Manitou v2.1.46 Release Notes

August 2025

Manitou®

Contents

Enhancements/Features

Edit Icon

When viewing a Customer account, under Enhanced Subscriptions, the Edit icon button has been changed to match other Edit icons used in the application.

It was set as this:

And was updated to this for consistency:
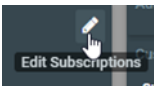
Change "TXS" and "TX" Labels

We made UI label changes to replace "TX" with "Transmitter" in the System Wizard, which is called from the new Customer Wizard, and all "TX" references with "Transmitter" in the Web Client.
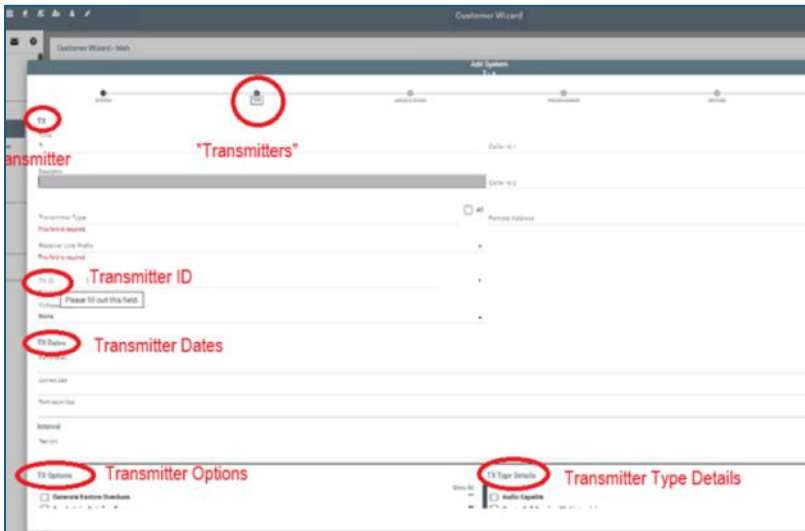
Note: Users using other Locales will need to manually update translations using the Language Utility. Users may still see "TX" in the Activity Log and in report output.

Screen Pop

We added Screen Pop API endpoints and UI changes that allow caller information to show to an operator; this will pull up a listing of accounts that match the caller information. From the Screen Pop box, the user can open the account, add a comment, put the account on test, or make changes to the open/close schedule.
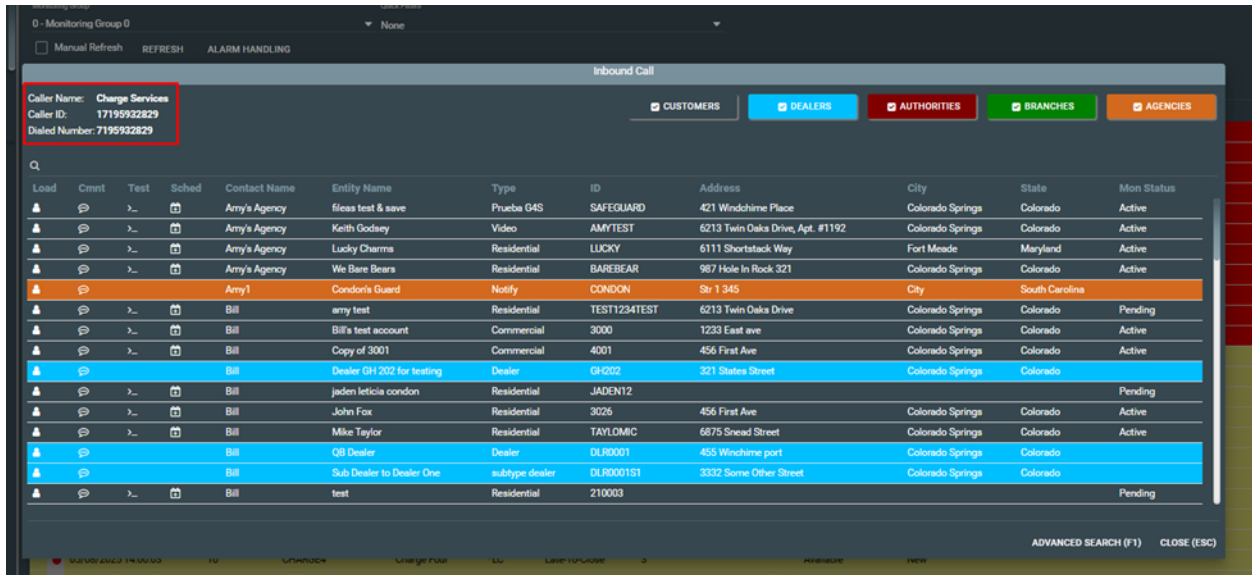
For more information about this, read Screen Pop for Manitou Web Client.

