Manitou v2.1.50 Release Notes

July 2026 (Updated September 2026)

Manitou®

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Hotfix September 3, 2026

If you update to Manitou patch 50 after 9/3/2026 the following has been resolved with the patch. If you updated to Manitou patch 50 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

MWC: Added an audible sound when the Manitou Web Client Loses Connection with the AppServer

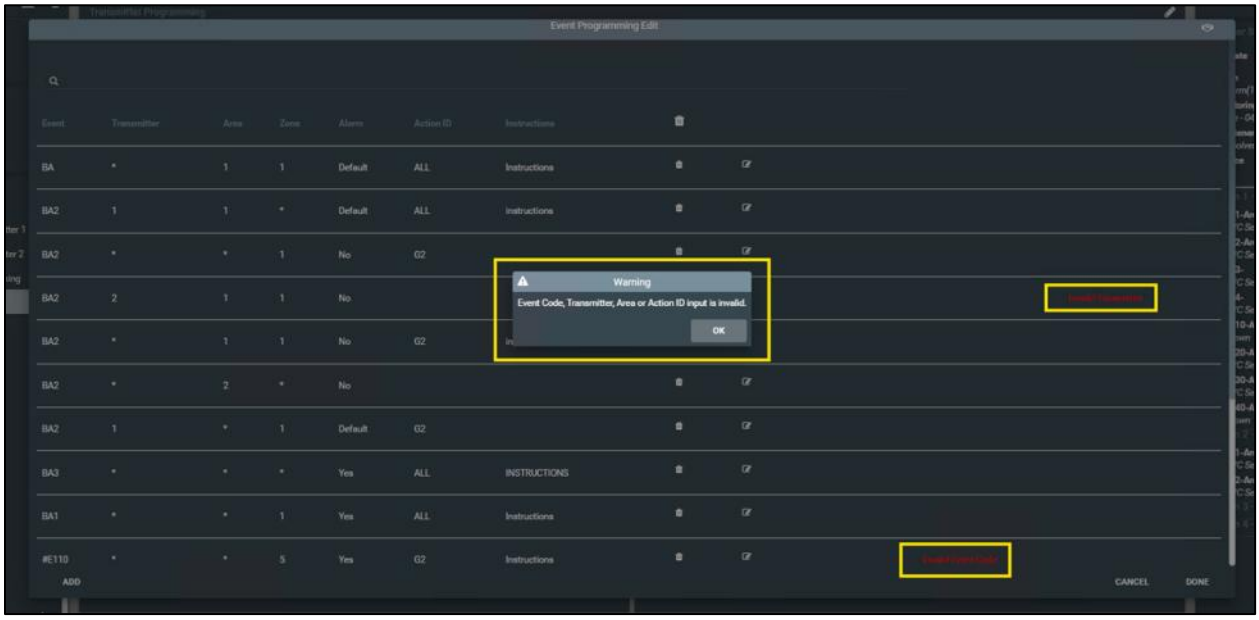
We added an audible reconnecting sound to alert operators that their Manitou Web Client (MWC) session has lost connection with the AppServer. When the MWC gets the "Trying to reconnect to AppServer" message, it will now also play audible reconnecting sound at the same time.

MWC: Added Copy/paste Function to Customer and Dealer Event Programming [00154906]

Added Copy/Paste functionality to Event Programming. Data must be in a tab-delimited format and each column order must match the Event Programming field structure.

Data that does not match the expected format will not be imported.

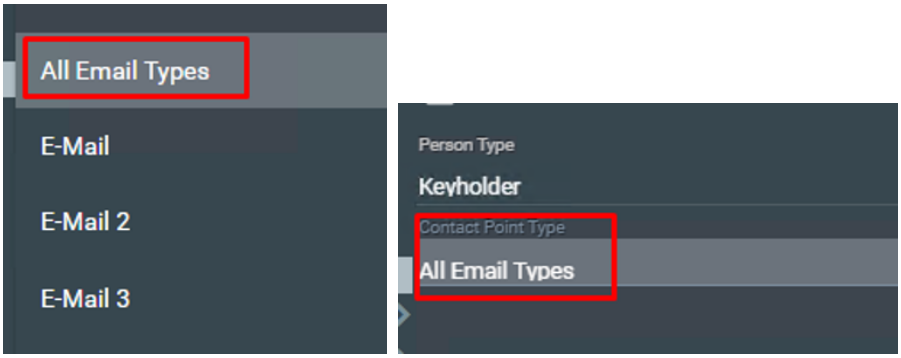
Additional data cleanup and adjustments may be needed. The following will be flagged as invalid and must be corrected before saving: Event Code, Transmitter, Area or Action ID.



