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Manitou

Manitou 2.1.21 Release Notes
More Logging for the Publisher and Fixes!

New Stuff

- We added a diagnostic logging to the Publisher
- We began enforcing "Require Comments When Closing an Alarm"

Fixed Stuff

- We fixed an issue that caused errors when extending schedule via Bold NotifyMe
- We resolved an issue that was preventing playback of Avigilon 7 video
- We addressed an issue where RSPNDR reverse commands were not working on the Manitou Web Client
- We fixed an issue that prevented asking operators if they are sure they want to exit
- We resolved an issue caused errors when switching context in BoldNet NEO Web Client
- We addressed an issue where some Event Categories were not displaying on the Advanced On Test screen
- We added a properties button to the Report Queue
- We fixed an issue that prevented users from removing zones on the New Customer Wizard
- We resolved issues that caused the Signal Handler to crash
- We addressed an issue that caused Customer Activity Report from showing activity
- We fixed an issue that caused Manitou Web Client to become unresponsive when loading
- We resolved an issue that caused some alarms from coming to screen while on test
- We modified the VCC to allow for option to ignore certificate validation
- We fixed an issue that prevented searching with an underscore character
- We addressed an issue that caused a lot of scrolling in Masterfile reports
- We resolved an issue that prevented audit trail from showing Start Range when setting
- We fixed an issue that prevented transmitter types from being listed on the TX screen
- We addressed an issue that prevented export from VCC
- We updated the Manitou Data Dictionary to include missing descriptions
- We resolved an issue that prevented Customer contact point from displaying on dispatch
- We fixed an issue that allowed users without permission to access On-Test
- We addressed an issue where the Manitou Web Client was not advising of existing sessions
- We resolved an issue that prevented users from typing a time of 00:00
- We fixed an issue that prevented copying of Programming when copying customers
- We addressed an issue where DB Deadlock errors were causing the App Server to crash
- We resolved an issue that caused TXID Ranges to include already used TXIDs
- We fixed an issue that caused the CorsOriginList information to be lost on upgrades
- We addressed an issue that prevented the ampersand (&) from working in an SQL password
- We resolved an issue that prevented programming commands from being copied when copying Transmitter Types
- We fixed an issue that caused errors when processing Outbound Open Voice calls
- We addressed an issue that caused incorrect dates in report templates

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Features and Enhancements

14463 – We added a diagnostic logging to the Publisher
What changed?
We added more logging to the Publisher
Why was there a change?
The additional logging would allow us to see more diagnostic including whether or not the ssleay32.dll was loaded, the connection type, authentication method, and some TLS messages.
How does this change impact the user?
Since the Publisher works for most monitoring centers without troubleshooting, most monitoring centers will see no difference.
What does the user need to do differently as a result?
Nothing. The logging is built in, and will start after the Publisher has been replaced, stopped, and started.

14352 – We began enforcing "Require Comments When Closing an Alarm"
What Changed?
In the Manitou Options (Supervisor Workstation > Tools > Options > Alarm Handling > Require Comments When Closing an Alarm), if the option is enabled, operators should be forced to type comments before closing an alarm. The Manitou Legacy Client enforces this as designed, but the Manitou Web Client was not enforcing it. This has been resolved.
Why was there a change?
We wanted to make sure the behavior was consistent on both clients.
How does this change impact the user?
If the above noted option is enabled, operators using the Manitou Web Client will now be forced to type a comment when closing an alarm.
What does the user need to do differently as a result?
No changes should be necessary

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Fixes

10268 – We fixed an issue that caused errors when extending schedule via Bold NotifyMe
What this means for you: In very specific cases, the App Server was erroring when a user attempted to extend an O/C schedule from the NotifyMe app. The changes to the App Server now prevent this condition.

**14353 – We resolved an issue that was preventing playback of Avigilon 7 video**
What this means for you: There were cases where, when viewing recorded Avigilon 7 video in the VCC, using the plus (+) and minus (-) buttons would not always work properly. This has been resolved.

