



Manitou

Manitou 2.1.30 Release Notes
New Features and Fixes!

August 2021

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Registered Office: 421 Windchime Place, Colorado Springs, CO 80919 USA

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Features and Enhancements

16821 – We added support for G Suite to Media Gateway and Report Publisher

What changed?

We added direct support for G Suite to Media Gateway and Report Publisher

Why was there a change?

Originally, attempting to connect to Google servers was just like connecting to any other mail service. This typically involved settings Google settings to allow less secure apps to connect. Google is removing the support for less secure connections, so this change was necessary to allow further G Suite integration.

How does this change impact the user?

As mentioned previously, users will no longer be required to set their Google security settings to lower settings.

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

If you use G Suite for any of your email connections, please contact Support or Implementation to coordinate setting this up.

16458 – We added Single Sign-On Open ID Support to Manitou

What changed?

We added support for Single Sign-On Open ID (for Ping Identity and Azure) to Manitou, which previously had support for Active Directory Single Sign-On.

Why was there a change?

A number of customers have requested this.

How does this change impact the user?

Monitoring Centers that implement this solution will no longer need to manage their Manitou users separately from their SSO users.

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

Please contact Support or Implementation to coordinate setting this up.

17615 – We updated the PBXServer to support Avaya 8.1

What changed?

We added support for Avaya 8.1 to the PBXServer.

Why was there a change?

Since the release of 8.1, some Avaya users have asked for Manitou to be updated.

How does this change impact the user?

Users with an Avaya 8.1 phone system will have improved integration with the Manitou PBX Server.

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

Please contact Support or Implementation to coordinate setting this up. **An important note: This update requires .NET 4.8. Also, there is a new File Transfer tool that will be required, and if the upgrade does not follow the necessary steps, Text-to-Speech will not work. Please coordinate with Support or Implementation to avoid problems.**

14794 – We updated Enhanced Activity Log filtering for BoldNet Mobile**What changed?**

Filters for areas, zones and transmitters were added.

Why was there a change?

The options for filtering activity was limited.

How does this change impact the user?

This will allow the user more flexibility with filtering information in BoldNet Mobile.

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

Please contact Support or Implementation to coordinate setting this up.

14793 – We updated the On Test option in BoldNet Mobile**What changed?**

Selected Systems was changed to Selected Components. Also added the options for areas, zones and transmitters to be put on test.

Why was there a change?

There was a need for a partial On Test option that would match what is in the BoldNet client.

How does this change impact the user?

This will allow the user to have the same On Test options in BoldNet Mobile as there are in the BoldNet Client.

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

Please contact Support or Implementation to coordinate setting this up.

19196 – We update the ability to push a service ticket in SedonaOffice when a Maintenance Issue is created in Manitou.**What changed?**

New options were created in the Supervisor Workstation under Accounting Companies that will automatically push a service ticket into SedonaOffice when a Maintenance issue is created in Manitou. Also there is an option to automatically resolve the maintenance issue at the same time a service ticket is created.

Why was there a change?

So that it would lessen the requirement for creating the service ticket in SedonaOffice separately.

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

Please contact Support or Implementation to coordinate setting this up.

Fixes

13446 – We fixed an issue that caused a page display problem when searching for accounting customers

What this means for you: When linking a Manitou customer to a Sedona customer, a search form is used so the Manitou user can search the Sedona database. If users search and retrieved a large number of results, then navigated to the last page of results (row 131-140 of 140, for example), then if they filtered (by name, for example to give us 100 results), the results page would say rows 131-100 of 100. Not only was the first number no longer valid, the page would not show any results. Now, if a filter is applied after an initial search, the search results will return to the first page of results.

17415 – We addressed an issue that allowed alarm menu items to appear in Non-Protected workstations

What this means for you: The Protected/Non-Protected designation in the Workstations screen (Supervisor Workstation>Maintenance>Workstations) is to denote which workstations are in the UL-defined “Protected” area. The Protected area is intended to be within the Monitoring Center (check the UL specification for exact details), allowing Alarm Operators to handle alarms. The Non-Protected area is intended to be outside the actual Monitoring room, and will therefore not have access to the Alarm Handling functions of Manitou. If a workstation is denoted as Non-Protected, it should not have any access to the Alarm Queue or Alarm Handling. The Web Client not follows this behavior, the same way the Legacy Client does.

