

Manitou

Manitou 2.1.24 Release Notes New Features and Fixes!

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Features and Enhancements

16702 – We added protections to prevent containers from looping

What changed?

We added code in the backend of Manitou to prevent loops when using Containers.

Why was there a change?

In the Manitou Web Client, under Customer > Systems > [choose a system] > Devices, among the types of devices that can be added is a Container. One difference between Containers and Video Sequences is that a Container may contain other Containers (whereas a Video Sequence may only contain cameras). Because a Container may contain other Containers, it was possible for a second Container to contain the first. This created a loop, and caused problems when trying to view a container.

How does this change impact the user?

Even if Containers are created which reference each other, when those Containers are saved, Manitou will process all of the contents before it builds the underlying data structure. When the underlying data structure is saved, it will remove anything that might cause a loop or a duplicate.

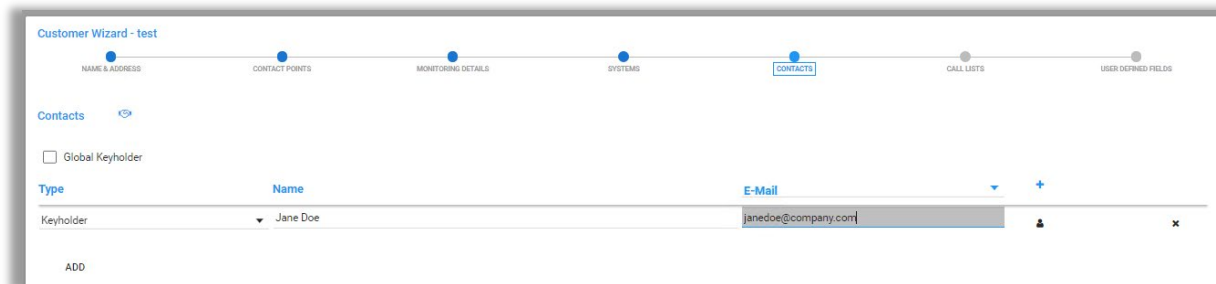
What does the user need to do differently as a result?

Nothing. This change is behind the scenes.

Fixes

16406 – We added the ability for email addresses to be added from the Contact Grid

What This means for you: Previously, the Contact Grid (shown below) would only allow entry of telephone numbers. This field now allows for the entry of email addresses, assuming the appropriate contact point type (Email, Email 2, etc.) is selected. ***An important note: This field only allows for basic contact point type entry. This means that normal email addresses and phone numbers may be entered via the Contact Grid, but it would be necessary to enter the contact details to enter non-standard contact point types (AutoText, OpenVoice, Push Notification, etc.)***



The screenshot shows the 'Customer Wizard - test' interface with the 'CONTACTS' step selected. The 'E-Mail' field is populated with 'janedoe@company.com'. The 'Name' field is 'Jane Doe' and the 'Type' is 'Keyholder'. There is an 'ADD' button at the bottom left.

16348 – We fixed an issue that prevented Event Action Programming from being saved

What This means for you: In Manitou Operator Workstation (Legacy), when using the New Customer Wizard, Dealer and Global Action Patterns were not available on the Event Action Programming screen. It was necessary to save the customer, then return to the programming page, and select the appropriate Action Pattern. This has been fixed.

16744 – We addressed an issue that was preventing Onvif from properly discovering PTZ

What This means for you: For certain Onvif cameras, when the VCC was trying to discover PTZ capabilities, a silent exception would be thrown, but no error message provided. The underlying cause has been addressed.

16594 – We resolved an issue that caused some TAPI drivers to disconnect current calls when incoming calls are answered

What This means for you: In the Manitou Web Client, when using the Auto-Dialer functionality (by way of a TAPI driver provided by the phone vendor), current calls (calls the operator was already on) were disconnected when incoming lines were answered. Manitou now ignores the call state change if it was not associated with the current call.