AppServer: Added an "Email All Types" Option to the Notify Action within an Action Pattern [139268]

When creating a Notify Command within an Action Pattern, the user was required to pick Contact Point Type of type Email. This was an issue when Contact Points had multiple email address contact point types, or the email contact point types differed between contacts. We added a new Contact Point Type to the drop down for the Notify command: All Email Types.

When the Notify burst sends the emails, based on this example, it would go to all the Customer Keyholders emails regardless of specific email type.



Application Corrections

Exclusive lock issue causing system crash

Issue: There was an issue with the Broker locking up and causing the system to crash.

Solution: We made several changes to the Broker to resolve this:

- Changed Broker logging so that we can see the thread ID in the function call line.
- Changed Broker logging so that the locks write on separate lines.
- Changed the Broker so that you can pass a logger level override with -ll=X where X is a logger level from 1-5.
- Changed some Broker locking where we were not getting exclusive lock where we should and some where we were not unlocking in order.

BNN: Issues when trying to filter maintenance issues from the maintenance menu that affects multiple things

Issue: The bug affected Central Station users with admin rights. Admin users were unable to filter maintenance issues after logging out and back in. This affected their ability to access and manage maintenance records effectively.

Solution: We fixed bugs for a monitoring company login going into Maintenance Issues from the hamburger menu > Maintenance > Maintenance Issues. The list shown was filtered to just the Monitoring Company when it should have shown all maintenance issues. The filter button was broken and would cause other dialogs to not display after being clicked. The Monitoring Company login did not show technicians to filter by when it should have.

MWC: Dealer > Billing: Trying to set up a SedonaOffice linked dealer billing rates, the box to search for the billing codes isn't compatible with dark mode

Issue: When trying to add dealer billing to a linked SedonaOffice dealer, the boxes to select the billing codes were not compatible with dark mode in the MWC.

Solution: We fixed billing code search dialog so that it is dark mode friendly.

Dealer Statistic Dashboard fails to pull customer info on TX NOF in the last (24,48,72) [00144918]

Issue: Users could not view the TX Not On File In the Last (24,48,72) results - it did nothing. And if users clicked on it before trying to open other dashboard Statistics, they you could not open those either.

Solution: We fixed an issue where the Manitou Web Client was not returning results when users clicked on "Transmitters Not On File in The Last…" on the dashboard. Once clicked, the other dashboard item statistics would not return any lists even if the count was greater than zero. The same statistics would work with no issue if users went to the statistics menu item on the dealer.

VCC export video buttons bug

Issue: When exporting video clips from the VCC, the History and File buttons changed to Stop. When attempting to stop or cancel the download, the VCC became unresponsive. The VCC also became unresponsive the attempting subsequent downloads.

Solution: We corrected the issue; now when canceling a Video Export, the VCC will no longer become unresponsive.

VCC not displaying reverse command comment in activity log

Issue: There was an intermittent issue where the cameras were being launched by the system but the comment showing the reverse command was not coming up in the activity log.

Solution: We fixed the issue so Reverse Command gets written with the correct Event No. We fixed an issue with the Connect Activity Log item appearing out of sequence due to the incorrect Event Date being used. Now it sorts correctly. We also fixed an issue in VCC where, when launching the Interface Viewers, the async call to write back that we launched the Interface viewers was not being awaited, which could potentially cause intermittent issues and prevent any errors thrown when trying to send the message (causing the errors to be lost). This updates that process to properly await the LogMessage call.

The DC-09 driver in the IPReceiver is dropping connectivity

Issue: The DC-09 driver lost connectivity. The dealer/central station noticed that the DC-09 connection was down in the sending system and no signals were received in Manitou for some time. They restarted the services on the sending panel side; the connection was restored; and signals were sent into automation.