17362 – We resolved an issue that caused the Change Context function not to work in BOLDNet

What this means for you: The Change Context function is found in the BOLDNet client, and is used when Global Keyholders, who have been assigned to multiple accounts, to choose which customer they wish to view. This was not happening. This issue has been resolved, and the Change Context function now works as expected.

17447 – We fixed an issue that caused Reverse Commands not to appear in Action Pattern maintenance

What this means for you: When editing an action pattern, if the appropriate TXType is selected for that customer, you should be able to choose a Send command (under External Handling in the Manitou Web Client). The Web Client was not allowing these to be selected. This has been fixed.

3633 – We addressed several issues with using Group or Class Codes on reports in the Manitou Web Client

What this means for you: Initially, the report was that, on the Reports screen, in cases where Group Code or Class Code were filtering options, once a Group or Class Code was selected, it could not be removed. This has been resolved. Also resolved were:

- A bug that prevented the Group or Class Code from being copied automatically from the FROM blank to the TO blank
- A bug that allowed anything to be entered in the Group Code or Class Code fields. Invalid entries will now make the Display Now, Download, and Send Email buttons.
- Removed an extra 0 appearing after the Dealer ID label
- Added a None option for the User ID field
- Added a None option for the Reviewer ID field in the Audit Trail report

15041 – We resolved an issue that caused Billing Codes not to be shown on Customer accounts

What this means for you: The Legacy Client, when navigating to a Customer screen then clicking Services in the Jump To menu, will show the Billing Code associated with services (if they are present). The Web Client, on the Customer Monitoring Services screen, was not showing the Billing Codes. This has been resolved.

16830 – We fixed an issue that prevented Watchdog messages from creating Alarms

What this means for you: Since Watchdog Messages can create alarms (when configured to do so), it should be possible to assign this to specific Watchdog Messages. This was not happening, and error messages were displayed. The underlying issue has been fixed.

2341 – We addressed an issue that prevented the use of a wildcard (*) on Post Processing

What this means for you: The Legacy Client allows the use of a wildcard (*) to specify that the Post action pattern should be applied to ALL events. The Manitou Web Client did not allow an asterisk to be entered. This has been addressed.

13026 – We resolved an issue that caused SQL out-of-range error on the Media Gateway

What this means for you: Some Media Gateway users in the UK were seeing errors. The method for creating the underlying SQL has been adjusted. This is resolved.

2296 – We fixed an issue that prevented the Dealer ID from being displayed on the Alarm screen

What this means for you: In the Manitou Web Client, for customers with a Dealer, the Dealer ID was not displayed (but the Dealer Name was displayed). The Dealer ID is now shown in this section.

17765 – We addressed an issue that prevented PSAP lookup on manual signals

What this means for you: Manitou was not looking up addresses for manual signals. The manual signal screen now allows GPS coordinate entry.

17401 – We resolved an issue that caused the Postal Code table to freeze

What this means for you: In Canada, there are approximately 850,000 postcodes throughout the entire country. A fully populated Postcode table for Canada, and even a Postcode table with 70,000 postcodes was causing Manitou to freeze. The Supervisor Workstation is only capable of loading a few thousand postcodes at once. For Canada only, postcodes will be first loaded by group (the first three characters of the postcode), then when one is selected, the remainder of the postcodes will be loaded.

6416 – We fixed an issue that was not correctly displaying ‘Old’ values in Audit Trail

What this means for you: When standing comments were deleted, the comments were not entered into the Old value in the Audit Trail. Comments are now added to the Audit log when they are added or deleted.

15109 – We addressed an issue where the Company record in the Web Client looked like Customer

What this means for you: In the Monitoring Company record, there was a label for Customer ID (which should show Company ID as it does in the Legacy Client). This has been changed to Company ID. Also, the Search By prompt has been removed, as it is not necessary to search for a Monitoring Company.

17549 – We resolved an issue that prevented lookup of passwords with forward slashes

What this means for you: If a Date of Birth is used as a password, using any format with forward slashes (MM/DD/YY, MM/DD, DD/MM/YY, etc.), these passwords were unable to be searched. The forward slash, while allowed as a character in the password field, was not recognized as a valid character when searching. This has been resolved.