1631 – We fixed an issue that prevented the Validate selection from working on the Dialer screen

What This means for you: In the Manitou Web Client, when using the dialing screen (the drop down at the bottom showed Continue (by default) and Validate. Selecting Validate, then the double arrow (>>) did nothing. This has been fixed.

12077 – We addressed an issue that caused extra entries in the System Log when logging in or out

What This means for you: Each time a Manitou user logs in, no matter the client, an entry is placed into the System Log indicating that user has logged in. Multiple entries were being added, causing it to look like a single user logged in multiple times. This has been addressed, and there will only be a single log entry for each log in, and each log out.

16857 – We resolved an issue that caused Manitou to NOT follow the Redirect option

What This means for you: In the Option screen, the Redirect option (Supervisor Workstation > Tools > Options > Signal Processing > Redirect Event Codes for Non-Intelligent Panels) was not being respected. When set to **Yes**, an Event Category column would appear next to the zone list on Customers, and Redirect Codes field would be visible in the Event Codes screen in the Supervisor Workstation. Setting this option to **No** should hide those fields. This was not happening. This has been resolved.

16860 – We fixed an issue that prevented the Overflow option not to be respected

What This means for you: The Overflow option (a parameter of OVERFLOW=n, where n is a number of seconds) is available as an additional optional parameter for the Broker. This setting will apply when you have more than one Monitoring Group. The default Monitoring Group is 0. All other Monitoring Groups are labeled numerically beginning with 1. Use of the Overflow option will allow, after n number of seconds, alarms to **overflow** from a non-0 Monitoring Group, to the 0 (default) Monitoring Group. The option was previously being respected for alarms that were not auto-capable (auto-capable alarms have, as their first action, an action that the Auto-Client is able to process, like email or autotext). This fix now allows the Overflow option to apply to auto-capable alarms as well.

16436 – We added an option to choose whether or not Customer Logs will contain ‘Raised by Schedule’

What This means for you: We added an option (Supervisor Workstation > Tools > Options > Signal Processing > Disable ‘Raised By’ Comments) that allows you to disable the comments that appear in the Customer Activity Log stating ‘Raised By Schedule’ (See below). The default behavior is that this option is set to No. To remove these comments, you will need to change the option to Yes.

ALARM (Manual) - Unscheduled Open (*OU) [User No. 1] S: 1 A: 1 RL: ZZ TX-ID: 5678 Key: OP OZ: 1

COMMENT - SIGNAL RAISED BY SCHEDULE: 1

DEFERRED - Unscheduled Open (*OU)

10645 – We resolved an issue that caused errors when some permissions were set to Not Visible

What This means for you: When permissions were set so a web end user could not see the Services screen (Supervisor Workstation > Maintenance > Setup > Permissions > [Select appropriate profile] > Maintenance > Customer > Services, and remove the checkmark from the box under Visible for the BoldNet client), errors were being displayed. This has been resolved.

16911 – We fixed an issue that prevented editing of a scheduled Last Signal Date report

What This means for you: Attempting to edit a previously scheduled Last Signal Date report in either the Operator Workstation or the Supervisor Workstation was causing errors. The underlying issue has been fixed.

16402 – We addressed an issue that caused the Technician section of the Maintenance Issues Report not to work

What This means for you: When attempting to run a Dealer Maintenance Issue report, the Technician field was not properly populating. Only Monitoring Company technicians were showing up. This has been addressed.

13586 – We resolved an issue that prevented cancelling an email action on the Alarm Screen

What This means for you: If an action pattern command for email was actioned, previously, you were not able to cancel or ignore that command (the cancel box was not available until something was typed in the blank). This has been resolved.

16868 – We fixed an issue that prevented Importing a customer from SedonaOffice in the Web Client

What This means for you: Some users were getting a message, when trying to import a customer into Manitou from SedonaOffice stating ‘Error – Error loading Customer information’. The underlying issue that caused this was fixed.

17003 – We fixed an issue that prevented Importing a customer from SedonaOffice in the Legacy Client

What This means for you: Similar to the previous issue, this was the resolution of the same issue in the Manitou Operator Workstation.