



Manitou v2.1.51 Release Notes

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Manitou®

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Enhancements/Features

Auto Dispatch Gateway: Implemented Routing for the AFA Driver

We implemented routing for the AFA driver of the AutoDispatchGateway. The routing requires a new reverse command parameter, AUTHID, which is used as the key to determine which route to use. In addition, configuration changes are required in the Auto Dispatch Gateway's appsettings.json file. The configuration parameters for the AFA driver are now under an array property called "routes" and each route has the complete configuration as it existed before this change as well as a new property, "AuthorityId", which correlates the route configuration to the AUTHID property in the reverse command.

Detailed information and instructions on how to change the system to accept these changes are in this document: [AFA Multipath Changes](#)

Integrate Calipsa Image handling in the VCC [57420, 57421, 57422]

We made changes necessary to integrate Calipsa images to show in the VCC. Calipsa will send a .TAR file in a URL. The .TAR file will contain individual images. The images from the .TAR file from the URL will automatically be sent from the MWC to the VCC and then displayed in a grid view. The changes include a new video format type, a new transmitter type, and setting up a TCP > HTTPIN connector in the Media Gateway.

Please reference this document for setup details: [CALIPSA Manitou Integration Guide](#)

BoldNet MFA [00169255]

BoldNet MFA creates Multi-Factor Authentication for MWC (Manitou Web Client) BoldNet users. In web membership setup, there is a new checkbox called **Use MFA**. If selected and that user logs into MWC BoldNet, then it will email the user a 6-digit code. The user must enter the code and click the log in button again. NOTE: This MFA is only enforced in the MWC and BoldNet. Older web services do not enforce it, which means BoldNet Mobile does not enforce it.

The email that the MFA will be sent to is the email address that is provided in the web membership details:

Web Membership Details

Username	webuser	Full Name	Web User
Email	yanna@qa16-acust.boldgroup.solutions	Comment	webuser
Question	webuser	Locked Out	☐
Answer		Confirm Password	
Web Access ID	webuser		
Password	webuser		

Use MFA

The user logging in will see this if the Use MFA is set:

Manitou®

Sign In

MFA code has been sent.

User ID
webuser

Password

Code
[Redacted]

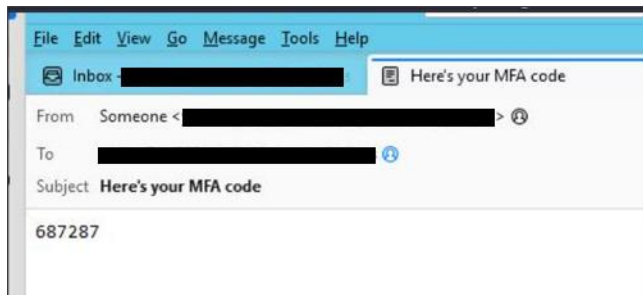
RESEND CODE

☐ Manitou User
☐ Azure AD Open ID Test
☒ BoldNet User

LOG IN

FORGOT PASSWORD?

Users can obtain their code from their email and paste it into the Code section of the login.



There are updates to the OAuth web.config that will need to be added in two places. First, to the appsetting section:

- `<add key="SmtpHost" value="localhost" />`
- `<add key="SmtpPort" value="587" />`
- `<add key="SmtpUser" value="EMAIL_ADDRESS" />`
- `<add key="SmtpPassword" value="" />`
- `<add key="SmtpAuthMode" value="NONE" />`
- `<add key="MFAFromAddress" value=" EMAIL_ADDRESS" />`
- `<add key="MFAFromName" value="Best QA ever!" />`
- `<add key="MFASubject" value="Here's your MFA code" />`
- `<add key="MFATimeoutMinutes" value="10" />`

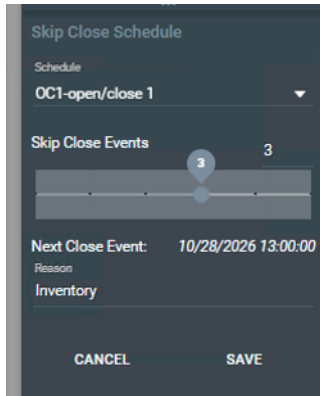
Second, these that need to be added to the properties section:

- `<add name="UseMFA" defaultValue="" />`
- `<add name="MFACode" defaultValue="" />`
- `<add name="MFACreateDate" defaultValue="" />`