Remove Dashboard Analytics from MWC UI

We removed the ability to add Dashboard Analytics to custom dashboards.
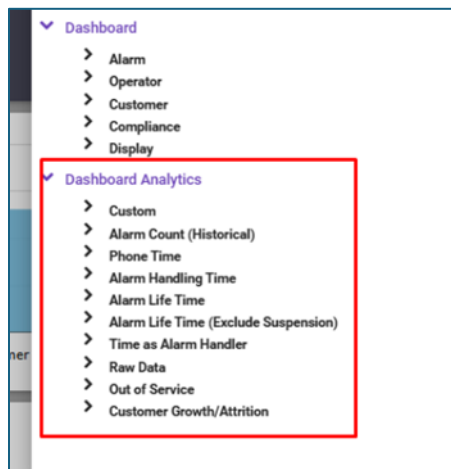
If any of these items are currently being used, they will still be available for viewing but cannot be edited. There will not be a way to re-add them if they are removed from an existing dashboard. There will be no way to add them to a new dashboard.

Goto/Jive Interface changes

We added support for caller ID injection; sending DTMF digits; hanging up in the MWC dialer; and screen pop for inbound calls to the Jive/GoTo web client i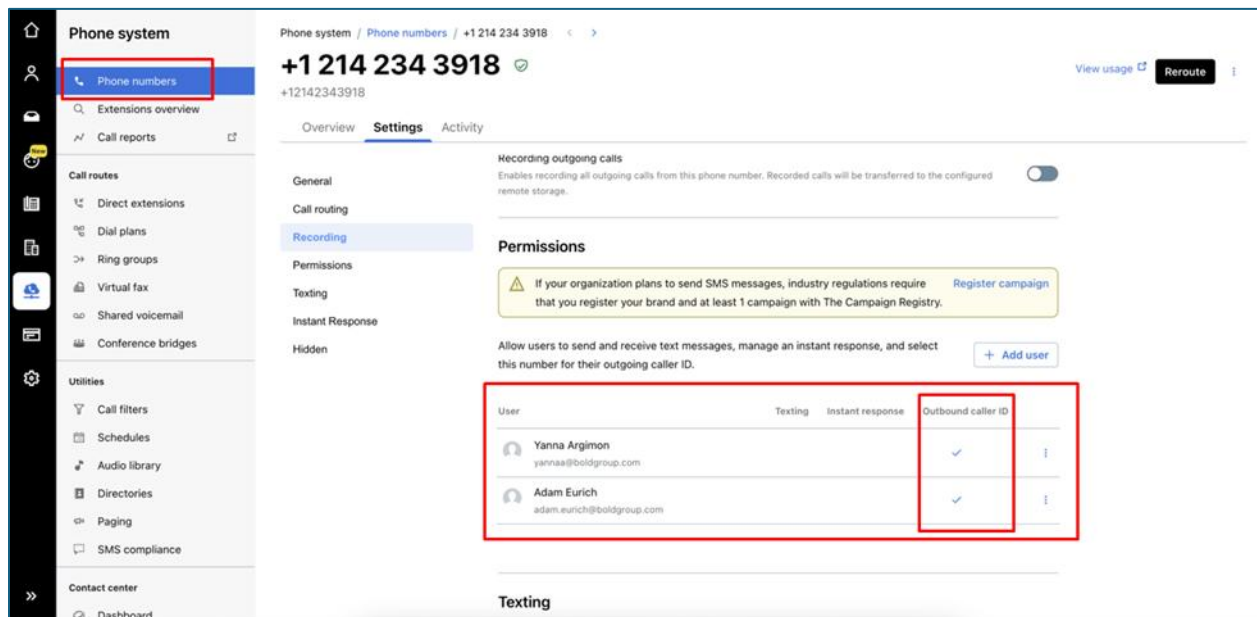ntegration. For these changes to work, the 'users.v1.read' scope needs to be added to the client ID. Phone numbers that will be used for CallerID injection will need to be updated in the Jive software and users assigned to each of those numbers.

