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Manitou

Manitou 2.1.31 Release Notes
New Features and Fixes!

New Development
  We added an option to allow multiple alarms per on test component
  We added an option to override 'Generate Duplicate Alarm/Event' option based on Class Code
Fixed, Resolved, and Addressed
  We fixed an issue that prevented Branches from adding themselves to their own Contact List in the Web Client
  We addressed an issue that caused 'Undefined Error' when attempting to use auto-dialer
  We resolved an issue that caused Action Pattern Show Comments commands not to show entities
  We fixed issues that were exposed when fixing item 19227
  We fixed an issue that prevented password validation when placing multiple accounts on test
  We addressed an issue that prevented Location Services from returning results for PSAP lookup
  We resolved an issue that caused negative times to be displayed on the On-Test screen
  We fixed an issue that prevented Email scripts from populating in web client
  We addressed an issue that caused errors when attempting to edit Action Patterns
  We updated the Manitou Database Dictionary (MANDD)
  We resolved an issue that prevented removing Action Pattern Categories
  We fixed an issue that caused errors when adding Geofences in the Manitou Web Client
  We addressed an issue that prevented the Next Available TXID from working
  We resolved an issue where the Set Next Action command didn't have a permission to hide
  We fixed an issue that caused Call Lists to be displayed strangely in the Web Client
  We addressed an issue that prevented Address Validation from showing Validated in the Log
  We resolved an issue that caused data errors when the Router is not running
  We fixed an issue that prevented addresses from being validated if edited in BoldNET
  We addressed an issue that prevented a Health Check from completing
  We resolved an issue that caused some lines to be repeated in the Customer Activity Log
  We fixed an issue that prevented users from creating a Template version of the Audit Trail report
  We addressed an issue that caused errors when clicking on Systems on a customer without systems
  We resolved an issue that prevented the Show Schedule command from showing the schedule
  We fixed an issue that caused Temporary Schedules to hold the wrong day
  We addressed an issue that caused weird behavior when changing the Customer ID
  We resolved three errors when adding Monitoring Services to Customers with no Systems
  We fixed an issue that prevented UL Grades from being included in Report Templates
  We addressed several issues where options on reports were different in the Manitou Web Client
  We resolved an issue that prevented copying customers with expired permits
  We fixed an issue that prevented editing NotifyMe customers if NotifyMe were disabled globally
  We addressed an issue that caused too many pop-ups on the Alarm screen
  We resolved an issue that caused a delay when making new alarms available

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We fixed a typographical error on the Retransmission response message dialog
We addressed an issue that caused confusion about which RSI video was from which camera
We resolved an issue where copy/paste was not identifying items that were duplicate or too long
We fixed an issue that prevented the MSM from running from command line on TLS 1.2 systems
We addressed an issue that caused service errors when connecting to SureView
We resolved an issue that prevented the correct Maps application from being launched when

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Features and Enhancements

19745 – We added an option to allow multiple alarms per on test component

What changed?

In Supervisor Workstation, there is an option for generating On Test and Off test signals. (Supervisor Workstation > Tools > Options > Signal Processing > Auto-generate On Test and Off Test signals when a Customer goes On and Off Test). Previously, the only options were Yes and No. A new option has been added; Create a signal for each test detail.

Why was there a change?

This was a requested feature

How does this change impact the user?

If the new option is selected, when a Customer begins or ends being placed on test, if individual components are on test, rather than one signal for all components, each component will have a signal generated.

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

If you would like to have individual alarms generated when putting multiple individual componenets on test, simply change the option specified above.

19744 – We added an option to override 'Generate Duplicate Alarm/Event' option based on Class Code

What changed?

In Supervisor Workstation, there are options for Generate Duplicate Alarm and Generate Duplicate Event. We added a new option 'Generate Duplicate Alarm/Event Class Code'. This option will allow Monitoring Centers to choose a specific Class Code. If any customers have the specified Class Code, Manitou will force duplicate alarms and events to go to the Alarm Queue, even if it overrides the Generate Duplicate Alarms and Generate Duplicate Events settings.

Why was there a change?

