Manitou v2.1.49 Release Notes

April 2026 (Updated September 2026)

Manitou®

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Hotfix September 3, 2026

If you update to Manitou patch 49 after 9/3/2026 the following has been resolved with the patch. If you updated to Manitou patch 49 prior to 9/3/2026, you can either redownload and patch or contact support for the hotfix.

Some BoldNet users encounter 'An error has occurred' post login / account screen won't load [00167641]

Issue: When users tried to log into BoldNet, they got 'An error has occurred' after logging in and the screens did not load as expected.

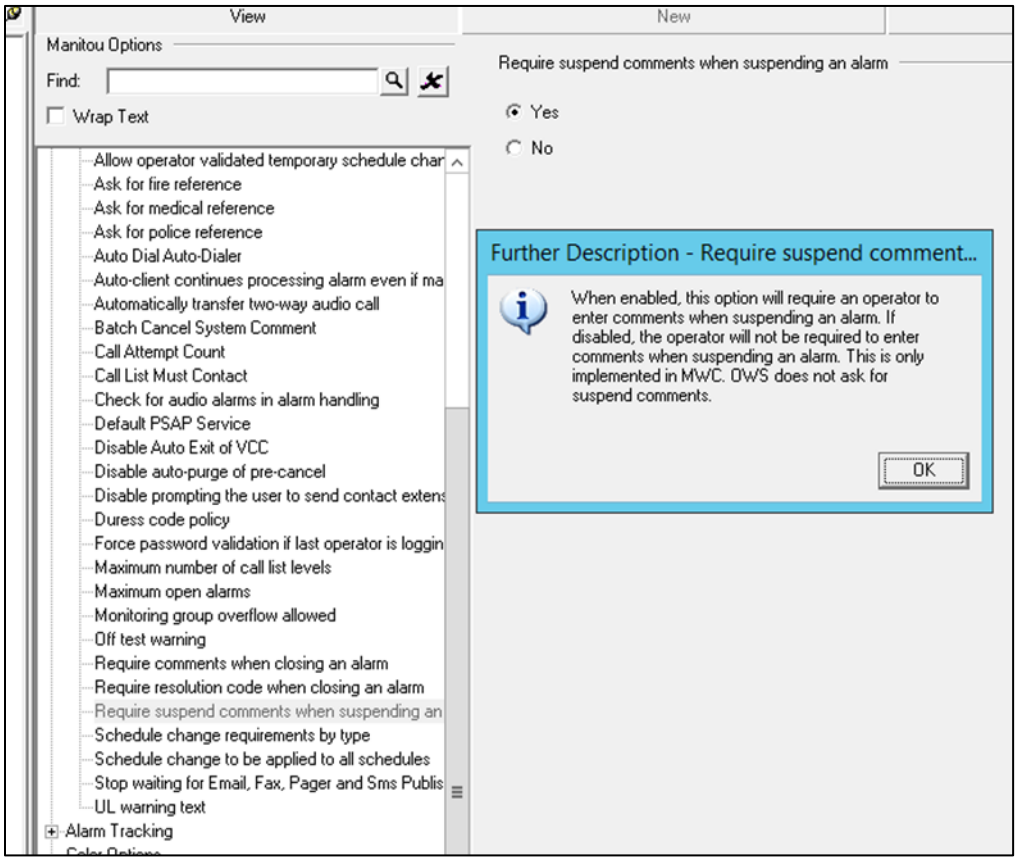
Solution: Some user profiles did not contain all the information needed at login. We added defaults for any missing profile information required at login.