14294 – We fixed an issue that prevented the On-Test deletion from refreshing automatically

What this means for you: Some users were seeing an issue where, when deleting On-Test entries from a master customer and its related customers, that the screen was not refreshing as expected. We changed the process for removing these behind the scenes. Also, since it may take a moment to remove it from all, a message will be displayed stating 'This Process May Take a Few Minutes'

3768 – We addressed an issue that caused the Alarm Queue Age filters not to work

What this means for you: In the Manitou Web Client, When filtering the Alarm Queue by Age, the filter was not returning all results as expected. The Legacy Client was filtering correctly when the same filter was applied. The cause of the discrepancy has been addressed.

17524 – We resolved an issue that caused the IfClosed command not to work

What this means for you: There were cases reported where the IfClosed command in Transmitter Programming was not changing the behavior, whether or not the area was Open or Closed. The underlying cause has been resolved.

17611 – We fixed an issue that prevented adding Timezones and offsets beyond -12:00

What this means for you: A user wanted to add a timezone from Chatham Islands (New Zealand) which is GMT-12:45. Manitou prevented entering any times beyond -12:00. The code that prevented this was changed to allow offsets as far as -14:00.

17729 – We addressed an issue that caused Manitou Lite systems to ask to create Maintenance Issues

What this means for you: The default behavior, if Error is chosen as a call response on an alarm call (instead of Contacted, Busy, etc.), is to ask the operator if they would like to create a Maintenance Issue. Manitou Lite, by design, does not allow the use of Maintenance Issues, so the dialog should not be presented to the operators. This has been resolved, and Manitou Lite systems will no longer ask for a Maintenance Issue to be created.

17599 – We resolved an issue that caused the Supervisor Workstation Alarm Queue to close

What this means for you: The view-only Alarm Queue in the Supervisor Workstation (Supervisor Workstation > View > Alarm Queue) was closing the entire Supervisor Workstation if the filter was attempted to be used on the Alarm Queue. This only happened to Supervisor Workstations that were outside of the Protected Area. The Alarm Queue should only be visible in the Supervisor Workstation if that workstation is within the Protected Area. It has been made unavailable if the workstation is outside the protected area.

14749 – We fixed an issue that caused BOLDNet permissions for GPS to not be respected

What this means for you: It was not clear how to make visible (or not visible) the GPS Tracking screen for BOLDNet users. Even if a change was made to the permission [Maintenance > General > Geofences], the permission was not being respected. This has been fixed.

17414 – We addressed BOLDNet permissions problems related to editing a Customer's Authorities

What this means for you: A Monitoring Center's dealer reported the inability to edit the Authorities/Dealers/Branches card on the Customer form in BOLDNet. Manitou was not correctly respecting the permissions. This has been addressed.

17868 – We resolved an issue that prevented entry of multiple entries on a Holiday schedule

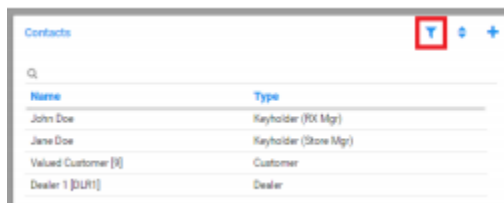
What this means for you: It was reported that only a few Holidays at a time were allowed to be entered, requiring a save, and further edits. It appears that this was happening because there were overlapping times on some of the Schedules being entered. The Manitou Web Client now identifies overlapping times to the Operator, as well as point out instances where an invalid date (e.g., February 30) is entered.

17739 – We fixed an issue that prevented the General Schedules from being saved in the Web Client

What this means for you: A customer reported that they were able to enter a General Schedule in the Legacy Client with no problem. When they attempted to use the Web Client to enter the very same General Schedule. They were allowed to save when using the Legacy Client, but when the save is attempted in the Web Client, it was not saved as the customer wanted. The underlying issue that caused this has been fixed.

11291 – We addressed an issue that prevented the Contact List filter from working in the Web Client

What this means for you: The filter icon at the top of the Contact List (shown below) was not working in the Customer form within the Manitou Web Client. This has been resolved.



17882 – We resolved an issue that prevented entry of a Customer System number in the Web Client

What this means for you: In the Manitou Legacy Client, when creating a new System on a Customer, Manitou allowed the operator to specify a System number. (This is typically just an incremented number on each System. The first System is System 1, the second is System 2, and so on, but any positive integer should be allowed). The Manitou Web Client was automatically incrementing to the next system number, and not allowing a different one to be entered. This is resolved.

