Manitou v2.1.41 Release Notes

Apil 2024 (updated August 2025)

Manitou®

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Enhancements/Features

Manitou Web Client: Added the ability to size icons on Plans

Now when adding icons to plans, users can resize the icon from extra small to XX large with a default of the current size of 64x64. In addition to the sizing, we added tool tips when hovering above an area or zone to show the system number, Area ID, and the Zone ID. We also fixed several minor bugs relating to icons and the plans, including:

- When editing an existing icon and you changed the icon but had not yet saved, if clicking on the bookmark to locate it, it would revert to the old icon.
- Clicking on the bookmark for labels now flashes the label.
- When creating a new label, it will go to where it is dropped and no longer redraw it to the upper left-hand corner of the plan.
- If you add a new label but have not saved it, clicking the bookmark will no longer make it disappear.
- When clicking the Customer Link bookmark a console error was thrown.

Sizes for the new icon options are as follows:

- 16x16 = Extra Small
- 32x32 = Small
- 48x48 = Medium
- 64x64 = Large
- 128x128 = Extra Large
- 256x256 = XX Large

Note: There are some differences between the Manitou Web Client (MWC) and the Operator Workstation (OWS). When placing objects on plans in the MWC, it sets the coordinates to the image's center. In the Operator Workstation it sets the coordinates to the top left of the image. The icon placement may vary between applications. This may be especially pronounced depending on the size of the icon.

New On Test Zone Status Report

We created an On Test Zone Status Report. When the report is run it looks for the *OTS (On Test Started) and either the *OTE (On Test Expired) or the *OTR (On Test Removed). It will list all the zones on the account with the date and time each tested within that range. The report will not work with on-test entries in the activity log prior to the version when this report is released. Manitou was not capturing the

specific data to make the report work. For the report to work, the option SWS > Options > Signal Processing > "Auto-generate On Test and Off Test signals when a Customer goes On and Off Test" needs to be set to "Yes" or "Create a signal for each test detail".

We changed the Action Pattern Report command so that you can specify the report to be run. You can pick from the existing Alarm Contact Report or any report that a customer can run (REPORTTMPL.CAT contains 'C') that has a report template created for it (SWS > Reports > Report Templates). When running the report, the system will replace the contract ID from/to with the contract ID of the alarm. It will also replace "from" dates with the date of the alarm at 00:00:00 and the "to" dates with the current date at 23:59:59 in the customer's time zone. Choosing the report to run in the Action Pattern is only available in MWC. In OWS, the only report that can be chosen is the Alarm Contact Report.

If you had an existing report template and it does not seem to work, go into SWS > Reports > Report Templates, select the report template, click the edit button, and then click save. SWS previously did not save all the variables unless you edited one. Now SWS will save them all so that the Action Pattern knows what variables are on the report and can do the proper replacements.

If running a report from an Action Pattern other than the Alarm Contact Report, the Report Server and Report Publisher processes need to be running for the report to be generated and sent.

The activity log used to say, "Sent report to abc@abc.com". Now it says, "Attempted to send report to abc@abc.com".

The option SWS > Options > Output Details > Email - Subject Includes Customer's Street Address and City is honored for templated reports; however, the address may be cut off if the report description and the address are more than 50 characters.

There is a new permission for this report: System Reports > Report Type > On Test Zone Status. This permission is NOT checked if running the report from an Action Pattern.

The report can be run manually from SWS, OWS, and MWC.

Note: For detailed setup, refer to the document called Manitou On Test Zone Status Report that accompanies these release notes.

Application Corrections

Avaya caller ID injection not working [00067418]

Issue: The Dealer's ANI via ALI Injection was not being passed after moving to SIP for all outbound calls.

Solution: We added a config value for trunk type to AvayaSwitch.config. The possible value is “SIP” to do SIP ALI injection. All other values do ALI injection the way that is H323 compliant. We updated the AvayaSwitch.config to a correctly formatted file and added processing for SIP ALI injection.

