# Manitou 2.1.39 Release Notes

**September 2023**

Manitou®

# Contents

# Enhancements/Features

## Created a new Event Code Signal Processing Attribute to exclude event codes from On Test

There is now a Signal Processing Attribute that you can set on an event code that will allow the event to ignore on-test entries. It is 5 "This attribute indicates that the event should ignore all on-test entries". If the event is set to be an alarm, it will be an alarm even if it is on-test. If the alarm was on test and the system ignored the on-test entry, then the Signal Processor Qualifier for the alarm in activity details will show "On-Test Ignored".

The Signal Processing Attribute is set up under Event Codes in either the web client under File > Admin > Event Codes or in the Supervisor Workstation under Maintenance > Events > Event Codes.

Click the … box (beside Signal Processing Attributes) to open the selection of Signal Processing Attributes, then select the checkbox for '5', and click OK. This may require a restart of the Broker for the new option to take effect.
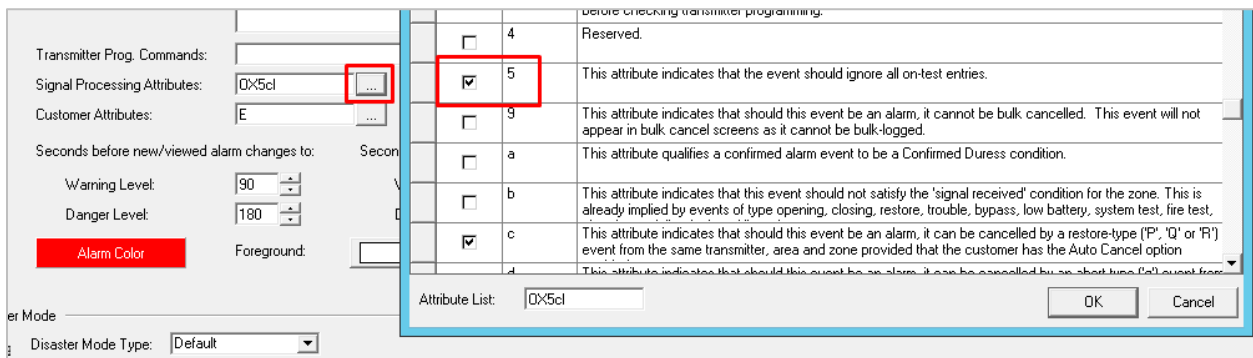


## Show Resolution Code descriptions in the Activity Log

We added an option that allows including the Resolution Code descriptions in the activity log under Log Types "resolution" and "close action". The Resolution Code descriptions will also be included in reports that include the Resolution log line. Viewing the activity log within the web client, when in Chronological View, there is no longer the "Log Type" column. The RESOLUTION log line will now show in all capital letters in chronological order.

