Manitou 2.1.40 Release Notes

December 2023

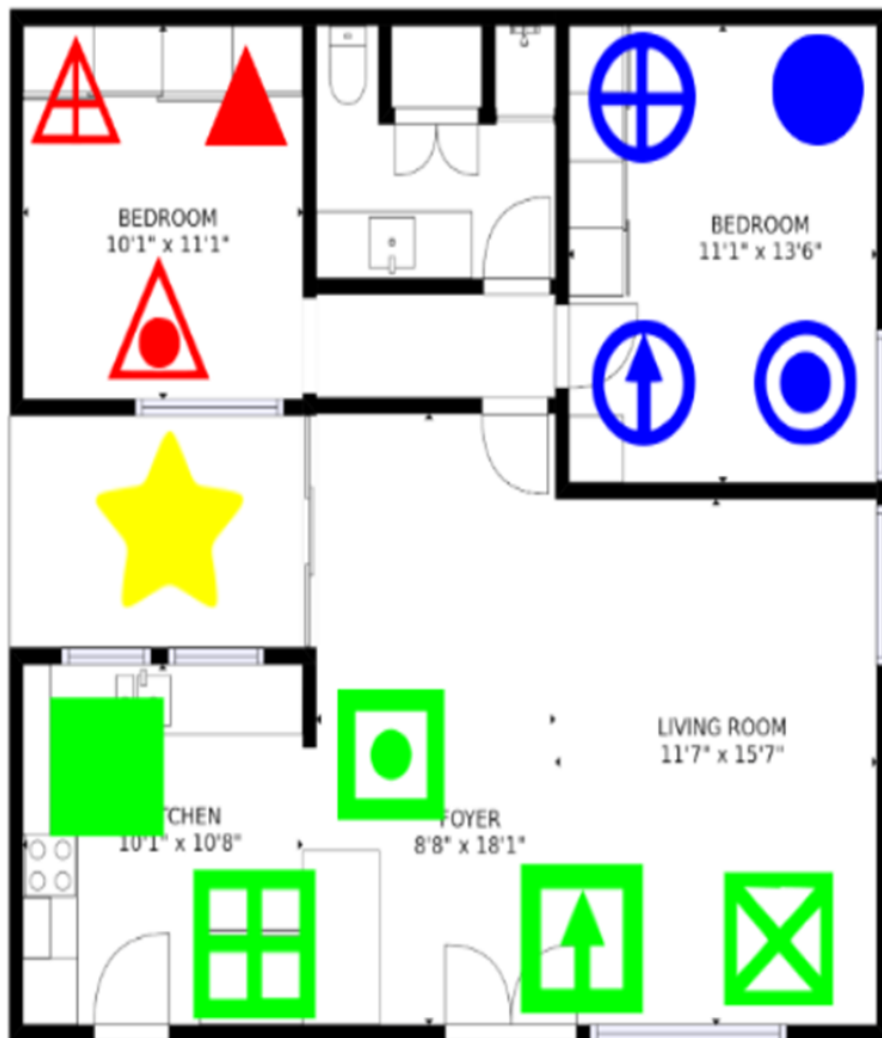**Manitou®**

Contents

Enhancements/Features

New Icons for Plans

We created a series of new icons for use in the Web Client only for Plans. The icons are only available in the web client and cannot be viewed or inserted in the Operation Workstation.

New MOption to bypass 'WAITING FOR COMMAND' response [81729, 96840]