16813 – We cleaned up the Reverse Commands sections of the Manitou Web Client

What this means for you: The Reverse Commands section (within the Monitoring Company Maintenance screen) did not have all the same parameters as the Legacy Client. This has been cleaned up.

12375 – We fixed an issue that prevented adding Subsystem Monitoring Types in the Web Client

What this means for you: The Manitou Web Client was not allowing Subsystem-level Monitoring Types to be added to the Monitoring Services screen. This has been fixed.

18085 – We addressed an issue that prevented the Web Client from showing 'Person' Types on Alarms

What this means for you: In the Manitou Web Client, on the Alarm Screen, if an action pattern was showing all the 'Person' entries (Contact, Keyholder, etc.) under a Call List, it was not showing what 'Person Type' (e.g., Contact 'John Doe'). The Legacy Client would show operators what the Person Type is (e.g., Contact Keyholder 'John Doe'). The Manitou Web Client now behaves the same as the Legacy Client.

18099 – We resolved an issue that caused the User Statistics report to show incomplete information

What this means for you: The User Statistics report was only showing logins from the Manitou Web Client, and not showing logins from the Legacy Client. This has been resolved.

18133 – We fixed an issue where the browser's password save was causing problems.

What this means for you: Having a saved password in Chrome speeds up logging in, but the same password was being attempted to be inserted in other places (e.g., validating customer passwords). This was confusing for the users who reported it, so Manitou now actively prevents chrome from autopopulating any password EXCEPT the password on the original login screen.

17864 – We addressed an issue that prevented editing of Future Temporary Comments

What this means for you: This was happening if there was a future Temporary Comment (e.g., valid from 01/01/2022 until 02/01/22) that had previously been saved. If the valid from date needed to be changed to another date (but still in the future, like 12/01/2021), an error would be displayed incorrectly stating that the Valid From date cannot be in the past. This has been addressed.

17442/18134 – We resolved two issues with Calendars in the Manitou Web Client

What this means for you: The first issue fixed was the inability to scroll to other months in the Web Client. The second issue fixed was that the Calendars were not displaying correctly with the predefined themes. These have both been resolved. The list below shows which screens contain the calendars mentioned above.

- Disaster Mode
- Dashboard (Card select)
- On Test form
- User defined fields
- Customer OC Schedule
- Transmitters
- Monitoring Services
- System LogMod
- Communication Center (Notes)
- Maintenance (Maintenance filter)
- Reports form
- Customer Activity (filter)
- OC Schedule
- Incident Reports
- Raw Data Log

17911 – We fixed two issues in the Sedona Linker Pre-Link Matching screen

What this means for you: The Sedona Linker, which links Manitou and SedonaOffice Customers in bulk, had two issues. The first issue prevented filtering by Dealer on the Pre-Link Matching screen. The second issue prevented manually linking on the Pre-Link Matching screen. Both issues have been resolved.

18165 – We addressed an issue that prevented Contacts with multiple Keyholder Availability General Schedules from working properly

What this means for you: If a Customer Contact (any person level contact at the Customer level, so it could be Contact, Keyholder, Person, etc.) had multiple contact points, with different Keyholder Availability schedules on each, when attempting contact from the Alarm Screen, only the first contact point was being displayed, despite the fact that it may have been outside of the schedule for that Contact Point. This has been addressed.

17863 – We resolved an issue that prevented copying Transmitter Linking when copying a Customer

What this means for you: Users reported that, when copying a customer with multiple systems and Transmitter Linking between the systems on the account, the Transmitter Linking was not copying. This has been resolved. It is important to understand that this only applies in the scenario described here. Manitou cannot and will not copy Transmitter Linking when copying the Main Customer in a Main/Sub relationship (since we are only copying the Main Customer, and not the Sub Customers).

11672 – We fixed an issue with scrolling on the Action Pattern edit screen

What this means for you: In the Add/Edit Action Pattern screen, was possible to fill the details on the right side, scrolling down as far as necessary. However, if the user is scrolled down on the right side, the left scrolled off the top of the page, since there was one scroll bar for both sides. There are now two separate scroll bars.

16959 – We addressed an issue that showed only the Date on a Date/Time field in Enhanced Scripts

What this means for you: On Enhanced Scripts, if the input type was Date/Time, the Web Client was only allowing the Date to be entered. This has been addressed.