Solution: We added the following enhancements and changes:

- Added proper handling for multi-signal connections per DC-09 spec: signals can arrive in multiple packets and multiple signals can be sent per connection. The driver now reads byte-by-byte looking for LF (0x0A) start and CR (0x0D) end delimiters, maintaining a buffer for partial messages across loop iterations.

- Fixed premature disconnection bug: Modified connection check logic to only evaluate disconnect status when no data is available in the stream buffer. Previously the connection check logic would drop connections even when buffered data remained unprocessed.
- Made changes that will clean up the socket so that we do not leave connections in a CLOSE_WAIT state and eventually run out of ports.
- Made the TCP driver multi-threaded. Previously it could only handle one connection at a time.
- Added a cleanup timer: this is 5-second timer to clean up old awaiting signals that never received responses.
- Enhanced logging and monitoring: Added thread counting and detailed connection lifecycle logging.
- Rewrote connection detection for reliable connection status detection.

Note: When updating you will need to make backup copies of all the json files in the IPReceiver folder before updating with the latest files. Then update the data in the appsetting.json (only this file) to that of the copied/backed up appsetting.json.

MWC: Report queue: abort and requeue button not working

Issue: Clicking the Abort button in the report queue in the MWC did not appear to be doing anything. It did not abort the selected report. When selecting a specific report and clicking to Requeue, it did not requeue as expected.

Solution: We corrected this and both buttons now work as expected.

ADG: ASINC driver updates

Issue: Customer experienced unexpected behavior when integrating the ASINC driver with an unknown external system.

Solution: We added more logging and error checking around the ASINC driver to ensure we had enough information to resolve the problem. We also adjusted the Auto Dispatch Gateway (ADG) to log in the logger at level 3 or higher so that all messages are seen.

Alarm handling higher priority issue

Issue: Category FIRE SUP (Fire Supervisory) was not respecting higher priorities during alarm handling.

Solution: In OWS we were not switching to the highest alarm possible when operators were handling an alarm and they received new alarms. Now OWS will display the highest priority alarm received. While that dialog is up, if another even higher alarm(s) is received, OWS will ask for the other highest priority alarm after the operator answers to switch to the highest one.

Listen-in setting if no alarm not working as expected

Issue: Listen in alarms were coming in as alarms even though they had “drop listen in if no alarm” set in the transmitter.

Solution: Previously if we received a listen in and the “drop listen in if no alarms” attribute on the transmitter was set and there were no active alarms, we would still read through the customer activity looking for signals/alarms in history for the account. If we found an alarm or signal within the last 5 minutes, we would force the listen in to be an alarm, even though we had the “drop listen in if no alarms” attribute set.

We changed this to honor the “drop listen in if no alarms” attribute if we receive a listen-in and there are no active alarms; it does not force a listen in to be an alarm. If the “drop listen in if no alarms” attribute is not set when we receive a listen-in and there are no active alarms, then it will force the listen-in to be an alarm. We no longer read through the activity log looking for alarms/signals to determine if we should make the listen-in an alarm.

Address libcurl vulnerabilities in Manitou application

Issue: Customer reported security concerns about including old libcurl.dll versions with the applications.

Solution: Two instances used libcurl: DBManager and BrowserHost.

DBManager used a library to download zip code geoshape files from ZIP Code Tabulation Area shapefiles from the U.S. Census Bureau. This updates the library that used the old version of libcurl to a newer version, enabled use of 2020 census ZCTA data.

BrowserHost was an old utility for Operator Workstation and is no longer used.

After updating, any remaining libcurl.dll references in the application tree can be safely deleted.

Note: Please Contact Support if you wish to update your GeoShape table.

BNN: Dealer contacts card focus jumps down the screen and lands at the bottom

Issue: When viewing the Dealer Contact card, the focus jumped to the bottom of the screen and remained there.

Solution: Focus now returns to the top of the form and lands on the first editable field.

BNN: Maintenance > Transmitter Types auto refresh is not working when Tx type is added or deleted

Issue: If a user was logged into Manitou as a BoldNet user and added new items to the TransmitterTypes table, after clicking Save, the new items were not listed. The list did not refresh.

