



Manitou 2.1.38 Release Notes

June 2023

Manitou®

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Enhancements/Features

Added ability to remove whitelisting functionality in the SMSListener

In the SMSListener.cshtml, we added an entry: bool useHostMapping. This entry has two options:

1. bool useHostMapping = true
2. bool useHostMapping = false

When this entry is set to true, it looks for and verifies the host that is sending is in the whitelist, which is currently how this works. If this entry is set to false, it ignores the host entries and accepts all that are approved via the firewall whitelist. When the option is set to false, all files will have the same prefix in the name that can be set in the “const string BASE_FILE_NAME = “EVERYTHING”;”. This is only used if the useHostMapping setting is set to false.

```
// NOTE: set useHostMapping to false to ignore host lookups. You might want to ignore host lookups if you are handling access in your firewall.
bool useHostMapping = true;
const string BASE_FILE_NAME = "EVERYTHING"; // This is only used if useHostMapping is false. Everything will be written with this base file name.
const string BASE_FILE_PATH = "F:\\clickatell\\";

List<Tuple<string, string>> hostMapping = new List<Tuple<string, string>>();

Tuple<string, string> hostMap = null;
bool tryParseVals = true;
string hostName = "";

// If useHostMapping = false then you don't need to set the hostMapping values.
```

Added the ability to “require” actions to be done within an Action Pattern prior to closing the alarm

In the Manitou Web Client and the Supervisor Workstation, we changed an option in the Supervisor Workstation – SWS > Options > Alarm Handling > All action pattern commands are optional. This now has three values:

- All Are Required
- All Are Optional
- Required If Action Pattern Detail Is Set

If you choose *Required If Action Pattern Detail Is Set*, then you will see a ‘Required’ setting on action pattern detail lines in data entry. If you set this, the action is required before the operator can close the alarm.

These are rules for required action pattern details:

- Actions after a CLOSE ALARM or ESCALATE with force close are optional even if the required field is set on the actions after them.
- Required actions in an IF/ELSE or SWITCH/CASE are optional if we can determine that action will not be considered.
- Required actions that are jumped over using JumpTo are not required.
- Logic items, Section Header Start, Section Header End, Labels, Close Alarm, and JumpTo cannot be required.
- Items that are required cannot be hidden.
- Setting “required” is only available in MWC. OWS preserves the value.
- If using Section Header Start/End and required, you should jump into the section using JumpTo so the AppServer knows which path to take to determine if an alarm is finished.
- Required option only shows on the screen if the SWS option is set to use it.
- The Operator Cancel and Customer Cancel will override the required action pattern lines that have not been actioned.

To re-start a logical action pattern from the beginning, a user must do an A+N to start at the beginning and have the required actions fall into the logical sections based on the initial input.