14397 – We resolved an issue that caused Template Reports not to apply customizations

What this means for you: Template reports (reports based on existing reports and saved as a template) were visible to run under the Reports section of a customer account. The issue reported in this case was that the report displayed at the Customer level, but did not carry the customizations to the customer level. This issue has been resolved.

16454 – We fixed an issue that prevented translation of text on a screen

What this means for you: The Options section of the Customer Systems screen was not showing up in the translation tables, and was therefore always showing up in English. This has been resolved, and this section is now available for translation.

16597 – We addressed an issue that caused Alarm sounds not to play on Dashboard

What this means for you: If a custom Dashboard is created with the Alarm Queue on it, the sounds (for each different priority bucket) were not playing. Users now have two options in a custom dashboard card using Alarm Queue. The first is a checkbox that can be either checked or

unchecked if the user would like for the sound to play. The second option is the time in seconds for the sound of the highest priority alarm to play.

7052 – We resolved several issues on the Event Codes screen in the Manitou Web Client

What this means for you: Several issues were resolved:

- The inability to choose a Global Action Pattern
- Confirmed that we are checking Danger Seconds and Warning seconds before saving
- When editing and saving changes, the Event Code List now reloads the list on save
- Event Codes changes are now not lost if a user clicks the 'x' in the Current section
- Editing the Event Codes screen will no longer allow the actual Event Code to be modified
- Fixed the data values in the User Interface so the value is next to the label

18277 – We fixed an issue that was causing the Enhanced Script time not to update

What this means for you: The time being input on an alarm Enhanced Script is not updating when submit is clicked. This has been fixed.

1665 – We addressed an issue that allowed too many characters on Event Categories

What this means for you: When creating an Event Category, the Supervisor Workstation was allowing categories to be typed with more than 8 characters. This was causing issues because the database only allows 8 characters. This has been addressed.

18166 – We resolved an issue that caused visibility permissions not to be respected

What this means for you: The permission to make Customer Contact List visible or not was not being respected. This has been resolved.

16442 – We fixed an issue that prevented RSI Video from displaying in the Legacy Client

What this means for you: After recent Windows 10 updates, some workstations with Nvidia or Intel display adapters were unable to view RSI video in the Legacy Client. The underlying issue has been fixed.

18139 – We resolved an issue that would have caused a loop when editing access permissions

What this means for you: When editing access permissions for a contact, if the password is removed, a dialog may have appeared (noting that permissions would be removed), with no Ok or Cancel button. This has been resolved.

14700 – We fixed an issue that prevented Permit entry after copying a customer

What this means for you: If a customer was being copied, and if there was a permit on the source account, a blank line would have been entered in the new account. This blank line prevented entry of a new Permit. This has been fixed.

14211 – We addressed an issue that caused Syntax Errors when using SQL in Action Patterns

What this means for you: If a double quote was entered into the SQL for an Action Pattern, the SQL validation allowed it, but when the alarm processed the SQL, it errored. This will now be validated correctly.

18136 – We resolved an issue that caused the calendar to display strangely in General Schedules

What this means for you: The calendar for editing dates on the General Schedules screen was displaying strangely. A note from development that this Date Picker will function slightly differently from other date pickers in the web client, since those default to selecting the current day. Since general schedules are typically not assigned to the current day, it is not defaulted.

6873 – We fixed an issue where ‘Incident’ was used in place of ‘Alarm’

What this means for you: There were several places in the Manitou Web Client, specifically in the Signal Processing Attributes (Manitou Web Client > Menu Icon > Admin > Event Codes > Signal Processing Attributes), where ‘Incident’ is used. The word ‘Incident’ is typically used in Manitou PSIM, where ‘Alarm’ would typically be used in Manitou CS. The Web Client was using ‘Incident’ for both versions. Now, only Manitou PSIM users will see ‘Incident’

18491 – We addressed an issue that was causing alarms to be suspended unexpectedly

What this means for you: An issue was reported where, if an existing lower priority alarm was suspended, and a new higher priority alarm came in for the same customer, the new alarm was also suspended. This has been addressed.

17431 – We resolved an issue that caused errors for Direct URL Video

What this means for you: Users reported error messages when attempting to view Direct URL Video from the Web Client. This has been resolved.

1725 – We added the ability to group by Customer Type in Dashboard Analytics

What this means for you: The original iteration of Dashboard Analytics did not have the ability to group by Customer Type (Residential vs Commercial). This has been added.

