

# Manitou

## Manitou 2.1.32 Release Notes

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## Features and Enhancements

### **21489 – We added the ability to send CustomerID as a Reverse Command Parameter**

#### **What changed?**

Previously, there was a list of possible parameters that included items like TXID, Zone, etc. We have added Manitou CustomerID as one of the possible parameters.

#### **Why was there a change?**

This was a requested feature.

#### **How does this change impact the user?**

If you are using Reverse Commands with a service that needs the Manitou Customer ID, this is now possible.

#### **What does the user need to do differently as a result?**

You will need to navigate to one of the locations where Reverse Commands may be edited in the Legacy or Web Clients (Maintenance > Monitoring Company > Reverse Commands) or (Maintenance > Dealer > Reverse Commands). When editing a Reverse Command, Customer ID will now be available as a Manitou Database Field.

## Fixes

### **21264 – We fixed an issue that caused Alarm URLs to be open in Internet Explorer instead of Chrome**

**What This means for you:** A customer reported that, when an alarm came in to the Manitou Operator Workstation with a binary document attached that contains a link to a web address, the address would have been opened in an internal self-contained Internet Explorer window, instead of launching in their default browser. For this fix to affect your system, the setting in *Supervisor Workstation > Tools > Options > System > Use External Browser for URLs* must be set to *Yes*

### **20384 – We resolved an issue that caused a VCC pop-up message to block the Finish icon**

**What This means for you:** A pop-up message was displayed in the Manitou Web Client indicating *Video has been sent to VCC*. This message was popping up in the top right corner of the Manitou Web Client, and may have blocked the Finish icon from the alarm screen. This pop-up has been relocated to the top center of the screen.

### **19469 – We addressed an issue that prevented a Person Type from being selected on Action Patterns**

**What This means for you:** This issue applies to the Manitou Web Client. If a user attempted to add a Report command (from the Entity Handling section) from the Global level, it was not possible to select a Person Type. This has been addressed, and the Person Type may be selected.

**6028 – We fixed an issue that caused Activity Log filters not to be applied on the Web Client**

**What This means for you:** If a user attempted to filter the Customer Activity Log to show only CallerID lines, no results were showing in the Manitou Web Client. The underlying issue has been fixed.

**10654 – We resolved an issue that caused Alarms to not be cancelled as additional Alarms**

**What This means for you:** Some users were seeing a case where, when an alarm is being closed, and the operator is being asked if they want to close the additional alarms, the Alarms were not being closed. There was no clear indication as to why. Now, messages that prevent Manitou from cancelling the additional alarms will be shown to the operator.

**21995 – We addressed an issue that prevented the Web Client from indicating Caps Lock is enabled**

**What This means for you:** The login screen for the Legacy Client has shown when Caps Lock is enabled for years. This functionality was not in the Manitou Web Client. Now, on the log in screen, you will be able to see if Caps Lock is enabled before typing the password.

**17186 – We fixed an issue that caused Alarms not to be closed automatically if a comment is not entered**

**What This means for you:** Users reported that, if the option to require a comment when closing an alarm is set to Yes (Supervisor Workstation > Tools > Options > Alarm Handling > Require Comments When Closing An Alarm), and if there was an action pattern command to close the alarm, the Autoclient was deferring the alarm to the Queue. The behavior has changed so that, if all the other requirement to close an alarm have been met, the option to enter comments will not prevent the alarm from being closed. Another change was made in this fix. Previously, Manitou allowed entry of an Action Pattern command of 'Close Alarm with resolution \_\_\_'. That command will be added as 'Close Alarm'.

**19463 – We resolved an issue that caused nested If/Else statements in Action Patterns not to be parsed**

**What This means for you:** It is possible in Manitou to have nested If/Else statements. Users reported that If/Else logic beyond the top level was not being respected. This has been resolved.

**19908 – We address several issues with resolving Maintenance Issues related to Sedona Service Tickets**

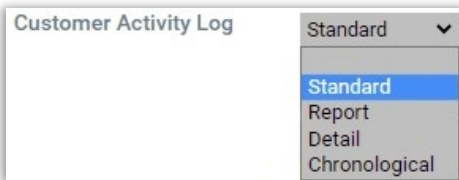
**What This means for you:** Marking Maintenance Issues as resolved was not showing as resolved in the maintenance issue list. This has been addressed. Also the resolve date will now show as expected in the list. Also a refresh issue and some display issues were addressed. This was only if the option for the accounting company was set to create a service ticket when a maintenance issue is entered, and resolve the maintenance issue once the service ticket is created.

**11288 – We fixed an issue that caused Event Code not to be auto-filled during bulk cancel**

**What This means for you:** In the Manitou Web Client, if an operator attempted a to cancel alarms from the Alarm Queue, when the password is entered, the Event Code to be cancelled was not auto-filled (which it does in the Legacy Client), the Event Code was not always being filled. This has been resolved. Event codes for priorities 1-4 will still not automatically populate, as cancel from alarm queue is not allowed for those priorities.