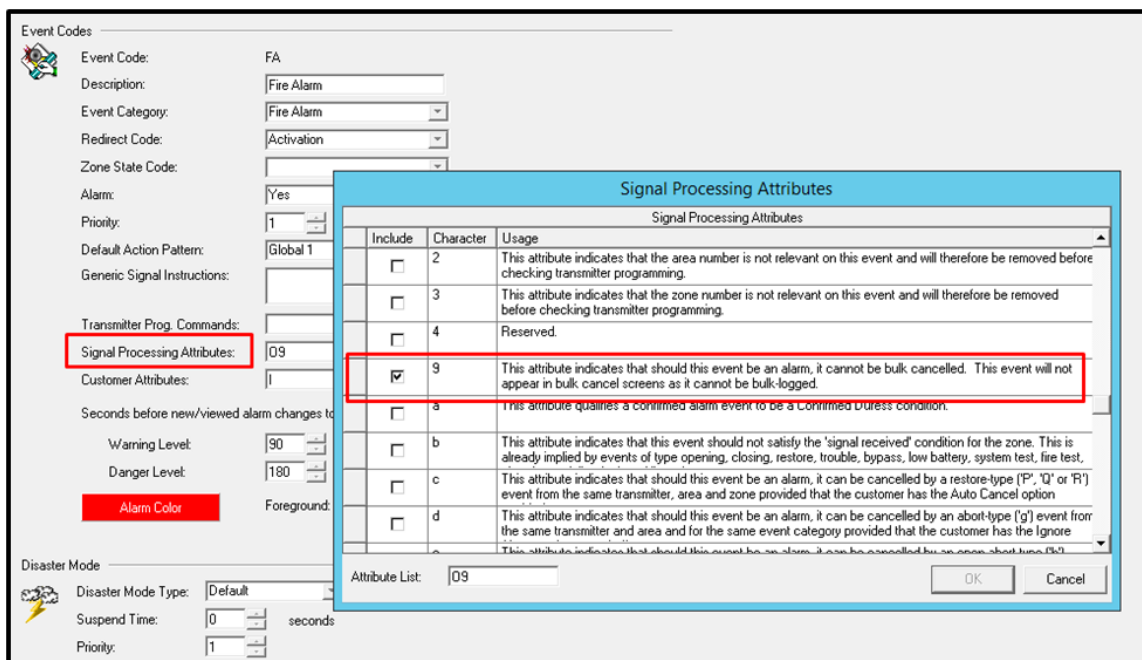
RSPNDR Integration

We created new integration to enable communication between Manitou and the RSPNDR application. The integration uses a web app called Integration. This will be the portal to pass information to and from RSPNDR integrated with setup in the Media Gateway via HTTP type Universal Connector.

Operators can send a reverse command within an alarm that will trigger an event to be sent to the RSPNDR application. Security personnel can then choose to take the alarm within the RSPNDR app to go on to the site to verify. Messages sent back to Manitou will include when the alarm in RSPNDR has been sent, published to the app, notes sent from RSPNDR via the website or the app, when the security personnel marks they have arrived, and when the security personnel marks that they have finished the alarm. Operators will also be able to send a reverse command to RSPNDR to cancel the alarm within the RSPNDR app. Please contact support or sales for more information.

Ability to exclude Event Codes from Bulk Cancel

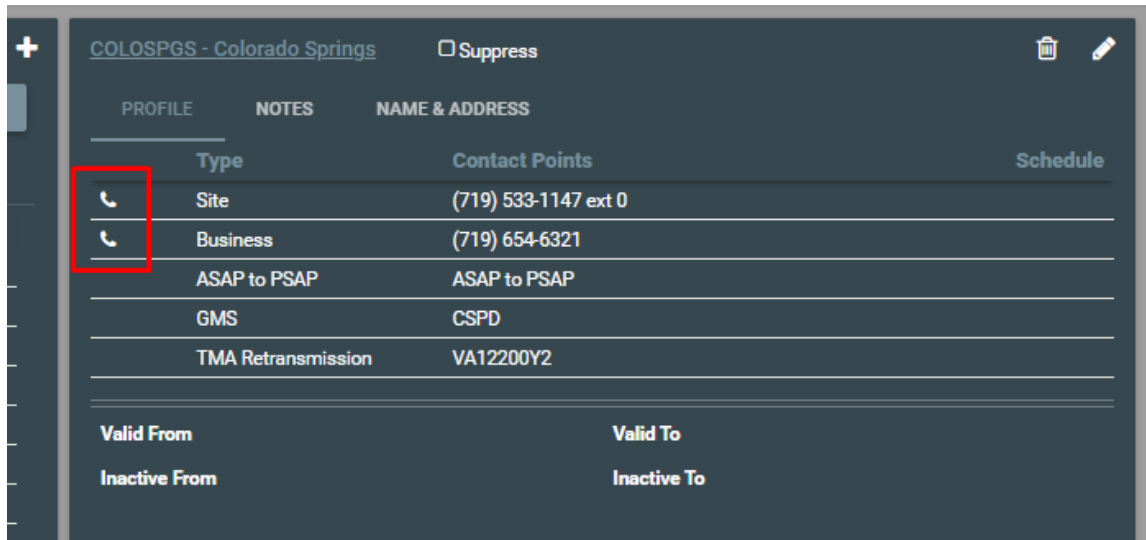
Within Event Codes in the Supervisor Workstation (SWS) and the Manitou Web Client (MWC) Admin Menu, we added a new item to Signal Processing Attributes: 9 – “This attribute indicates that should this event be an alarm, it cannot be bulk cancelled. This event will not appear in bulk cancel screens as it cannot be bulk-logged.” To initiate this new feature, navigate to Event Codes in Supervisor Workstation or the Admin menu in the Web Client. Select the Event Code to exclude from the ability to bulk cancel (by way of a customer with multiple alarms or a bulk cancel from the alarm queue). Click the box for Signal Processing Attributes. Scroll down and select the Include check box for ‘9’.



