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Manitou

Manitou 2.1.20 Release Notes
Changes to Overdue Checker, New VCC, and Fixes!

New Stuff

We added a parameter to the Overdue Checker to improve linked schedules
We added a new PSIM Map-Based Alarm View
We significantly updated the Plans screen
We created a New and Improved Video Control Center (VCC)
We added an ONVIF Video Driver for the VCC
We added a support for the SedonaCloud REST API

Fixed Stuff

We fixed an issue that prevented SMS schedule extensions from being applied
We need to clarify one part of Linked Open/Close schedules
We made sure that the PBX contracts file is versioned properly
We added a "Go To Record" entry to the Maintenance Issues statistics screen
We fixed an issue that prevented the time from updating on the On-Test form
We fixed an issue that made it difficult to tell the difference between a System Defer and an Operator Defer
We resolved an issue that made it hard to validate passwords when the screen resolution was lower than expected, or when the browser zoom function was used.
We added the ability to use SMS contact points to call or send messages
We fixed an issue with Arizona time zones and daylight savings
We cleaned up the Enhanced Subscription screen
We addressed some issues with putting related accounts on test
We made the password list clearer when validating passwords
We fixed an issue that allowed General Schedules to be deleted when they were in use
We fixed an issue with converting old SMS connectors into the new Media Gateway
We fixed an issue with SureView not displaying the URL
We fixed an error that was rarely affecting reports
We updated and improved Video Control Center (VCC)
We added Event Log Polling to the new VCC
We fixed an issue that prevented Manually Opened Alarms from clearing
We updated the Avigilon Driver
We resolved an issue that prevented editing of phone numbers with Greater Than symbol
We made several updates to 4G Solosafe
We corrected an issue that prevented ASAP from passing the Incident Number

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Features and Enhancements

13739 – We added a parameter to the Overdue Checker to improve linked schedules

What changed?

A new parameter; "-pa"; has been added to the Overdue checker

Why was there a change?

In its original design, the Overdue Checker would process updates to Linked O/C schedules one at a time. For some cases, specifically when there were a large number of customers with linked schedules, this process took too long.

How does this change impact the user?

If you leave the configuration for Overdue Checker alone, it will continue to function the same as it always has with regards to the linked schedules. Most monitoring centers will not see any difference, as they don't have many or any linked schedules.

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

If you have a large number of customers with linked schedules, and if you have seen issues with the linked schedules, the new parameter may be a solution for you. If you anticipate this may be a solution for you, please contact support who can assist you with applying this change to all of your Manitou configurations.

9341 – We added a new PSIM Map-Based Alarm View

What Changed?

The Manitou Web Client now has a PSIM Map-Based Alarm View. This lets the user keep complete situational awareness while monitoring an area where incidents are likely to be related.

- You can view alarm "bells" for each site (not individual alarms)
- Manitou will group the bells together when the zoom level puts them too close together
- Manitou will provide meaningful information at a glance (color, threat level, etc.) to help determine the priority of alarms.
- You can navigate quickly using the Cluster tree, which shows what is in your current view, as well as system wide.
- You can pop-up information, when appropriate, to provide more level of detail.

Why was there a change?

The Manitou PSIM Client was an option when we used the Legacy Client (the VB Client). There have been a number of requests to include that functionality for the Web Client.

How does this change impact the user?

You will only see a change if your monitoring center is licensed for PSIM. This means the vast majority of monitoring centers will see no change.

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What does the user need to do differently as a result?
Since the PSIM functionality is new in the Manitou Web Client, and since those using PSIM in the past would have been using the Legacy client, there will be a learning curve. Training in BoldU will be forthcoming.

9342 – We significantly updated the Plans screen
What changed?
We have updated the Plans screen on customer accounts. These improvements include:
- Fixing the storing, display, and zooming of plans
- Cleaning up the display of information, and making navigation much more intuitive
- Adding a "default" action for the left mouse click where it makes sense. This makes launching video super easy and intuitive
- Bringing in more informational content and improving the display of that information.
- Adding the ability to link a plan to a real world map. This ties into the PSIM map view (if licensed for PSIM)

Why was there a change?
The original implementation of the plans screen in the web client, while functional, did not meet expectations based on the Legacy Client.
How does this change impact the user?
None of the existing floorplans content will change. Adding new plans is slightly different now.
What does the user need to do differently as a result?
Creating plans in the Manitou Web Client is more intuitive than in the past. If you were at all familiar with the Plans screen in the Legacy Client, you should find this relatively easy to use. BoldU documentation will be forthcoming.

