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Manitou

Manitou 2.1.23 Release Notes
New Features and Fixes!

New Stuff

We added the ability to follow Enhanced Action Pattern execution into collapsed sections

Fixed Stuff

We fixed an issue that might have prevented the Supervisor Workstation from reading old Watchdog logs

We addressed an issue where AutoClient (Virtual Operator) may have erroneously held alarms

We made some changes to the ASAP Validate report

We resolved an issue that may have sent alarms to operators with 'Alarm is Available' dialog

We fixed an issue that caused Current On-Test status dates to show in the wrong format

We addressed an issue that caused all contact type labels to be listed as 'Keyholder'

We added logging to the Bold Launcher to troubleshoot Xarios tapi drivers

We resolved an issue that prevented Branch restricted users from seeing some customers

We changed the False Alarm Limit field on Authories to an unlimited number

We fixed an issue that might have caused the Video Control Center not to display new devices

We addressed an issue that would have prevented Alarm Queue Filters from being applied

We removed references to the "Neo" name from the Manitou Web Client and BoldNet

We resolved an issue that would have prevented older video types from being displayed in the Video Control Center

We fixed an issue that would have caused Envysion video to crash the VCC

We corrected permissions for BoldNet

We addressed an issue that caused Alarm Handling Options to disregard view permissions

We corrected a spelling error on the Alarm Tracking form

We resolved an issue that prevented effective data entry on the Programming screen

We fixed an issue that caused Open/Close schedules to be displayed out of day order

We addressed an issue that caused the Validate Customer Password icon to appear in BoldNet

We resolved an issue that caused ASAP to PSAP to behave differently in the Web Client

We fixed an issue that caused an error message every hour in the MediaGateway

We addressed an issue that would have caused the VCC to not connect

We resolved an issue that caused the Transmitter Protocol Type not to be autofilled

We fixed an issue that prevented viewing History in Stealth Viewer

We resolved an issue that prevented customized alarm screens from saving

We addressed an issue that caused comments to be displayed differently in the Manitou Operator Workstation and the Manitou Web Client

We made several changes to Pitney Bowes PSAP Lookup

We fixed an issue that may have caused problems if DB Updates were run multiple times

We addressed an issue that caused Dashboard Users to use a Manitou Operator License

We resolved an issue that prevented customizing Alarm Screens

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Features and Enhancements

14998 – We added the ability to follow Enhanced Action Pattern execution into collapsed sections

What changed?

We added the ability to expand and collapse Action Patterns with headers for each section. This allows only the current section to be expanded taking up less space in the window by collapsing sections that aren't currently in use. The cursor will jump to each active section and action so that the operator no longer has to manually scroll to see where the actions are.

Why was there a change?

Enhanced Action Patterns can get long and convoluted with multiple nested actions and if/else criteria. The cursor doesn't always keep up causing the operator to have to scroll up and down in the Action Pattern window to find the current action being processed.

How does this change impact the user?

The user will continue to use the Action Patterns section of the Alarm screen, but it will look a little different. Distinct sections of the Action Pattern can be collapsed and expanded.
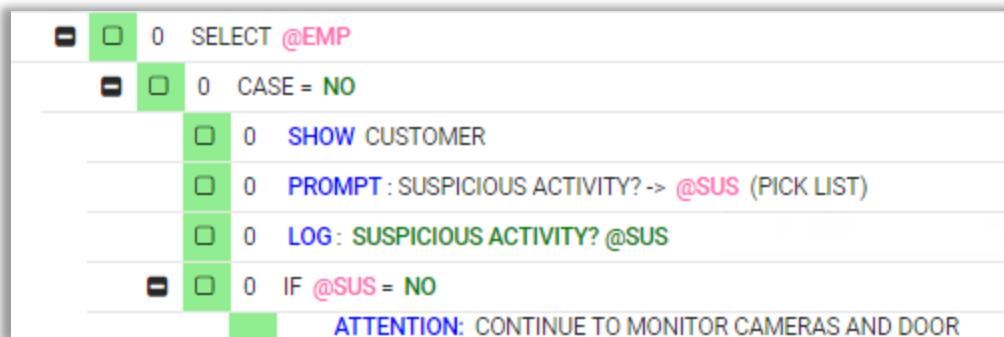
What does the user need to do differently as a result?