Providing users flexibility in what group of customers will receive a new alarm in cases where they may not have before.

How does this change impact the user?

This allows you to choose a group of customers, based on Class Code, which will receive a new alarm in cases where they might not have previously.

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What does the user need to do differently as a result?
You will need to choose the Class Code on the specified option.

Fixes

8395 - We fixed an issue that prevented Branches from adding themselves to their own Contact List in the Web Client
> **What This means for you:** Before this fix, the Manitou Web Client was not allowing Branches to be added to their own contact list. This prevented the Manitou user from saving the Branch. This was not an issue in the Legacy Client, and has been fixed in the web client.

19771 - We addressed an issue that caused 'Undefined Error' when attempting to use auto-dialer
> **What This means for you:** Some users reported receiving an 'Undefined Error' when attempting to configure the Auto-Dialer in the Manitou Web Client. The dialer section of the Web Client will now do additional checks to prevent this error.

19227 - We resolved an issue that caused Action Pattern Show Comments commands not to show entities
> **What This means for you:** In the Manitou Web Client, when editing action patterns, if a user tried to select the Show command to show comments, the Web Client was only allowing the user to select Customer level contacts. This has been resolved, and users may now select other entities comments.

19234 - We fixed issues that were exposed when fixing item 19227
> **What This means for you:** While fixing the above item, the developer noticed two additional issues with Show Comments commands in the Web Client and resolved those as well:
> 1. If adding more than one Show command, the second command was defaulting to the previous entity and possibly not showing appropriate Comments. Now it defaults to All Comments.
> 2. When editing the Action Pattern, if attempting to add a Standing Comment, the Valid From and Valid To dates were being populated. Since Standing Comments have no valid dates, these dates will only be populated when it is a Temporary Comment

20021 - We fixed an issue that prevented password validation when placing multiple accounts on test
> **What This means for you:** From the On-Test screen in the Manitou Web Client, if a customer is a part of a Main/Sub Account relationship, the other customer(s) will be listed as well. When selecting 'All', the option to validate a different user wasn't being shown until Cancel was clicked. Manitou will now ask the Operator if they wish to validate another password.

19760 - We addressed an issue that prevented Location Services from returning results for PSAP lookup
> **What This means for you:** An issue was reported where, when attempting to use the shield icon to look up PSAP authorities, a box with no results was displayed. When Cancel was clicked, results were shown. The underlying cause of this has been addressed.

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19474 - We resolved an issue that caused negative times to be displayed on the On-Test screen
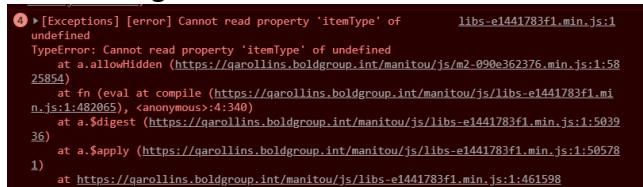**What This means for you:** In the Manitou Web Client, if the On-Test screen is open, and if the "From" time is changed to a time later than the "To" time, a negative time would have been displayed. With this fix, changing the "From" time will automatically change the "To" time, so no negative values will be displayed.

5829 - We fixed an issue that prevented Email scripts from populating in web client
What This means for you: When creating an email for a contact, the default script message was not being populated, which is different from the behavior of the Legacy client. Now, attempting to email a contact will populate the default script.

19546 - We addressed an issue that caused console errors when attempting to edit Action Patterns
What This means for you: Users of the Manitou Web Client were receiving error messages when they tried editing Action Patterns. This has been addressed.

20221 – We updated the Manitou Database Dictionary (MANDD)
What This means for you: We updated the MANDD document to ensure that recent changes are reflected. If you are licensed for the Manitou Development Kit, and if you have an NDA on file, you may request a new copy.

12768 - We resolved an issue that prevented removing Action Pattern Categories
What This means for you: If a user attempted to remove an Action Pattern Category (Supervisor Workstation > Maintenance > Setup > Subtypes > Action Pattern Categories), an error message was being displayed. This has been resolved.

