



# Manitou 2.1.37 Release Notes

March 2023

**Manitou®**

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## **Enhancements/Features**

### **Authority Comments - Front end**

In the Manitou Web Client, we have added two methods for operators to add Authority comments. These are checkbox options found in Agency > Comments and in Authority > Comments.

The first new checkbox is called Customer Maintenance. When selected, the Comment displays upon viewing the customer if the Customer has that authority or agency attached. Authorities are attached to a Customer in the Authorities / Dealer / Branch card in customer details. Agencies are attached to a customer by adding the agency in the contact list of the customer.

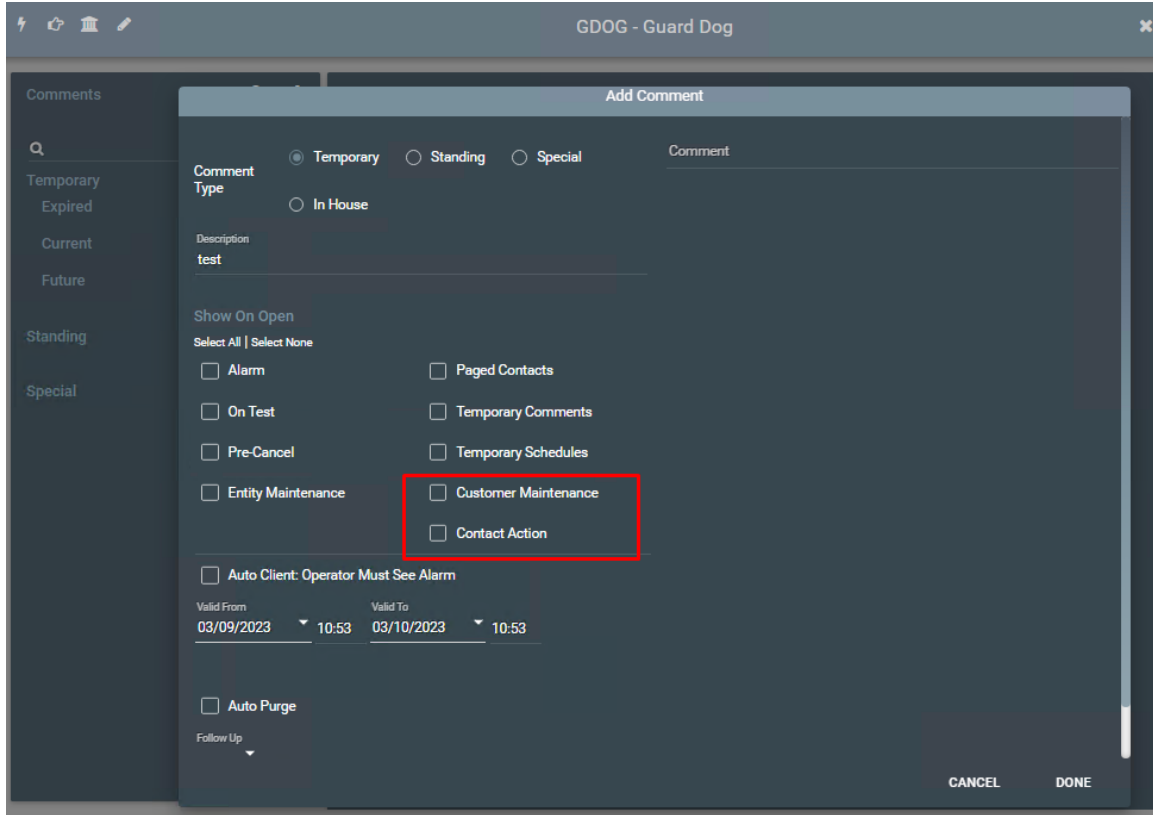
The second new check box is called Contact Action. When selected, the Comment displays in two instances:

- 1) When a user views a customer and the Contacts. Clicking the icon to contact the Agency or Authority displays the Comment first.
- 2) In Alarm Handling, when the user is processing an action pattern that is set to contact the Authority or Agency. The Comment appears before the action is taken.

In both instances, when the comment displays, the user is presented with a Cancel or OK option.

- If the user selects cancel, the Comment closes and nothing else happens.

- If the user selects OK, the comment closes and then the action takes place.



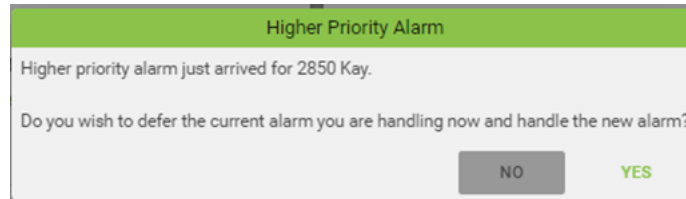
In the Operator Workstation (OWS), users can see, select, and clear the new checkboxes but doing so has no effect in the OWS. The actions defined by the checkboxes are only seen in the Manitou Web Client. The Silverlight client can also see the new checkboxes, but users cannot make changes. Functionality is only supported on Manitou Web Client. Master File reports have been modified to indicate that the checkboxes are in effect when comments are set to print on the reports.