The user should be able to continue processing alarms normally.

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Fixes

15904 – We fixed an issue that might have prevented the Supervisor Workstation from reading old Watchdog logs

What This means for you: An issue was discovered where the old watchdog log text files were not able to be read. (the old watchdog messages are stored in the files in the Manitou folder labeled as WDyyyymmdd.txt (yyyy would be replaced with the year, and mmdd would be the month and day, meaning a file might be labeled WD20210201.txt). In the example, there were multiple Supervisor Workstations open, which prevented the text file from being read and interpreted properly. The changes to the web server handle such data issues better, and will display what it is able to, rather than not displaying anything.

15903/15959 – We addressed an issue where AutoClient (Virtual Operator) may have erroneously held alarms

What This means for you: In a unique scenario, the AutoClient was updated to a more recent version, and the AppServer was left at a previous version. Clearly the AppServer should have been updated at the same time. Changes were made to the AutoClient to force deallocation of alarms in similar scenarios, which will allow the alarms to be grabbed by an operator.

15905 – We made some changes to the ASAP Validate report

What This means for you: Previously, running the ASAP Validate report included inactive accounts and accounts that have already been verified, with no option to choose whether or not those groups of customers would be reverified. Now, the report includes options for 'Include Inactive Customers' and 'Reverify Customers'

16256 – We resolved an issue that may have sent alarms to operators with 'Alarm is Available' dialog

What This means for you: If the Auto-Get status of an operator was changed via the Supervisor Workstation(from Off to On) while the 'Alarm is Available' dialog is on the operator's screen, previously, the alarm would be allocated to the operator behind the dialog. This has been changed, and the alarm will NOT be allocated to the operator while the dialog is on their screen. Their auto-get

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status will have changed, but they will not have the alarm allocated until the dialog is gone from their screen.

13702 – We fixed an issue that caused Current On-Test status dates to show in the wrong format
What This means for you: Previously, Current On Test status was showing in MM/DD/YYYY, regardless of the date setup for the country. This has been fixed, and the date format for Current On Test status now respects the country setup.

6410 – We addressed an issue that caused all contact type labels to be listed as 'Keyholder'
What This means for you: In the Operator Workstation (the Manitou Legacy client, or VB client), when editing the call lists using the matrix, all person-type contacts (Keyholder, Contact, ECV, etc.) were showing up in the matrix as Keyholder. The correct contact point type is now displayed on that screen.
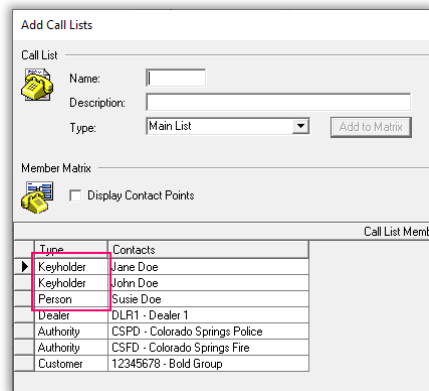
15755 – We added logging to the Bold Launcher to troubleshoot Xarios tapi drivers
What This means for you: Recently, a customer who upgraded their Windows 7 workstations to Windows 10, and were forced to upgrade their Xarios drivers. The new drivers appear to allow a single call, then no further calls. Logging was added to the Bold Launcher (which is responsible for, among other things, connecting to the windows dialer).
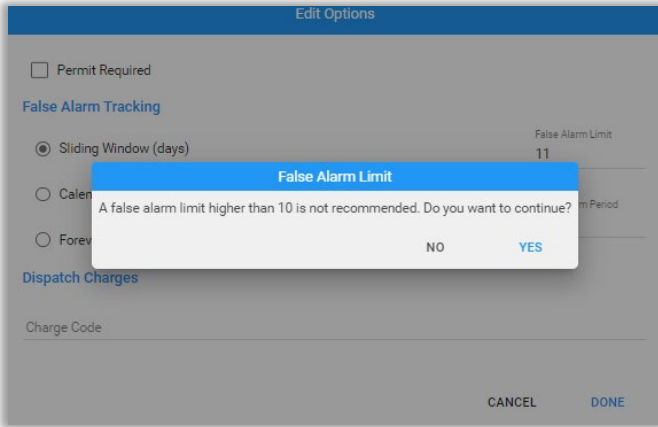
14209 – We resolved an issue that prevented Branch restricted users from seeing some customers
What This means for you: Previously, if a Manitou User was created with a branch restriction, they may have been prevented from viewing customers belonging to some dealers, despite having no dealer restriction on that user. The permissions related to this issue have been corrected.

