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Manitou

Manitou 2.1.22 Release Notes
New Features and Fixes!

New Stuff

   We added default answers for Enhanced Notifications
   We changed the default video renderer for ONVIF Video streaming
   We added address information to the On-Test screen

Fixed Stuff

   We corrected the last known issue from an internal security test
   We fixed an issue that prevented searching for secondary phone numbers on Global Keyholder searches.
   We resolved an issue that caused time/date errors on the On-Test screen
   We added an option for short messages on Varitech
   We addressed an issue that prevented some alarms from being closed
   We fixed an issue that showed Printer as publishing destination instead of Email
   We resolved several issues with the Entry/Exit Programming Command
   We addressed an issue that caused the alarm queue to show closed alarms.
   We added the "suppress additional messages" on Alarm Notifications
   We added a SOAP API to the 2.1 WebServices
   We fixed address validation that was incorrectly abbreviating street suffixes.
   We resolved several issues for the User View screen
   We addressed an issue that caused the Authority Incident box to not be displayed
   We fixed an issue that caused Heartbeat signals to be logged in UTC time for SoloSafe4G
   We resolved an issue that did not respect the permissions for Enhanced Subscriptions
   We added logging to help diagnose the inability for BoldNetNEO users changing passwords
   We fixed an issue that caused error messages when creating a new customer.
   We resolved an issue that prevented Cross Street from being copied when copying customer
   We addressed an issue that was causing Customer Services report to show unused services
   We fixed an issue where ASAP to PSAP was not accepting phone numbers
   We resolved an issue that caused error messages when creating new customers
   We addressed an issue that caused problems with Daylight Savings and Temp Comments
   We fixed an issue that caused an incorrect call count in the Alarm Screen
   We resolved an issue that caused error messages with dealers deleting in BoldNetNEO
   We addressed an issue that caused error messages removing a subtype
   We fixed an issue that allowed loops in programming.
   We resolved an issue that caused NotifyMe programming to be cancelled when a cancel signal is received.
   We addressed some needed cleanup of our API logging.
   We fixed an issue that prevented editing System Accounts
   We resolved an issue where other countries were not being interpreted correctly because of the plus symbol coming from Dialogic cards
   We addressed an issue that caused alarms to be unavailable after refreshing the browser
   We fixed an issue where the Customer ID Search bar was auto filling in the Web Client
   We resolved an issue that prevented alarm queue from refreshing in very rare cases.

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Features and Enhancements

15467 – We added default answers for Enhanced Notifications

What changed?

We added default answers for Enhanced Notifications at the Global Level

Why was there a change?

There were many requests for this from various customers

How does this change impact the user?

If you are using Enhanced Scripts, default answers are now able to be specified at the top level (Menu icon > Admin > Enhanced Scripts)

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

If you would like to use a default answer, you can now select them on the Enhanced Notification screen. Defaults will ONLY be available in User Scripts.

15237 – We changed the default video renderer for ONVIF Video streaming

What Changed?

Previously, we were using FFMPEG to decode streamed video for ONVIF compatible devices. We now use VLC to decode the streams.

Why was there a change?

FFMPEG did not correctly disconnect from the streams. This prevented us from certifying the Video Control Center as ONVIF Conformant.

How does this change impact the user?

If you were attempting to view an ONVIF stream and experienced trouble, this fix will likely resolve those issues.

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

Nothing. The necessary files are included with the ONVIF installer from this update.

15325 – We added address information to the On-Test screen

What Changed?

The customer address will now be shown on the On-Test screen.

Why was there a change?

This was requested to help confirm the correct customer was being put on test.

How does this change impact the user?

If you visit the On-Test screen, when you search for a customer, their address will now be shown.

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

Nothing. This new functionality is included.

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Fixes

15665 – We corrected the last known issue from an internal security test
What This means for you: Our internal security tests allow us to find possible points of weakness that may be exploited. As we continue to test, we will continue to fix.

3232 – We fixed an issue that prevented searching for secondary phone numbers on Global Keyholder searches.
What this means for you: If you navigate to the Menu Icon, then to Maintenance, then select Global Keyholder. The Global Keyholder search box comes up. If you specify that you are searching by Contact Point, the search previously only looked at the first phone number. This has been resolved, and the search now looks at all contact points.

14218 – We resolved an issue that caused time/date errors on the On-Test screen
What this means for you: Previously, if you were on the On-Test screen, and you switched tabs (temporary, permanent, recurring) an error may have come up incorrectly saying the "To" date and time must be greater than the "From" time, which it clearly is. This has been resolved.