13739 – We created a New and Improved Video Control Center (VCC)
What changed?
There were several enhancements, including:
- Restructuring the communications between the Manitou Web Client and the VCC
- Restructuring the interface between the VCC and the individual Video Drivers
- Splitting the VCC drivers into individual subdirectories
- Allowing each driver to be built individually
- Improving VCC performance by spawning video initialization requests off in individual threads
- Improving VCC by removing some resource-hungry user interface elements

Why was there a change?
We recognized that the original VCC, while functional, did not always perform as well as we would have liked.
How does this change impact the user?
Patch 20 includes the new VCC and only distributes the BASE VCC. The old VCC will need to be

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completely uninstalled and **the VCC folder under Manitou will need to be deleted BEFORE the new VCC is installed**. Support will need to be contacted for updating individual device type drivers according to what the customer is using and has paid for.

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

The process of updating individual workstations will be provided by support, as the VCC is installed on client computers needing to view video.

9382 – We added an ONVIF Video Driver for the VCC

What changed?

We added support for ONVIF spec compliant devices. At this time, this includes Profile S, Profile T, and Profile G.

Why was there a change?

There have been requests for ONVIF support for some time.

How does this change impact the user?

Since our video drivers are sold separately, Bold will need to be contacted if you wish to add ONVIF

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

Since the ONVIF spec is broad, and as we discovered during testing, not all devices work the same. You will need to test each type of device being connected, even if it clearly supports Profiles S, T, or G. The sheer number of ONVIF compliant devices(6095 devices with the supported profiles, according to onvif.org as of 17 September, 2020) prevents Bold from certifying individual devices.

13569 – We added a support for the SedonaCloud REST API

What changed?

As mentioned in the title, we added support for the SedonaCloud REST API

Why was there a change?

This was necessary to allow full communication between the Manitou Cloud and SedonaCloud platforms

How does this change impact the user?

If you want to connect to a SedonaCloud instance, this update will allow it.

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

Package 91 must be pushed out separately from any other accounting packages. This integration uses only x64 files, where the old integration used 32 bit files.

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Fixes

13578 – We fixed an issue that prevented SMS schedule extensions from being applied
What this means for you: There were cases where customers were using two-way SMS to extend Open/Close schedules. In certain cases, the schedule was not extended despite receiving such a request from a user. This issue has been resolved.

13575 – We need to clarify one part of Linked Open/Close schedules
What this means for you: With Linked Open/Close schedules, you are able to create a schedule on the Dealer System account, and link them to customers belonging to that dealer. While Permanent, Alternate, and Holiday schedules may be linked, **Temporary O/C schedules are not and cannot be linked.** Temporary O/C schedules exist only at the individual customer level. This is by design.

13910 – We made sure that the PBX contracts file is versioned properly
What this means for you: the file BoldTechnologies.PbxServer.Contracts was versioned with the specific Update number, which caused unexpected issues. The file is now versioned as 2.1.0.0

10611 – We added a "Go To Record" entry to the Maintenance Issues statistics screen
What this means for you: There was a Go To Record link in the Legacy Manitou client, but that same link was not present from the more visible statistics screen in the Manitou Web Client. Now, the person icon, shown below, will act as the Go To Record link.

13767 – We fixed an issue that prevented the time from updating on the On-Test form
What this means for you: We saw an issue where, when changing from the Recurring On-Test to the Temporary On-Test form, the start time was not updating to reflect the current time. This has been resolved.

13888 – We fixed an issue that made it difficult to tell the difference between a System Defer and an Operator Defer
**What this means for you:** If the system (not an operator) deferred an alarm to the Queue due to inactivity, the Customer Log showed the same entry as it would if an operator had the alarm on the screen, and deferred it from the Hold menu. The Customer Log will now clearly show which alarms have been deferred due to inactivity.

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13606 – We resolved an issue that made it hard to validate passwords when the screen resolution was lower than expected, or when the browser zoom function was used.

> **What this means for you:** There was an issue where, if the screen resolution was too low, or if the browser zoom function was used, the password field was not visible. This has been resolved.