Activity log not being updated consistently [00098833]

Issue: When putting data in an Authority Contact dialog, it initially logs the data in the “Ref/Name Id” field. However, when re-contacting the authority and adding data to the dialog, the new log lines do not include that information.

Solution: We updated this so that each Authority Contact log line will include the “Ref/Name Id” field even if the data in those fields did not change.

Time displayed on VCC - Previous ticket number for this issue was 93583 [00100210]

Issue: Searching video clips in the VCC shows search time off by 1 hour.

Solution: Previous fix did not account for time changes occurring not within the same calendar year. Updated to include when the time change spans into the following year.

VCC problem viewing previous stored images on workstations in a locale outside of the US [00093385]

Issue: There was an issue when trying to view stored video from Activity log, where a user had a locale that did not use a US date format, and video made after the 12th day of the month, would not display. VCC would open but no video would display.

Solution: If API logging is enabled, the ManitouLog-AppNeoAPI-<MM-DD-YYYY>.log would show error:

(ManitouHub:VccCreateVideoData) ERR: An error occurred while intializing VccJsonModel Customer. String was not recognized as a valid DateTime. This issue has been fixed.

Activity Log Filtering [00054879]

Issue: When filtering on a system account with two systems, users were seeing log lines from the system that were excluded in the search filter.

Solution: We corrected the filtering so that log lines (alarm resolution and caller ID) identify the system where they were generated. Filtering now works as expected.

Max On Test Time not being honored if the contact doesn't have a Web or OpenVoice ID [00100350]

Issue: The Max On Test Time is not being honored when the contact does not have a Web ID or OpenVoice ID.

Solution: Operator Workstation is set to only allow entry of Max-Test-Time if the contact has a WebAccessID or an OpenVoiceId, however the Web Client did not have this restriction. We have enacted the same rules for the Web Client.

Reverse Commands sent from Reverse Send in the web client are not logging correct time in Activity [00066906]

Issue: When doing a Reverse Send from the Customer record, the time of the Reverse Send is not logging the correct time in the Customer Activity.

Solution: We corrected the time logging to Activity for Reverse Sends sent from the Customer's Reverse Send from in the MWC. We removed the timestamp from within the Reverse Send form in the MWC to make it consistent with the form in the OWS.

Manitou 2.1 Patch 30: Adding a Global Keyholder defaults Valid/Inactive To/From Dates to 12/30/1899 [00002236, 47545, 100758]

Issue: When adding a Global Keyholder in the web client it is defaulting the Valid and Inactive From/To Date to 12/30/1899.

Solution: There was an issue with the MWC where if a new Global Keyholder was added to the system, and then that same keyholder was added to a customer's Contact List, the keyholder would display "Valid From/To" and "Inactive From/To" dates as 12/30/1899. This has been fixed. Dates are now blank if no actual dates have been set. No issues were found on the OWS.

VB Client: Locks Customer after Canceling Edit mode on Comments from the Jump To menu in a sub account [00055745]

Issue: This is a very specific bug. When entering a sub account and Comment is selected on the Jump To menu. The account gets locked if Cancel is selected after validation.

Solution: There was an issue with OWS when pulling up a sub-account from Operations > Comments and selecting Edit. On a Cancel or Save the Main Account and all the Sub-Accounts would remain locked and no longer allow editing from either the OWS or the MWC. The only way to free the accounts would be to log off the OWS. The customer reported the problem as entering a Sub-Account from Quick-Load and

select Comments before pressing enter on the customer. Validate and then Cancel would result in the same locking issue. This is now fixed. Cancel and Save will no longer lock the main and sub accounts.

Manitou Transmitter Prog. Commands not working [00099111]

Issue: Transmitter Programming using InSched programming is not applying the correct programming rules based on the schedule.

Solution: There are two fixes for this issue.

1) Setting up an InSched programming command at the Event Code level was being ignored by Manitou when processing signals. This has been fixed.
2) The Manitou Web Client did not allow creating InSched programming commands in Event Code and Transmitter Type. This has been fixed.