## High Priority Events Pop-Up

We added an additional High Priority Alert pop-up box when an operator is closing out of a lower priority alarm. If the operator does not switch, then Manitou continues with the close alarm dialogs. Deferring the alarm does not ask if the operator wants to switch to the higher priority alarm.

The pop-up dialogue box displays when a higher priority alarm occurs. This dialogue pop-up presents a message indicating there is a higher priority alarm and presents a question asking if the operator wishes

to defer the current alarm and handle the new alarm. There are two buttons on the message to answer: No or Yes.



Clicking Yes to the higher priority alarm drops the current alarm and the higher priority alarm is loaded on the operator's screen.

This ignores the suppress further flag during the check. The same box appears when the operator goes to close out of the lower priority alarm.

There is a new up-arrow flashing icon that appear to let the operator know there is a higher priority alarm on any alarms the operator already had open that did not receive the pop-up. Once the message has been acknowledged, it will no longer flash. In the scenario that the operator does not have priority permissions to handle the higher priority, a pop-up message states there is a higher priority but the operator does not have permissions to handle. It also creates a flashing bell icon on any alarms where the higher priority alert has not been acknowledged that states a higher priority is there but is ineligible to be worked by that operator.

- The higher priority pop-up does not appear when manually deferring or suspending the lower priority alarm; only when closing it.
- Opening a lower priority alarm from Tracked in the navigator is the same as cherry-picking and the Higher Priority icon does not show nor does the Higher Priority Alarm pop-up.

In certain scenarios where lower priority alarms are open and not closed when the higher priority alarm is closed, the lower priority alarms may still have the flashing up-arrow icon and may still ask if the user wishes to open the higher priority alarm (even though it has been closed already). If the user selects yes, there is an error stating that the Broker can no longer allocate it as it is no longer available. These cases include but not limited to these:

- The operator has multiple alarms for the customer open and closes the high priority alarm but it does not automatically close the lower priority because they are open
- The operator is working the low priority and someone else closes the higher priority alarm
- The higher priority alarm is in the middle of post processing that has not completed

## Custom Alarm Card

We have created a new Add Alarm Comment custom card option. The operator can enter a code number or select a standard comment from the drop-down and press the Enter key to cause the related scripted comment to be logged into the history without clicking an additional add button.

Free formatted open text functions the same as adding a standard comment, where the enter key allows for multiple lines of text to be entered and clicking (or tabbing to) an add button is required to commit the comment to the log.

Hot key A+M sets focus on the code field in the alarm card, and the free form text field requires the add button to commit to the log.

## Ad-Hoc Cards Header Color Addition

We added styling for ad hoc alarm cards so that they appear as distinct from existing cards in the grid. Additionally, we added a few missing tags for 'x' buttons to close out of ad hoc alarm cards.

## MediaGateway in Disconnected Mode

There is a new -d flag in the SWS via Maintenance / Setup / Configuration / MediaGateway and under the parameters type to allow the Media Gateway to run without attempting to connect to the Manitou Broker or database. Add the parameter to the shortcut by right clicking and updating the command parameters to include the -d after the target path.

## Feature to remove “other” passwords from being viewed in Validation box

We created a new web.config option called HideValidateOther. If this option is set to true, then it hides the **Other** radio button in the validate password dialog. If the option is anything other than true, the **Other** passwords will be visible in the Validation box.

## Add integration for Manitou into Managely

We created a new Router driver to allow integration from Manitou into Managely. The integration requires the x64 version of the Router and Router Config. Setup details are in the *Manitou to Managely Integration* document. The new drivers are in a package, package 89, and the packagelist.txt has been updated to push if it is existing. The initial copy must be copied manually. Refer to the *Distributor Package Descriptions* document.

## Application Corrections

### Manitou Web Client

Resolved Issues
<p><b>MWC - Manitou Recent Customers not Updating</b></p> <p>Resolved an issue where a user assigned to a specific dealer (SWS-&gt;Maintenance-&gt;Users, Security Restrictions) would not update the Recent Customers/Recent Alarm Customers lists.</p> <p>Note: For the lists to be maintained, the user should have access of "Edit Only" or greater, which means not setup as "View Only".</p>
<p><b>Text Has the Wrong Time</b></p> <p>This has been fixed. Setup an email script, an action pattern that will use the script. Generate an alarm and do the action pattern. When the script displays in the left navigation, it will display the customer's time.</p>
<p><b>Billing Permission Issue</b></p> <p>In the Web client, Dealer &gt; Billing was not respecting permissions for Billing Charges and Billing Rates. Permissions can be set for View and Edit for Billing Charges and Billing Rates. When permissions were removed, the Web client still allowed Charges and Rates to be viewed and edited. This has been fixed.</p> <p>Permissions are set in:</p> <p>SWS &gt; Maintenance &gt; Setup &gt; Permissions &gt; Dealer &gt; Billing Charges</p> <p>SWS &gt; Maintenance &gt; Setup &gt; Permissions &gt; Dealer &gt; Billing Rates</p>
<p><b>Dashboard Customization Does Not Work</b></p> <p>We changed the Dashboard Customization mechanism so that it works properly in regions/countries such as Turkey, Hungary, etc... For example: Languages where, a lowercase i or u, in upper case, has accent marks of some kind. (i vs. İ) This kind of scenario was previously causing the Dashboard to not load any Dashboard Customizations the user made.</p>
<p><b>Criteria missing from reports screen in Manitou Web Client, Maintenance Issue report missing entirely</b></p> <p>There were several operations on variables that contained hard-coded or internal strings that in Turkish (and some other languages) were causing equivalency checks to behave unexpectedly. For example, an i became an İ in the Turkish language/region. Similarly, I became İ in a Turkish system. We changed these where appropriate to avoid this issue.</p>

