



Manitou v2.1.45 Release Notes

May 2025 (Updated October 2025)

Manitou®

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Enhancements/Features

Changed “Interval Test Unit” Label

We re-labeled some prompts in the Customer Wizard under Add System for the transmitter section: changed “Interval” to “Transmitter Test” and “Test Unit” to “Test Interval”. We did this for clarity and to align with the labels in OWS (Operator Workstation).

Changed “Contact Points” Label

We changed the “Contact Points” label in the Customer Wizard to “Premises Contact Points” for more clarity when users are on that tab.

Contact List Copy/Paste

We added USER ID and PASSWORD to Contact List copy/paste. We made this enhancement to the Contact Grid utility, which allows copy/paste contacts with contact points. In addition to the currently supported “Type”, “Name”, and “Contact Points” grid layout, we added “Password” and “User Id” to the grid layout.

Password refers to the contact password.

User Id refers to the panel User Id. Data is converted to upper case and only accepts values between and including 0 to 9 and A to F. Invalid characters are removed.

For customer entity contacts, both Password and User Id are allowed in the grid.

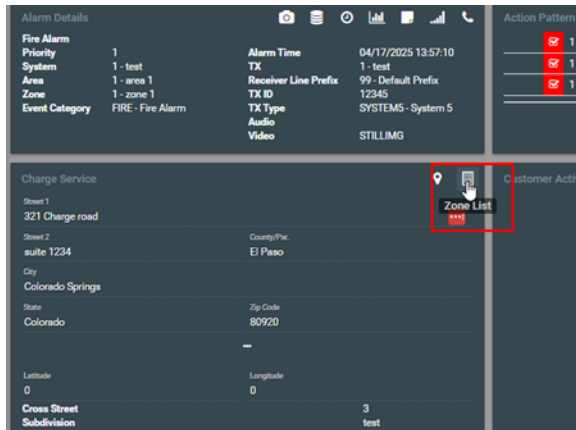
For dealer and company entity contacts, only Password is allowed in the grid.

When pasting 10 items or less, the data is inserted into rows for immediate modifying.

When pasting more than 10 rows, the data is placed in a table and each individual row must be selected if the data requires modification.

Added Zone List to Alarm

A new Custom Alarm screen card has been implemented to display a list of zones, featuring an expandable button on the Customer Address card. When clicked, it expands the Zone List from the bottom.



Zone List							
Area	Zone	Description	Signal	Event Category	Test Signals	Expected Signals	System
1	1	zone 1	Received		0	1	1 - test
1	2	zone 2	Received		0	1	1 - test
1	3	zone 3	Received		0	1	1 - test
1	4	zone 4	Received		0	1	1 - test
1	5	zone 5	Never Received		0	1	1 - test
1	6	zone 6	Never Received		0	1	1 - test
1	7	zone 7	Never Received		0	1	1 - test
1	8	zone 8	Never Received		0	1	1 - test
1	9	zone 9	Never Received		0	1	1 - test
1	10	zone 10	Never Received		0	1	1 - test

Rows: 10 1-10 of 24

Contact List Changes

We added drag and drop sorting to the Contact List Ordering window; increased the size of the window; added move up/down buttons and Move to Top/Move to Bottom buttons; and added drag-and-drop functionality to allow users to drag/drop contacts to rearrange them.

Note: There is a known issue when there are enough contacts to scroll in the Contact Sort Box, the listing goes above the headers. This will be addressed in a future patch.