The new option is in Supervisor Workstation. Navigate to Tools > Account Creation/Maintenance > Display alarm resolutions in the activity log. This was created so that central stations could turn on and off alarm resolution descriptions showing in the activity log for the log types "RESOLUTION" and "CLOSE".
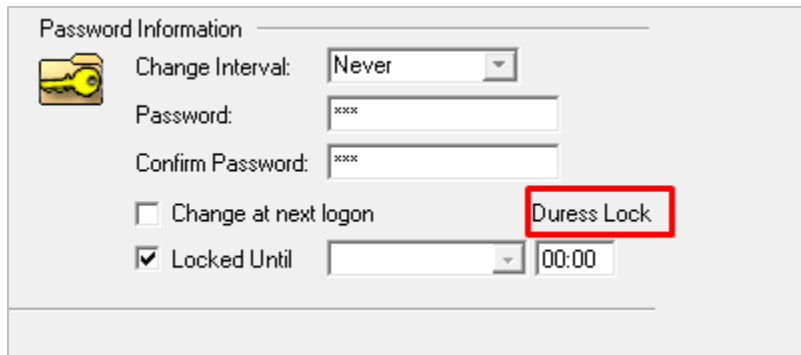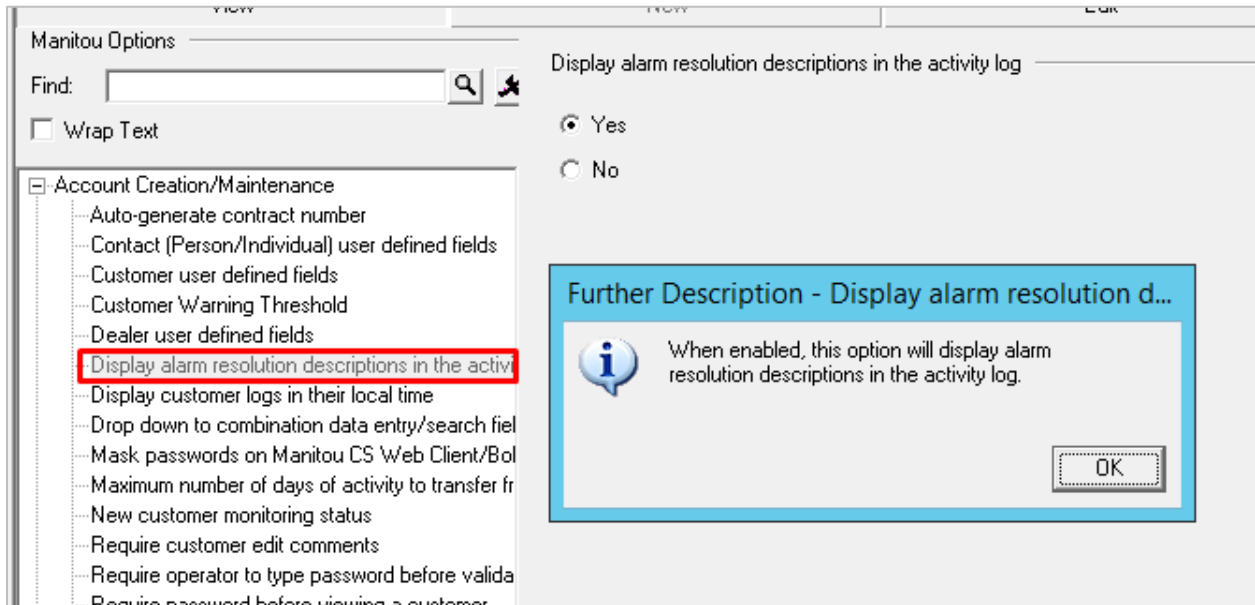
## UL Work From Home Feature

We added a feature to comply with UL 1981 standard, Section 6.3.9. This is for operators to lock their workstations in situations when they are in duress. This includes these changes:

1. We added a keyboard shortcut (Shift + Ctrl + F7) for both the Manitou Web Client and Operator Workstation. Pressing this keyboard shortcut twice in one second locks the user and logs them out of all sessions indefinitely.
    a. On the Operator Workstation, if the user is in a dialog, they must click out of the dialog for the keyboard shortcut to be accepted. The only dialog the keyboard shortcut will be recognized in is the local lock of Ctrl + K.
    b. In the Manitou Web Client, the keyboard shortcut will work even if popups are open. The only place they will not work is if the cursor is active in a drop-down menu.
2. The lock triggers a new alarm indicating the operator reported being under duress for the other operators to handle.
3. The duress alarm event is logged, which includes the time the event occurred and the username.
4. Re-establishing full communications to the automation system (allowing the user to log in again after the duress incident has been resolved) requires someone at the central station to unlock the user through the Supervisor Workstation.
5. There is a new server call that locks the user; generates the operator duress lock signal; closes the user's sessions; and logs them off: *LOCK Operator Duress Lock.

6. We added database Migration 0142 to add the new operator duress lock signal to the EVENTDEF table.
7. We updated the Supervisor Workstation to show when a user has been locked via duress lock. The Locked Until fields are blank and show 00:00 meaning the user is locked indefinitely.



# Application Corrections

## Manitou Web Client (MWC)

**Cross Street missing on Dispatch Card**

We added the cross street on the Authority Dispatch form, which had been missing from the Address section.