15573 – We added an option for short messages on Varitech
What this means for you: We added a new option to the Varitech FEP driver. The SHORT= option, when set, will allow the shorter message format to be consumed. If needed, the SHORT=1 entry would need to be added to the receiver type.

15089 – We addressed an issue that prevented some alarms from being closed
What this means for you: There were some cases where, when a two-way call comes in and the customer hangs up before the call is passed to an operator, Manitou was not recognizing that the call had ended. This has been resolved.

10942 – We fixed an issue that showed Printer as publishing destination instead of Email
What this means for you: If a scheduled report was created in the Operator Workstation, then viewed in the Manitou Web Client, the web client was showing Printer as the publishing destination. This has been resolved.

7645 – We resolved several issues with the Entry/Exit Programming Command
What this means for you: We resolved several issues including" (1) you are now able to add multiple TX Programming lines that require monitoring service, (2) error messages from the App Server related to the Entry/Exit programming command are now worded correctly, and (3) the web client now displays a drop-down menu of transmitters is now visible when configuring the "Dual" command.

15674 – We addressed an issue that caused the alarm queue to show closed alarms.

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What this means for you: Alarms that had already been closed were still showing up in the alarm queue. We fixed the underlying cause for this.

13605 – We added the "suppress additional messages" on Alarm Notifications
What this means for you: Operator Workstation has long had a checkbox, when viewing the notification about a new signal arriving for the customer, that stated "suppress further notifications". Since runaway panels are likely to continue sending signals while the operator has the alarm, this checkbox helps the operator by not forcing them to acknowledge each time a new signal comes in. This fix makes the Web Client operate with the same behavior as the Operator Workstation.

15460 – We added a SOAP API to the 2.1 WebServices
What this means for you: BoldNet NEO in 2.1 did not originally support a SOAP API (which the legacy BoldNet versions did. This prevented a number of people from upgrading to 2.x since their MDK applications would not work. This is resolved.

12774 – We fixed address validation that was incorrectly abbreviating street suffixes.
What this means for you: Addresses that included Crescent (e.g. 123 Sunrise Crescent) as their street suffix were being incorrectly abbreviated to CRST. It should be abbreviated as CRES. All the suffixes have been corrected. Source is USPS document found at
https://pe.usps.com/text/pub28/28apc_002.htm

11290 – We resolved several issues for the User View screen
What this means for you: The User View screen (under Customer > Systems > Users) in the Manitou Web Client was not listing the users in user number order (which is how they were listed in the Operator Workstation). Also, in the Operator Workstation, you were able to double click on a user, and you would be brought to their contact card on the contact list. This was previously not available in the Web Client, but has been added.

7384 – We addressed an issue that caused the Authority Incident box to not be displayed
What this means for you: In the Manitou Web Client, if an action pattern referred to a call list on an authority, it would bring up the password validation box, instead of the Authority Incident box. This has been resolved in the Web Client. The Legacy Client has always worked correctly.

15776 – We fixed an issue that caused Heartbeat signals to be logged in UTC time for SoloSafe4G
What this means for you: The Media Gateway driver forSoloSafe4G reported all messages in local time EXCEPT for heartbeat signals, which were reporting in UTC time. This has been fixed.

15677 – We resolved an issue that did not respect the permissions for Enhanced Subscriptions
What this means for you: First, some background. The access to Enhanced Scripts that appear in this path on the Web Client: Menu -> Admin -> Enhanced Scripts
Is controlled by permissions settings in Supervisor Workstation path:
Maintenance->Setup->permissions->maintenance->administrative->Enhanced Scripts
Nothing has been changed here.

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What has changed, is what happens when this permission is modified in Supervisor Workstation: Maintenance->Setup->permissions->Maintenance->customer->subscriptions
This permission is now respected in the following way: When viewing a customer, if the visibility permission is not set, then the 'Enhanced Subscription' is not visible in the customer's left menu, appearing between Action Pattern and GPS tracking. When viewing a dealer, if the visibility permission is not set, then the 'Enhanced Subscription' tab will not be visible when looking at a dealers Contact List. Tab appears after the 'User Defined Fields' tab. For both Customer and Dealer if the permission is set where visibility is turned on and edit it turned off, user can see the data but not edit.

10004 – We added logging to help diagnose the inability for BoldNetNEO users changing passwords
What this means for you: If you use BoldNetNEO, and if your BoldNetNEO users are unable to change their password, we have added logging to help diagnose these issues. If you are experiencing difficulty changing passwords in BoldNetNEO, this may help.

9640 – We fixed an issue that caused error messages when creating a new customer.
What this means for you: Error messages were appearing in the Developer Console when creating a new customer. This has been fixed.