Updated IPReceiver to Work with DC-09 Signaling

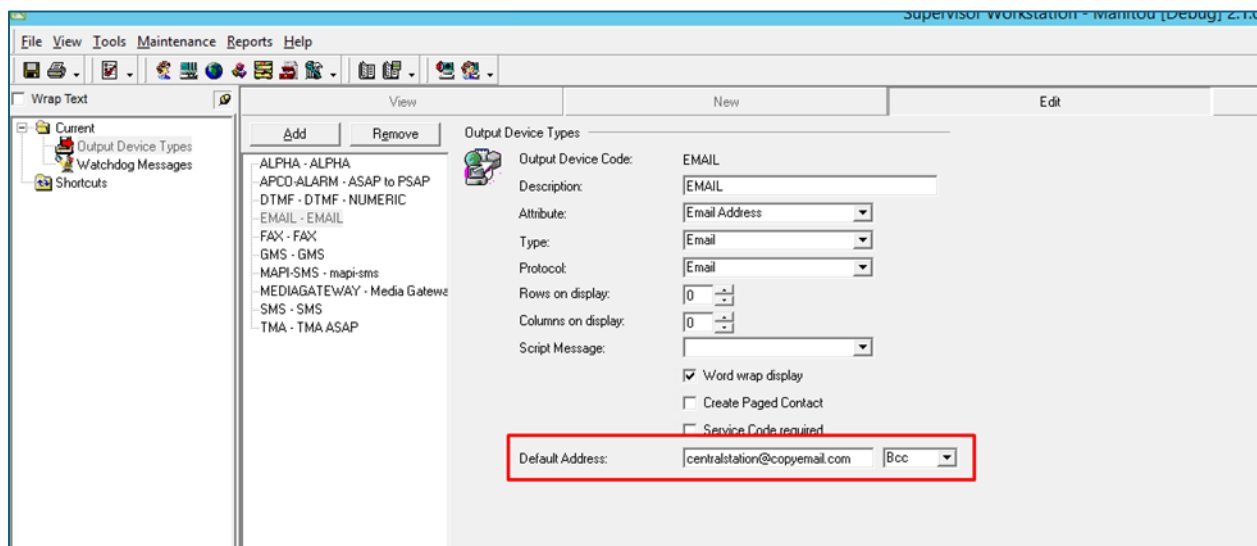
We updated the IPReceiver and FEP to work with DC-09 signaling. For more information, read [IPReceiver and DC-09 Receiver for Manitou](#). For configuration of the DC-09 IP Receiver, please contact your account representative.

Added the Ability to Connect to an Avigilon Camera via its Specific IP Address

We added support for finding cameras by IP address. The logic first looks for the camera by IP address if one is specified. If no camera is found, the search is done by camera name as was previously done. These changes are only for the Avigilon 7 VCC driver.

Created the Ability to Add Emails to Reports as CC and BCC; also Added the Ability to Send a Copy of Every Email to a Global Static Email Address as To, CC, or BCC

We added a global setting in Supervisor Workstation where a global email address can be set as To, CC, or BCC. In Supervisor Workstation, navigate to Maintenance > Setup > Output Device Types.



Adding an address to this field will add that address as a To, CC, or BCC on every email that is sent out. This includes any emails sent: if it is a report; a notification from an alarm; or ad hoc emails sent from a customer record. As an example, if a report is sent to three recipients, the static global email address in this setting will receive a copy of the email for each of the recipients, for a total of three emails.

We included the ability to mark a recipient on reports as CC or BCC. The ability to do this in the Manitou Workstation is limited to only override recipients. All contact recipients can only be of type “To”.

Override or unlisted destination:

Override recipient's name: Yanna BCC

Override destination type: E-Mail

Override email address: yanna@qa164cust.boldgroup.solutions

Email attachment type: PDF

Add to list

Contact list destination:

Default printer: PRINTSERVER01

Contact list type: Customer

Customer: CHARGE

☐ Show suppressed contacts

☐ Hold for preview

contact ten - E-Mail (yanna@qa164cust.boldgroup.solutions)

Yanna CC - E-Mail (Cc: yanna@qa164cust.boldgroup.solutions) (PDF)

Yanna BCC - E-Mail (Bcc: yanna@qa164cust.boldgroup.solutions) (PDF)

contact ten

Printer

E-Mail

E-Mail 2

E-Mail 3

testing email report

Contacts will be moved over and will not show any option to change to a CC or BCC. Any recipient that is of type “To” will show as it currently does. Only addresses that are selected to be CC or BCC will show the Send Type designation.