18556 – We fixed an issue that caused errors when using MDK to query User Defined Fields

What this means for you: Users of the Manitou Development Kit (MDK) were receiving 400 errors when using the MDK to query user defined fields. This has been fixed.

13588 – We addressed an issue that caused schedules to be displayed weirdly in Australia

What this means for you: Australian customers reported that, when viewing an Open/Close schedule, if it was Monday when the schedule was viewed, it was showing the previous week, instead of the current week. This has been addressed.

18625 – We resolved issues with reading data from the SOAP interface

What this means for you: A customer reported errors on a custom application that was using our SOAP interface (which has largely been unused since we added the REST API). We added enumerations that were missing from the SOAP interface for newer data.

17509 – We corrected a previous bug fix (15429) – App Server

What this means for you: User-restriction functionality was put back into place with the exception of a branch or dealer restricted user have accessing to the customer record of a company-level system account.

17744 – We corrected issues with Receiver Availability and Signal Lifetime reports

What this means for you: The functionality of these reports (that are available only in Manitou Web Client) have been updated by using real world data rather than test data.

18144 – We updated the PSIM code that had mdDialog references

What this means for you: PSIM and (other) code were still using mdDialog and needed to be converted over to DialogService. This has been fixed.

18170 – We corrected an issue with Tx Protocol Type upon edit in Manitou Web Client

What this means for you: If the “Transmitter Type” value is changed via edit, then the “TX Protocol Type” changes. There was an issue previously that the “TX Protocol Type” would change to None if the customer went to add notes, etc to that “Transmitter Type”.

18100 – We corrected issues with the DONE button on User Defined Fields in Manitou Web Client

What this means for you: If the max amount of characters is exceeded in a User Defined Field (in edit for Dealers and Global Key Holders), then the DONE button will be disabled. You will not be able to save the entry until you get back under the maximum amount of characters allowed.

19086 – We addressed an issue with removing On-Test using the quick remove function due to date formatting in Manitou Web Client

What this means for you: If the customer date format is DD/MM/YYYY, F6 process works to delete the Out of Service items.

9250 – We corrected an issue with editing a contact list in Manitou Web Client

What this means for you: (In Dark Mode), when editing a contact added to a contact list in Dark Mode, it will now show up in the correct contact edit form theme (Dark Mode).

15040 – We fixed an issue with Monitoring Types refreshing when adding/deleting in Manitou Web Client

What this means for you: It was reported that when adding/deleting customer level Monitoring Service items, the Monitoring Types list was not refreshing until “save”, which was causing unnecessary unintentional adds. This has been fixed and the list will refresh immediately upon any adds/deletes.

15160 – We corrected Data Entry issues in Enhanced Scripts in Manitou Web Client

What this means for you: The following items were addressed in the update

-Variable length has been set to 15 characters + 1 for the @ (which is added automatically)

-A close ‘x’ button was added to the button list, top right

-The ‘cancel’ + ‘save’ buttons that used to be added to the menu bar are no longer being added upon saving changes

-Display has been reformatted so that the User Script extends the length of the card to minimize scrolling

-A ‘Search’ for the Script listing has been added

18519 – We addressed an issue with the Warning Dialog appearing correctly in Dark Mode in Manitou Web Client

What this means for you: Previously, a warning dialog would not appear in the correct them when using Dark Mode. That has been updated and addressed.

18409 – We fixed an issue with the From date showing the correct information in Disaster Mode in Manitou Web Client

What this means for you: Instead of showing yesterdays date when selecting todays date or a future date in the From date field, it will now show the correct date that is chosen.

9236 – We updated the keyboard shortcut for sending Manual Alarms in Manitou Web Client

What this means for you: F5 **AND** Ctrl + S are both valid shortcuts for sending signals

18518 – We corrected an issue in the Supervisor Workstation where the Text was begin cut off in the “Further Description” dialog

What this means for you: That the character limit length has been removed from the “Further Description” dialog under Tools>Options in the Supervisor Workstation.

8442 – We updated the code for Close Alarm

What this means for you: There should be no visible change to the end user.

9644 – We fixed the console error when closing the “Add System” model in Manitou Web Client

What this means for you: The console error when the “Add System” model is closed should no longer appear.

9831 – We corrected an issue with logging into BoldNet Neo

What this means for you: If you receive the console error when logging into BoldNet Neo, there is additional background code that will try and resolve the error.