19110 - We fixed an issue that caused errors when adding Geofences in the Manitou Web Client
What This means for you: Users reported errors when adding Geofences. Previously, Group Name and Geofence name were not required. They are now required.

3786 - We addressed an issue that prevented the Next Available TXID from working
What This means for you: The Manitou Web Client was not displaying the same columns in the Dealer TXID Ranges, including Next Available TXID. This has been addressed.

12775 - We resolved an issue where the Set Next Action command didn't have a permission to hide
What This means for you: The Action Pattern Command 'Set Next Action' didn't have permission settings. It has those permissions now.

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18825 - We fixed an issue that caused Call Lists to be displayed strangely in the Web Client
What This means for you: If a Customer Call List contains multiple Agency or Authority Call Lists, viewing these lists in the Manitou Web Client showed the ID of whichever entity was listed last in the call list. The underlying issue has been fixed.

7331 - We addressed an issue that prevented Address Validation from showing Validated in the Log
What This means for you: We were seeing cases where the checkmark would show next to the authority when validating the address, but the Customer Activity Log was showing "Unknown" instead of "Validated". This has been addressed.

20458 - We resolved an issue that caused data errors when the Router is not running
What This means for you: In the Legacy Client, if the router is not running and a customer change is saved, the operator will be presented with an error stating "Router cannot be found" and giving the operator the option to Bypass/Cancel/Retry. This was not happening in the Manitou Web Client. Now, the Web Client presents the same options if the Router is not running.

15198 - We fixed an issue that prevented addresses from being validated if edited in BoldNET
What This means for you: For ASAP to PSAP users, who require addresses to be validated before using the ASAP service, edits made to addresses from BoldNET were not being validated. These are now validated just as they would be from the full Web Client.

20537 - We addressed an issue that prevented a Health Check from completing
What This means for you: Users reported errors when attempting to run a Health Check from the Database Manager. The process was timing out before the results could be returned. This has been addressed.

19464 - We resolved an issue that caused some lines to be repeated in the Customer Activity Log
What This means for you: There were cases where the same line was repeated multiple times in the Customer Activity Log. This has been resolved.

19436 - We fixed an issue that prevented users from creating a Template version of the Audit Trail report
What This means for you: Users reported that they were getting errors if they attempted to create a custom version of the Audit Trail report in the Report Templates screen of the Supervisor Workstation. This is fixed.

20636 - We addressed an issue that caused errors when clicking on Systems on a customer without systems
What This means for you: In the Manitou Web Client, users were reporting errors if they clicked on Systems when the customer has no systems. This has been addressed.

19233 - We resolved an issue that prevented the Show Schedule command from showing the schedule
What This means for you: If an Action Pattern included the command to Show Schedule, the Schedule was not being shown. This has been resolved. On standard alarm cards the schedule is on the bottom and sometimes scrolled off screen. On custom alarm cards, there isn't always a card that shows the

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schedule. Now when doing a Show>Schedule on a standard card the screen will auto-scroll to the schedule and the schedule box will flash for 3 seconds. When doing a Show>Schedule on a custom card that doesn't include the schedule box, the schedule box will appear on the right and flash for 3 seconds.

19279 - We fixed an issue that caused Temporary Schedules to hold the wrong day
What This means for you: Users of the Manitou Legacy Client were reporting that, if they attempted to edit a Temporary Schedule using the Operations > Temporary Schedule screen, sometimes the correct day was not shown. This was a result of old data (from previous Temporary Schedule edits by the same user) not being replaced when the screen was opened. This has been fixed.

19372 - We addressed an issue that caused weird behavior when changing the Customer ID
What This means for you: BoldNET users, when changing Customer ID numbers, were clicking on "Change", and having nothing happen until they clicked "Cancel". This has been addressed, and now the Validate box will be updated when clicking "Change".

