

# Manitou

## Manitou 2.1.33 Release Notes

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## Features and Enhancements

### 20626 – We added Password Expiration to Boldnet

#### What changed?

We added password expiration to the current version of Boldnet (previously known as Boldnet Neo)

#### Why was there a change?

Our Boldnet Silverlight client allowed for password expiration, but the functionality was not built in when Boldnet Neo was built.

#### How does this change impact the user?

Monitoring Centers with BoldNet who upgrade will need to decide during the upgrade process what they want password expiration to. The default, if nothing is changed during the upgrade, is to expire the password every 90 days.

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

If password is expired, user is unable to log into system, a message is displayed.

User then has 2 options:

- 1) use the forgot password feature to be assigned a new password via email,
- 2) contact central station to have them reset password

How this works:

There are 3 new keys have been added to the OAUTH and Web Client web.configs.

OAUTH web.Config keys:

```
<add key="UserPasswordExpirationDays" value="" />  
<add key="UserPasswordExpirationExclusion" value="" />
```

Web Client web.config keys:

```
<add key="UserPasswordExpirationWarning" value="" />  
<add key="UserPasswordExpirationExclusion" value="" />
```

**UserPasswordExpirationDays**, when missing from web.config or value set to "" defaults to 90; 0 equals never expires.

**UserPasswordExpirationWarning**, when missing from web.config or value set to "" defaults to 80; 0 equals never warn. This is the number of days since the last password change.

**UserPasswordExpirationExclusion**, is a '|' pipe delimited list of UserNames that are excluded from checking for password expiration and warnings.

**24556 – We Created a new notification icon on the navigation panel, and updated certain notification behaviors****What changed?**

We received a request to create a centralized location for Operators to view, acknowledge, and delete notifications indicated for the following options (found in Supervisor Workstation > Tools > Options > System) when set to true

- Notify Users on Account Update
- Notify Users on Account View
- Notify Users on Activity Log Update
- Notify Users on Alarm Handling

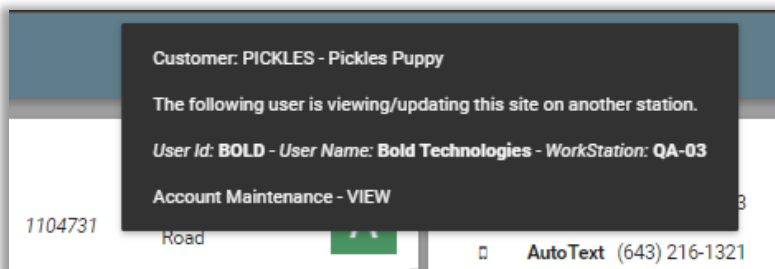
**Why was there a change?**

This change was from a customer request

**How does this change impact the user?**

When any of the values are set to “True”, if the appropriate notification is displayed to the user, it will be as a “toast” notification. Toast notifications are a type of unobtrusive and transient pop-up notification. (We have been using toast notifications for some time. When saving changes to a customer account, a brief notification appears in the upper right corner.)

Below is an example of a toast notification indicating that another user is viewing an account.

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

If you wish for your operators to see the notifications, change any of the above referenced options in the Supervisor Workstation.

**23841 – We reworked the Dealer Takeover functionality in the Manitou Web Client****What changed?**

Several back-end changes, but the User Interface now scrolls through accounts as it is working, giving a clear indication that the process is working.

**Why was there a change?**

It was reported that, when there are more than 1000 customers, our API was not handling the takeover well, and was not giving a clear indication whether or not the process was working

**How does this change impact the user?**

Users who need the Dealer Takeover functionality with large dealers should have a much better experience in the Manitou Web Client

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

No changes are required to initiate the Dealer Takeover. From the Manitou Web Client, a user may select the Menu Icon > Tools > Dealer Takeover. They will still be required to enter a password, the Source Dealer ID, and the Destination Dealer ID.

**25772 – We added CORS support in OAuth****What changed?**

We added CORS support in OAuth

**Why was there a change?**

This was added based on a customer request

**How does this change impact the user?**

Users who wish to use CORS in OAuth will be able to limit the allowed connections to the Manitou Web Client.

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

There is a new key in the web.config file located in the OAuth folder (usually c:\inetpub\wwwroot\manitou\oauth\web.config). The new key will be displayed as:

```
<add key="CorsOriginList" value="">
```

Any addresses added to the value section will be allowed to connect, whereas addresses not in the value section will be rejected.