9866 – We fixed an issue with Dark Mode implementation with the Authority model in the Contact list in Manitou Web Client

What this means for you: The Dark Mode theme will now be applied in the Contact-Edit-Form in the customer contacts dialog.

18817 – We corrected the issue with Filtering on the Manitou Activity Log in Manitou Web Client

What this means for you: When the Manitou Activity Log was being filtered and the user clicked cancel, it would not show all customer activity until you would click on Search. This has been fixed and all customer activity will now show once the filtering has been cancelled.

18802 – We fixed the issue on Dealer Level Action Patterns with the Available Call List in Manitou Web Client

What this means for you: The issue with Dealer Contact/Call Lists not showing in the add/edit action pattern form for Dealer Action Patterns has been corrected. Now the Call List will populate under the Dealer to pull from like it does in the VB Client.

9211 – We rephrased the question on the TX Type Programming Warning in Manitou Web Client

What this means for you: The warning message about automatic corrections when adding programming to a TX Type has been rephrased so that it matches the dialog box type.

11080 – We corrected the header alignment issue in the Alarm Queue in Manitou Web Client

What this means for you: When viewing the Alarm Queue, the column titles now line up with the data.

7054 –We updated descriptions in TX Options in Manitou Web Client

What this means for you: The options descriptions have been update to match what was in the Legacy Client (i.e. Data Entry>Add a Customer>New Customer Systems>Transmitter)

13242 – We fixed an issue with job titles showing up in the incorrect contact list in Manitou Web Client

What this means for you: Job titles will no longer show on entities with the same serialno in the contact list in alarms.

17297 – We corrected an issue where data was lost when trying to save a contact record in Manitou Web Client

What this means for you: If column is not available for a user (due to their permission profile), then data does not disappear when that user tries to save a contact record.

18824 – We fixed the issue on Authority with multiple #'s in Manitou Legacy Client

What this means for you: If you have to try the secondary number for an Authority, you will no longer get an error whether or not you enter a comment in the Authority Contact dialog box.

18913 – We corrected the issue with SSO settings being wiped out in Manitou Web Client

What this means for you: Config descriptions with spaces can now be written over when the Manitou Web Client is being run.

9769 – We fixed the sidebar error for multiple options in Manitou Web Client

What this means for you: The following console errors have been fixed.

- Opening Notes
- Opening IM (Instant Messenger)
- Opening Phone Dialer
- Opening the Text Messaging side panel
- Opening the Email side panel

6908/19272 – We added Dealer Alarm Queue Filter to Manitou Web Client

What this means for you: Dealer, Branch and Police Authority have been added to the filter selection in the Web Client Alarm Queue. They will remain in effect until the Filter is reset.

****These options also fall under the OR category as opposed to the AND category selection.****

19001 – We fixed an issue on the Customer Master File Report so that it will give correct results when unselecting certain options in Manitou Web Client

What this means for you: When deselecting 2 specific items on the Customer Master File report, the selected Sub-Reports will now print correctly.

19159 – We corrected the issue where an error was being received when trying to delete a customer in Manitou Web Client

What this means for you: You should be able to delete a customer without the error being generated.

17754 – We corrected an issue where a user whose permission profile did not allow them access to the Alarm Queue could still access it from the icon shortcut in Manitou Web Client

What this means for you: If the user is not allowed access to the Alarm Queue/Alarm Handling or if the workstation is not in Protected state, those buttons are now disabled or not visible.

19275 – We enhanced the Auto-Match in Sedona Linker

What this means for you: Auto-Match has been enhanced in Sedona Linker so that the addresses from either system can be matched up more easily. The following enhancements were made:

- Changed it to be case-insensitive (upper vs lower)
- Changed zip+4 to be ignored if one side has it and the other does not
- Clipboard operations are now available (Ctrl+A and Ctrl+C to then paste on a spreadsheet)
- Updated the manual search form for the Search button to be the default when Enter is pressed.

14787 – We corrected the date filtering option on the Activity Log in BoldNet Mobile

What this means for you: The date filtering option now filters as expected in BoldNet Mobile.

8078 – We implemented missing functionality on EAP Notify command in Manitou Web Client

What this means for you: If you build an action pattern with the Notify command, the Broadcast to All option is now implemented.