WebClient: Web Servers CPU spiking [00102987]

Issue: The Web Client is causing severe CPU spikes requiring restarts to clear.

Solution: We found a memory leak in the MWC that caused CPU spikes in the API over time. MOptions were being cached improperly. Corrected the caching to be more efficient when reading the MOptions, which corrected the memory leak.

Disaster Mode: Shouldn't be able to add to map prior to adding event [00101287]

Issue: GEO maps in Disaster Mode via the Map View Boundaries do not appear to be working as intended. Determined that you need to have a disaster event created for the boundary piece to work and it should not allow you to create boundaries without an event made first. However current functionality allows creation without the event being made.

Solution: Issue reported with Disaster Mode entry (Web Client > Menu > Operations > Disaster Mode) where there is confusion because it allowed users to enter Map View without a Disaster Event selected or created. Once in Map View, a user could not add any boundaries. This has been fixed. Now users will not have access to Map View unless a prior Disaster Event has been selected or the entry of a New Disaster Event has been started. Once in Map View, users can add new Boundaries to the Disaster Event.

There are also now 3 radio options: Map Locked, Remove Boundary and Add Boundary.

Running Report: temp comments show on a different account [00062079]

Issue: When running a Temporary Comment report directly from a customer it will show temporary comments from other dealers. When the same report is run out of reports instead of directly from the customer it runs correctly without the information from other dealers.

Solution: This issue has been fixed. We also added a new validation to the Temporary Comment report that requires the user to select at least one Contact Type to proceed with running the report.

Manitou Web Client: The Ribbon option is not functioning when set to Ribbon (Acknowledge Notification before Closing Alarm) [00099218]

Issue: When this setting is in place (Tools > Options > Alarm Handling > Alarm Notifications > Ribbon (Acknowledge Notification before Closing Alarm), the MWC is allowing the closure of an alarm without making operator view notifications. It works properly in the VB and gives an error and it will not let operator close out.

Solution: The MWC has been fixed. When that option is set, the user must acknowledge notifications before closing the alarm.

Alarm Notifications Not Acknowledged [00099769]

Issue: Using the Actions / Alarm Notifications menu to review Alarm Handling Notifications does not clear/acknowledge the blinking Notifications Icons in the Alarm Handling form. (Clicking on the blinking icon will mark notification as acknowledged, but going through the menu of Actions > Handling Notifications will not acknowledge the notification.)

Solution: This has been fixed on the MWC. This was not an issue for the OWS.

VCC/OpenEye drivers: OpenEye TLS support issues

Issue: OpenEye pushed an update that unexpectedly deprecated legacy TLS support. This caused customer inability to load OpenEye video in the VCC.

Solution: We updated the OpenEye VCC driver to use their latest DLLs, which communicates over TLS 1.3. We updated the OpenEye driver to target .NET 4.8. TLS 1.3 must be turned on on the client machines for this to work.

Note: This change is not patch dependent and will be released under VCC version 3.1 patch 3.

Managely router driver erroring with TLS 1.2

Issue: Getting an error when using Manitou to Managely integration. Getting an error message when using HTTPS to talk to Managely: The client and server cannot communicate, because they do not possess a common algorithm.

Solution: We added all TLS versions to the Managely router driver. Adjustments need to be made to the RouterConfig. The subdomain needs to be removed. For example: If it currently shows https://testsecurity.managelytest.com, it needs to be updated to https://managelytest.com.

System Requirements

Minimum System Requirements

- Windows Server 2012 R2 (Please Note: Microsoft ended support for this product October 10,2023 https://learn.microsoft.com/en-us/lifecycle/products/windows-server-2012-r2)
- 8 GB Memory
- Dual Core Processor
- Microsoft® SQL Express 2012 / Microsoft SQL Server 2012 (Please Note: Microsoft ended support for this product July 12, 2022, but is offering extended security updates through July 8, 2025 https://learn.microsoft.com/en-us/lifecycle/products/microsoft-sql-server-2012)
- 50 GB of Free Space for Database
- Windows 10 for Operator Workstations

TLS 1.2 is 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