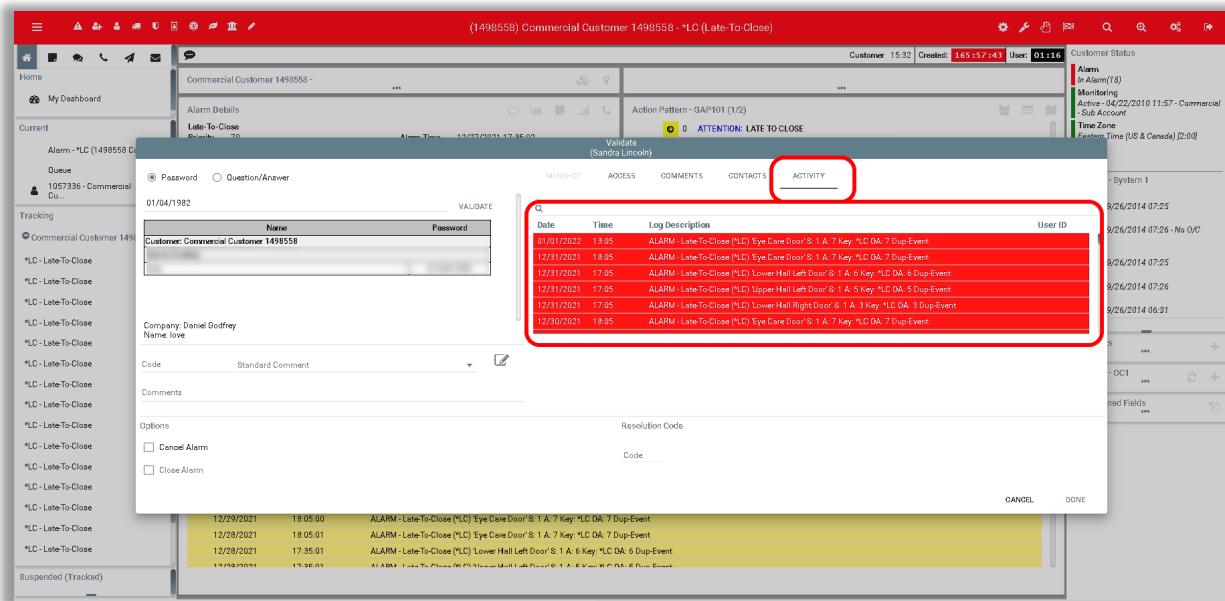
## Fixes

### 9672 – We fixed an issue that caused errors when attempting a Dealer search

**What This means for you:** When searching for a Dealer from the Manitou Web Client, a large number of console errors were generated in Chrome. (Since these errors are hidden from view by default, the user may not have known this was happening). This fix stops the hidden errors from being created. Had these errors not been stopped, users may have noticed performance issues after searching for Dealers.

### 22468 – We addressed an issue that caused Activity to be unavailable on the Validate dialog

**What This means for you:** In the Manitou Web Client, if a contact action was being completed as “contacted” (e.g. Contacting Customer Keyholders), the Validate dialog is displayed. The Validate dialog allows the operator to Validate passwords, type comments about the current call, view Standing or Temporary Comments, or view contact details. The major issue is that there is no way from the Validate dialog to view Activity. The dialog doesn’t move, and the Activity is behind the dialog. Now, when an entity is validated that has the ‘Can Give Out Customer Information’ permission (either explicitly or implicitly) is selected, a new tab will be displayed with Activity.



**22524 – We resolved an issue that caused a report to look different in the Web Client**

**What This means for you:** The Alarm Resolution report, when run from the Legacy Client, groups several items labeled as Include or Exclude together on the Options Screen. In previous versions of the Manitou Web Client, the Include and Exclude sections were not grouped together. They are grouped together now.

The image shows two side-by-side screenshots of the 'Options' screen in the Manitou Web Client. The left screenshot shows the 'Include' and 'Exclude' sections separated. The right screenshot shows the 'Include' and 'Exclude' sections grouped together, with a red box highlighting the 'Require Police' checkbox. The right screenshot also shows the 'Order By' section with 'Customer ID' selected. The text 'Released in 2.1.33' is visible at the bottom of the right screenshot.