We added the ability to bypass the 'Waiting for Command' response and have the alarm move on to the next action item in the Action Pattern. In the Supervisor Workstation under Tools>Options, under Alarm Handling there is a new MOption:
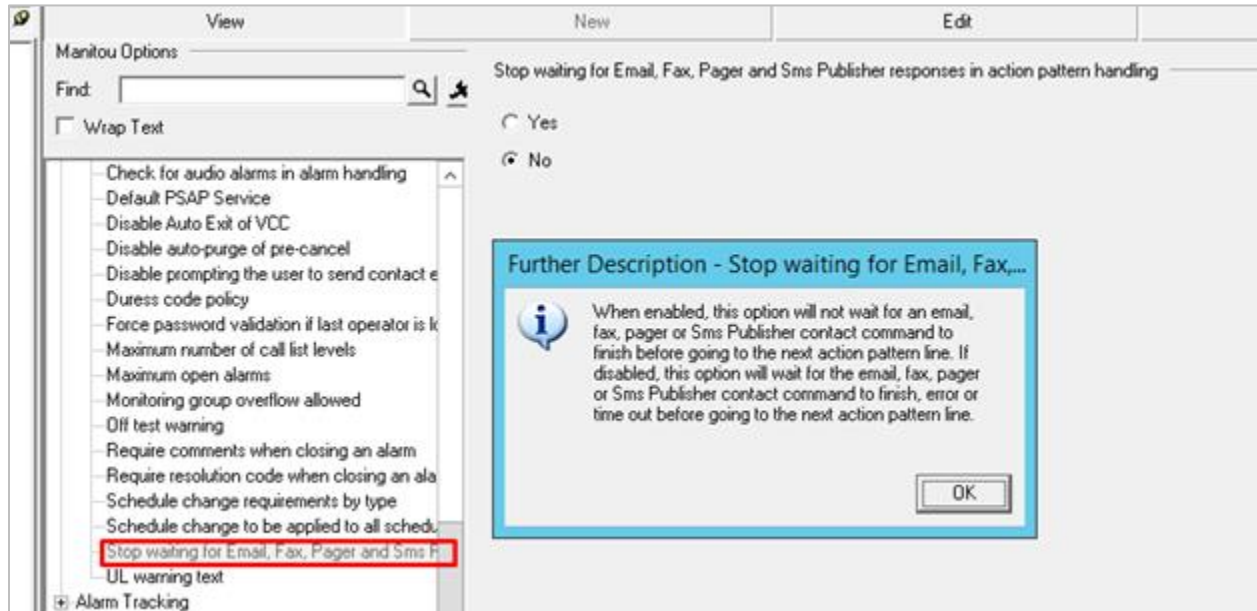

The default value is set to "No" meaning an Alarm will sit in a suspended state and log lines into the Activity indicating that it is "Waiting for Command" until the email, fax, pager, or SMS has been successfully sent or the action has timed out. This will prevent the Auto-Client from moving on to the next action until it is successful or times out.

After it times out from all the email attempts and drops to the queue so an operator can work the next action it will show in the Action Pattern that the attempts to email failed:
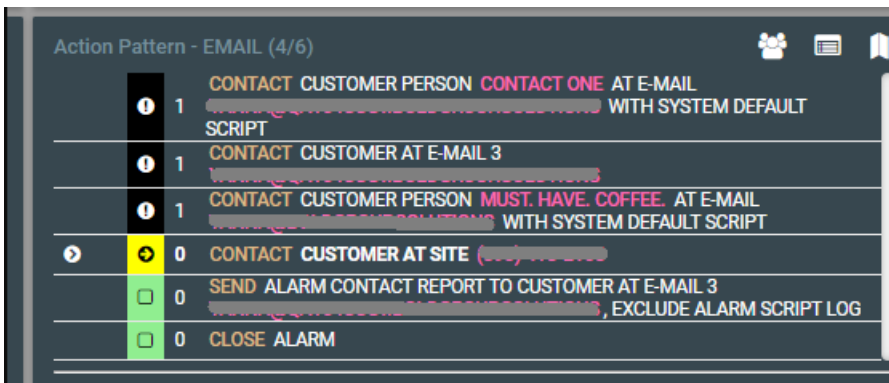
It moves on to the next Action Item.

With the option set to "yes" it will not sit in a suspended state in the alarm queue and will immediately move on to the next action item. It will highlight the email actions in red indicating they were completed, but the operator will have to view in the activity log as to whether or not the email was successful.

The alarm immediately drops to the queue for an operator to get:

The action items are marked in red as having been done but the results of the contact are marked as "unknown" until the action has timed out, though it immediately moves on to the next action.

Once the email attempts time out, the status of contact will update to "Error":

The Activity log will not show the "waiting for command" log lines.

New OpenEye event types

OpenEye partnered with HALO Smart Sensor and needed to add additional Event Codes and Mapping for different alarm types. We added the new Event Codes and Event Mapping for OpenEye. The following Event Codes and Event Mapping will be inserted when running the latest Database Migrations:

OEAM — Air Masking Detected

OEAQI — Air Quality Index

OEAS — Aggression Sounds

OECO2 — Carbon Dioxide

OEGUN — Gunshot Detected

OEHELP — HELP Sounds Detected

OEHIDX — Health Index

OEHUM — Humidity

OENO2 — Nitrogen Dioxide

OEPM — Particulate Matter

OETAMP — Tamper Detected

OETEM — Temperature

OETHC — THC Detected

OETVOC — Total Volatile Orgnc (organic)

OEVAPE — Vape Detected

Application Corrections

Users are not able to see the Panel Comments from Boldnet [00086143, 2548]

Issue: Panel Comments were not showing for Boldnet users.