- Users can now use the MWC dialer to disconnect a phone call by clicking the Hang Up button in the dialer.
- If the number being contacted has an extension tied to it, after the call is placed a pop up box will open asking users if they wish to dial the extension. At the current time Jive will not make any audible sound that the extension is being dialed.
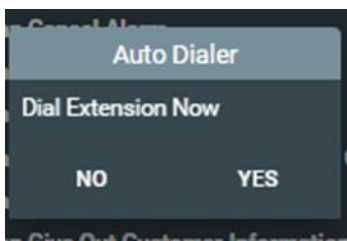
- Screen pop is available with the Jive/Goto integration. When an incoming call comes in the Jive/Goto incoming call box will appear. If the user chooses to answer the call, after answering the screen pop box will show with the possible accounts and entities related to the incoming callerID.

System-Specific Maximum On-Test Time Setting

We added the ability to place specific systems On-Test for a maximum amount of time by adding a new field called **Max Minutes On Test** to the System details:
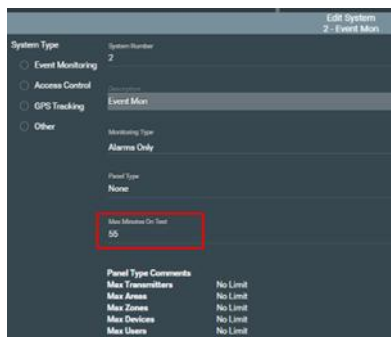
This field is in the Manitou Web Client, BoldNet Client, and Operator Workstation.

The default value for the field is '0', which is no limit or infinite. After updating to patch 46 all systems will have a default value of '0'.

There are no permission settings with this field.

When a user puts multiple systems (or an entire customer) on test, the lowest Max System On-Test Time among all selected systems is enforced.

When placing an account on test, there are three different levels that are looked at:

- System Max On-Test time
- Operator Max On-Test time
- Customer/Dealer/Central Station - Contact/Keyholder/Technician/Etc. Max On-Test time

The lowest of any of those being used is what will be the maximum time that can be set for the On-Test.

Example: The customer has one system out of two that has a max On-Test time of 60 minutes. If the operator is placing the whole system on test, the whole system can only be placed on test for a maximum of 60 minutes. However, choosing Components and selecting only the system without a max time can the system be put on test indefinitely.

Example: The customer has a system with a max On-Test time of 60 minutes. The operator is using their password when loading the customer into the On-Test screen. The operator has a max On-Test time of 30 minutes. Regardless of the system they are putting on test having a higher maximum, the most they will be able to put the system on test for is 30 minutes. If using a customer's contact to password verify and that contact has a max time lower than the system's time, the lowest time will be the maximum.

The same applies to a BoldNet login or a BoldNet Mobile login.