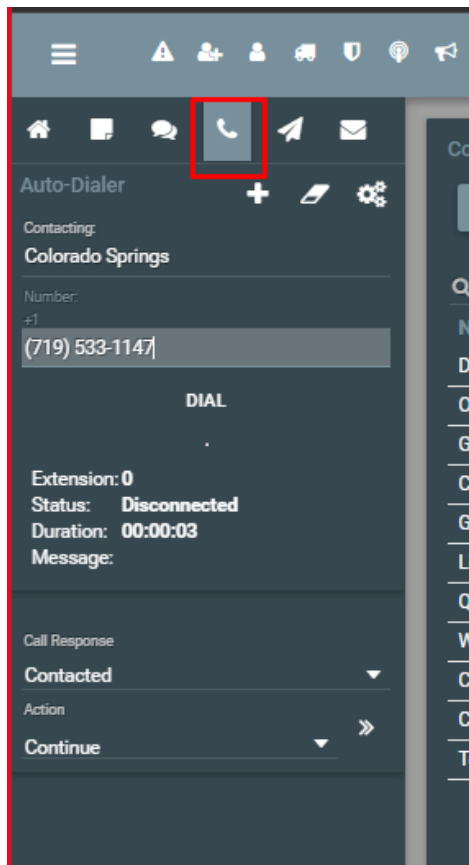
Contacting an Authority through Customer Account

We added a way to access the Authority Contact dialog for ad-hoc authority contacting via the Manitou Web Client (MWC) outside of an alarm. Users can access the Authority Contact dialog from an alarm or from the customer outside an alarm. If users access the Authority Contact dialog outside an alarm, then the Alarm No Level section will be blank, as they are not accessing the dialog from an alarm.

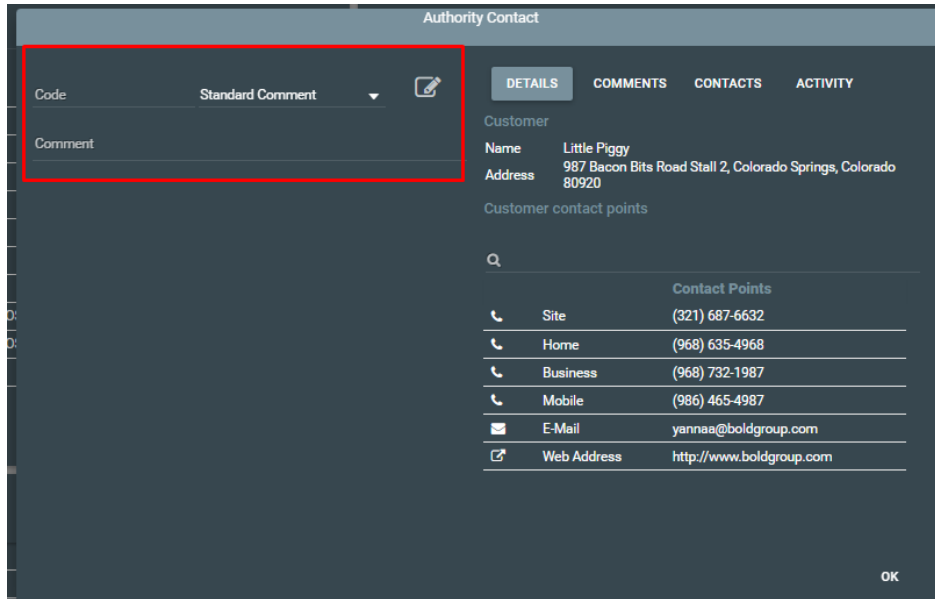
One way to do this, on a customer, click the phone icon on the authority's contact point:



The other way is on the left panel, showing the Customer, click the phone icon. Click the chevron beside 'Continue':



On the Authority Contact dialog, enter a Comment:



Comments appear in the Activity Log:

| Date | Time | Log Description | User ID | Workstation |
|------------|----------|---|---------|-------------|
| 06/20/2023 | 14:29:55 | CONTACT Authority - Colorado Springs at Site [(719) 533-1147] - Result: Contacted | BOLD | QA-03 |
| | 14:29:55 | COMMENT - POLICE - [Not Dispatched] asdfasf | BOLD | QA-03 |
| 06/20/2023 | 14:28:03 | VIEW - Customer Opened for View | BOLD | QA-03 |

Implement Avaya Two-Way Distributer

We created a new Avaya2 driver for PBXServer that uses the latest Avaya API.