We fixed an issue where Panel comments were not displaying even though the permissions were set to view/edit. Panel permissions are now respected in BoldnetNeo.

'Incident' was used in places that should be 'Alarm' [00033603]

Issue: In the Event Code>Signal Processing Attributes, some (such as Q / R / I / n) incorrectly stated 'Incident' (used for Manitou PSIM) instead of 'Alarm' (used for Manitou CS).

We fixed the logic for replacement to ensure that all instances of "Alarm" and "Incident" are properly swapped based on the user's licensing situation. Now only the appropriate text is displayed.

Error - Failed to locate customer system to load transmitter types — what actions cause this error? [00036421]

Issue: There was an issue when trying to view accounts; users would sometimes receive the following error message with no known explanation as to why: "Error – Failed to locate customer system to load transmitter type."

Transmitter Types will reload if there has been a change to entries in the Transmitter Type table. If a user has not selected a transmitter, there is no need to reload on that client. The reload was being attempted even though no transmitter had been selected and would fail with the following message: "Error - Failed to locate customer system to load Transmitter Types" error message. This has been fixed to reload Transmitter Types only when appropriate.

Contact Point tags in Demo Scripts are not showing defaulted data [00044042]

Issue: Contact Point tags in Demo Scripts were not working as expected.

We fixed an issue where the contact variables ({UD}, {UC}, {US}, {UP} and {UT}) were not being replaced when users clicked the Demo button when editing script messages. The Demo button puts pre-defined data in as values, not the customer they are currently on.

Alarm handling notifications on web client no longer working [00089874]

Issue: There was confusion regarding how to use the hotkeys to Handle Notifications due to an inconsistency between the Manitou Web Client (MWC) and the Operator Workstation (OWS). When the

MWC was updated to offer "Handle Notifications" using hotkeys, it was set up to be case-sensitive, which is incorrect. The OWS does not respect the hotkey letter case.

To assist users, the Handle Notifications list will now bold, italicize, and underline the proper letter for keyboard action. It will be clearer to users which letter is associated with the notification. This should eliminate confusion about how to open notifications.

Before the change, activating the notification was case specific. For example, to display the comments, users would have to enter 'a h L'. Lower case 'l' would not work. After this change, both upper and lower case 'L' work.

EAP: Customer Cancel ignores IF canceled logic further down in the AP

Issue: When doing a customer cancel and/or close from the password verification box, the process was blindly force-closing the alarm without checking to see if there were further required actions or if there was further action needed in an IF Cancelled logic item.

We changed this so that a customer cancel does not negate everything in the action pattern. It will now still honor things in an IF CANCELED logic block. We changed the web client so that with any close, the system does these:

1. It lets the operator know if there are unread notifications and lets them cancel, view, or continue.
2. It asks to switch to a higher priority alarm if received and the operator has not already switched.
3. It checks to see if the system can close the alarm without forcing it to close so that if there are any required things still left in the action pattern, then it will warn them and let them continue to close if they choose.

Previous behavior was that a customer-cancel ignored all action pattern lines other than CLOSE. With this change, customer-cancel or receiving a signal that cancels will ignore all action pattern lines other than CLOSE, and it will also not ignore action pattern lines within an IF CANCELED logic block.

Other previous behavior was that if a password was verified and the operator selected the checkbox to Cancel Alarm and Close Alarm, then the alarm was forced closed. With this change, if there are action pattern lines that are in an IF CANCELED logic block and they are still REQUIRED or MUST CALL, then the MWC will let the operator know and ask them if they want to continue closing the alarm.

Notes: Customer-cancel or receiving a signal that cancels will cancel REQUIRED action pattern lines unless they are in an IF CANCELED logic block.

In the OWS, there will be no option to cancel in any form once the Action Pattern is in an IF Cancelled/Else logic block. Unlike in the web client, the operator will not receive a dialog box asking if they wish to close

without all required actions being done. The operator must continue working through the alarm until all the required actions are completed.

If a Cancel signal comes in after the alarm has been handled, it will NOT mark the alarm as cancelled. This is existing and expected behavior.