14406 – We addressed an issue where RSPNDR reverse commands were not working on the Manitou Web Client
What this means for you: If you were seeing errors using the RSPNDR service in the Manitou Web Client, specifically related to details missing from the Address 2 line, this issue has been resolved.

10610 – We fixed an issue that prevented asking operators if they are sure they want to exit
What this means for you: If the option is set for Alarm Handling mode while on the alarm queue (Supervisor Workstation > Tools > Options > Alarm Handling > Alarm Handling Mode)
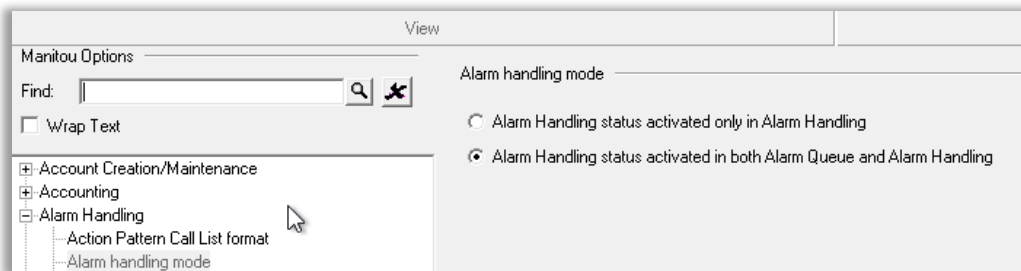
and if an operator exited the Alarm Queue screen in the Manitou Web Client, they were not being asked if they wanted to exit alarm handling if they were the last user. This has been fixed.

13827 – We resolved an issue caused errors when switching context in BoldNet NEO Web Client
What this means for you: Some users who needed to switch context in BoldNet (e.g. those who logged in as Global Keyholder, and because that GKH was on multiple customers or dealers, they needed to select context), were receiving errors when changing context. This has been resolved.
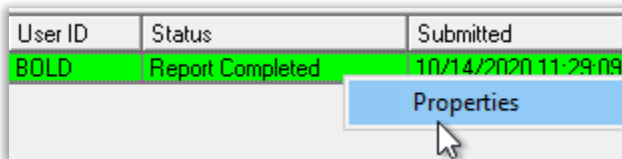
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12314 – We addressed an issue where some Event Categories were not displaying on the Advanced On Test screen

What this means for you: There was an issue where the Advanced On Test screen was not showing all possible Event Categories in its list. This was due to trailing spaces on the Event Category in the database. This issue has been addressed and all Event Categories should display now.

14072 – We added a properties button to the Report Queue

What this means for you: In the Manitou Legacy Client, you were able to right click on a line in the Report Queue, select Properties, and it will show the details of the parameters under which the report was run.

This functionality wasn't possible in the Manitou Web Client. We have now added a Properties button on the right side, which will show the same results.
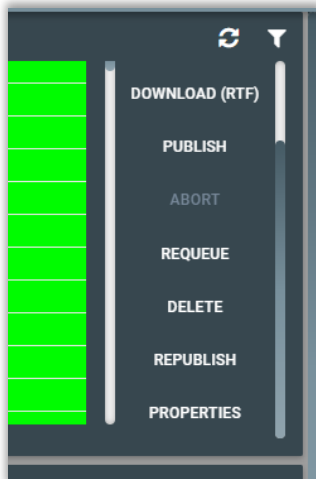
12773 – We fixed an issue that prevented users from removing zones on the New Customer Wizard

What this means for you: Users were able to add zones in the Manitou Web Client New Customer Wizard, but they were unable to remove any lines while still in the wizard. This has been resolved.

14511/14618 – We resolved issues that caused the Signal Handler to crash

What this means for you: In specific cases, where a Dealer System Account was deleted leaving an orphaned reference to the account, the Signal Handler was crashing. If, in the future, the

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same orphaned reference exists, the signal handler will now find the next most acceptable system account.