**5082 – We fixed an issue that caused errors when clicking Section Header Start/End in Action Pattern**

**What This means for you:** When clicking on Section Header Start or Section Header End in an Enhanced Action Pattern, users were seeing error messages. This has been fixed.

**18180 – We addressed an issue that prevented users outside the USA from using SedonaLinker**

**What This means for you:** The SedonaLinker has a function called Pre-Link Matching, which allows for quick linking between customers that may not have linked automatically. This was only working with addresses in the United States. This has been addressed, and Pre-Link Matching now works in other countries.

**22557 – We resolved an issue that prevented some users from editing Temporary Schedules**

**What This means for you:** Users were reporting that they were unable to remove 'Must Close' entries. This has been resolved.

**23592 – We fixed an issue that prevented users from marking if a Contact's address was a mailing address**

**What This means for you:** The Legacy Client allows users to mark a box indicating that an address is a mailing address. This box was missing from the Web Client. The Mailing Address box has been added to the Web Client.

**23981 – We addressed an issue that prevented Single-Sign-On (SSO) users from using Dealer Takeover**

**What This means for you:** SSO users were seeing a password validation box when attempting to use Dealer Takeover in the Manitou Web Client. Because SSO doesn't use the traditional Manitou

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Username and Password, these users were unable to use Dealer Takeover. Now, when the validate box comes up, SSO users will see a message telling them to simply click Validate.

**23080 – We added text for clarification on SQL syntax checks for Enhanced Action Patterns**

**What This means for you:** Some users reported syntax errors when they attempted to validate the SQL while creating Enhanced Action Patterns. They were seeing this when using Script Variables in place of actual values. (Examples of Script Variables are {TM} for Time, {DT} for Date, etc.) Because the validation check doesn't populate these items that are, by their very definition, variable, syntax errors may have been displayed. We added text to the SQL Validation section stating "No syntax errors. For flexibility, variable replacement does not insert quotes automatically. Please be sure that strings are properly quoted". These variables, if used in a SQL query, must have double quotes around them, as shown in the following example:

```
SELECT(SELECT COUNT(*) FROM CLOG{0} WHERE STCODE="{DE}" AND EVTYPE IN (0,1)
```

**23081 – We resolved an issue that caused Operator Workstation to not auto-run 'Select' lines**

**What This means for you:** The Manitou Web Client treats all Action Pattern Logic lines as 'Auto'. The Operator Workstation was not treating these lines as 'Auto' when running action patterns. This has been resolved.

**22887 – We fixed an issue that caused About... screens to be translated improperly**

**What This means for you:** Monitoring centers that use Manitou's translation functionality may have seen the About... screen translated. In the case of UL/ULC Listee (Bold Technologies, Ltd. is the Listee) was allowed to be translated. This should not be translated, and it has been removed from translation.

**23079 – We addressed an issue that caused Pasted information not to be saved**

**What This means for you:** Users who were using the Copy/Paste functionality in the Manitou Web Client saw an issue when trying to paste Programming. When pasting programming that included unique Output Description entries, the unique entries were not saved, and the default description for the Output Event Code was used instead. This has been addressed.

**24053 – We resolved an issue that caused the Validate selection on the dialer screen not to work**

**What This means for you:** The Validate... button in the dialer section of the Manitou Web Client was displaying, even if an operator was not in an alarm. The Validate... button is now only enabled when making a phone call from an action pattern, which matches the behavior of the Operator Workstation.

**24082 – We fixed an issue that caused incorrect notifications that a Permit is required**

**What This means for you:** Some Operators were seeing messages that a Permit is required, even though the customer has a permit. This was due to a hard-coded value in the backend of Manitou. This has been fixed.

**24374 – We addressed an issue that caused multiple problems with Area entry in the Web Client**

**What This means for you:** Users of Manitou Web Client and Boldnet were seeing strange behavior during data entry. On the Customer > Systems > Areas & Zones > Area entry, we were allowing a schedule to be added, and a Monitoring Service to be added, without entering an Area number or Area description. To prevent this, we made the following changes:

- 1) Remove automatic new row creation, unless there are no existing Areas
- 2) remove Schedule prompt if there is no Area entered
- 3) When 'Cancel' option is selected revert back to before entering Area entry
- 4) other minor data entry clean up work

**23612 – We resolved an issue that caused Alarm Queue aging indicators to be incorrect**

**What This means for you:** The Alarm Queue aging indicators (red, green, or yellow dots, when the Alarm Queue Event Color Scheme is set to Detailed) were turning red immediately. This has been resolved and the aging will be correctly displayed.