Report Queue							
Description	User ID	Status	Submitted	Started	Finished	Priority	Error Message
Daily Signals	BOLD	Publishing Completed	04/10/2025 11:48:53	04/10/2025 11:48:54	04/10/2025 11:48:55	6	

Publishing Destinations				
Name	Type	Destination	Status	Error Message
contact ten	E-Mail	yanna@qa164cust.boldgroup.solutions	Complete	
Yanna CC	E-Mail	Cc: yanna@qa164cust.boldgroup.solutions	Complete	
Yanna BCC	E-Mail	Bcc: yanna@qa164cust.boldgroup.solutions	Complete	

In the Manitou Web Client, the type can be designated to contacts in addition to override recipients.

Advanced

Contacts Filter

☒ Contacts ☒ Customers

☒ Dealers ☒ Branches

☒ Agencies ☒ Authorities

Email AttachmentType

☒ PDF

☐ RTF

☐ CSV

Override

Name Yanna BCC

Type Email

Address yanna@qa164cust.boldgroup.solutions

Add

Printer PRINTSERVER01

Contact List Type Customer

Owner 10116

Halloween Pumpkin 1103875 321 Witch Street

Show Suppressed

Contacts

Name	Type	Contact Points
email TO	Keyholder	Printer
email CC	Keyholder	E-Mail yanna@qa164cust.boldgroup.solutions
email BCC	Keyholder	
Halloween Pumpkin	Customer	

Rows: 10 1-2 of 2

Rows: 10 1-4 of 4

Email

Name	Type	Address	Send Type
email TO	Email	yanna@qa164cust.boldgroup.solutions	To
email CC	Email	yanna@qa164cust.boldgroup.solutions	CC
email BCC	Email	yanna@qa164cust.boldgroup.solutions	BCC
Yanna CC	Email	yanna@qa164cust.boldgroup.solutions (PDF)	CC
Yanna BCC	Email	yanna@qa164cust.boldgroup.solutions (PDF)	BCC

Rows: 10 1-5 of 5

After moving the required recipients over or adding them as ad hoc recipients you can update the Send Type by clicking on the field and it will cycle through each type.

It will also reflect the send type in the report queue.

Report Queue

Description	User	Status	Report Submitted	Report Started	Report Finished	Priority	Error Message
Daily Signals	BOLD	Publisher Completed	04/10/2025 11:54:41	04/10/2025 11:54:43	04/10/2025 11:54:44	6	
Daily Signals	BOLD	Publisher Completed	04/10/2025 11:48:53	04/10/2025 11:48:54	04/10/2025 11:48:55	6	

Publishing Destinations

Name	Type	Address	Status
email TO	Email	yanna@qa164cust.boldgroup.solutions	Complete
email CC	Email	CC: yanna@qa164cust.boldgroup.solutions	Complete
email BCC	Email	BCC: yanna@qa164cust.boldgroup.solutions	Complete
Yanna CC	Email	CC: yanna@qa164cust.boldgroup.solutions (PDF)	Complete
Yanna BCC	Email	BCC: yanna@qa164cust.boldgroup.solutions (PDF)	Complete

Each recipient will receive a single email directly addressed to them as the To, CC, or BCC based on what is chosen. Each recipient will receive their own email. Recipients will not be grouped together on a single email.

These changes are available for Ad Hoc reporting and Scheduled Reports.

Application Corrections

MWC: Copying of main account — changing account type on new account takes multiple tries [00125994]

Issue: In the Manitou Web Client, go to add a new account and copy from an account type of “Main Account”. When users changed the account type from main account to sub account, the Main Customer field did not appear until users tried to change the account type three times.

Solution: Updating the account type will now take on the first attempt and not require multiple attempts. This was for the MWC (Manitou Web Client) only.

Editing device issue still unresolved [00098558]

Issue: There was an issue found when using the customer wizard to create a new customer and selecting a copy from customer that had devices with the transmitter number set as none. When making edits to the new customer, specifically to the devices, users were unable to save changes. Users got “an error has occurred” message.

Solution: This issue has been fixed. A new customer created from an existing customer will now allow edits to the device items and allow the changes to be saved.