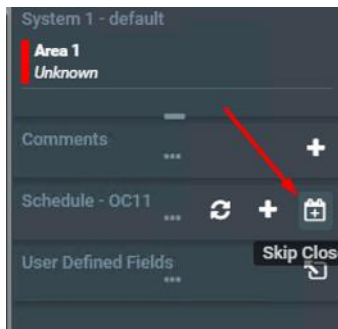
Skip Close Functionality

We added the ability for an operator to quickly create a temporary 'may open/close' close schedule that removes the existing Must Close for when a customer wants to skip the close event. This functionality is

available only in the Manitou Web Client and Bold Net Client. In the customer record, there is a new section called Skip Close on the right-hand side of the screen:



In the alarm, there is a Skip Close icon in the Schedules box:



More information can be found in this document: [Skip Close User Manual](#)

Application Corrections

Avig7 Duplicate Camera Names [56164]

Issue: Trying to connect to a camera was causing the VCC to hang; having duplicate camera names was causing the VCC to crash.

Solution: The Address field now accepts plain IP addresses. The driver will now handle address entries that do not include the https://. It will correctly build the connection regardless of whether the user includes the protocol prefix or not.

The camera list has been updated to use a unique identifier as its key rather than the camera name. Cameras with identical names can now coexist without errors.

Activity by the Hour Report [00139352]

Issue: Some custom .rdl reports in MWC were failing to load. When users tried to run them, the report would return an error. This happened when a report encountered missing data; rather than handling the gap, it would crash during rendering.

Solution: The error was caused by a parsing error that was skipping Report Builder expressions that start with a “=”. Custom reports that were previously failing to load will now run successfully.

Sedona Cloud/Router errors truncate before useful information [00145059]

Issue: Users got an error when trying to connect to the Sedona Cloud API. There was an error logging, but the error was being truncated before useful information was seen.

Solution: We updated the logging so that error messages that exceed the database field limit will move to another log line and continue to report the entirety of the error.

On Test Zone Status Report ignoring the set time range [00155795]

Issue: When generating an On Test Zone Status, the report is ignoring the time range entered and returned results for the entire day.

Solution: The time filter on On Test Zone Status report has been corrected so that the report now properly respects the start and end times entered.

OWS/SWS: Alarm queue view “Summary by Master” is not including the alarm count column [00132630, 00158007]

Issue: If the SWS > Option > Alarm Handling > Alarm Queue Display was set to “Summary By Master Customer,” it was not including the alarm count column like it does in the MWC. It was not showing in either OWS (operator workstation) or SWS (supervisor workstation).

Solution: When the option for the Alarm Queue is set to “Summary By Master Customer,” it will now show the alarm count per customer (or Main/Master) as expected.

Added debug messaging to SureView when the Immex Viewer is not opening [00157974]

Issue: When handling an SV Immex alarm, the Immex viewer was not coming up as expected. All files required were in their correct locations.

Solution: We added additional logging to try to trace the error. The OWS will need to have the -d in the command line parameters. The output logs will go to: C:\Users\[yourname]\Documents\Debug folder.

Getting SQL error when running database updates in the Database Manager [00159441]

Issue: When trying to upgrade from an older version of Manitou, the Database Migrations got a SQL error on Migration_0036.sql.

Solution: The database got in an “in between” state during multiple attempts at the upgrade, which caused further errors. Some tables were updated while others were not. We changed the Database Manager to account for the in between state and so that it completes.

Add KB link to Manitou Legacy Operator Workstation [00160107]

Issue: The help files in Operator Workstation and Supervisor Workstation were old and outdated. In the MWC, there was no link at all to any sort of help files.

Solution: The help file links in Operator Workstation and Supervisor Workstation will now take the users to our Bold Knowledge Base where they can search to find their answer. In the MWC, a link was added under Settings > Application Information.



Auto Dispatch Gateway is not starting when SIMS DLLs are not present [00160672]

Issue: When the SIMSAlarmProvider.dll and the SIMSLoggerProvider.dll were not present in the AutoDispatch2 directory, the Auto Dispatch Gateway would not start even though the SIMS DLLs were not being used.

Solution: We updated the Packagelist.txt to push the SIMS DLLs and updated Auto Dispatch Gateway so they are not required on startup. If any missing files prevent the ADG from starting, we added additional logging into the Event Viewer to show exactly what file is missing.

MWC: ASAP PSAP – Operator unable to complete call when message received from PSAP [00160653]

Issue: When an operator was actively working through an alarm action pattern and a response arrived from the PSAP, the operator was unable to mark the call as completed or move to the next action in the call list.