If the operator attempts to put in a time greater than is allowed by the lowest amount on any system, it will show them a message that specifies which system has the lowest number of minutes, and what that amount is.
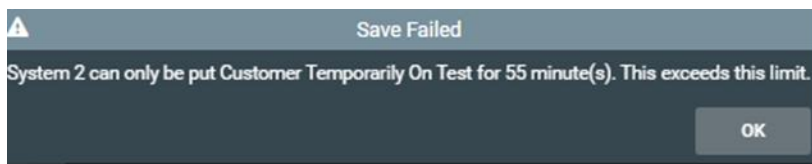
If the number of minutes is less for a contact it will show a message like this:
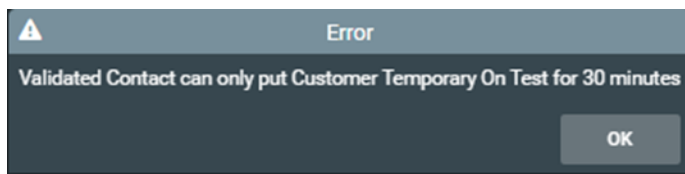
If the number of minutes is less for the operator it will show a message like this:
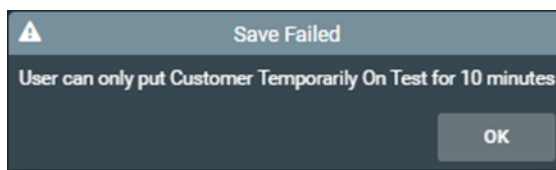
If a system has a current or future existing On-Test entry and a user attempts to update a system's Max On-Test time to any amount less than what is currently or set for future on test it will show the Out Of Service ID and state that the on-test entry would exceed the limit the user is trying to save.
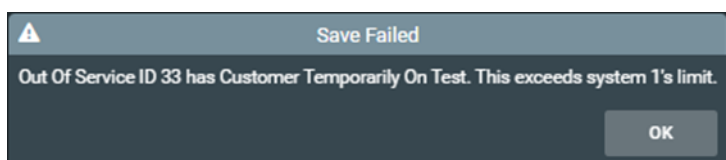
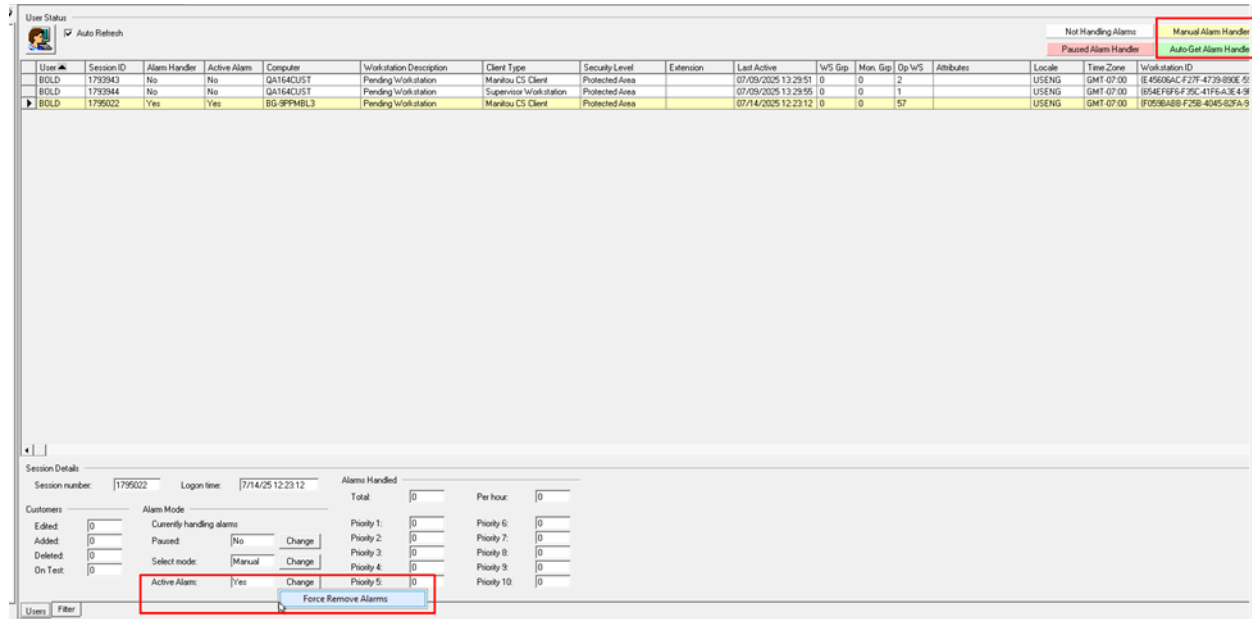However, if a system was placed On-Test for, as an example, 60 minutes, and has been on test for 15 minutes, there are only 45 minutes remaining. They may update a system's Max On-Test time to 55 minutes (less than the initial on test time), as it will calculate based on the remaining time for the On-Test record. If they attempted to set the system's Max On-Test time to anything less than the current remaining time, it would fail to save.

Operator Change Status

We created the ability for a user with permissions to User Status in Supervisor Workstation to force remove an operator from all alarms and alarm handling. The new option is Active Alarm and clicking on the Change button will give the option to Force Remove Alarms. This option is only available if the operator is in Alarm Handling as a Manual Alarm Handler or Auto-Get Alarm Handler. Choosing to Force Remove Alarms will remove all open alarms, all tracking, and remove the operator completely from Alarm Handling.

The operator will get a notification box that they have been removed from Alarm Handling.
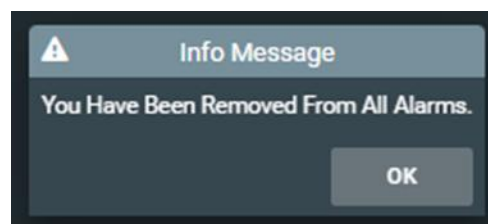
After clicking OK on the notification box, the operator can continue working in the client and go back into Alarm Handling at will.

These changes are in both the Manitou Web Client and in the Operator Workstation.

Application Corrections

Plans compass spelling typo [00129117]

Issue: If there was no compass on the plan, the Compass option said "Compress", and once the compass was put on the plan it changed back to "Compass".

Solution: We fixed the typo; Compass is spelled correctly now.