## Resolved Issues

### **There are several .ToUpper()/ToLower() operations in the API that could experience issues in Turkish language/region, need to be evaluated**

There were several operations on variables that contained hard-coded or internal strings that in Turkish (and some other languages) represented potential issue points with equivalency checks that could cause unexpected behavior. For example, an `i` became an `İ` in the Turkish language/region. Similarly, `I` became `ı` in a Turkish system. We changed these to the Invariant version to avoid these potential issues.

### **Unable to send Update messages to ASAP/PSAP via the Web Client like in the Operator Workstation**

After doing an initial contact to an ASAP/PSAP authority and trying to re-action the Authority the 'Send' button did not enable in the text box in the Navigator so the reverse command box to send an update message never showed. We corrected behavior so that the Web Client behaves the same way as the Operator Workstation.

### **Swap alarm from a lower priority to a higher priority creates inconsistencies in the Navigator**

When in a lower priority alarm and navigating to the customer record, or away from that alarm and a higher priority alarm comes in, if the operator chose to take the higher priority alarm, the web client would still attempt to reallocate the lower priority alarm. We fixed this so that no matter what screen the operator is on, when choosing to accept a higher priority alarm, it will no longer attempt to reallocate the lower priority alarm.

### **Editing monitoring details clears group code selected**

When updating Monitoring Details under system (where users change the update on options for zone and area), if there was a group code applied, it would not stick in the edit window. It cleared out the field and prompted the user to save even if no other changes were made.

This has been fixed properly so reporting is not affected, and Group/Class values do not get lost when the edit dialog is loaded.

### **Import Utility Issue - Authority CONTLIST Error**

When using the Standard Import Utility (SIU) to insert items where the items were Authorities, the SIU should first check to see if an Authority exists with the same phone number. If so, then it should use that Authority. If not, then it should insert the Authority and then attach to the customer. The first check is being completed. However, when inserting Authorities, SIU would insert the authority, but it was not creating a complete record. This has been fixed. Authorities are now inserted correctly if they do not exist and attach to the Customer record.



Resolved Issues

**Editing/Reordering AP in MWC removes the Broadcast part of Notify w/Broadcast To All commands**

We fixed two issues regarding the Broadcast to All checkbox in Action Patterns on the Web Client. Action Patterns of type Notify (Entity Handling > Notify) that were checked Broadcast to All were losing the value when the same Action Patter was edited in the Web Client. Saving the Action Pattern was enough to lose the value of the checkbox. The checkbox should only be available when the Action item is a Notify and the point of contact is not of type Contact. It was only allowed for the other entities (Company, Customer, Dealer, Agency, or Authority). The checkbox was visible when the Action item was also of type Contact. This was wrong and has been corrected.

**"Mark Action as Completed" based on setting in SWS for the Call Attempt number not showing as expected**

When selecting contact actions such as "Not In", "Busy", "No Answer", within the maximum number of times specified in the Call Attempts setting in SWS>Options>Alarm Handling>Call Attempts, it was not bringing up the "Mark Action as Completed" box with the option to mark the action as complete and move to the next action in the Action Pattern. This issue is resolved so that it will now recognize the contact action and increment the count to the action and bring up the option box as expected.

**Media Gateway**

Resolved Issues

**SoloSafe 4G nak**

Fixed where we were not allowing for a blank phone number on a call record transmission. Also, if we erred on a transmission, we were not parsing the header properly to nak the device properly.

**Report Server**

Resolved Issues

**Error message on report from template**

When running Customer Master File from Reports->System Reports->Master File->Customer Master File (from either SWS, OWS, or Manitou Web Client) and selecting certain options, report fails to run after getting error

**Resolved Issues**

message. MWC displays "Report has aborted or failed: A database error has occurred in ENITIY\_RRS" To recreate, enter a Customer Id for from/to prompts. Then in options select Dealer for "Group By" and check the "Include Sub-Dealers" option. Run report and it will fail. This has been fixed and report now runs when selecting those options.

**VCC**

**Resolved Issues**

**MWC/VCC - Audio Issues - VCC version 3.0**

Fixed a problem when handling an audio call using the VCC where an operator would pause the audio to do something else, when a new audio is switched in, the system un-pauses the original audio and the operator needed to go back and pause it again.