Resolution: Added a popup message box any time there are Transmitter Type adds/edits/deletes. The popup lets the user know “Please click on the refresh button to update the Transmitter Type list”. There is now a refresh icon next to the + sign for adding new. After making any changes, clicking the refresh icon refreshes the page so the changes can be seen.

OWS: Contact’s email not showing the send email from properties if contact includes an auto text number [00143740]

Issue: When viewing a customer’s contact information in the OWS, navigating to the Auto Text options and returning to the email options caused the Send Email option to disappear.

Solution: The Send Email option now remains visible when navigating to AutoText options and returning to email options.

Adding new charges to a dealer for dealer billing [00151751]

Issue: Users could not save new billing charges. When entering a billing charge and clicking Save, the system would not respond or save the billing charge. Users had to cancel to exit the screen.

Solution: The Save button now functions as expected, allowing new billing charges to be added.

MWC is not handling reverse command notification for still image the same as it does in OWS [00141746]

Issue: When handling an alarm in the OWS that was from a transmitter that was video capable with still image, there was a message that there were no reverse command protocols available. The message did not come to the screen but showed only if the user clicked on the notification. In the MWC, as soon as the alarm opened, the message popped up.

Solution: We changed the MWC to behave the same as the OWS. The MWC will no longer pop up the message, but it will show the message when the user clicks on the notification.

MWC: Web client customer user defined errors [00116130]

Issue: User Defined Field (UDF) data entered in the legacy client would appear in the wrong field or not appear at all when viewed in the web client and vice versa. This occurred when a user defined field was deleted from the middle of the UDF list in Supervisor Workstation. The legacy client and web client were

counting the remaining fields differently and caused the clients to associate stored values with the wrong fields.

Solution: The legacy client and web client now calculate User Defined Field positions the same way. Going forward, data entered in either client will always land in the correct field regardless of whether any fields have been deleted or deactivated.

NOTE: This fix applies to new data going forward. Data that was already entered while the bug was present may still be misaligned. If you suspect your User Defined Field data is incorrect, please contact Support for diagnostic and correction tools to identify and remediate affected records.

Generate duplicate alarms setting [00123169, 00129670]

Issue: When the Generate Duplicate Alarms field was set to no, duplicate alarms with transmitter programming were not being correctly identified as duplicate and were processed as new alarms instead.

Solution: Duplicated alarms with transmitter programming are now correctly identified and logged as duplicate alarms when the Generate Duplicate Alarms field is set to no.

Avigilon 7 content–type header [00104790]

Issue: Newer versions of Avigilon 7 were returning an error 400 “BAD REQUEST” when making API calls. This was due to the incorrect media type being sent when making the request.

Solution: We changed all HTTP calls for the Avigilon 7 driver to set the media type to “application/json”.

Action pattern not following Notify command SCRIPT choice [00138068]

Issue: When an Action Pattern was set up to send a notification using the Notify command, the system was ignoring the script assigned to the contact point.

Solution: The Action Pattern’s Notify command now correctly reads and uses the script assigned to each individual contact point. Notifications will be sent with the correct script message associated with each contact point.

API: MWC: Loading devices – Appserver making multiple calls to devices

Issue: When opening the Devices form for a customer with many devices, the page was taking an average of 12 seconds to load. This was caused by a separate server request for each individual device.

Solution: The Devices form now loads all devices in a single server request instead of one request per device. This significantly improves responsiveness when viewing customers with many devices.

MWC: After recent changes when dialing on an ASAP/PSAP its bringing up a blank script box that requires something be typed in it before doing the reverse commands [00163665]

Issue: When contacting an ASAP/PSAP number and there was no default script, the script box appeared in the MWC and the operator had to type something in there, which did not go anywhere, before the actual reverse command box appeared to input data to send to ASAP/PSAP. The OWS does not behave the same way.

Solution: Recent change caused this error and it is now corrected. If there is no script or default script, the MWC will no longer ask for a script before showing the reverse command inputs.

Database Changes

Migration 0162 for MAN-235 Loss of MWC Connection - Audible Notification

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