Solution: An incoming message from the PSAP will no longer interrupt or block an operator who is actively working through an action pattern.

Get Contact Info with get /{contactType}/{serialNo}/calllists/{code}/details

Issue: Previous changes were supposed to update the CallList call GET /{contactType}/{serialNo}/calllists/{code}/ to include the contact name, but the name was still not showing in the results.

Solution: We corrected the behavior and the name is now shown in the results.

ASAP to PSAP: Dispatch is sending an Update and getting a 200 OK response, but it never arrives to the Central Station [00171363, 00171334]

Issue: Dispatch is sending an update which includes the entire GPS data in their respective latitude and longitude tags but are not sending the data for the parsed GPS tags. This is resulting in a response of 200 OK for Dispatch, but the update never gets to the Central Station.

Solution: We updated AutoDispatchGateway to default the values in the GPS parsed tags so that the update will reach the Central Station and continue to return 200 OK to Dispatch.

```
</nc:LocationCrossStreet />
<nc:LocationDescriptionText />
<nc:LocationMapLocation>
  <nc:MapHorizontalCoordinateText>37.499130000000000000000000000001</nc:MapHorizontalCoordinateText>
  <nc:MapVerticalCoordinateText>-77.455370000000000000000000000001</nc:MapVerticalCoordinateText>
</nc:LocationMapLocation>
<nc:LocationName>Ice Ice Baby</nc:LocationName>
<nc:LocationTwoDimensionalGeographicCoordinate>
  <nc:GeographicDatumCode>NAH-B</nc:GeographicDatumCode>
  <nc:GeographicCoordinateLatitude>
    <nc:LatitudeDegreeValue>37</nc:LatitudeDegreeValue>
    <nc:LatitudeMinuteValue>29</nc:LatitudeMinuteValue>
    <nc:LatitudeSecondValue>56.868</nc:LatitudeSecondValue>
  </nc:GeographicCoordinateLatitude>
  <nc:GeographicCoordinateLongitude>
    <nc:LongitudeDegreeValue>-77</nc:LongitudeDegreeValue>
    <nc:LongitudeMinuteValue>27</nc:LongitudeMinuteValue>
    <nc:LongitudeSecondValue>19.3320</nc:LongitudeSecondValue>
  </nc:GeographicCoordinateLongitude>
</nc:LocationTwoDimensionalGeographicCoordinate>
<em:AlarmEventLocationAugmentation>
  <em:LocationDirectionsText />
  <em:LocationInformationText />
</em:AlarmEventLocationAugmentation>
</em:AlarmEventLocationAugmentation>
```

Database Changes

There are database changes for Calipsa that adds the new video type:

```
IF NOT EXISTS (SELECT 1 FROM VIDEO WHERE VIDEOTYPE = 'CALIPSA') INSERT INTO VIDEO  
(LASTUPD, CDATE, VIDEOTYPE, DESCR, RCODE, ACCESS, ATTR, ADDR) VALUES (GETUTCDATE(),  
GETUTCDATE(), 'CALIPSA', 'Calipsa Video', NULL, 0, NULL, NULL)
```

There are database changes to create the SWS Skip Close Option:

```
IF NOT EXISTS (SELECT OPTIONNO FROM MOPTIONS WHERE OPTIONNO=13014)  
  
INSERT INTO MOPTIONS (LASTUPD, CDATE, OPTIONNO, OPTIONTXT, DATATYPE,  
OPTINT)  
  
VALUES (GETUTCDATE(), GETUTCDATE(), 13014, 'MAXEXTSCHEDDAYS', 1, 0)
```

Known Issues

These two known issues will be fixed in the next Manitou patch:

1. MFA on Global Keyholders. If users log in with MFA and first select a profile that the Global Keyholder is not fully set up on, and then try to select one where the GK is, it gets stuck and will not let them log in. If they go back and re-login and pick a good entity, then it logs in with no issues.
2. ONLY if MFA is being used: When users try to change context once logged in, the system will not let them change. For now, the Global Keyholder would have to log out and back in under the other entity they are trying to get to.

System Requirements

Minimum System Requirements

- Windows Server 2016
- 8 GB Memory
- Dual Core Processor
- Microsoft® SQL Express 2019 / Microsoft SQL Server 2019
- 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.

Microsoft .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 2016 / Microsoft SQL Server 2016 and earlier
- Windows 10 Home and Pro and earlier