There is a new Package 202 with the latest PBX files that includes the new PbxServer.Driver.Avaya2.dll. Please reference the READ ME.txt to see if it is appropriate to update to this latest version.

These are the contents of the READ ME.txt:

These PBX files are for Aeonix Version 4.2 to 6.1.067

Customers will need to verify they are running .NET 4.8 or greater on their PBXServer to work with these files. These files should be backwards compatible with previous versions of Aeonix.

Files compatible with Avaya

AES

version 10.1.2.0.0.12-0

CM

Contains: 01.0.890.0

CM Reports as: R018x.01.0.890.0

CM Release String: vcm-018-01.0.890.0

RTS Version: CM 8.1.3.4.0.890.27348

Publication Date: 10 April 2019

VMwaretools version: 10.2.5.3619 (build-8068406)

App Deployment: Virtual Machine

VM Environment: VMware

=====READ ALL THESE NOTES CAREFULLY=====

!!!!!!! This package has specific changes for file transfer, how these files are distributed. Please see additional information here

<http://boldwiki.boldgroup.com/books/pbx-enterprisestandard/page/setting-pbxserverconfig-trustedsshhostkeyfingerprints> !!!!!!!!

**** IF YOU DO NOT FOLLOW THE STEPS AS OUTLINED IN THE WIKI, TEXT-TO-SPEECH WILL NOT WORK ****

!!!!!!Customers will have to have .NET 4.8 or greater on their PBXServer machine in order to run the new PBXServer code. !!!!!!!

There are now two Avaya drivers.

PbxServer.Drivers.Avaya.dll is the older one. It has been updated to use the latest API but still communicates with Avaya using the <http://www.ecma-international.org/standards/ecma-323/csta/ed3/priv5> protocol. This can still be used. If you do not change anything, this driver will be used.

PbxServer.Drivers.Avaya2.dll is the newer one. It has been updated to use the latest API and was tested using the latest <http://www.ecma-international.org/standards/ecma-323/csta/ed3/privF> protocol. To use this new DLL, edit PBXServer.config and change the DriverToLoad so that it looks like this:

```
<DriverToLoad>PbxServer.Driver.Avaya2.dll</DriverToLoad>.
```

Also, edit AvayaSwitch.config and change the ProtocolVersion to this:

```
<ProtocolVersion>http://www.ecma-international.org/standards/ecma-323/csta/ed3/privF</ProtocolVersion>.
```

This driver has only been tested with the CM and AES versions shown above but customers may wish to use this driver.

NOTE: If you use this driver and set the ProtocolVersion as described above and the Avaya AES is not updated enough to recognize the privF protocol, then this could cause problems.

ProtocolVersion valid values:

```
PROTOCOL_VERSION_6_1 = "http://www.ecma-international.org/standards/ecma-323/csta/ed3/priv5";
```

```
PROTOCOL_VERSION_6_2 = "http://www.ecma-international.org/standards/ecma-323/csta/ed3/priv6";
```

```
PROTOCOL_VERSION_6_3 = "http://www.ecma-international.org/standards/ecma-323/csta/ed3/priv7";
```

```
PROTOCOL_VERSION_6_3_1 = "http://www.ecma-international.org/standards/ecma-323/csta/ed3/priv8";
```

```
PROTOCOL_VERSION_6_3_3 = "http://www.ecma-international.org/standards/ecma-323/csta/ed3/priv9";
```

```
PROTOCOL_VERSION_7_0 = "http://www.ecma-international.org/standards/ecma-323/csta/ed3/privA";
```

```
PROTOCOL_VERSION_7_1_1 = "http://www.ecma-international.org/standards/ecma-323/csta/ed3/privB";
```

```
PROTOCOL_VERSION_8_0_1 = "http://www.ecma-international.org/standards/ecma-323/csta/ed3/privC";
```

```
PROTOCOL_VERSION_8_1 = "http://www.ecma-international.org/standards/ecma-323/csta/ed3/privD";
```

```
PROTOCOL_VERSION_8_1_3 = "http://www.ecma-international.org/standards/ecma-323/csta/ed3/privE";
```

```
PROTOCOL_VERSION_10_1_0_2 = "http://www.ecma-international.org/standards/ecma-323/csta/ed3/privF";
```