Enhancements/Features

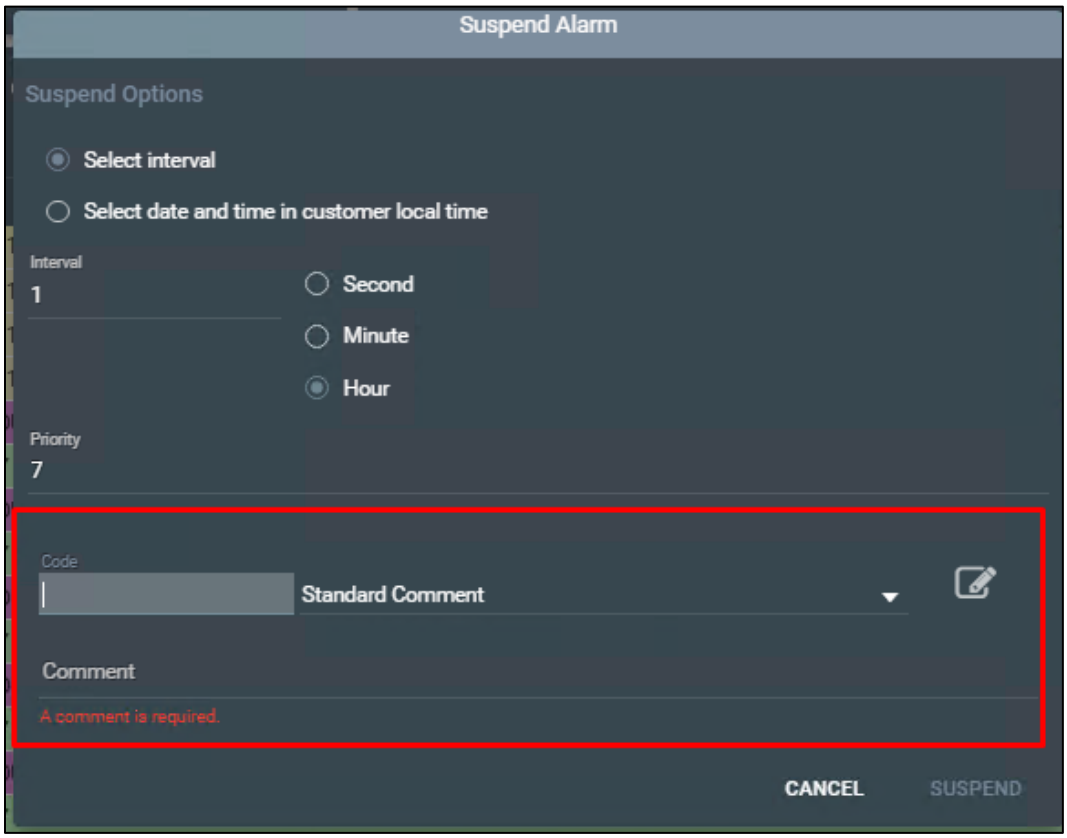
Added the Ability to Add Comments to a Suspend Alarm Action

We added functionality that allows an operator to add a comment or reason for suspending an alarm. This can be set in Supervisor Workstation as being Required or Optional. This functionality is only in the Manitou Web Client and is not available in the Operator Workstation.

In Supervisor Workstation, navigate to Tools > Options > Alarm Handling > Require suspend comments when suspending an alarm:



With the changes, in the Manitou Web Client, operators will see additional comment options in the Suspend Alarm dialog:



The red warning "A comment is required" will only show if the option (Require suspend comments when suspending an alarm) in Supervisor Workstation is set to **Yes**, otherwise the comment boxes will still show and the **Suspend** button will be enabled. In the Supervisor Workstation, if the option (Require suspend comments when suspending an alarm) is set to **No**, operators can choose to type a comment or not.

Users can enter a free-format comment in the Comment line; they can enter a code; or they can select from the Standard Comment drop down.

For Actions in an Action Pattern that are Suspend actions that will auto-run, the Auto Client will not require a Suspend Comment to process the action. The Auto Client will suspend the alarm with no comment regardless of if it is required. The same is true if operators are in an alarm and they defer the suspend action to the Auto Client.

The Suspend Comment will show in the customer's activity as being a Suspend Comment.

12:11:50	VIEWED - Late-To-Close (*LC) - Response [19:11:50]
12:12:13	SUSPEND - Late-To-Close (*LC) - Time: up to 1 Hours
12:12:13	SUSPEND COMMENT - This is a Suspend Comment

It will also show in the activity reports as a Suspend Comment.

Customer Activity report:

	17:00:01	Late-To-Close (System: 1 Area: 1) (Alarm)
02/18/2026 Wed	12:12:13	Suspend - Time: up to 1 Hours
		Suspend Comment - This is a Suspend Comment

Alarm Detail report:

Alarm No	User ID	Alarm Type	Alarm Date	Reset Date	UL Grade	UL Resp
32791 - 6830	BOLD	Late-To-Close	02/13/2026 17:00:01		CSF	30

Date	Time	Log Description	User ID
02/13/2026	17:00:01	Late-To-Close (System: 1 Area: 1) (Alarm)	BOLD
02/18/2026	12:11:50	Allocated - Manual	BOLD
	12:11:50	Viewed - Response [115:11:50]	BOLD
	12:12:13	Suspend - Time: up to 1 Hours	BOLD
	12:12:13	Suspend Comment - This is a Suspend Comment	BOLD

MWC: Added the Ability to Refresh on the On-Test General Form

Before patch 49, there was no function to refresh on the general On-Test form that shows all customers that are currently, going to be, or have been recently On-Test. We added the ability to refresh by clicking the refresh icon:



We also added F5 as a hotkey to refresh.