10646 – We updated the Close Alarm function In Manitou Web Client

What this means for you: When you go to close out an alarm, the dropdown does not automatically show. The entire 'close dialog' can be viewed and 'close alarm' can be clicked. The drop down will appear when you start typing a resolution code.

19381 – We fixed multiple issues that started with the Alarm History disappearing when clicking to call a contact in Manitou Web Client

What this means for you: The following items have been addressed

- The User Id can now be cleared out with a filter reset when doing an Activity Log filter search
- Area now lists available Areas for customer
- Zone now lists available Zones for customer
- Receiver Line Prefix now allows a 'blank' selection
- User Id is now a drop down of Users Ids
- Original Event Code is now a drop down

- Report No. has been renamed Event Number and now works
- Ability to clear filter selections with the 'Default' and Restore button

12054 – We corrected Logic Items “Contact ID” in Action Pattern in Manitou Web Client

What this means for you: Customer ID is being used in place of Contact ID in IF Logic in Action Patterns.

12371 – We fixed a bug with the Manitou Local Utility Service installer

What this means for you: The Local Utility Service installer now stops the LUS before the installation begins, which corrects the issue that were coming up previously when running the installer.

19199 – We corrected a couple of issues with Data Handling>Enhanced Script not logging into the alarm activity (history) in Manitou Web Client

What this means for you: (1) When Action Patterns with Data Handling>Enhanced Scripts with 'complete on' set to 'submit' will now log to Activity Log when 'submit' is clicked on. (2) Menu>Admin>Enhanced Scripts listing is now appearing on the right side of the card when it used to appear on the left side of the card.

14747 – We updated the process for updating BoldNet servers

What this means for you: Older files (webservices.dll) are no longer removed when the BoldNet server is updated with the newer patches.

2926 – We updated Enhanced Subscriptions Bulk Edit Event Codes to display the actual code, not just the description in Manitou Web Client

What this means for you: Within Enhanced Subscriptions>Bulk Entry Selections, the Event Code has been added to each item in the Event Codes selection list, where it previously only showed the description. (i.e. BA – Burglary Alarm) Also, Event Category added to each item in the Event Categories selection list, where it previously only showed description (i.e. MEDICAL – Medical Alarm)

19232 – We corrected the issue where Email Connector kept losing connection to the Media Gateway

What this means for you: Email Connector now flags emails that couldn't process, preventing it from clogging up the queue. After two attempts to process the email, it will be marked to not be processed. The rejected email list will be cleared every day after midnight. Restarting the Media Gateway will also clear this rejected list

19547 – We updated several items within Enhanced Scripts in Manitou Web Client

What this means for you: The follow items have been updated in regards to Enhanced Scripts

- The 'Done' button now appears when entering a new Enhanced Script for Event Code or Event Category after entering Name, Event Code/Category and Email Format
- Script Type now defaults to Event Code if it has not been selected
- The Initial dialog on New Scripts is now more visually appealing-it has been made smaller
- The Enhanced Scripts left card listing now lists scripts grouped by script type. The Event Code/Category also display in front of script name

19470 – We fixed an issue with duplicate results when using Find in Manitou Web Client

What this means for you: The display now shows the first highest match within the tree hierarchy. Also, there is now a tooltip that is in place if you hover your mouse over the 'Find' label that indicates how many items were found in the last search

19776 – We corrected an issue with the Maintenance Agency displaying properly in Manitou Web Client

What this means for you: The error when opening Maintenance Agency and selecting detail has been corrected.

19774 – We fixed the error on the Authority Options card when click on the detail as well as the False Alarm tracking in Manitou Web Client

What this means for you: The detail page for the Authority Options is now showing the data and the False Alarm tracking selection is showing as intended.

19777 – We updated the Activity log to show an error if binary details cannot be found in Manitou Web Client

What this means for you: If an Activity log line contains binary data, then there is now an error that is generated to show the user that the binary details cannot be found.

8457 – We corrected the issue where New Alarm notifications continue to appear even if there are no alarms in the queue in Manitou Web Client

What this means for you: The alarm available dialog will only show when an alarm is available.

19827 – We fixed the issue where **Unscheduled Events** are not being generated if the option is set to **Yes** in **Manitou Web Client**

What this means for you: If the option in Supervisor Workstation >Signal Processing>Disable 'Raised by Schedule' customer log entries is set to 'Yes', then the unscheduled events will be raised properly.