client
What this means for you: (1) We corrected an issue that would have displayed an error stating Address Verification is not present. (2) When an address has been verified via ASAP, the checkmark now displays, much the same as it does in the Legacy Client. (3) When contacting the authority, a proper interface displays, instead of an SMS contact screen. (4) When completing an action for an authority contact, the operator is now prompted appropriately.

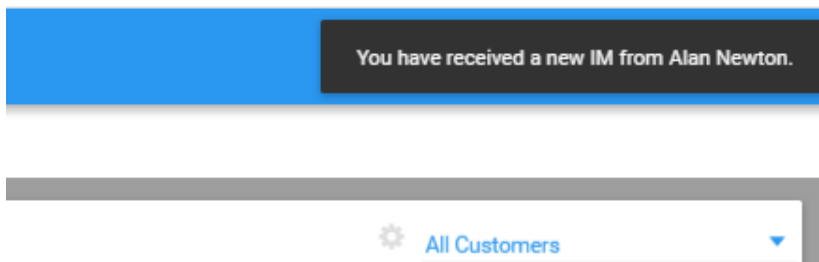**13520 – We resolved issues that were not updating BoldNet NEO passwords properly**
What this means for you: Despite recent fixes to other BoldNet NEO password issues, there were a couple of outstanding issues. This specifically came from a case where multiple users were using the same Manitou Contact entry with different web membership credentials. These have been resolved.

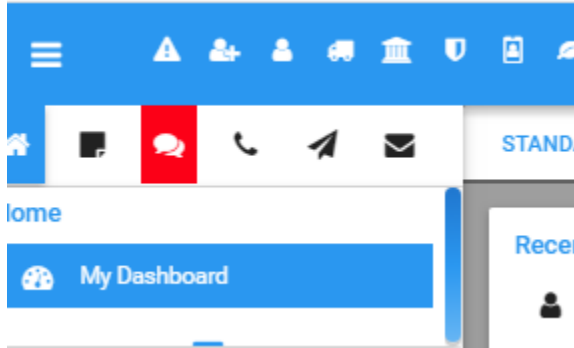**13616 – We fixed an issue that caused Temp Comments to be displayed at incorrect times**
What this means for you: Previously, when Manitou was deciding whether or not to display temporary comments, it was not checking the customer's local timezone to determine if the From and To times on the temp comment were within the current time for the customer. This has been resolved.

13441 – We corrected an issue that prevented Operators from being notified of IM Messages
What this means for you: Operators logged in to the Manitou Web Client were not being notified if they were sent an IM. Now, the following will happen:
A message will appear in the top right corner of the screen

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And the IM icon will flash red until the message has been viewed

11076 – We fixed an issue that may have prevented a new customer from being saved
What this means for you: If a Central Station operator was copying a customer that was linked to a dealer, if the dealer ID was changed during setup, an error was appearing and preventing the customer from being saved with the new dealer. This is resolved.

9742 – We corrected an issue that prevented removal of authorities from customers
What this means for you: If the authority on a customer was in a search field (instead of a dropdown), there was not a way to completely remove an authority. This has been corrected.

13909 – We updated the VCC to allow the Envysion driver to remove hard coded credentials
What this means for you: Previously, the Envysion driver required hard coded credentials. With this change, the credentials from Options will now be used.