The refresh icon on the form when a particular customer is loaded is not new. This change adds that ability to the general form.

We also corrected an issue when a customer was loaded the Delete icon would show as expected, but then if users clicked the X in the corner to close out of the customer, the delete icon would carry over to

the general form allowing the ability to delete all On-Test entries for all customers. The ability to delete from the general form will no longer happen.

MWC: Added Option to Hide Swagger in Production

The Swagger site is publicly accessible; we added a new web.config option called "EnableSwaggerDocumentation API web.config" to hide it. If this option is set to true, then Swagger documentation is enabled. If this option is set to false, it is disabled, and users will get a "404 not found" page.

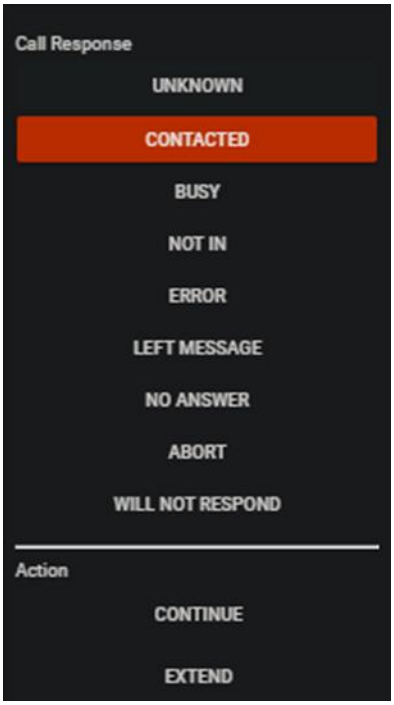
```
<add key="RingCentralClientSecret" value="" />
  <add key="EnableSwaggerDocumentation" value="false" />
    <add key="BoldUser" value="" />
```

Note: The value for this option is false by default, so any site that normally has the Swagger documentation as being available will need to change the value to true to maintain visibility.

MWC: Auto Dialer Call Response Field

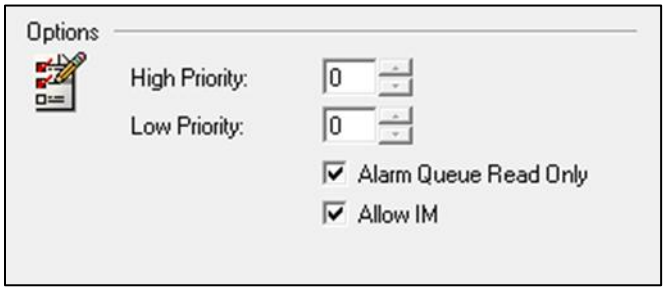
We changed the auto dialer **Call Response** field so that it is now a visible list instead of a dropdown list. We also changed the **Actions** field so that the Actions are buttons that operators can click instead of

being selected from the Action dropdown. The auto dial card will scroll properly (if needed) if the window is minimized. When the Dialer opens, *Contacted* will be preselected.



Read-Only Alarm Queue setting for Users in SWS

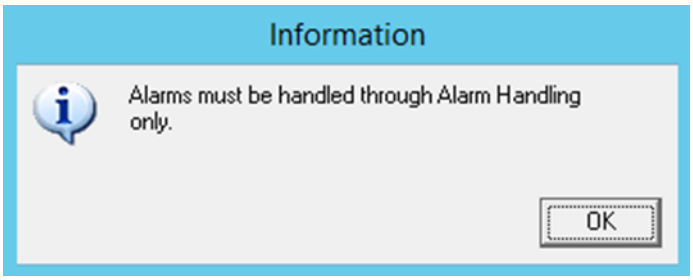
In Supervisor Workstation > Maintenance > Users there is a checkbox called **Alarm Queue Read Only**.



When this checkbox was selected, and proper permission settings chosen, users should not have been able to cherry-pick alarms one by one from the Alarm Queue. However, this was not working as intended.

We fixed this functionality. Now, when this checkbox is selected for any user, that user will not have the ability to cherry-pick alarms from the queue. No additional permission settings are required.

When the checkbox is checked and a user attempts to open an alarm, the system will give this message:



The same message will be shown in both clients (operator workstation and Manitou Web Client), as well as if Manitou is using PSIM.

In addition to the pop-up message, the options for alarm handling at the top of the queue will not be displayed. This includes the buttons for Operations, Service, Do, Actions, Hold, and Finish in OWS and the Operations and Finish icons in MWC.