Using Standard Comment code is pulling the Subtype No. and should be using the number in the description

We changed the Manitou Web Client so that when operators enter a Standard Comment code in the comment box, the Standard Comment code will now search for that number in the comment description instead of the Subtype No.

Application Corrections

Manitou Web Client

| Resolved Issues |
|---|
| <p>Action Pattern Duplication is Not Duplicating Correctly</p> <p>Contacts on action pattern lines were referencing the old customer when adding a new customer using the copy from option. For example, when adding new customer and using the copy-from-existing-customer to copy from Customer A, the contacts and action pattern lines get copied, but the action pattern lines were referencing the contacts from Customer A, not the newly created customer.</p> <p>We resolved this issue, so the newly created customer's action pattern lines reference its own contacts not another customer's contacts. (This worked correctly in the OWS.)</p> |
| <p>Activity Tab on Contact Dialog is requiring password validation</p> <p>The activity was only visible on the contact dialog if a password was validated. We changed this and removed the requirement on the activity tab on the customer validation screen after contacting a contact on the alarm screen.</p> |

Resolved Issues

Web Client Bug - Using slide rule to place on test asks password twice

We resolved an issue that would occur when placing an account on test from within the account Add On Test section, and using the slider to adjust the time, where the system would validate the user's password twice instead of only once.

Manually created event (quick signal) appears in wrong queue

We changed the Quick Signal entry to always send the manual signals to the Monitoring Group defined for the Event Category for the Event Code selected.

MWC - Scheduled Reports Destination Removal

We resolved an issue that occurred when removing a Contact from an account, if the contact was listed as a recipient of a scheduled report, the contact would stay as a recipient of the scheduled report when it should have been removed when contact was removed from the customer.

Now when removing a contact from a customer, the system will alert the user if there are any scheduled reports with that contact as a recipient and if the user continues with removal, the contact will also be removed from the scheduled reports.

Note: Any contacts added as recipient to a scheduled report through the web client before this fix must be removed manually upon removing the contact from the customer because those contacts were not added properly to the report.

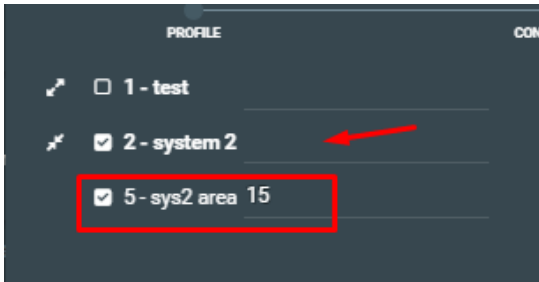
Contact Script over riding action pattern script in Web Client

We resolved an issue found when sending emails using the Web Client: if an action pattern had one script specified and the contact had a different one, then the script being pulled was the one attached to the contact point. This is now using the script from the action pattern.

Resolved Issues

Unable to add a UserID to a System with only one Area

We resolved an issue where the Done button was not responding when adding a USERID to an area on a system that had only a single area.



Dealer restricted user Recent Customers doesn't update

We fixed an issue where the system was not returning watchlist data, recent customers, or recent alarms if the user no longer had access to the customer in the list.

BoldNet users getting password change dialog even though they do not have password change permissions

We corrected an issue so that the system will now check permissions before presenting a user with the change password dialog box so that if the user does not have permissions to change the password, the dialog only states the password is about to expire, and no longer shows the option to change the password.

Multiple closes "X" at the top of the monitoring screen

We resolved an issue found when opening some items from the Operations menu that would display the close X button more than once across the top menu bar.

Patch Test - Item 26713 - Showing more than 1 week on alarm activity

We fixed the week/month filtering for the customer activity log so that it properly applies and refreshes.