**1254 – We fixed an issue that caused Report Queue filters to be displayed only in US format**

**What This means for you:** The Report Queue in the Supervisor Workstation and Operator Workstation has a Filter tab. Monitoring Centers outside the United States were seeing the dates on the Filter tab, only in US format (mm/dd/yyyy). This has been fixed, and the date will now follow the country settings of the Monitoring Center.

**22759 – We addressed an issue that caused problems with Event Code/Category On-Test entry**

**What This means for you:** When placing customers on Test, a user should be able to select EITHER Event Code(s) or Event Category(s), but not both. The Legacy Client has behaved this way for years, but the Web Client allowed a combination of both. This has been addressed and Web Client users will now only be able to select one or the other.

**23810 – We fixed an issue that prevented some signals from reaching sub-accounts**

**What This means for you:** Our signal handler was improperly tagging signals intended for sub-accounts with an incorrect serial number. This has been fixed.

**24449 – We addressed an issue that prevented the FEP from passing Zone number values over 5 characters**

**What This means for you:** The MediaGateway email connector was passing up to 12 characters as the Zone number value. The FEP was not prepared to receive these, and only passed the first five characters. This has been addressed. *NOTE: After these changes, users will start receiving up to 12 characters for zone through these drivers. This means it is not a bug if your zone is 12345678 and you used to receive 12345 previously but now you see 12345678.*

**22465 – We resolved an issue that prevented Authorities from being copied on Call Lists**

**What This means for you:** Users of the Manitou Web Client reported an issue where, when copying a customer with an authority in a call list, the authority was not copied to the corresponding call list on the new customer. This has been resolved.



**24792 – We fixed an issue that caused errors with the TAPI driver**

**What This means for you:** We saw some errors with the BoldLauncher in certain cases when Manitou was attempting to use a TAPI driver that doesn't provide a name. The underlying cause has been fixed.

**14270 – We addressed an issue that caused Dealer Statistics to be inaccurate with ASAP to PSAP dispatches**

**What This means for you:** ASAP to PSAP dispatches were not updating Dealer Statistics for "Dispatched Alarms within the previous 24/48/72 hours". This has been addressed.

**22525 – We resolved an issue that caused extra steps after New City Lookup on Customer Data Entry**

**What This means for you:** Users doing data entry for new customers in the Manitou Web Client will sometimes need to select a city from a list after entering a postal code. When they clicked OK, it defaulted the cursor to Street 1 (skipping the County/Par field, where it should have gone. Now, when clicking OK on the city selection, no fields will be skipped, and cursor will go to the next item.

**22462 – We fixed an issue that caused User "Locked Until" not to work**

**What This means for you:** When a User Account (Manitou Operator) is placed manually on lock in the Supervisor Workstation, and the time is set to 00:00 the account will not be locked. Now, the Locked Until selection defaults to the next day, and Locked Until works as expected.

**22422 – We addressed an issue that prevented Web Client users from seeing License Expiration Warnings**

**What This means for you:** Users of the Manitou Web Client reported that they were not seeing License Expiration messages like they did in the Legacy Client. This has been addressed, and the Manitou Web Client will now show these messages.

**24870 – We resolved an issue that prevented photos from being received from Android phones**

**What This means for you:** A change in update 32 caused some email attachments not to be received by the MediaGateway. This is related to the fact that some email providers send both plain text and html versions of the "body" of the email within the same message. Since Manitou will only be looking for the last "body", if you are using a menu that allows it, we suggest using NO email signature, or the MediaGateway may inadvertently read the signature as the body of the message.

**25349 – We fixed an issue that caused Authority contact details not to be retained**

**What This means for you:** Users reported that, when dispatching an authority, the Name/ID and Case # values are not being saved after completing a dispatch. This was causing extra log lines, and affected the performance of Manitou during alarm handling. We fixed the underlying issue.

**25063 – We updated the Bold ProtectMe App**

**What This means for you:** Bold ProtectMe was not showing in the Apple App Store, and was outdated on the Google Play Store. These apps have been updated and now both show in their respective stores.

**25393 – We addressed an issue that caused errors when adding services**

**What This means for you:** Some users were seeing an error stating “The Last Billed Through Date cannot be after the active date range end date.” The underlying cause of this error has been addressed.