**13753 – We resolved an issue that caused the Activity Log view to revert after logging out**

**What This means for you:** Some users like to change the view for the Customer Activity Log (screenshot below). Users reported that, after they changed their view, if they logged out and back in, the view had reverted to the Standard view. This has been resolved.

**10641 – We addressed an issue that caused call results to be recorded on the incorrect account**

**What This means for you:** Users of the Legacy Client were reporting an issue where, if a very specific set of steps were followed, the activity for one call might be recorded on another customer. This has been addressed.

**22015 – We fixed an issue that prevented data entry for Australian customers**

**What This means for you:** Users reported that, when entering a phone number for Australian customers, only two characters were saved. This was happening in cases where there was a phone number picture with a space (screenshot below). The underlying issue has been fixed.

**13771 – We resolved an issue that caused GPS alarms to display a zoomed-out map**

**What This means for you:** Operators who receive GPS alarms reported that, when they click on the Globe notification icon (location data), the map displayed was zoomed all the way out. The map should now display zoomed in on GPS coordinates.

**2615 – We updated the Monitoring Services screen in the Web Client so it behaves like the Legacy Client**

**What This means for you:** There were several discrepancies between the behavior of these screens which should behave the same. The Manitou Web Client screen has been updated to resolve these.

**21966 – We addressed an issue that caused Media Gateway to not log when it was restarting**

**What This means for you:** When the Media Gateway is restarted, it wasn't displaying in the Logger that it was being restarted. Additional logging has been added to the Media Gateway.

**2672 – We fixed an issue that prevented the Web Client from saving Advanced Searches**

**What This means for you:** Web Client and BoldNet users reported that, when they do an advanced search, the search results are not kept between searches (like they are in the Legacy Client). This is fixed. Additionally, there is a new icon for Advanced Search (shown below) so it isn't necessary to make two clicks to start an advanced search.

**22730 – We resolved an issue that prevented BoldNet Silverlight users from logging in**

**What This means for you:** Customers were experiencing certificate errors when trying to log in to BoldNet Silverlight after updating to Update 31. We updated Silverlight to accommodate a new permission that was recently added.

**22362 – We addressed an issue where (\*OTR) alarms were not correct**

**What This means for you:** When creating an On Test record based on individual components (not whole customer), if the On Test record is changed or removed, the (\*OTR – On Test Removed) alarm was not reflecting the changes. This has been addressed. Also, we changed how on test entries are displayed. Previously, if three zones were put on test, it would result in three separate lines on the On Test screen. Because the three lines were added at the same time, they were only editable as a group. The first change for this is that there will be a single line even if there are multiple components on test. The other change is that if multiple zones are on test, and an edit is made to one of them, the single line will be updated to reflect the change. This will still generate individual On Test alarms for each component.

**22673 – We fixed an issue that caused errors when using the Standard Import Utility**

**What This means for you:** Users were receiving errors stating “Required Person Table Missing”, despite the fact that the person table was, in fact present. This has been fixed.

**22824 – We resolved an issue that caused Monitoring Services to be overwritten**

**What This means for you:** The issue presented itself because the Area Form allowed ‘Done’ to be selected without complete information. The ‘Done’ button is now disabled if there is no Area Number entered. Since we automatically create a new line upon entry, if nothing is entered, users will need to click on ‘Cancel’ to exit the form.

**22858 – We updated the MediaGateway to support TLS1.2**

**What This means for you:** Since Microsoft (Office 365) recently forced IMAP email connections to use TLS 1.2, we needed to add it to the MediaGateway for Universal Connector IMAP email connections.

**22224 – We addressed an issue where scripts are not retaining script data**

**What This means for you:** Previously, if user scripts were used from an action pattern, Manitou would have popped up a dialog for the operator to enter data. This was creating problems in situations where

the operator had only partially completed the script, but needed to take another action from the alarm screen. If they closed the dialog with the user script, the data entered was lost. The solution for this requires the use of the Custom Alarm Screen, and the use of the User Scripts card. When the User Scripts card is present, a dialog is no longer displayed. The operator can enter notes into the User Script, but if they need to place a call, the data they entered into the User Script will be retained throughout.

**22913 – We fixed an issue where the Alarm Queue in the Web Client was not displaying the time**

**What This means for you:** Users of the Manitou Web Client reported that, in some situations, they were unable to see all of the time in the Time column on the Alarm Queue. This update shows the full time within that field.