If the checkbox is selected for a user, the only way that user will be able to handle alarms will be to go into Alarm Handling.

This will function regardless of the setting in SWS > Maintenance > Tools > Options then Alarm Handling > Alarm Handling Mode. If the option is set to both Alarm Handling and the Queue, and the user has the checkbox selected, when viewing the user status in SWS, the read-only user will not show as being in Alarm Handling mode when they only have the queue open. If the checkbox is cleared for a user, viewing the user status would show the user as being in Alarm Handling when the queue is open.

Application Corrections

DMP Signals from newer panels are not always being processed [00150089]

Issue: Signals coming from XR-150 panels were sending in the "&" character, which specifies how many minutes ago the signal happened but was sending in 0.

Solution: The “&” caused the signal handler to misinterpret the “ago” data as a date instead of how many minutes ago it happened. The signal handler would then error out trying to write to the CLOG for date 0, and it would not handle the signal and create a watchdog message. This has been corrected.

Creating a Notify EMAIL action in the VB client, then trying to edit it in the MWC, its asking for Automation Route (required) and it shouldn't be [00150089]

Issue: When editing an Action Pattern for Notify EMAIL that was created in the VB client, the MWC showed the Automation Route as being required, even though it should not because it was email.

Solution: We corrected the behavior so that editing an Action Pattern that includes to Notify by email, it will no longer require an Automation Route.

BoldNet: Adding a transmitter to a sub account results in error [00002189]

Issue: When adding a transmitter to a sub account in the BoldNet client, it resulted in an error: "Transmitter ID '1816382-SUB00001' for receiver line prefix 's1' is not in an allowed range for this dealer."

Solution: We changed the business rules for sub accounts so that it does not try to validate the TXID for sub accounts against a restricted user's valid ranges.

Auto Client/AppServer: Looping in certain conditions [00002189]

Issue: There was an issue with auto-client when an Action Pattern had an IF-ELSE-END IF, with additional statements following and the alarm was deferred to auto-client after processing through the IF-ELSE-END IF statements. Auto-client was picking up the alarm but got stuck in a loop repeatedly.

Solution: The issue was with the AppServer not returning the Action Pattern line that follows the END IF statement. We corrected this so that it will now return the next action following the END IF statement.

MWC: Customer level general and duress passwords are being duplicated in the Password Validation box [00143604]

Issue: When viewing a masked password in the Web Client in the Validation password dialog, and there were multiple passwords at the customer level for General and Duress, after unmasking the first one, unmasking subsequent ones showed the password as being the same as the first one.

Solution: There was an issue with the Web Client when masked passwords option was active (SWS > Tools > Options > Account Creation/Maintenance > Mask passwords on Manitou CS Web Client/BoldNet validation dialogs). This has been fixed so now clicking on the eye icon will reveal the correct password.

MWC: Unable to add a comment on an alarm after cancelling an autorun prompted action [00139520]

Issue: If an Action Pattern contained a "prompt" action pattern line and was set for autorun, if the prompt was cancelled, the user could not add an alarm comment.

Solution: We corrected this so that users can add an alarm comment after cancelling out of an auto-run prompt.

OWS: Unable to sort alarm queue by CustomerID [00139901]

Issue: In the OWS, trying to sort the Alarm Queue by CustomerID did not work.

Solution: We fixed this issue; soring the Alarm Queue by CustomerID now works for both OWS and SWS.

MWC: Merge all programming doesn't appear to show all programming as expected [00128632]

Issue: On a customer when in the customer programming, selecting to show All Programming did not display all rows of programming. When viewing the same customer's programming in the OWS, the OWS appeared to show all.

Solution: We updated the MWC so that when selecting to show All Programming, it will show all as expected.

MWC: Setting the advance search fields in the shortcut is not saving search columns [00125421]

Issue: When using the Advance Search shortcut, and selecting the various search columns, after exiting and going back in, the search columns from the previous use were not saved.

Solution: We fixed a problem where the columns for an advanced search were not saving. Now each time users go back, they do not need to reset the columns they want to search by again.

MWC: When clicking to add in the PSAP tool, the box is behind and not accessible [00130080]

Issue: Clicking Add '+' to add an authority using the PSAP Tool looked like it did nothing.

Solution: There is a box with the authority's information to add, but it was popping up behind the PSAP Toolbox and was not accessible, making it look as though clicking the add button was not doing anything. We fixed the focus of the Add Authority dialog box so it is accessible.