Change Customer ID Dialog does not load Customer ID of open Customer [00123795]

Issue: When using the Change Customer ID (Change Customer Contract No.) tool while a Customer form was being viewed, the Customer ID of the open Customer was not pre-loaded into the Change Customer ID form.

Solution: When a user views a customer and opens the “Change Customer ID” (Menu > Tools > Change Customer Id), we now preload the current Customer ID. This was added to the Web Client to match Operator Workstation functionality.

MWC: Visualization State Reason in Manitou Neo [00039730]

Issue: The Delete Code and Reason under Customer Status is displayed in OWS, but not the Web Client.

Solution: We added the Delete Code and Reason to the Customer Monitoring Status card on the customer Details form.

MWC: User view magnifying glass searches only user numbers [00096742]

Issue: Throughout the MWC, there are magnifying glasses that allow users to search lists of all kinds. The one on the User View screen only searched numbers.

Solution: We implemented a solution to filter and display user information more effectively. Users can now search by numbers, letters, and symbols.

MWC: Comments & permissions not working properly [00102908]

Issue: When creating a Temporary comment from an alarm, the checkbox for “Auto Client: Operator Must See Alarm” is selected by default. If operators do not have the proper permissions, they cannot clear the checkbox. This causes issues with the Auto Client automatically processing subsequent alarms when the Temporary comment is active.

Solution: This fix applies only to the MWC and adding Temporary Comments from an alarm. When in an Alarm and adding temporary comments (Actions > Add Temporary Comment), the default for the **Auto Client: Operator Must See Alarm** prior to this change was to be selected regardless of user permissions.

We changed this: if a user does not have permissions to View/Edit that prompt (SWS > Maintenance > Setup > Permissions > Maintenance > Customer > Comments > Auto Client Processing), the default will be not to check that prompt when adding comments from an alarm. This was done because if **Auto Client: Operator Must See Alarm** is selected, Auto Client will not process the alarm. The checkbox for Alarm being selected has no effect on Auto Client.

MWC: Customer password available in MWC when contacting dealer contacts [00099771]

Issue: In alarm handling when contacting Dealer Contacts, validating any of the Customer Passwords (including Duress password) stored in Customer Maintenance Options resulted in an error “Error - User ID and/or Password are invalid”. Only Dealer Contact List Passwords were allowed to be validated. In the Legacy Operator Workstation, no Customer Passwords were displayed in the Verify Password dialog, only Dealer Passwords.

Solution: There was an issue when processing an alarm and doing an Action Pattern statement of Contact. In the Web client, the password validation will display all contacts/passwords. The OWS only shows selected passwords depending on the Contact that is being contacted.

This has been fixed in Web Client. Now, when executing an Action Pattern contact statement, the following passwords are visible:

- Customer contact: customer, dealer, branch, agency, company
- Dealer contact: dealer
- Branch contact: branch
- Agency contact: customer, agency
- Authority contact: no passwords
- Company contact: company

MWC: When creating Schedules or Call List the focus is not falling in the correct place [00128567]

Issue: When creating General Schedules or Call Lists in the web client, it was defaulting its focus to the description instead of the ID section.

Solution: This was a Web client issue only. There was an issue when creating a new General Schedule or a new Call List, after the dialog opened the focus was on the Description prompt. For new entries, the General Schedule should focus on the Schedule Id prompt and for new Call Lists, the focus should be on the Call List prompt first. When editing existing items, the focus should be on the Description prompt. This has been fixed. Focus is correct for new or existing General Schedules and Call Lists.

CSV files are missing accented characters after upgrading to Manitou patch 43

Issue: A customer reported that when they saved a report in .CSV format and then attempted to open it up via the process outlined in patch 42, the accented characters were missing.

Solution: There was an issue with CSV report attachments when they contained certain accented characters. When opened in Excel, the accented characters would not display correctly. A prior fix was made that required the CSV file to be imported in Excel for the accented characters to be viewed correctly. More changes were made so now the CSV file does not have to be imported into Excel. Just opening the file in Excel will display the accented characters correctly.

