Manitou 2.1.36 Release Notes

December 2022

Manitou®

Contents

Enhancements/Features

YourSix WebHook Endpoint

We updated Manitou to work with models defined by YourSix and built an easy to process text file for the MediaGateway.

Application Corrections

Manitou Web Client

Resolved Issues

No ability to edit headers in the alarm queue

There was an issue where the edit pencil within the alarm queue, which allowed a user to choose the headers they wanted display, was no longer available. There were three issues reported on this issue regarding the UserGroupSettings in the web.config:

1. Users were unable to edit Alarm Queue headers because the edit pencil was missing. To get the pencil to display, the third parameter must be 1.
2. The landing page selected did not always work.
3. The activity log format selection did not always work. This issue has been resolved. The last parameter can be set to a value of 0, 1, 2, or 4, which determines the type of Activity Log to display (any other value displays an error):
   - 0=standard
   - 1=report
   - 2=detail
   - 4=chronological

The issues have been resolved so the Activity log defaults to the value selected.

```
    <add key="UserPasswordExpirationExclusion" value="" />
    <add key="UserGroupSettings" value="1,dashboard,0,1,1|2,,1,0" />
    <!-- Records are separated by a pipe, fields in the record separated by comma. -->
    <!-- Record format: UserGroupNumber,LandingPage,CanEditAlarmQueueHeaders,ShowWorkstationInActivityLog,LaunchVideoOncePerAlarm,ActivityLogView -->
    <!-- LandingPage default is dashboard, CanEditAlarmQueueHeaders default is true (0=false,1=true), ShowWorkstationInActivityLog default is false (0=false,1=true),
         LaunchVideoOncePerAlarm default is false (0=false,1=true), ActivityLogView default is 0 (0=Standard,1=Report,2=Detail,4=Chronological-->
    <!-- Example: 1,alarm/alarm-queue,0,1,1|2,,1,0 -->
    <!-- The example above sets user group 1 to go to alarm/alarm-queue as the landing page and they can't edit the alarm queue headers.
         user group 2 to go to dashboard (the default) as the landing page, they can edit the alarm queue headers and they see workstion in activity log.
         user groups not defined here will go to the dashboard, can edit the alarm queue headers and they can't see see the workstation in activity log.-->
    </appSettings>
    <system.web>
```

Resolved Issues

Contact user defined field not updating when viewing in account

Resolved these issues saving and updating User Defined Fields for Global Keyholders:

1. When viewing from the Customer->Contact List, the User Defined Fields were not displaying the correct data as you click back and forth between the Global Keyholders.
2. When the customer was viewed in the Web Client, the 'save' icon started to blink immediately, as if something had changed.
3. Users were unable to delete data entered in a User Defined Field for Global Keyholders.
4. When viewing Global Keyholders on customer->contact list, users had been allowed to edit User Defined Fields without clicking the Pencil Icon.
5. Saving any changes to Global Keyholders in Global Keyholders maintenance added a new set of icons to the title bar.

Issue being 'stuck' in phone calls

Sometimes users reported being 'stuck' in phone calls where the system was not recognizing that a disposition had been entered and the call had been disconnected, and it was not letting them progress through an action pattern or resolve the alarm. Now uncompleted contact action pattern lines will allow users to click "Continue" on the dialer to get the Validation Dialog and continue with rest of the Action Pattern.

Late to close events not sending

There was an issue with some customers that have Linked Schedules.
Linked Schedules are defined on a Dealer's System Account, and then selected by a Customer with that Dealer assignment. However, the user could not attach a Linked Schedule to a customer if the Customer and Dealer had different 'country' assignments.
The limitation of same 'country' has been removed. Now a user can assign a Linked Schedule to a Customer even if the 'country' selection is different from the dealer's 'country' selection. This allows Late/Early Open/Close signals to be generated based on schedule parameters.

Alarm Handling response time when trying to close alarms when using custom alarm cards

When using a custom alarm card and the card included a large amount of data such as comments, it pushed the rest of the cards off the screen and caused unresponsiveness when trying to close the alarm. This has been resolved to keep the cards visible without having to scroll down the entire screen to see something at the bottom of a card.

Resolved Issues

Unable to get reminder to populate and unable to bulk close from queue

Resolved these issues with reminders:

1. Resolved a long wait time for reminder signals to be created. When creating a reminder, a blank date/ Next-Reminder-Time defaults to 3 minutes from the time server creates the entry. (Users can modify if needed.)
2. Resolved an issue where reminders entered from the Customer Wizard were not being saved to the system.
3. The Manitou Web Client now follows the same prompt flow as the Operator Workstation.
4. We changed the Event Code field, so users can type characters to display Event Code matches. This helps users enter and select valid event codes for bulk cancels.
5. Resolved an issue where an invalid Event Code presented an error message of 'Comment is required'. This now displays 'An Event Code is required' message.