MWC: Selecting sub accounts from on test within alarm not displaying sub account data [00120091]

Issue: When in an alarm and selecting On Test for an account with Sub Accounts, users could not select points (areas/zones) from a Sub Account, as they could in OWS.

Solution: We fixed this issue in the MWC that prevented a user from placing a Sub-Account's components On-Test when the Main Account was entered in On-Test data entry (F6) or On-Test was opened from an Alarm. A Sub-Account could be selected, but only the Main Accounts components were displayed. Now, if there is only one customer selected, either the Main Account or Sub-Account, the proper components will display allowing them to be placed On-Test.

MWC: Unable to enter a comment through notified contacts [00134640]

Issue: In the MWC, when double clicking on a Notified Contact, it did not bring up a comment box like in OWS. Users had to click Handle and then Send Notification or Remove button to get the Comments dialog box.

Solution: We added the functionality where clicking on a name displays the proper comment dialog. The button functionality is still available if users wish to click a button instead.

When Notified Contacts is first entered, clicking on a name will load the customer and display the password verification dialog. Once a customer is loaded, a click on the name will display the comment dialog.

OWS: Dealer's max test time is not being honored when putting an account OOS [00126700]

Issue: When an operator placed an account on test via the OWS and selected a dealers password to validate for the test, the default time on the test changed from 3 hours (default set in SWS - Tools - Options - General - Default on test time) to 24 hours, which is what is set under the Max on test time for that specific Dealer contact (Dealer Maintenance - Contact List - find the dealer under the list and this is a setting down near the password section).

Solution: When adding an On-Test item for a customer, the default time was changing to reflect the max on-test time allowed for the verified contact. Now it only changes if the max on-test time is less than the default.

For example:

Tech A has max on-test time of 8 hours

Tech B has max on-test time of 2 hours

Default on-test time is set at 4 hours.

Validate with Tech A. Default of 4 hours will stay. The max of 8 hours is still checked when saving the item.

Validate with Tech B, default on test now displays 2 hours.

OWS/MWC: Doing a notify EMAIL to a branch contact with a script that contains particular tags gets multiple errors

Issue: Doing a Notify Email action to a Branch contact with tags: A1, A2, A3, AC, AS, AP, DT, TM, DN, U1, U2, U3, and U4 resulted in “invalid command sequence for this session” error.

Solution: The clients would error when processing an Alarm with an Action Pattern that has a command to Notify a Branch using a defined script with variable replacements. The error would cause the Notify command to fail. This has been fixed.

OWS: Permissions for Maintenance>Customer>System>Programming are not being respected [00128140]

Issue: When trying to add or delete programming, it allowed the operation to occur even with permission that should restrict. This occurred only in the VB client (all permissions respected in the MWC).

Solution: We corrected the behavior and the OWS will now check for the programming permissions before allowing changes or visibility.

MWC: Customer user defined fields fail to open from alarm details during alarm handling [00136167]

Issue: When clicking on **Show User Defined Fields** from the Alarm Details area while handling an alarm, nothing opened.

Solution: There was an issue displaying the User Defined fields in both the default alarm card layout and in custom layout. Both alarm layouts have been fixed so that the User Defined Fields show as expected.

MWC: Zones deletion error -request contains invalid model or parameters [00143491]

Issue: Issues when deleting a zone that was included on a plan and the zone description was greater than 35 characters.

Solution: Zone descriptions allow for a character length of 50. On a plan, it was looking for a zone description of 35 characters or less. This caused an issue when trying to delete a zone that was included on a plan but had a description greater than 35 characters. We updated the plans Zone descriptions to support 50 characters.

MWC/BN: The web clients are not refreshing the customer status as expected [00139062]

Issue: Making Customer Status changes in OWS was not refreshing correctly in the web clients (MWC/BN).

Solution: We corrected the behavior so that the web clients fetch the Customer Status differently to ensure it is consistent with changes made from the OWS.

MWC/Report Server: Maintenance Issues Report getting SQL wrapper error [00029616, 00029616, 00001872]

Issue: Users received a SQL wrapper error on the Maintenance Issues report when there were customers on the report that had a CustomerID greater than 12 characters.

Solution: We increased the CustomerID length on the report to match with current length of 32 characters.

MWC/BN: Dispatched alarms in the last () hours only displays 24 hour results [00019571]

Issue: When viewing the 24/48/72 hour results in BoldNet, it only displayed the account for 24 hour results. For example: If there was one account under 24 hours tab and two accounts under the 48 and 72 hour tabs. When double clicking on the 48 hour tab to review accounts, it showed only the one account that was under the 24 hour tab. It did not show the additional accounts like it should.