Group and Class codes on new customers are not saving, and the data entry box does not correctly show the labels [00126036, 00136438]

Issue: When creating a new customer, either by itself or by copying an existing customer, when adding a group code or class code to the account, the information did not stay after the save. Also, when that area was prompted during account creation, the Class and Group Code section were not labelled; the section was just called "codes".

Solution: We added Class Code and Group Code labels and fixed an issue that prevented Group and Class codes from being saved. In addition, we found and fixed an issue where the Time Format was not copying over when creating a new customer from existing customer.

Daily Signals Report- unable to unselect contacted types [00106173]

Issue: Users were unable to unselect options in the Contacted Type field in the Daily Signals Report. All were selected by default and clicking them did not unselect them, neither did clicking Select None.

Solution: We corrected this behavior, and unselecting specific Contacted Types or clicking Select None will correctly unselect the Contacted Types.

Subdivision and cross street not visible while authority dialog box is open [00133627]

Issue: Subdivision did not display with the address and cross street information within the Authority Contact dialog box in an alarm.

Solution: This has been fixed; we added a row for the customer Subdivision and Cross Street information within the Authority Contact dialog box.
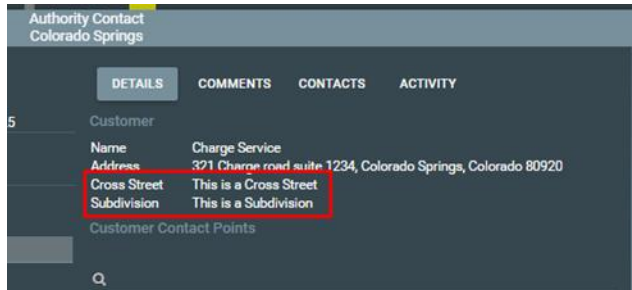
Media Gateway: Auto Text is sending failed messages to the next successful message [00134076, 136471, 137334]

Issue: When SMS messages fail to go out to a recipient for any reason, the message that failed was getting appended on to the next successful message. This was causing messages to be delivered to incorrect recipients.

Solution: We corrected this where we were not clearing out the previous SMS message text if the SMS failed to go out. This caused the subsequent SMS messages to have the previous message(s) prepended to their message. We added additional logging so that it is clearer which messages were failing. We changed the Clickatell and MessageMedia drivers so that they properly throw an error and NAK the reverse command if they do not send the SMS successfully.

Web Client: Issue with report parameters [00126774]

Issue: When creating a scheduled report in the Web Client, it was not saving the Group and Class code from/to criteria.

Solution: We fixed the code to ensure that Group and Class parameters are saved as expected.

Web Client: Event Codes- colors do not save [00121693]

Issue: In the Web Client in the hamburger menu>Admin>Event Codes, editing and changing the color scheme for an event was not saving after clicking the save icon. It reverted to the previous color scheme.

Solution: This has been fixed. When editing and changing the color scheme the changes will now save properly.

Unable to delete/edit zones if the zone is plotted on a plan [00113303]

Issue: Zones could not be edited or deleted if they were on a plan. Trying to edit the area number or zone number REQUIRES the user to delete the zone and area from the plan and save then re-add the zone and area with the changes. This was creating errors when trying to delete.

Solution: We corrected this so that when attempting to delete a zone that is plotted on a map, it will delete without issue as well as not creating any orphaned entries. The plan will dynamically update based on changes made and saved to Areas and Zones.

Swagger shows that contact's name should be included in call list GET API call [00128019]

Issue: Swagger showed that Get on API call CallList: "get /{contactType}/{serialNo}/calllists/{code}" should include the contact's name, but it did not.

Solution: We enhanced the API response by including a comprehensive Call Contact List. This addition allows users to retrieve the full list of contacts associated with each call in a single API call. The updated response structure now contains a dedicated section for the Call Contact List, which provides detailed information about each contact, including their names and relevant attributes.

Database Changes

We added the messaging_config table; this is for future functionality.

We added a new column in the CUSTSYS table for the System-Specific Maximum On-Test Time Setting.

System Requirements

Minimum System Requirements

- Windows Server 2016
- 8 GB Memory
- Dual Core Processor
- Microsoft® SQL Express 2016 / Microsoft SQL Server 2016
- 50 GB of Free Space for Database
- Windows 10 for Operator Workstations (Note: Microsoft has a planned retirement date of October 14, 2025 for Windows 10, version 22H2. For more, refer to the Microsoft Lifecycle Policies.)

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 2012 R2 and older
- Microsoft® SQL Express 2014 / Microsoft SQL Server 2014 and older
- Windows 8.1 and older