Handling an alarm from a mongroup other than 0 sets the user to mongroup 0 when the alarm is closed

Resolved an issue where a workstation was defined for a specific monitoring group and a user changed the monitoring group in the alarm queue, the queue would revert to the workstation monitoring group. Now the queue stays on the monitoring group picked by the user.

Unable to copy existing transmitter with test interval

Resolved an issue that happened when users would copy an existing transmitter on a customer account. An error would appear if the original transmitter had a test interval set up. It would error on the copied transmitter but would not allow the user to correct it because it was not saved yet.

Closing alarm queue from navigation puts you in auto-get

Resolved an issue with the Manitou Web Client that happened when closing out of an alarm queue: the operator was put into auto-get and an alarm would drop to a user's screen.

Disaster Mode - date and time keep sticking, updates not taking consistently

Resolved an issue where users were unable to modify date/time of an existing Disaster Event. Also resolved an issue when there were more than 1000 rows of postcodes data in the Disaster Event.

1. For users to see geographic data when adding new events, the event must be saved first.
2. In Disaster Mode (Menu > Operations > Disaster Mode), the disaster event is listed with a row count or the event. To see the detail of a disaster event, users must click the event. (This reduces load time for the first event in case the first item has many rows.)

Resolved Issues

3. To change an existing event, users must select the event and click edit. To modify date/time, users click a row. To modify multiple rows, users can hold the ctrl keyboard key or click a row, scroll, hold the shift key to select all rows in between.

4. Resolved an issue that occurred when users would save changes and a new 'X' close button would be added to the top menu bar.

Answered enhanced script does not auto-update activity log

Resolved an issue where the activity log would not automatically update when users would answer an enhanced script from an alarm; users would need to refresh it for the responses to show.

Turkish Characters look garbled in Dashboard

Resolved an issue where Turkish (and Hungarian) characters looked garbled (like hieroglyphics) on the dashboard.

On Test Delay

Resolved delays when deleting an On-Test item if the Manitou system had over 1000 On-Test items. Also added a spinner as a visual cue to users when entering On Test view when loading all On-Test items.

Last Signal Date Reports errors out in Manitou Web Client

Resolved an error running the Last Signal Report and changed the report to have only one date prompt.

Manitou Web Client not advising of existing sessions

Resolved an issue where the Manitou Web Client would not check for other sessions already logged in, so users would not get the warning "You already have an active Operator Workstation. Do you wish to continue?" message. Now, regardless of the UserGroupSettings, the Manitou Web Client checks for other sessions and alerts users as necessary. The UserGroupSettings is in the Manitou web.config.

Issue with time on the VOP Report not matching Manitou

Resolved an issue with the VOP Report so that is shows the correct time.

Supervisor Work Station

Resolved Issues
Hungarian Date Format is not available YY/MM/DD We made a change in the Supervisor Workstation to allow a Date picture format of YYYY/MM/DD. This format now has YYYY/MM/DD HH:mm and YYYY/MM/DD HH:mm:ss available.

Language Utility

Resolved Issues
Manitou Language Utility frmMain::ShowRSInGrid - unhandled exception number -2147417848 We adjusted the Language Utility to accommodate a new column (CLIENTTYPE column) that was added to two database tables (LANGTXT and LANGTXT_D). In addition, the Language Utility reduces the total rows loaded for display at any given time to eliminate an error caused by loading too many rows.

SedonaCloud

Resolved Issues
Unable to open invoice after it is pushed to SedonaOffice Resolved an issue with invoices in SedonaOffice where the details of the charges were blank. Now invoices show charges, the invoice description, and tax calculation as expected. This correction requires updates to SedonaCloud (1.43.0) and Manitou (2.1.36).

Database Manager

Resolved Issues
DBManager Migration 106 can fail on international customers - Date format issue Resolved this issue so that the database update works properly regardless of the date format of the system involved.

Media Gateway

Resolved Issues

Emails not being processed by the Media Gateway

Resolved an issue with the media gateway where it was not processing POP3 emails with attachments that had no name. Now, attachments are named with either the content type if the content type is available or given the name $"UntitledAttachment{++attachmentNo}.dat".

Signal Handler

Resolved Issues

Test Signals are not behaving as expected

Resolved an issue with unexpected test signal behavior when the following is set:
Tools->Options->Signal Processing->Auto-generate On Test and Off Test signals when a customer goes On and Off Test->Yes
These signals now become alarms if there is a programming line at the customer level and entire customer is put on test. Note: When the option is set to "Yes", the customer can have an event programming line on a system to covert the signals to alarms. This happens only if entire account is set to On Test. This will not work when setting individual components On Test (such as a zone, area, or system). Ideally, on multi-system accounts, only one system should have the event programming defined for those signals.