Solution: There was an issue with the Web Client/BoldNet where clicking on Dispatched Alarms In The Last x hours, found on Dashboard and Statistics, would return detail results for only the last 24 hours even if 48 or 72 hours were selected. This has been fixed.

MWC: Login is not showing the SSO option even though it is set up in the web.config

Issue: Even though the Manitou > web.config was setup to use the SSO login option, it was not showing on the login page.

Solution: We corrected the SSO login radio button not displaying on the login page when it should have been.

MWC: Auto text is not allowing to send a free-formatted message like it does in OWS [00142344]

Issue: In the OWS, when doing an Auto Text action from an Alarm, it brings up a message box allowing the Operator to free format the message that is being sent. This option was not available in the Manitou Web Client.

Solution: The issue with being able to change the auto-text message and allowing free-formatted messaging when sending an auto-text to a contact through an alarm has been resolved and now works the way it does in the OWS. Two additional issues reported were not current functionality within either clients. First, clicking the Airplane (texting) in the comm-center does not allow users to input a number to

send a text to. This is expected behavior, that functionality does not exist. Second, a contact with an Auto Text contact point does not present itself in the Contact List. Since users cannot send a text outside of an action within an alarm, this too is expected behavior. Current functionality does not allow for ad hoc texting.

MWC: Reports displayed in a browser tab are showing “reportPdfByTitle” and not the name of the report

Issue: When doing a Display Now on a report run in the MWC, when the tab opened it showed “reportPdfByTitle” instead of the report name.

Solution: We fixed this to display the report name as expected.

MWC/BN: API is not handling AppServer recovery as well as it should

Issue: When the web client lost connectivity with the AppServer, it did not notify the user right away, and it created an issue where IIS services needed to be restarted.

Solution: We removed a timer that was created to recover each session. Now when there is a failure to connect, the user will be notified immediately. This also fixes the issue that created a backup of issues that caused IIS to have to be restarted.

MWC: When editing global keyholder profile details, it generates an error in the console

Issue: Editing a Global Keyholder’s Profile details created an error in the console “[Exceptions] [error] Cannot read properties of undefined (reading 'canenter')”. This error did not affect the ability to edit and save.

Solution: We corrected the behavior and the console error no longer occurs.

BoldNet: Permissions for test Interval and parts of system transmitters are not being honored [00137383]

Issue: When permissions for Maintenance > Customer > Systems > Transmitters > Test Interval were set for No Display or No Edit, users were still able to open the transmitter form and make changes, along with Maintenance > Customer > Systems > Transmitters > Enabled Date, Path Enabled Date, and Terminated Date.

Solution: We fixed these permissions.

MWC: Unable to contact a customer contact, from another customer's contact list [00140231]

Issue: If the contact list for customer 1 included a contact from customer 2, attempting to contact customer 2 from an alarm for customer 1 resulted in errors.

Solution: There was an issue with the web client when processing an alarm and the contact list contained other customers' as contacts. When displaying the contact list and selecting a contact/contact point, users might get an error and call cannot be completed.

The issue had to do with the contact point types found on the alarm customer. When trying to call a contact list customer, only matching contact points to the alarm customer would work.

For example: An alarm customer had contact points of 'site' and 'mobile'. The contact list customer had 'site' and 'business'. Users could make a call using the 'site' contact point but received an error when trying the 'business' contact point.

This issue has been fixed.

Errors in GEO maps in disaster mode [00128781]

Issue: When trying to add a boundary to a Disaster Mode Event, the update would spin and never add the boundary.

Solution: We made multiple changes to fix errors and increase intuitiveness of adding a disaster event. Currently the GEO data used comes from the POSTCODE_GEOSHAPE table. This table is populated using the DB Manager utility. Data is only available for US postal codes.

We fixed an issue where adding a boundary, and clicking the button to Select Region, became unresponsive.

We added in highlighting the zip code lines in the detail view in grey if the post codes do not exist within the tables. There is also text at the bottom that says, "Highlighted rows denote MapView not available for postal code."

If there is only one region/zip code in a disaster event, users will not be able to remove the region from the map view or from the detail view. A disaster event requires at least one zip code/region.

When starting to create a disaster event, and then canceling out of the creation, we fixed a bug where users could not click on the Edit icon again and enter a new event.