Time	Priority
11/12/2021 16:C	10
11/12/2021 16:C	10
11/12/2021 17:C	10
11/12/2021 17:C	10
11/12/2021 18:C	10

**22800 – We resolved several issues with the Video Control Center when using SoloProtect**

**What This means for you:** SoloProtect users reported that the Video Control Center (VCC) would not continue to play audio if the SoloProtect user was still recording audio. These changes include:

- In VCC, SignalR will automatically reconnect if it gets disconnected.
- We used to stop trying to get binary clips after 5 minutes.
- We used to stop trying to get binary clips if you get an exception trying to get a binary clip.
- We now stop the binary clip checking thread if the window associated with it is closed.
- We now update the title bar with SignalR connection status.
- We now display a dialog to user that we lost SignalR connection status.
- Changed binary clip poll time from 10 seconds to 8 seconds.
- Added additional logging to try to troubleshoot future problems.
- We now don't allow reverse playback for audio only objects.
- Set default volume for MPG player to .5 (half volume). Was 0.
- Try to continue to get additional BLOG entries for wav first, wav middle and RSI regardless if they are on an alarm. This way if they click on a wav in history it will try to get updates.

**22827 – We addressed an issue that prevented some users from saving Standing Comments**

**What This means for you:** Australian customers were receiving error messages stating 'Invalid Date' when attempting to save Standing Comments. This has been addressed.

**17730 – We fixed an issue that prevented users from downloading video for MarchCom devices**

**What This means for you:** Users were reporting errors when trying to connect and download video from MarchCom devices. We updated to accommodate changes to the licensing from March.

**22282 – We resolved an issue that prevented the MediaGateway from processing iOS attachments**

**What This means for you:** Users reported that, if an email was sent from an iOS device to a POP3 box that is being checked by an Email Connector (on the Universal Connector), the MediaGateway was not processing attachments appropriately. Apple differs from Android where email attachments are concerned. This has been resolved. Also, there were some performance improvements with downloading POP3 messages.

**22532 – We addressed an issue that caused incorrect notifications in the Manitou Web Client**

**What This means for you:** Users were seeing a message stating 'This customer has components on test that were not on test when the alarm arrived', despite the fact that the components *were* on test before the alarm arrived. Now, the notification says 'This customer has components on test'.

**22210 – We fixed an issue that prevented the Autoclient from resolving SureView Action Patterns**

**What This means for you:** Previous versions allowed the Autoclient to resolve SureView action patterns that contained commands to send reverse commands and close the alarm. The following changes were made:

- Fixed a command parameter mismatch when sending reverse commands from the Auto-Client
- Fixed an issue in the Sureview Service where the Sureview EventID received message being suppressed.
- Added a new flag: TEXTACK, which will allow reverse command responses with extra information to continue executing automatically.
  - The default value for TEXTACK is 0.
  - TEXTACK=1 will allow a successful reverse command response continue its executing automatically.
- To Set the TEXTACK open SWS->Receiver Types, find the Sureview Rec Type, and add TEXTACK=1

**22535 – We resolved an issue that prevented the cursor from focusing on the Alarm screen**

**What This means for you:** When using the keyboard shortcut to add an Alarm Comment, in some cases, the cursor was not focused on the Alarm Comment dialog. This has been resolved.

**22970 – We addressed an issue that was causing the Application Server to crash**

**What This means for you:** Users were reporting that the App Server would crash if they had an action pattern that included another action pattern, which itself included the first action pattern. The system will now ignore included action patterns that are present higher up in the included hierarchy.

**22222 – We fixed an issue that prevented the map from being displayed on GPS alarms**

**What This means for you:** Users with GPS tracking were clicking the globe icon (from the notification ribbon), the map was not being displayed. It was actually displaying, it was just not with entirely visible. A minimum height has been set for the Map card.

**21511 – We resolved an issue that prevented easy changes from Permanent to Temporary On Test**

**What This means for you:** If updating an On Test entry (to change from permanent to temporary) from within the Manitou Web Client, the “From” date and time were populated, but not the “To” date and time. This has been resolved.

**23094 – We addressed an issue that prevented some Manitou systems from connecting to SedonaCloud**

**What This means for you:** Central Stations who use SedonaCloud were unable to connect from the Manitou Router. This was because the back end of SedonaCloud includes a “Client Secret” (a code that can be used to uniquely identify a connection). The new version of the SedonaCloud files will automatically connect without the need to enter the Client Secret code. Also, this change requires the customer to be on the latest version of SedonaCloud (anything after 1.40.1.2)

**23027 – We fixed an issue that prevented Action Patterns from scrolling properly**

**What This means for you:** When handling an action pattern in the Manitou Web Client, the action pattern window was always scrolled to the bottom of the action pattern, especially if a lot of Include commands were in the action pattern. The action pattern will now stay with the next action (typically highlighted in yellow).

**22670 – We resolved an issue that filled Customer Activity Logs unnecessarily**

**What This means for you:** If an action pattern sends out an email, Manitou was filling Customer Activity Logs with repeated entries stating “Waiting for command response...”. The number of entries was extreme because we were seeing multiple times a second. Now, Manitou will only put a new entry in the log every two seconds.