16194 – We changed the False Alarm Limit field on Authorities to an unlimited number
What This means for you: Previously, the False Alarm Limit was limited to 10 false alarms. Requests came in to increase this to 15. The limit has been removed, but a warning dialog will appear if a

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number above 10 is added

15410 – We fixed an issue that might have caused the Video Control Center not to display newly connected devices
What This means for you: We were seeing cases where the Video Control Center (VCC) lost the connection to the rest of Manitou, which would cause newly connected cameras not to be displayed. Now, if Manitou recognizes that connection was lost, a new VCC will be launched to allow display of newly connected cameras. The old VCC will remain open, but commands will be directed to the new VCC.

16334 – We addressed an issue that would have prevented Alarm Queue Filters from being applied
What This means for you: If there were more than 1000 alarms in the Alarm Queue, and if filters were attempted to be applied, the results might not have displayed. This has been addressed.

15295 – We removed references to the "Neo" name from the Manitou Web Client and BoldNet
What This means for you: As we are moving away from the Neo name, references to the name have been removed from the web client. ManitouNEO will be known as the Manitou Web Client (MWC), and BoldNetNEO will be BoldNet. The Silverlight client will be known as Legacy Boldnet.

16257 – We resolved an issue that would have prevented older video types from being displayed in the Video Control Center
What This means for you: The VCC is capable of displaying video from VCC-native drivers, as well as older video types requiring a binary object definition (in the form of a BJS file). Errors were being displayed for BJS video types, when viewed in the VCC. The underlying issue has been resolved.

16299 – We fixed an issue that would have caused Envysion video to crash the VCC
What This means for you: Previously, if the numbering of cameras was not contiguous (e.g., numbering was 1, 2, 5, 6 for cameras), the fact that there were gaps in the numbering would have caused problems. This has been corrected, as has an issue that may have displayed the first camera twice. Additional logging was also added.

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**14193 – We corrected permissions for BoldNet**
What This means for you: There were permissions in Manitou (Supervisor Workstation > Maintenance > Setup > Permissions) that looked as though BoldNet users would be able to edit Administrative items under Maintenance > Administrative in the permission tree. The reference to the BoldNet client at that level has been removed from the permissions screen.

14834 – We addressed an issue that caused Alarm Handling Options to disregard view permissions
What This means for you: If the permissions for Alarm Handling Options visibility was set to false (Supervisor Workstation > Maintenance > Setup > Permissions then selecting Operations > Alarm Handling > Operations > Alarm Handling Options), previously the permission to hide this screen was not being respected. The permissions are now respected. This will allow Monitoring Centers to control whether or not their operators can enable/disable Auto-Get.

15196 – We corrected a spelling error on the Alarm Tracking form
What This means for you: The word "Status" was misspelled on the Alarm Tracking form. This has been corrected.
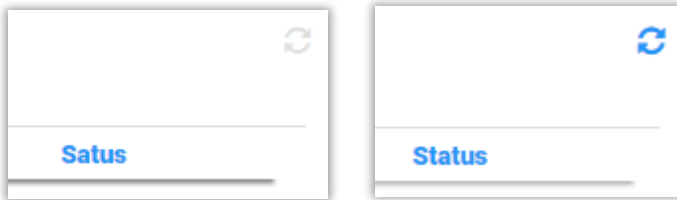
16350 – We resolved an issue that prevented effective data entry on the Programming screen
What This means for you: When adding transmitter programming in the Manitou Web Client, it was not allowing users to enter multiple zones multiple lines with the same event code. Users were being forced to save, then go back in and add additional lines. The underlying cause has been resolved.