These are steps in to create a disaster event in different ways:

Creating new Disaster Mode Entries:

1. Click the "+" for the new entry form.
2. Answer prompts for Description, Comments, and Duration of the disaster event before any Postal Codes can be entered.
3. Click on Zip, enter postal code, press Enter or click on ADD to add postal code to the list.
4. Click Done.
5. Click SAVE before changing the view from Detail View to Map View.
6. After SAVE, select Disaster Event. Any postal codes that do not have the GEO data required to display in the Map View will be highlighted.
7. Change the view from Detail View Map View. If there is no GEO data for postal code, the map will center on the U.S. Otherwise, the map will display the postal code with a color representation of the postal code boundaries.

Adding Postal Codes to Disaster Mode Items:

Method one:

1. Select the disaster item and click on the edit icon to display the Edit form.
2. Click on Zip and enter postal codes. Then press Enter or click on ADD to add items to the list.
3. Click DONE and SAVE when finished.

Method two:

1. Select Disaster item and change from Detail View to Map View.
2. Click Add Region. Next, click on a location on the map (cursor should be a Crosshair). At a minimum, select three points on the map.
3. When at least three points have been selected, SELECT REGION is displayed. Click on SELECT REGION. Any postal codes that are touched by the selected map points will be selected and presented on the map as colored regions.
4. If there is no GEO data available for the selected region, a message will display. If no GEO data is available, postal codes will have to be entered from the Detail View.

OWS: The OK button on PSAP Lookup Dialog was not always enabled when it should be

Issue: When contacting an authority on a GPS signal, the PSAP lookup dialog opened, but after searching for the nearest authority and selecting, the OK button did not always enable as it should to contact the selected authority.

Solution: We fixed this so the OK button is enabled as expected.

MWC: Clicking Publish on a report in the report queue is clearing USER column

Issue: When clicking to Publish a report in the Report Queue the UserID was cleared out, which caused the USER column in the report queue to be blank.

Solution: We corrected the behavior and the USER field is no longer being cleared when clicking to Publish a report from the Report Queue.

MWC/BoldNet: On Test Status screen: Duplicating entries and Delete button showing when it shouldn't

Issue: The first issue was if a customer record was open in the On Test form and a user closed out of the customer by clicking the x in the top corner, it would go back to the general On Test form that lists all customers, but sometimes customers would be duplicated. Also, there was an issue in a customer record where the delete icon was available, closing out of the customer by clicking the x top corner, when returned to the general On Test form the delete icon would still show and be available to delete all On Test entries.

Solution: We fixed both issues. Accounts will no longer show duplicated in the general On Test form. Also, the delete icon will no longer show in the general On Test form.

MWC: Making a system account inactive isn't erroring as it should

Issue: Trying to make a system account inactive that was tied to a receiver, it was not showing an error that it could not change that status because it was tied to a receiver. Instead, after attempting to save, the save icon continually flashed. Cancelling out of the changes and making another attempt resulted in the same, but on subsequent attempts the cancel button became disabled as well. The only way to escape the attempted to changes was to close out of the record completely and go back in.

Solution: We corrected this so that when trying to update the status on a system account that is tied to a receiver an error message will now show that the status change cannot be saved. The user will now be able to cancel out of the changes. Also, on subsequent changes the user can try again and continually cancel and save without having to exit the customer and go back in.

MWC: Issues with minute calculation when dealing with time change approaching [00156965]

Issue: When trying to create an On Test entry that spans across multiple days during the transition into Daylight Savings, trying to adjust the “to” time to be the same or less than the “from” time on the beginning date resulted in a negative value in the Minute field.



This prevented the operator from saving the On Test input.

Solution: We fixed the time calculation in the MWC when putting an account on test and the from/to date encompassed the Daylight Savings time change.

Permissions: The alarm handling view all contacts and view all call list permissions are not being respected [00152850]

Issue: In SWS Maintenance > Permissions > Operations > Alarm Handling > Actions the View All Call Lists and View All Contacts permissions were not being respected. If the Visible checkbox was not selected, the radio buttons/icons were still clickable and viewable in an alarm, as well as clickable and viewable when selecting the actions from the Actions menu.

Solution: They are now respected in both clients. If not selected at the permissions level, View Contacts/View Call Lists will be disabled in both clients in the Actions Menu, card Button/Radio Button and from keyboard shortcuts “e” and “v”.

OOS: Max test time is not being honored for contacts in OWS

Issue: The issue reported was a result of the Contact having a MaxTestTime defined but no Web Access Id or Open Voice Id. Manitou ignored MaxTestTime if there was no Web Access/Open Voice Id.

Solution: Users should not be allowed to enter a MaxTestTime without a Web Access/Open Voice Id. Manitou Web Client does have that restriction, but OWS would allow entry of MaxTestTime even though there no was value setup for Web Access/Open Voice Id in certain instances. We fixed this issue, and now OWS requires a Web Access/Open Voice Id before entering a Max Test Time value.