13889 – We addressed an issue that caused Customer Activity Report from showing activity
What this means for you: If a Customer Activity Report was run, and the checkbox for Exclude signals arrived on test was NOT marked, the report was not showing signals that arrived on test. This has been resolved.

14197 – We fixed an issue that caused Manitou Web Client to become unresponsive when loading the Deleted Customers Screen
What this means for you: Loading the Deleted Customers screen (Manitou Web Client > Menu Icon > Maintenance > Deleted Customers) was sometimes causing the screen to become unresponsive. This has been resolved.

14792 – We resolved an issue that caused some alarms from coming to screen while on test
What this means for you: There were cases where a customer was on test, and Unscheduled Open alarms fell to the operator. This was resolved by forcing the signal handler to check for On-Test items before deciding to forcing the Alarm to the screen, or logging it as a Signal.

12054 – We modified the VCC to allow for option to ignore certificate validation
What this means for you: In some instances, such as when using self signed certificates across networks, it is useful to be able to ignore SSL/TLS certificate errors in the Video Control Center. To enable the option for VCC to ignore SSL/TLS certificate errors when connecting to the server:
- Open Supervisor Workstation and navigate to Maintenance/Setup/Subtypes
- Under Launcher Apps To Run, select Video Control Center
- Edit the record, and add " -s" (without the quotes) to the Command Line field.
- Save the record.
After refreshing, the Web Client will launch VCC with the -s command line option, enabling VCC to ignore SSL/TLS errors
Also fixes an issue on servers with ONLY TLS 2.1 enabled not being able to establish a connection with Manitou.

10562 – We fixed an issue that prevented searching with an underscore character
What this means for you: When using the Customer Search in Operator Workstation, or the Advanced Search in the Manitou Web Client, if you specify Customer ID and search with an underscore with wildcards (*_*) were not returning results. This has been resolved.

12051 – We addressed an issue that caused a lot of scrolling in Masterfile reports

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What this means for you: In the Manitou Web Client, when navigating to the reports screen, if the Master File section was selected, if a report below Monitoring Groups was selected, the user was forced to scroll back up to fill in details for the report. This has been resolved.

10579 – We resolved an issue that prevented audit trail from showing Start Range when setting Dealer Transmitter ID Ranges

What this means for you: When assigning accounts to the Dealer TXID Ranges, it should show where the user added the RLP with a Start Range in the audit trail. This was not happening. This is now resolved.

14084 – We fixed an issue that prevented transmitter types from being listed on the TX screen

What this means for you: There was an issue that caused Transmitter Types to not show in a list on the Transmitter screen in the Manitou Web Client. This issue has been fixed.

14455 – We addressed an issue that prevented export from VCC

What this means for you: Exports larger than 32K were failing due to limitations in the API. VCC can now export images and videos larger than 32K.

15063 – We updated the Manitou Data Dictionary to include missing descriptions

What this means for you: There were two description definitions missing from the Manitou Database Dictionary. These have been updated.

13560 – We resolved an issue that prevented Customer contact point from displaying on dispatch

What this means for you: The Customer-level (premises) contact points were not showing in the contacts list the authority dispatch screen. This has been resolved.

14788 – We fixed an issue that allowed users without permission to access On-Test

What this means for you: In some cases, users without permissions for On-Test were still able to place people on test from the Manitou Web Client and BoldNet NEO. This has been fixed.

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11070 – We addressed an issue where the Manitou Web Client was not advising of existing sessions
What this means for you: Operator Workstation, if a user attempted to log in a second time, would advise the user that a session exists. This was missing from the Manitou Web Client. This has been addressed. Now, opening another tab or another browser window will advise the user of the first session with a message stating "You already have an active Operator Workstation. Do you wish to continue?"

13439 – We resolved an issue that prevented users from typing a time of 00:00
What this means for you: There were cases where the Manitou Web Client was not allowing operators to type a time of 00:00 unless the field defaulted to 00:00 on its own. This has been resolved.