Unable to remove the evcat/evtype from on test entered from alarm

We fixed an issue where users could not edit the event code or the event category on an OOS record that was created from an alarm.

Resolved Issues

List of Action Patterns does not display if there is a Valid to/from date for the Action Pattern

We added the Valid to/from date in the listing of the Action Patterns. Depending on screen size and font size if the description is at the maximum character length some of the characters may not be readily visible to read. We also added the ability to hover the mouse over the Action Pattern name to see the full description and the Valid to/from dates.

Unable to remove single line of event action programming

Resolved an issue with the delete icon (trashcan) used for event action programming so that it now prompts for confirmation and can delete the selected row.

Notified Contacts does not list the Customer ID

We added the Customer ID field in the listing view of notified contacts.

Storm Mode

We resolved an issue with being unable to add more areas to an existing storm condition. There were three issues reported with this that have been fixed:

1. Users were unable to add more areas to an existing event using the map boundary feature. On expired disaster events, if users tried to save an area selection, there was a warning that the end date/time have expired. Any expired events now display a message and do not allow adding more disaster event boundaries.
In addition, boundary selection will continue even if a post code is not in Manitou (it used to stop without warning). Users can identify these by looking at the Detail View; if there is no city, it is not in Manitou.
2. Users were unable to add more post codes to an existing event (edit allowed only deleting). Now, users can add more postcodes to an existing event either by selecting the region/city or by entering the postcodes manually.
3. Disaster events were displaying an incorrect counter when changes were made to a disaster event. We removed the counter as that field was not intended to be a counter. In addition, we now validate and display a message in Edit mode when the end date/time has expired.

Issue With Disaster Mode with Canadian Postal Codes

The Monitoring Group prompt in Disaster Event entry is an override Monitoring Group, meaning that if a Monitoring Group is selected, the system will move any alarms that meet the disaster criteria into that Monitoring Group. There had been no way to skip selecting a Monitoring Group when creating a Disaster Event. This has

Resolved Issues

been fixed for both the operator workstation (OWS) and Manitou web client (MWC). Users can select 'none' for the Monitoring Group in Disaster Event entry so that there is no override for Monitoring Group.

Auto Dialer throwing exceptions

We fixed an issue with the auto dialer giving an exception error during calls, which would disconnect the calls while handling an alarm. Also, we changed the BoldPBX.tsp so that it handles errors without locking up the TAPI subsystem.

BoldNet NEO password character limit

We increased the password character limit on the Manitou Web Client (MWC) login page from 25 to 128 characters.

Web/VB Client (2.0) - Overlapping checkbox in Customer Passwords

We fixed an issue found when deleting a customer password row; the checkbox was not removed.

MWC - Operations - Notified Contacts Behavior needs to be evaluated

We made a change to the Notified Contacts process in the web client so that it now follows the same process as the Paged Contacts process in the operator workstation.

In addition, we made these changes:

- Added a pointer at the beginning of the row so users know which item they have selected to be processed.
- Fixed the Clear button to reset the list back to a customer listing and remove the Id from the customer input prompt.
- Fixed the Validation Dialog to clear out the customer input prompt if canceled from the validation dialog. (If the handled or send notification options are selected, the activity log is updated for the alarm; if the removed option is selected, the activity log is updated outside of the alarm. This is for both the web client and operator workstation.)

Temp Schedule problem using the web client

We changed the Temporary Schedule entry on the web client to work the like Temporary Schedule in the operator workstation. In addition, users can no longer change the 'Day of the Week' on the detail row, they must use the "Temporary Date" prompt to change the 'Day of the Week'.

Resolved Issues

Maintenance Issues (Selecting Error from Auto dialer)

We now save the comments that users enter after choosing error on the auto dialer and populate the resulting maintenance issue with those comments.

Unable to enter Temporary schedule if time has passed for the current day

We resolved an issue that was preventing users from adding a temporary schedule (under the following conditions: having a permanent schedule and having an alternative schedule), because the Add button would not respond.

Action pattern not scrolling to current

For long action patterns on the Action Pattern card, we updated the scrolling so that the current action item will scroll to the center of the card to make it easier for the operator to see what the actions before and after the current action.