MWC: VCC reference image: To see the reference image you created you have to completely exit the customer and go back in

Issue: When viewing a camera in the VCC, if you want to create a reference image for the camera, it showed in the VCC that it was created successfully. However, if you looked on the devices form in the MWC, it did not show. Trying to navigate away and back to devices did not work. You must completely exit the customer and go back in to see that the reference images worked and are there.

Solution: We made a change to cause the camera device reference image list to reload when the VCC pushes a new reference image up to Manitou. Now the image is viewable in the web client immediately.

MWC Raw data log search returns incorrect time frames [00140955]

Issue: When using the Raw Data Log to search for signals, the time periods entered for the search were not respected. Results were returned from an hour earlier.

The Web Client Raw Data Log search had an issue returning correct results when run on a client machine that was using a different time zone than the server machine where Manitou was running. For example, if the server was set for Central time zone and the client workstation was set for Pacific time zone, and the search was done for 12:00 - 12:05 Pacific, the results would not match the same search done in the OWS or web client on the server machine for the same timeframe and time zone.

Solution: This has been fixed and now Raw Data Log search results will return proper results based on the selected time zone in the web client and match on both stations.

Auto Client: Jump-To action pattern actions behave differently when run by auto client [00132785]

Issue: When an Action Pattern item contained labels and Jump To, when the Auto Client ran the Action Pattern, it was not skipping over the middle actions and going straight to the Jump To label. When running the Action Pattern manually, it worked as expected.

Solution: We fixed a bug where the auto client was not correctly determining what the next action should be if a JUMP action pattern command was used to jump forward/down in an action pattern.

Media Gateway: Auto text messages sent to an invalid phone number create a runaway condition [00157164]

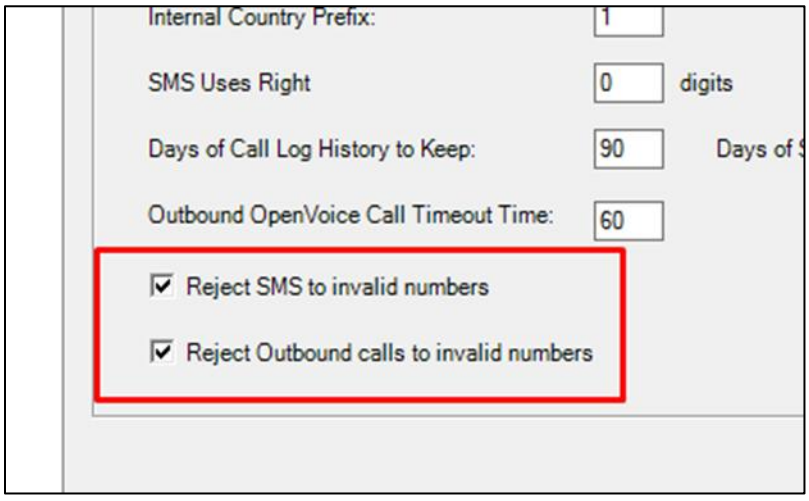
Issue: When sending SMS messages to contacts without a valid phone number, contacts labeled as “>OPEN” led to message failures and generated excessive alarms, leading to delays in signaling.

Media Gateway was creating empty session keys when someone tried to send an autotext to a phone number like “>OPEN” (no valid numeric characters). When we went to try to delete the session, we were not attempting to delete it because the key was empty. This would cause Media Gateway to send thousands of reverse command responses in a tight loop until Media Gateway was restarted. It would cause signal delays because each reverse command response was a message that the signal handler had to handle.

Solution: We fixed this so that we delete blank keys.

In Options > Default Menus, there is a new option: **Reject SMS to invalid numbers** checkbox. If you select this checkbox, then we do not send AutoText SMS to phone numbers that contain invalid phone number characters. The reverse command will be NAKed. Valid phone number characters are space, >+()-0123456789. This option will be cleared by default.

In Options > Default Menus, there is a new option: **Reject Outbound calls to invalid numbers** checkbox. If you select this checkbox, then we do not make outbound calls to phone numbers that contain invalid phone number characters. The reverse command will be NAKed. Valid phone number characters are space, >+()-0123456789. This option will be cleared by default.



Database Changes

There are no database changes for v2.1.49.

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 11 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 2012 R2 and earlier
- Microsoft® SQL Express 2012 / Microsoft SQL Server 2012 and earlier
- Windows 10 Home and Pro and earlier