10643 – We fixed an issue that prevented copying of Programming when copying customers
What this means for you: Creating a new customer based on an existing customer (copying) in the Manitou Web Client was not copying Event Action Programming. This has been resolved.

15277 – We addressed an issue where DB Deadlock errors were causing the App Server to crash
What this means for you: In very specific cases, deadlock errors were causing the App Server to crash. This has been addressed.

8144 – We resolved an issue that caused TXID Ranges to include already used TXIDs
What this means for you: The Manitou App Server had allowed ranges to be entered with some invalid data (fixed in a related bug). To make sure the issue for this bug was resolved, the following changes were made to TXID Range entry:
1) The Manitou Web Client (MWC) was not forcing uppercase for TXID fields. This has been corrected.
2) Having the Rec. Line Prefix column show "RL Prefix" + <actual prefix> is redundant. Removed the text "RL Prefix" and just show the actual prefix now.
3) During entry, only the characters applicable to the selected range type should be allowed in a TXID, but all characters were always allowed. This has been corrected.
- Decimal: Only 0-9.
- Hex with A: Only 0-9 and A-F.
- Hex no A: Only 0-9 and B-F.
- Free form: Any digit or letter.
4) MWC should not allow leading zeros in a TXID entry but did. This has been corrected. Note that a single zero *is* a valid TXID.
5) MWC did not validate already-entered TXIDs when the range type was changed to a more limiting type. You could choose range type 'free form', enter From: ABCD, To: EFGH, then change the range type to decimal and the existing TXIDs would not be re-validated. This has

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been corrected. The range type cannot be changed until invalid characters are removed from existing TXIDs.

6) Rec/line prefix and 'TX from' were not editable on an existing range. OWS allows all fields to be edited. Changed so all fields are editable. Because of the way the web client updates the db, this required the old entry to be removed from the list and a new entry added. If the old entry is not the last line, it will disappear from where it was and a new line will be added at the bottom.

7) 'Restart' should not have been changeable unless 'Range Full' is selected, and should be forced to unchecked when 'Range Full' is deselected. This has been corrected.

8) 'Next' TXID should not have been a required field. In fact, it *must* be blank when 'Range Full' is selected and 'Restart' is not. This has been corrected.

9) Closing the form was not validating that 'To' >= 'From'. It *was* validating that 'Next' is inside the 'From'-'To' range, which caught the fact that 'To' < 'From', but gave a misleading error message. Also, now that 'Next' is not required, 'Next' will not necessarily be validated. Added error message when 'To' is less than 'From'.

10) Deleting an entry (using x on the right) and then pressing "save" did not save anything. The 'save' dialog quickly flashed, then you were just left on the screen with the "save" button still flashing. This has been corrected.

11400 – We fixed an issue that caused the CorsOriginList information to be lost on upgrades

What this means for you: There is a key in two of the web.config files used for the Manitou Web Client called CorsOriginList (a comma separated list of sites and it designates the web sites that are allowed access to the API other than the site that is hosting the API) that was not being retained during upgrades. This has been resolved.

15077 – We addressed an issue that prevented the ampersand (&) from working in an SQL password

What this means for you: The installer for the Manitou Web Client, which is run when the web client files are being upgraded, was not working with passwords that contained the ampersand character. This has been adressed.

14565 – We resolved an issue that prevented programming commands from being copied when copying Transmitter Types

What this means for you: There were cases where, when copying Transmitter Types, where the programming was copied, except the Programming Commands were not copied. This has been resolved.

14789 – We fixed an issue that caused errors when processing Outbound Open Voice calls

What this means for you: There were cases that caused a recordset error when processing Reverse Commands. The Autoclient has been fixed and now sends the required number of recordsets.

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10072 – We addressed an issue that caused incorrect dates in report templates

What this means for you: When creating a new report using a Template, the default From and To dates were showing incorrectly in the Manitou Web Client. This has been addressed.