Manitou v2.1.44 Release Notes

January 2025

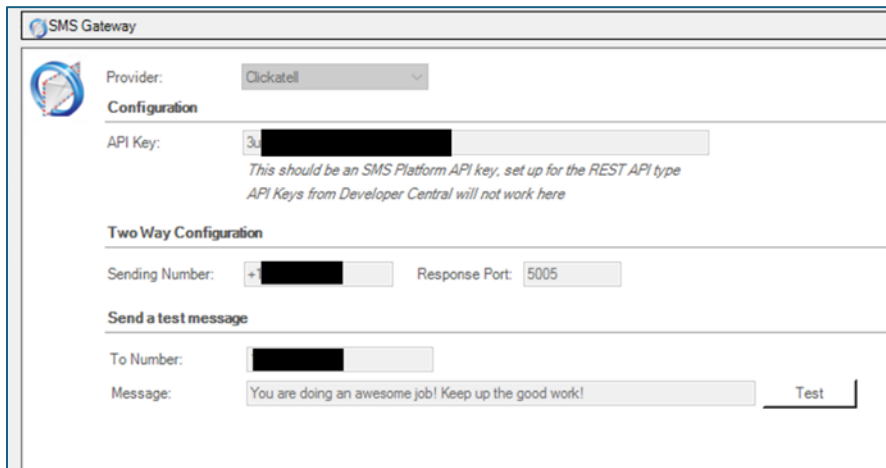Manitou®

Contents

Enhancements/Features

Updated Two-Way SMS Messaging with Clickatell

We updated the Clickatell SMS Connector to use HTTPIN instead of the SMS Listener for two-way messaging. We created the same functionality for two-way messaging, that is in a Custom connector, into the Clickatell connector. The new Connector configuration looks like this:

The Response Port must be opened on the server to allow for the communication back from the customer with the two-way responses.

Note: If you are using Clickatell as your SMS provider, you are not required configure your system using this new method nor will the update have an impact on your current Clickatell configuration or SMS functionality.

If you would like to find out more about this new, streamlined connection method or would like Bold Group's technical consulting team to help your organization make this configuration change, please reach out to your account rep or Bold Group Sales at boldsales@boldgroup.com.

Application Corrections

Alarm Queue field titled Alarm No won't hide when unchecking in edit [00077473]

Issue: Users could not remove the "alarm no" header column in the alarm queue after adding it. If it was already there and a user unchecked it, the system would add a duplicate column.

Solution: We corrected this by fixing a typo in the Alarm Number name. Now users can add and remove the Alarm No header column to the Alarm Queue without any issues.

Version 2.1.31 - Manitou System logs do not show LOGOFF from users (Global Keyholder, Dealer, etc.) in BoldNet [00031421]

Issue: When a user logged into BoldNet, it did not show their LogOff in Manitou System Logs (Tools > System Logs).

Solution: We fixed this to show any user type's log off from BoldNet.

Web Client: Sending email from account using Dealer contact causing error after email is sent [00053696]

Issue: When choosing to send an email on the Contacts Page within a Customer record, and choosing to email the Dealer Contact, the email would send successfully, but the Save icon would flash. If selected, an error would appear: VB Client does not require an Edit to send emails, so no Save is expected.

Solution: We fixed this so that when attempting to send an email, the save icon will no longer prompt the user to save since it is not necessary.

MWC not updating after Script Message added [00112820]

Issue: When a new script was created in Supervisor Workstation > Maintenance > Script Messages, it did not show in the Manitou Web client until the user logged out and back in or refreshed the browser.

Solution: Updated so that the new script now automatically refreshes when the user clicks the dropdown; the new script will show in the list.

MWC: Custom Alarm Cards>Dialer>Comments doesn't show comments as expected

Issue: When using custom alarm cards, the Comment box on the dialer did not show the comments or direct the Operator to the comments.

Solution: If the Comments are already a card on the custom alarm setup, the focus will go to the Comments card, and the card will flash. If the Comments are not a card on the custom alarm setup, a box will show on the right displaying all the comments, with an option to close the box.

MWC: Custom alarm card>Contact points card and Script doesn't have close option and covers up everything

Issue: When on a custom alarm card, and contacting a contact with multiple contact points, a contact points card popped in after selecting which contact point to contact. The box did not have the option to

close and it covered half the data on the screen. If there is a script box, it too was not able to close or collapse to view the data behind the box.

Solution: We added a way to close out of the Contact Point box. The Contact Points can be viewed from the Action Pattern box, choosing "View Contacts". The script box was made collapsable. Since there is no place on the alarm screen to repull the script, the box will remain constant on the alarm screen, but users can minimize it to see data behind it. This box will start out expanded with the option to collapse.