20684 - We resolved three errors when adding Monitoring Services to Customers with no Systems
What This means for you: Users reported that, if attempting to add a Monitoring Service to a Customer with no Systems, they would receive the following errors: 1) Add a new Monitoring Service for a customer with no systems defined give this error in the console: Cannot read property 'sequence' of undefined; 2) Click on Monitoring Services on a customer with Monitoring Services gives this error in the console: Cannot read property 'permission' of undefined; 3) Adding a Monitoring Service and click on any of the Date prompts (Start, End or Billed Through Date) will present this error in the console: Cannot read property 'classList' of undefined. This fix addresses all three errors.

19438 - We fixed an issue that prevented UL Grades from being included in Report Templates
What This means for you: Users who created a custom version of the Customer Status report did not see the UL grades they selected in the Manitou Web Client. This has been fixed.

10556 - We addressed several issues where options on reports were different in the Manitou Web Client
What This means for you: There were several reports that had different input options, and had different buttons, if compared in the Legacy Client and the Manitou Web Client. The reports in the Manitou Web Client now have all the same input options and buttons.

18940 - We resolved an issue that prevented copying customers with expired permits
What This means for you: If a new customer was created by copying a customer with an expired permit, the 'Done' button was not being enabled. Now, the permit entry screen will have a Add Permit button, rather than auto-adding.

20567 - We fixed an issue that prevented editing NotifyMe customers if NotifyMe were disabled globally

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What This means for you: If a Monitoring Center opts to turn off the NotifyMe (Manitou Web Client > Menu Icon > Maintenance > Monitoring Company > Enable NotifyMe), operators were receiving error messages indicating that the Integration Gateway could not be reached. The new behavior is that if the NotifyMe service is disabled globally from the Monitoring Company Maintenance screen, editing customers will no longer display the error.

21102 - We addressed an issue that caused too many pop-ups on the Alarm screen
What This means for you: If the option is set for Pop Up Dialog (Supervisor Workstation > Tools > Options > Alarm Handling > Notifications), operators noted that, if the customer with the alarm had multiple alarms, there was a separate pop up for each notification that a new signal had arrived. The new behavior is that there will be one pop up that encompasses ALL of the new signal notification, and the operator may still choose to Suppress Further Notifications.

20538 - We resolved an issue that caused a delay when making new alarms available
What This means for you: A previous update was causing alarms with emails to be suspended in the Alarm Queue for 10 seconds while waiting for a notification from the publisher that it was accepted. This was causing unnecessary delays. There are three fixes that are related to this issue:
1. If Notify at an email address is used, there will be no suspend time before the next action is available.
2. If Contact at an email address is used, if there is no retransmission or reverse command expected, the delay was changed to 1 second (instead of 10)
3. We were not always setting the "First Auto" flag on auto-capable action patterns. This has been resolved.

20947 - We fixed a typographical error on the Retransmission response message dialog
What This means for you: The word "Received" was spelled incorrectly in this dialog. This has been fixed.

17766 - We addressed an issue that caused confusion about which RSI video was from which camera
What This means for you: When sending an email with multiple video clips (as a post processing action pattern, using an email script with the {AF} script code), all video clips were included in a single email, despite being from different cameras. Now, each attachment filename will include the camera number.

21281 - We resolved an issue where copy/paste was not identifying items that were duplicate or too long
What This means for you: Previously, the Manitou Web Client would attempt to allow data to be pasted, but would not save if there were duplicates, or if any of the fields was too long. Now, a message will be displayed if there are any duplicates, or if any of the fields are exceed their maximum length.

21715 - We fixed an issue that prevented the MSM from running from command line on TLS 1.2 systems
What This means for you: Attempts to run the MSM from the command line were erroring because the command line defaulted to an old SQL connection method. This has been fixed.

17410 - We addressed an issue that caused service errors when connecting to SureView

What This means for you: Sureview users were losing the connection to Immix for a few reasons. To address this, we have adjusted: (1) When and how often the Broker communicates with the SureView connector, (2) we increased the buffer size to 2048 from 256, and (3) adjusted how and in which order messages are sent to Immix.

21709 - We resolved an issue that prevented the correct Maps application from being launched when clicking an address in BoldNet Mobile

What This means for you: Clicking on a Customer address in BoldNet Mobile should launch the default mapping application. This was not happening on iOS devices. This has been resolved.