OWS: MapQuest, Bing not displaying maps in OWS; Rework Legacy location mapping to use external browser (Instead of BrowserHost) [00063859, 73585, 77490,77746, 00103293, 95046]

Issue: MapQuest was not loading maps properly in the OWS. It showed the address, but the graphics were missing. It was working as expected in the web client.

Solution: We changed the maps in the OWS to open an external browser with the marker indicating the GPS signal location based on the coordinates received. A popup will also be created that displays Alarm information along with a link to do a reverse lookup to find the nearest address to the supplied

coordinates. This is a limited basic use of Maps on the OWS client. OWS does not interact with the external browser and is limited to just opening the web page. A user must manually close the web page.

Setup Steps: When the Manitou patch 45 is installed, manually copy the Bobject_Files folder, which is in the patch folder, into the Manitou directory. Inside this folder there is an Import_All.bat file that needs to be run that will update the files that are in the WebMap folder. This only needs to be done on the servers running the Broker or the database. This does not need to be done on individual workstations.

Media Gateway not running GSUITE in Console mode (as a service) [00111487, 117175]

Issue: Running GSUITE in the Media Gateway appeared to only work when running the Media Gateway in Stand-alone mode. In Console mode (running as a service), it looked for the .p12 file under system32 and when running in Stand-alone mode, it looked for it in the root directory of the MediaGateway directory.

Solution: We corrected where the Media Gateway looks for the .p12 file. The Media Gateway service will always look for the 'p12' certificate in the same folder that the service is being run from.

Customer Activity Reports by Zone & Text

Issue: Needed the ability to filter the Customer Activity Report down to a single zone.

Solution: We changed the Customer Activity Report to accept a comma separated list of zones. If the zone field is populated, it will filter the activity based on the zone(s).

RSPNDR SMS not sending Call List

Issue: The call lists were being sent to Media Gateway using two different unprintable characters as delimiters.

Solution: We replaced these unprintable characters with a colon and pipe prior to loading the XmlDocument. This eliminates the exception and makes the call list adhere to the format required by the Responder API call. There are manual changes in the Media Gateway>Data Packet for the RSPNDRAPI that will need to be done. Follow these steps:

1. Open the Media Gateway and navigate to UniversalConnector > Data Packets.
2. Expand the TCP Data Packets and find the RSPNDRAPI Data Packet.
3. Click Edit.
4. Find the entry for "call_list": {19}.
5. Edit that line to include "" (quotes) around the token and add a comma at the end.
6. The entry should look like this: "call_list": "{19}",

7. Save the changes and do a File > Reload & Restart

```
{
  "incident_id": "{0}",
  "tenant_id": "boldgroup",
  "customer_number": "{1}",
  "type": "{2}",
  "zone": "{3}",
  "triggered_at": "",
  "name": "{4}",
  "address1": "{9} {10} {11} {12} {13}",
  "address2": "{14}",
  "city": "{15}",
  "postal_code": "{17}",
  "state": "{16}",
  "country": "USA",
  "notes": "{6}",
  "cancel": {7}
  "call_list": "{19}",
  "username": "SGSUser",
  "password": "SGSPassword"
}
```

Sending an email directly from the Dealer Details page results in an error [00131059, 00132317]

Issue: When on a Dealer Details page and attempting to send a direct email to the Dealer's email address by clicking the envelope icon, the email failed to send with a "Customer not found" error.

Solution: To fix this, we resolved an issue with the serialno referencing with the entity type.

Updating a report title to include an & creates an error that a potentially dangerous request path value was detected [00113780]

Issue: Updating a report title, any report, to include an & in the title resulted in an API error that a potentially dangerous request path value was detected from the client (&) and the report would not display or download.

Solution: We corrected behavior so that any report that includes an & in the title will now display and download as expected.

Media Gateway: Auto Text is sending failed messages to the next successful message [00134076, 136471, 137334]

Issue: When SMS messages fail to go out to a recipient for any reason, the message that failed was getting appended on to the next successful message. This caused messages to be delivered to incorrect recipients.