Selecting Action Items in an Action Pattern doesn't always do the action for that item

Ignore action not being respected in Web Client

We resolved an issue with manually clicking on an action in an action pattern so that now when operators click an action so that the chevron shows it as being the selected action, it is completed as expected.

Web Client: Reverse Command action item not being marked as completed (red) after having gotten a "complete" response

Corrected the behavior of the Reverse Command action item so that it is now marked as completed once it receives a "complete" response.

Web Client: Not checking to see if a Reverse Command fails and the client is marking fails with the same icon as Ignored actions

There is now a check for failed reverse commands, and the icon beside each will be black with a circle with an exclamation point so that operators can visually see that the reverse command has failed.

Manitou Web Client - Clearing Zone status in the web client is not clearing pending signals

We fixed an issue where deleting zone status from the web client was not deleting the corresponding pending record out of the PENDING table.

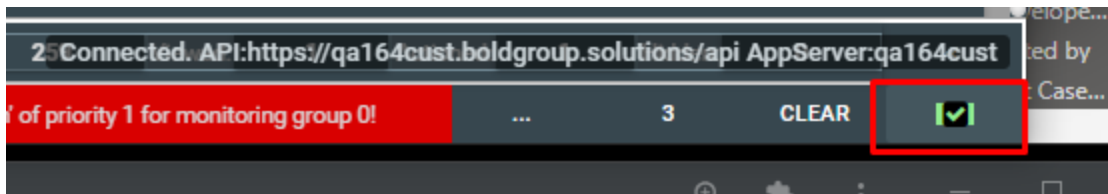
Resolved Issues

Status Date with no Expiration Date on Permits

Both the web client and operator workstation will warn users if they do not enter an expiration date for permits but will allow them to continue. We made a change in the web client, so the Done button is greyed out if the form is not valid. Status and expiration dates are still required if the customer's country code is 44 (United Kingdom).

Make SignalR connection loss non-blocking

When the SignalR connection would time out and reconnect, there was a moment where it showed "reconnecting to appserver". Even though Operators could still do things within the client, the popup blocked them from doing so. We resolved this so the web client now has an icon indicator in the bottom right corner that shows when it is connected or not. When connected and users hover over it, it shows the API information and the appserver it is connected to.



Operator Workstation (OWS)

Resolved Issues

Action Pattern Duplication is Not Duplicating Correctly

We resolved an issue where the Global Keyholder action pattern lines were not copied when adding a new customer and using the copy from option. (This worked correctly in the web client.)

Reminder notes not displayed after save

We resolved an issue with reminder notes not showing as expected: Adding a note to several reminders. Closing the customer and going back to the reminder. The note that was saved was not displayed.

We changed the operator workstation to use SHORTCMNT if populated instead of always trying to display COMMENTS.

Resolved Issues

Manually linking a customer from Sedona into the VB Operator Workstations, the phone numbers that import into Details are missing digits

We resolved an issue found when doing a manual import from SedonaOffice into the operator workstation; the phone numbers were dropping the last three digits.

Removing a customer level Action Pattern General Schedule is saying it is in use when it is not

We fixed an issue where users could not delete an action pattern type general schedule at the customer level if the account dealer had the same schedule name that was in use as one of the dealer's action patterns. (We also fixed the same type of issue where the general schedule was in use in a suspended action pattern.)

Premise # removed from call list

We resolved an issue in the operator workstation where the premises number was being removed from call lists when copying them from another customer.

Unable to create temp schedules in other time zones OWS

We resolved an issue creating a temporary schedule if the time entered was older than the current server time when the customer was in a different time zone.

Application Server

Resolved Issues

Unable to cancel alarm after passcode validation

We resolved an issue found with an action pattern set to launch a password validation with the option to cancel the alarm that was giving an error (Message: Unexpected command type for Cancel command: 24).

Notify Action "Broadcast to All" feature not working within Action Patterns

When attempting to use the Broadcast to All feature under the Notify action, the messages are not being sent as expected. We corrected several issues with the Broadcast to All feature and how it handles records. This is what an example Action Pattern line would look like:

NOTIFY (ALL) CUSTOMER KEYHOLDER AT E-MAIL WITH SCRIPT 'EMAIL B1'

- This should Email each contact for the customer who is a Keyholder type and has an E-Mail Contact Point.