10563 – We fixed an issue that caused Open/Close schedules to be displayed out of day order
What This means for you: Open/Close schedules were being sorted by Action, instead of by Day, then Time. The underlying issue has been fixed.

16416 – We addressed an issue that caused the Validate Customer Password icon to appear in BoldNet
What This means for you: The Validate Customer Password icon should only be visible in the full Manitou Web Client. It was appearing in BoldNet. This has been fixed. Also, an issue that caused the Edit and Export Dashboard Layout icons to be displayed incorrectly was resolved.

15932 – We resolved an issue that caused ASAP to PSAP to behave differently in the Web Client
What This means for you: When receiving an update from the PSAP, we write a log line with this content. In the legacy client, we would automatically refresh the activity AND pop up a box with the

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message. The Web Client did not do either of those things. Now, when receiving an update, the Manitou Web Client refreshes the activity and displays a pop-up with the message.

13864 – We fixed an issue that caused an error message every hour in the MediaGateway
What This means for you: An error was displayed once an hour stating 'Increase bScale in DBPARAMBINDINFO or column scale to correct this error'. The underlying issue has been fixed, and this error no longer appears.

16101 – We addressed an issue that would have caused the VCC to not connect
What This means for you: Previously, we were not writing the source address of the device correctly when a container was on a different system from the device. Launching the container would not connect, as the IP was not found. This has been addressed.

14137 – We resolved an issue that caused the Transmitter Protocol Type not to be autofilled
What This means for you: In the Legacy Manitou Client, on the Customer > Systems > Transmitter page, if the Transmitter Type selected has an associated Transmitter Protocol Type, the Transmitter Protocol Type would have been autofilled when that Transmitter Type was selected. This was not happening in the Manitou Web Client. This is now resolved.

16483 – We fixed an issue that prevented viewing History in Stealth Viewer
What This means for you: The date fields for searching for History in the Stealth Viewer would not display dates after 12/31/2020. The new maximum date is now 12/31/2099.

12374 – We resolved an issue that prevented customized alarm screens from saving
What This means for you: On the customized alarm screen, if the label for one of the cards included a forward slash(e.g., if the label says 'Open/Close'), the customizations would not save. This has been resolved.

14202 – We addressed an issue that caused comments to be displayed differently in the Manitou Operator Workstation and the Manitou Web Client
What This means for you: If a comment with multiple line breaks was entered in the Manitou Web Client (MWC), then viewed in the Operator Workstation (OWS), the line breaks were not visible, and comments were formatted unexpectedly. OWS, when comments are entered with line breaks, saves the line breaks as a Carriage Return Line Feed (CRLF), whereas the MWC was saving only with Line Feed. The MWC now saves line breaks as a CRLF, and comments with line breaks are displayed correctly, whichever client they were entered in.

16434 – We made several changes to Pitney Bowes PSAP Lookup
What This means for you: Changes to Pitney Bowes ownership forced the change from the pitneybows.com domain to now refer to precisely.com. Precisely also changed the connection to HTTPS, TLS 1.2, and changed the URI.

13074 – We fixed an issue that may have caused problems if DB Updates were run multiple times

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What This means for you: Previously, running DB Updates against the same database multiple times may have caused data issues. The new process checks to make sure this doesn't happen.

11811 – We addressed an issue that caused Dashboard Users to use a Manitou Operator License
What This means for you: Dashboard Users (logins created with the specific purpose of displaying ONLY dashboard, and no other information) were using a Manitou Operator user session. This means that Dashboard users, despite having no Maintenance or Operations access were using the same type of "seat" that a regular operator used. This has been resolved.

16567 – We resolved an issue that prevented customizing Alarm Screens
What This means for you: Similar to item 12374, trying to select an Event Category that included a forward slash (Open/Close) would not allow that Category to be selected. The underlying issue has been resolved. Note that, if you had tried this previously, you will need to delete the existing custom alarm screen and build a new one.