15676 – We resolved an issue that prevented Cross Street from being copied when copying customer
What this means for you: If you copy a customer in the Manitou Web Client, Manitou was not copying the Cross Street from the address section. This has been resolved.

15812 – We addressed an issue that was causing Customer Services report to show unused services
What this means for you: When checking the Date prompt and entering Beginning/Ending dates, the report process was selected all customers that did not have specified dates for the Active Date Range in the Monitoring Service item. Now if the user specifies a date range on the report, only Monitoring Service items where the Start Date falls between the date range or the End Date falls between the date range are selected.

14390 – We fixed an issue where ASAP to PSAP was not accepting phone numbers
What this means for you: ASAP to PSAP was expecting 10 digits for phone numbers sent to the CAD (Computer Aided Dispatch) software. We were sending numbers in this format: (999) 999-9999. Strictly speaking, that phone number has only 10 digits, but it also has both parentheses, a space, and a hyphen. When put all together, this is 14 characters. Manitou has been modified to only send the 10 digits that make up the phone number.

15429 – We resolved an issue that caused error messages when creating new customers
What this means for you: The Manitou Web Client was displaying errors that "User Restriction does not allow access to this customer". We resolved the underlying issue.

15835 – We addressed an issue that caused problems with Daylight Savings and Temp Comments

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What this means for you: When using the Manitou Web Client, if a temp comment was being entered, the start time was defaulting to one hour in the future. This has been addressed.

7115 – We fixed an issue that caused an incorrect call count in the Alarm Screen

What this means for you: If you had contacts with multiple contact points (e.g. a Keyholder with Home, Work, and Mobile numbers, and if calls were attempted on each contact point but resulted in a "non-contacted" option being selected (Not In, No Answer, Will Not Respond, Busy) multiple times (e.g. two calls to each of three phone numbers), Manitou was only counting a single contact attempt for each contact point. What this means is that the number next to the Contact Point in the action pattern (to reflect the call count) was incorrect. It was not counting the multiple contact attempts. This has been resolved.

15107 – We resolved an issue that caused error messages with dealers deleting in BoldNetNEO

What this means for you: There were certain cases where, if a dealer was logged in to BoldNetNEO, and if they tried to delete a customer account, they were presented with a message stating "transaction not started. This has been addressed.

15675 – We addressed an issue that caused error messages removing a subtype

What this means for you: When attempting to remove a subtype in the Supervisor Workstation, errors were coming up. This has been fixed.

14617 – We fixed an issue that allowed loops in programming.

What this means for you: Specific cases where the Cancel () tag and unexpected restores were used in programming were causing loops. If such a loop is discovered, watchdog messages will now be presented stating "Signal Processing Problem, Signal programming loop detected by Signal Handler. Stopped Loop Cycle!"

15956 – We resolved an issue that caused NotifyMe programming to be cancelled when a cancel signal is received.

What this means for you: There was an issue when customer programming for event codes with some CanCancel() and other with NotifyMe(). Receiving a Cancel Defined Signal would unexpectedly cancel the NotifyMe signal. This has been resolved.

16048 – We addressed some needed cleanup of our API logging.

What this means for you: Our API logging needed to be cleaned up. This has now happened.

15232 – We fixed an issue that prevented editing System Accounts

What this means for you: Users who were using the Manitou Web Client were unable to edit System Account details. This has been fixed.

14392 – We resolved an issue where other countries were not being interpreted correctly because of the plus symbol coming from Dialogic cards

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What this means for you: Dialogic cards, when they pass phone numbers to the Telephony server, have been including the plus symbol (+) when sending numbers from other countries. These are now stripped out, allowing Manitou to recognize them.

16193 – We addressed an issue that caused alarms to be unavailable after refreshing the browser
What this means for you: If the Manitou Web Client was open, and the operator clicked the refresh button in the browser, any alarms that operator had on their screen may have become unavailable after refresh. If an operator refreshes their browser now, the alarm will simply be deferred to the Alarm Queue.

16204 – We fixed an issue where the Customer ID Search bar was auto filling in the Web Client
What this means for you: Previously, when opening a customer, the Customer ID Field attempts a search and causes a drop down field right when a customer was opened. This has been resolved.

15972 – We resolved an issue that prevented alarm queue from refreshing in very rare cases.
What this means for you: In very rare cases where a remote dealer login was used on the Manitou Web Client, the Alarm Queue wasn't refreshing as expected. This has been resolved. The queue will refresh every 60 seconds if there is low to no activity. This will balance resources and prevent appserver connection time outs.