MWC: Ad hoc reports with email destinations, when doing display/download, show in the Report Queue with pending destinations even though the report is complete

Issue: When email destinations were selected, clicking display now or the download options showed the reports in the Report Queue with pending destinations, even though the report was complete.

Solution: We fixed an issue with Web Client Ad-Hoc reports where if a destination address was entered but the report was either Displayed or Downloaded, the system would still display the destination as pending when viewing the report queue. Display/Downloads of reports now ignore destinations values. Clicking on Send will use the destination.

Add Area Description to the Customer Status box

Issue: This was a request to add the Area Description to the Customer status box; in the Details of the customer record; and in the standard alarm layout and custom alarm layouts. This request would like these changes in the Operator Workstation as well.

Solution: We added the Area Description in the Customer Status box. The Area Description field has a maximum length of 35 characters. All 35 characters will be displayed in the Customer Status box in all locations in the Web Client. In the Operator Workstation, the Area Description is truncated to a maximum character length of 7 characters.

SMS Connectors using AutoText are ACK'ing when there are errors [00115089]

Issue: When an SMS Reverse command was sent and got back an unexpected response or error, the Media Gateway was still showing that the command was successful and showed that it was ACK'd with a status = 0 (success).

Solution: We updated the Media Gateway to correctly show unexpected responses or errors with a NAK and a status = 1 (unsuccessful).

Unable to add more than 1 zone if 'expected signals' field is turned off [00101886]

Issue: Currently, if users want to add more than one zone manually (without using the handshake icon), they can press TAB until it creates a new line to enter another zone. If the permission to view/edit the Expected Signals field in the zone list was turned off, they could not use the Tab key to create a new line for a new zone. They could create only one zone at a time, click done, save, and go back into editing zones to add another zone.

Solution: We added an Add button to insert a new row under Zones. This functions as the Tab key if a user has the permission to view/edit the Expected Signals field in the zone list turned off. The Add button can also be mouse-clicked.

Changing areas and zones in zone list [00101816]

Issue: If a user profile was restricted from viewing Zone Status, the user was unable to add new zones.

Solution: We added an Add button to allow adding a new Zone if the user has restricted permissions on Zone Status.

BoldNet - Removing passcode causes (Invalid: '1') to show under Web Profile [00112499]

Issue: When removing a Contact's password from the Contact form, the Web profile reverts to [invalid-1]

Solution: We fixed this issue so that the Web Client no longer sets the Web Profile to -1 when deleting a password from a contact.

Note: There is a separate issue: if you have previously recreated the original issue it will add (invalid: '1') in the Web Profile dropdown list in the OWS. This does not affect the Web Client. This bug correction prevents this from occurring, but if you already experienced this bug, this correction does not remove the (invalid '1') from the dropdown. This will be addressed in a future release.

MWC: Action Pattern>Scripts allow for selection outside the customer's local (doesn't behave the same way in the VB client)

Issue: When selecting a script in an Action Pattern, the dropdown included scripts for all locals. In the OWS, the dropdown only showed scripts based on the customer's local.

Solution: We updated the MWC functionality to match that of the OWS. The script selection dropdown now only shows scripts that are set up under the customer's local (language) in Supervisor Workstation > Maintenance > Scripts.

Legacy Client Issue with Duplicating Accounts with Dealer Keyholder Email's Not Copying Over [00110316]

Issue: Within an action pattern on the dealer level, the action pattern can include an option to contact a DEALERS contact/keyholder/technician/etc. at their specific email address. On a customer level, a user can create a customer level action pattern that is a copy of the Dealer level action pattern, which includes the specific contact of a DEALERS contact/keyholder/technician/etc. at their specific email address. This part worked as expected. However, if a new customer was created from the customer that is using a copy of the Dealer level action pattern, the details of the DEALERS contact/keyholder/technician/etc. at their specific email address were lost.

Solution: The OWS had an issue copying all action pattern command statements when adding a new customer and using the "copy from existing customer" option. If the original customer had some action patterns that were added using the "copy from" feature, when copying action patterns from a Dealer or Company, they would get dropped when adding new customer. This has been fixed in the OWS. There was no issue when adding new customers in the MWC.

We also fixed an issue on the MWC when adding a new Action Pattern and using the "copy from" option. When copying from a Dealer or Company, the Action Pattern description did not automatically populate the Description prompt.

Database Changes

No database changes for this release.

System Requirements

Minimum System Requirements

- Windows Server 2016
- 8 GB Memory
- Dual Core Processor
- Microsoft® SQL Express 2014 / Microsoft SQL Server 2014
- 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 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 2012 R2 and older
- Microsoft® SQL Express 2012 / Microsoft SQL Server 2012 and older
- Windows 7
- Windows XP