Resolved Issues

There is a known issue found with this: if an action to “Broadcast to All” is duplicated within the Action pattern, it will still send out the notifications. The count on the subsequent one to the first one will show on the counter it was done, but the line will remain yellow, and the action pattern will not progress. To continue stepping through the action pattern, the Operator can “ignore” the action line and action pattern will progress.

Auto-Client doesn't time out if there are errors sending emails

If the Publisher was not running or if there was an issue with email, the Auto Client would try infinitely to send out the email causing thousands of rows of “Waiting for Command Response” in the customer logs, as well as causing the Alarm queue to backlog. We resolved this issue so that the Auto Client will now time out if there is an error in publishing. The action in the action pattern will be marked as a failure to let Operators know that the email did not send.

Access Control Gateway

Resolved Issues

Improved ACG logging, error handling, and broker session management (Originally: Remote Arm/Disarm DMP XR550 Panel Integration not working on new servers.)

We resolved the issue with users receiving this error: Searching for reverse channel path: no FEP was found with an available receiver.

In addition, we made these changes:

We improved error handling and added exception information to the logger and to the Windows Event Viewer.

We added logging to the driver detection (DriverManager) mechanism. (Logging is only shown when the -d parameter is used on the ACG.)

We fixed an issue with the ACG that was not properly deregistering its session with the broker when it shuts down.

Auto Dispatch Gateway

| Resolved Issues |
|---|
| <p>DC-09 Alarm Response</p> <p>When the DC-09 fire station was offline, the reverse command to send the alarm to the fire station would time out after 95 seconds. Instead of dropping the alarm to an operator, the auto-client would continue to wait for a command response causing alarms to not be processed in a timely manner.</p> <p>We corrected this issue with the CD-09 client so that it always sends a response for a new alarm request.</p> |
| <p>Manitou not showing alarm to Operator</p> <p>The GMS Connector was not sending a rejection to Manitou when the connection would time out with GMS. We corrected this so that the GMS client will always send a response.</p> |

BoldNet

| Resolved Issues |
|---|
| <p>Getting “Data Error” when logging out of BoldNet client</p> <p>We fixed an error that users received when logging out of BoldNet.</p> |

SedonaCloud

| Resolved Issues |
|--|
| <p>Dealer Billing Post report fails</p> <p>If a dealer invoice had all line items showing as \$0.00, it was causing a router error. The SedonaCloud server also returned an error. We changed the dealer post to not send an invoice with no chargeable lines to SedonaOffice. An invoice in SedonaOffice must have at least one detail line.</p> <p>(Note that the post report will say that an all zero invoice was created; however, it would be more accurate to say that an invoice is zero. This will be addressed in a future release. If there is a question about why an invoice did not go to SedonaOffice, reference the billing preview report to see that all invoice lines are zero.)</p> |

Supported Environments

Minimum System Requirements

- Windows Server 2012 R2
- 8 GB Memory
- Dual Core Processor
- MS SQL Express 2012 / MS SQL Server 2012
- 50 GB of Free Space for Database
- Windows 10 for Operator Workstations

TLS 1.2 is now supported, and ALL servers should be configured to support this. The Nartac IIS Crypto tool is very useful for verifying this is supported.

.NET 4.8 is required for full compatibility with current updates of the PBX server and several other Manitou components. <https://docs.microsoft.com/en-us/dotnet/framework/get-started/system-requirements>

If you are updating Media Gateway, PBX Server, or LocationServer please make sure that the latest Microsoft OLEDB drivers are installed. This should just be done on ALL servers.

<https://docs.microsoft.com/en-us/sql/connect/oledb/download-oledb-driver-for-sql-server?view=sql-server-ver15>.

.Net 4.8 is needed for VCC on workstations that use ONVIF or Avigilon 7 drivers.

Manitou Web Clients and BoldNet requires the use of a certificate issued by a valid certificate authority. We do not support the use of invalid self-signed certificates in a production environment.

End-of-Support

Microsoft periodically ends support for some products. Due to this we can no longer support the following:

- Windows Server 2008 or older
- MS SQL Server 2008 R2 or older
- Windows 7
- Windows XP