**SWS — User Status — show incorrectly when in Alarm Queue in the MWC**

In the Manitou Web Client, we resolved an issue found if an alarm queue was set to activate Alarm Handling status where the status would display incorrectly if the Alarm Queue was open and Alarm Handling was not. The status would sometimes show as 'Auto-Get Alarm Handler' when it should have been 'Manual Alarm Handler'.

To view the status, go to:  SWS > View > User Status

To set the option, go to: SWS > Tools > Options > Alarm Handling > Alarm Handling Mode. Select "Alarm Handling status activated in both Alarm Queue and Alarm Handling".

**UI Change for Alarm Resolution Codes in Manitou — Drop-down location Question**

The Web Client was missing a drop down menu to choose a resolution code, which the Operator Workstation had. To resolve this, the resolution code box no longer auto focuses, but displays a fully

filtered list of resolution codes. The form showing this can no longer be dragged around the screen, so that users can click out of the resolution codes list without making a selection.

**Tracking**

We fixed an issue with users getting an error when trying to remove tracking for a different user. We disabled the Remove/Remove All buttons when selecting tracking from another users. A user must first adopt tracking from another user before removing the tracking.

We also changed when the Remove All button is valid. It is valid only when Select Tracking by User and all listed customers are from current session Id.

We fixed the All Sessions checkbox. The listing was not displaying tracking from All Sessions when the checkbox was selected.

We added two headings: Setup Tracking (this displays only when a user is in Alarm Handling mode) and Select Tracking By.

**Issues with On Test time set 00:00–23:59**

We corrected an issue with on-test hours not being calculated correctly, which was causing the minutes section to become incorrect preventing users from adding the test.

**Escalate line in action pattern not accepting "=" anymore**

We fixed an issue with the '=' character not being a valid entry for an event code during Action Pattern entry of an escalate type.

**Max Test Time NOT WORKING**

A technician's defined Max Test Time is now also used when an operator validates that technician before placing an account On-Test. This issue was found and fixed in both the Web Client and Operator Workstation (OWS).

**SedonaOffice integration changes for link/unlink**

We resolved an issue where Manitou was updating SedonaOffice data incorrectly when linking and unlinking customers. Manitou was modifying data on all systems when it should not have been. There are integration changes on the SedonaOffice side that clarifies what Manitou (or any other integration) can, cannot, and needs to do regarding integration changes.

We made changes so that SedonaOffice calls the applicable new stored procedures if they exist. (If new stored procedures do not exist, it will function as it always has.):

- CreateSystem
- CustomerLink
- CustomerUnlink
- ModifySystem

We fixed an issue where the Manitou to SedonaOffice integration was displaying an error when trying to find NotifyMe.

**Immix launch through VCC missing in the Manitou Web Client**

We resolved an issue that was preventing the Immix viewer from launching from the VCC as expected.

**Change — Dispatch screen no longer shows premise/site phone number.**

We fixed an issue where the customer contact points were not displaying in the authority contact dispatch dialog in an alarm.

**MWC — On Test — Missing "permanent", but when placing account on test for "recurring" it logs as permanent in activity log**

We fixed an issue for users who do not have permission for Permanent On-Test. These users were unable to enter a Recurring On-Test successfully. Now for these users, the Permanent tab is disabled. The Recurring On-Test items will generate properly.

**Issues with reports**

We corrected an issue with on-demand reports that appeared to select a contact's email address, but it was selecting the wrong contact point. The email address is now selected as expected.

# Operator Workstation (OWS)

**Use ">" for a phone number that is longer than a regular phone number no longer works in 2.1.38**

The '>' character now works in the Operator Workstation (OWS) when entering a phone number that has more digits than allowed and when entering phone numbers that do not follow standard formatting.

# Application Server

**Historical view should show COMMENT instead of NOTE**

We changed the header of the Activity Log history (when viewing chronologically) from NOTE to COMMENT.

# Supported Environments

## Minimum System Requirements

- Windows Server 2012 R2
- 8 GB Memory
- Dual Core Processor
- Microsoft SQL Express 2012 or Microsoft 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
- Microsoft SQL Server 2008 R2 or older
- Windows 7
- Windows XP