Manitou is requesting footage for an hour prior due to DST [00093583]

Issue: When connecting to a camera with VCC and searching video, the default times were 1 hour behind if Daylight Saving was in effect.

This has been fixed so default times match the customer's current time (within about 30 seconds prior to connect time).

FEP XML Driver NAK [00093968]

Issue: FEP XML driver was not NAK'ing as expected on signals that were not valid.

We created a new option for the Receiver Type Options for the BOLDXML receiver type to enable NAK. If the NAKIFBAD option is set to 1, it will NAK. If the option does not exist in the Options line or is set to 0, it will not NAK.
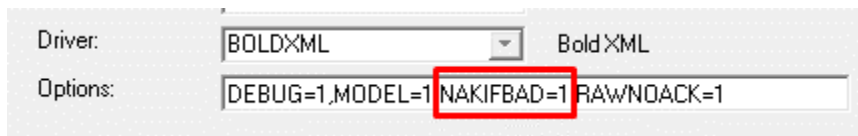
These changes to the XML driver will only send a NAK if certain places in the XML signal are incorrect.

- If any of these tags are missing and it is a packet signal
  <PACKET>
  <SIGNAL>
  <TELEMETRY>
  <GPS>
  <LISTENIN>
- If any of those tags have any misspellings in them.
- If there are missing "" around the PACKET ID in the <PACKET> tag

Visual Bug 2.1.34: Activity Log Disappearing After Cancel Filtering [00055288]

Issue: There was a visual glitch in the Manitou Web Client, where the activity log would disappear if you opened the activity log filter and clicked Cancel.

Clicking Cancel on the customer activity log filter form will now close the form without making changes to the current filter.

Customer Count Report returning incorrect Data [00038760]

Issue: When running reports in the Web Client, if you did not select an actual account when entering the criteria, the report would return all the results, instead of the criteria within the selection.

We fixed the on blur functionality in the reports for the MWC. Now when clicking out of the field, hitting enter, or hitting tab, the data will properly be accepted into the form. Additionally, we made it so that putting in a nonvalid customer ID for range searches always displays the "-1" serial number and the clear icon.

Accounting Linker cannot connect to Sedona [00093970]

Issue: The Offline Accounting Linker was unable to connect to the Sedona API if the Secret was not the original Manitou client secret.

We changed the accounting linker to use the Manitou client secret when calling the SedonaWeb 2.0 API.

When closing Action Pattern the VCC doesn't close automatically [00092774]

Issue: When closing an alarm using the action pattern, the VCC tab did not close automatically, and users had to close the tab on VCC manually. If you suspended or closed the alarm from the top bar, it automatically closed the tab in VCC.

Closing an Alarm via Action Pattern now also closes video feed from VCC if open. Prior to this change, video would stay open in VCC until manually closed by a user, even though Alarm would close out. We also modified the results of a "Validate Password" dialog when a user selects 'Close Alarm'. Now, when 'Close Alarm' has been selected video will also close, no matter which path opened the "Validate Password". Prior to this change only "Customer Cancel" from the tool bar options would close the Video feed. Validate Password from Actions->Validate Password, Call-In and action pattern contact with continue would not close video. Users had to manually close the video.

Unable to add notes or see details in activity log [00096268]

Issue: After clicking in the activity section under the Manual Signals screen, users could no longer interact with activity on an actual account (either under details or activity log). The only way to get back to being able to interact was to log off Manitou.

We fixed an issue with the Manitou Web Client where if a user has a customer on display; entered On-Test (F4); and clicked on a row on the Activity listing, the user could not interact with the Customer Activity Log

in the Customer View. This meant they could not enter a Comment; click for more detail; change filters; etc. Users would have to refresh the browser to get access to Customer Activity Log functionality. Now clicking on a row on the Activity listing displays detail and does not disable the Customer Activity Log found on the customer.

MWC: Cannot pull up Handle Notifications menu when alarm has video attached

Issue: When a system device had been defined as a video source and an alarm was handled where video opened VCC, the Handle Notifications menu (hotkeys 'a h') no longer displayed. Removed the device with the video and then the Handle Notifications menu worked.

There was an issue in the MWC, when in an alarm the Handle Notifications dialog would not display if the alarm had video present. An operator could still request video by clicking on Camera Icon on the Notifications Bar to see video. This has been fixed so that the Handling Notifications dialog can now be opened (hot key 'a h'), with 'e' being the hotkey for Video Clip.