13475 – We added the ability to use SMS contact points to call or send messages

> **What this means for you:** The legacy client had the ability to send messages or place calls from the SMS phone number in a contact list. This was missing in the Manitou Web Client. This has been added. By clicking the icon shown here, SMS messages may be sent interactively.
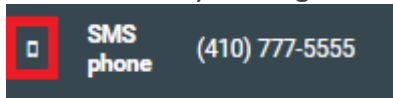
13666 – We fixed an issue with Arizona time zones and daylight savings

> **What this means for you:** If you were seeing incorrect times in activity log for customers in Arizona time (GMT-7 with no daylight savings), this issue is now resolved.

13610 – We cleaned up the Enhanced Subscription screen

> **What this means for you:** There were overlaps allowed on the Enhanced Subscription screen that were making it difficult to view the information. A couple of User Interface tweaks resolved this issue.

13556 – We addressed some issues with putting related accounts on test in BoldNet NEO

> **What this means for you:** If using BoldNet NEO, when selecting related customers to put on test (from the Advanced On-Test screen), there were some cases where not all of the selected related customers were put on test. We now check the user's permissions and if they are setup to place enter customer on test, clicking on 'select all' will also select all related customer displayed. If permissions are not setup for the user, user is prompted to validate on another person. If that person validates, then then all related customers are selected. Also disabled manually selecting customers if permissions are not right.

13570 – We made the password list clearer when validating passwords

> **What this means for you:** Previously, if you were validating a sub-dealer password, it was in the same section of the password list as the main dealer password. We have divided these so each

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dealer in the hierarchy has its own entry in the password list.

Guard Dog	GRRR
Dealer: Master Of All	
MOF 1	MOF1
MOF 2	MOF2
MOF 3	MOF3
Dealer: Sub Of All	
SOF 1	SOF1
SOF 2	SOF2
SOF 3	SOF3
Branch: SeaWorld	
Context:	
Name:	

13561 – We fixed an issue that allowed General Schedules to be deleted when they were in use
What this means for you: It was possible to navigate to the General Schedules screen and delete an Action Pattern General Schedule, despite the fact that there was an action pattern that referred to the General Schedule. Manitou will now check to see if a General Schedule is in use before allowing it to be deleted.

14471 – We fixed an issue with converting old SMS connectors into the new Media Gateway
What this means for you: Converting old connectors to the new connectors from update 19 caused the old connectors to stop working. Now, existing SMS connectors will be converted as Custom, which will allow them to continue working.

14408 – We fixed an issue with SureView not displaying the URL
What this means for you: Recent changes specific for SureView logging was set to specifically look for SureView type, causing other binary types to stop working. This is resolved.

13742 – We fixed an error that was rarely affecting reports
What this means for you: Some users were getting an error stating "Could not insert records into temporary table REPORTXXXXXX). This issue has been resolved.

14561 – We added Event Log Polling to the new VCC
What this means for you: The VCC needed the ability to look at the Customer History in Manitou to see if new events were triggered (for RSI, SoloProtect, etc.). This has been added.

11296 – We fixed an issue that prevented Manually Opened Alarms from clearing

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What this means for you: If an alarm came in with a video, then you viewed other cameras for the same site, when the alarm was closed, only the original video that came with the alarm was cleared from the VCC. The other videos stayed open. This has been resolved.

5975 – We updated the Avigilon Driver
What this means for you: Avigilon released a new SDK, which supports their latest devices. The changes in the SDK have been updated. This change allows json or XML files to be passed to the VCC on launch to view cameras included in those files.

14773 – We resolved an issue that prevented editing of phone numbers with Greater Than symbol
What this means for you: Manitou allows you to enter phone numbers that don't match the country's phone number format. For example, to show 911 as a phone number for an authority, it is necessary to precede the 911 with a Greater Than symbol (>). Starting in update 19, there was a problem that prevented these from being edited. This has been resolved.

14025 – We made several updates to 4G Solosafe
What this means for you: We worked with the device manufacturer to implement the following changes:
- We now allow for multiple signal batches in a single transmission
- We changed how ACKs are done to the device
- We implemented a device request to sync time

14847 – We corrected an issue that prevented ASAP from passing the Incident Number
What this means for you: When using ASAP to PSAP, we were not populating the appropriate Incident Number into Manitou. We resolved this issue.