Solution: We corrected behavior where we were not clearing out the previous SMS message text if the SMS failed to go out. This would cause the subsequent SMS messages to have the previous message(s) prepended to their message. We added more logging so that its clearer which messages were failing. We also changed the Clickatell and MessageMedia drivers so that they properly throw an error and NAK the reverse command if they do not send the SMS successfully.

Note: Any updates to patch 45 after May 22, 2025, will not need a hotfix for this issue. The current 2.1.45 package 12 has the correction for this issue.

MWC: Error in Alarm Handling when contacting a contact's email with a specified script

Issue: Attempting to contact a contact's email contact point that has a specified script in the contact point details resulted in an error message and a Console error.

Solution: We corrected this, so emailing a Contact's email with a specified script in Alarm Handling will no longer cause an error.

AppServer: Added logging for trouble-shooting Sedona Integration push failures

Issue: There was minimal logging that showed why a transaction might have failed when pushing an account from SedonaCloud into Manitou.

Solution: We updated the AppServer to add logging lines to assist in any troubleshooting.

Example:

5/1/2025 8:50:42 Application Server Suspending transaction. Reason: * Recurring item 'MON' for accounting system 'Intrusion' is being billed, but not being monitored. , Prompt mask: 64, Suspend level: 0. ← **This line is new.**

5/1/2025 8:50:42 Application Server Server Call 674: Continue Interrupted Contact Commit

5/1/2025 8:50:42 Application Server Suspend resume code is 16. ← **This line is new.**

Media Gateway stops receiving complete information to process the menu item to put an account partially on test [00137164]

Note: This correction was released in a hotfix patch. Any updates to patch 45 after June 16, 2025, will not need a hotfix for this issue. The current 2.1.45 package 12 has the correction for this issue.

Issue: Media Gateway sporadically stopped receiving complete information to process the menu item to put an account partially on test. Found that the sysno being returned to the Media Gateway was 0, where it is normally a 1.

Solution: We fixed a problem in Media Gateway where after using the "Get an Alarm" MFC, the following system variables were not set automatically:

{SACNO#} - Alarm Comms No

{SDE#} - Alarm Event Code

{SASYNO#} - Alarm System No

{SAEVCAT#} - Alarm Event Category

These variables would get set if using the "Get Row" MFC on the ALARM table, but they should have been getting set automatically in the "Get an Alarm" MFC as well.

MWC launching VCC when device setup for no zone or area and we receive a signal with no zone and no area

Issue: MWC was launching VCC when a device was set up for no zone or area and a signal was received with no zone and no area.

Solution: We corrected this. A device with no area and no zone specified will not try to load VCC when a signal is received with no area and no zone. If the device area or zone is set to all, it will launch for signals that come in with blank area and zone, as a blank will be included in the "All".

Note: Any updates to patch 45 after May 30, 2025, will not need a hotfix for this issue.

Database Changes

Release v2.1.45 has these database changes:

- REPORTLIST_D table: added column OVRSENDTYPE (0 = To, 1 = Cc, 2 = Bcc).
- OUTDEVTYPE table: added columns ADDRTYPE and GROUPESEND
- DRIVERS table: added a new receiver driver type of SIA
- RECTYPE table: added two new receiver types SIA1 and SIA2
- TXPROTFMT table: added the transmitter protocol type for SIA-2000
- EVMAPS table: added multiple rows of event mapping for protocol type SIA-2000

System Requirements

Minimum System Requirements

- Windows Server 2016
- 8 GB Memory
- Dual Core Processor
- Microsoft® SQL Express 2014 / Microsoft SQL Server 2014

Note: Microsoft ended extended support for Microsoft SQL 2014. Refer to the Microsoft Lifecycle Policy (<https://learn.microsoft.com/en-us/lifecycle/>) for more information. We recommend upgrading your SQL server if you are still on SQL Server 2014.

- 50 GB of Free Space for Database
- Windows 10 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 older
- Microsoft® SQL Express 2014 / Microsoft SQL Server 2014 and older
- Windows 7

- Windows XP