

ELAN®



Management Cloud™

Management Cloud Release Notes

Build 1.2.0

October 13, 2020

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Management Cloud 1.2.0 Overview

The 1.2.0 software release includes:

- **License Management**
 - Support for EL-SW-100-PRO license.
 - Required SC-100 running 8.5.9 or later
- **Help Center Tab**
 - Located in Help & Support tab, the new Help Center provides access to product information including data sheet, install guides and other technical information
- **Group Overlap**
 - Groups expanded to allow same location and user to exist in multiple groups, giving more flexibility into how groups can be used and assigned.
- **Beta Tab**
 - Beta tab in Downloads area to deliver docs & downloads for those in the ELAN beta program. Beta program is by invitation only and this tab will not be present if not enrolled in program.
- **Enhancements**
 - Improved Global Search
 - Editable Latitude and Longitude values for Location
 - Values can be entered manually or overwritten on Location Settings tab. Useful in cases where Google Map API cannot find an entered address
 - Company Logo
 - Your Company Logo and Address now editable in the Administration tab
 - Emails
 - Reminder Emails for account completion sent every 24 hours, up to 3 days, or until accepted
 - Improved navigation for Location and Client cards
 - General
 - App Version number to login screen
 - Controller renaming restrictions eased to match Tech Support tool
 -
- **Fixes**
 - See “CER Fixes” section of this document

Note:

Controllers must be running ELAN core release 8.4.96 or later to apply a gVSL license within Management Cloud.

Controllers must be running ELAN core release 8.3.11 or later when adding as a Location in Management Cloud. The **Quick Connect** function in

Management Cloud is not dependent on the core release version running on the controller.

Management Cloud System Requirements

- Stratus Application
 - PC running Windows 10
 - 128MB RAM
 - 1GB free disk space (complete library download)
- ELAN Core software 8.3.11 or later is required for controllers added as locations in Management Cloud.

CER Fixes in 1.2.0

- CC001-3139 All locations API performance improvements
- CC001-3125 Updated Error message shown on the Software and Subscription tab when controller is offline
- CC001-3113 gVSL count shown as Unknown on some SC100 controllers
- CC001-3091 Controller naming restrictions eased to match Tech Support tool restrictions
- CC001-3078 When we visit the Software and Subscription with unknown license installed, it does not show it in list for very 1st time..
- CC001-2980 Tool Tip improvement for Lat/Lon
- CC001-2959 System Permission for accessing Groups (in Admin) affecting accessing groups in All Locations
- CC001-2958 Location Details >>Manage Alert , Configured devices taking more than 5 sec to load with 100+ devices
- CC001-2953 Download Doc and PDF viewing improvements
- CC001-2949 Tech Alert API improvements
- CC001-2944 Default image, initials, for Company logo
- CC001-2936 Inconsistent performance with Update button on Location settings
- CC001-2908 FE: Company logo edit and update
- CC001-2881 Global Search Improvement
- CC001-2880 Email Alert: Unsubscribe link leads to 404
- CC001-2879 Few pages are taking time to load Subsystem alert and on controller details page
- CC001-2878 [Client] Tapping on Show Contact info on client card does not shows contact info
- CC001-2868 Download Display date off in application
- CC001-2818 [Intermittent]The subsystem alert api on Manage My Alert screen takes time to load around 10 sec
- CC001-2817 [Group][User][Report & Analytics] The pagination set rows state is not maintain if we change to other tabs.
- CC001-2815 The Exclude Device took a long to check or unchecked on Controller Details page
- CC001-2814 [Location Health API] Faster location health update when controller offline.

- CC001-2757 Location Details > Manage Alerts, page takes around 5 sec for loading the page for 100+ devices
- CC001-2751 FE: Performance Improvement for Users tab
- CC001-2750 FE: Performance Improvement for Groups tab
- CC001-2743 BE API- Performance improvement for all clients api
- CC001-2739 BE - API Performance improvement for Download Documents
- CC001-2735 Login Screen: Change "Remember Me" to "Save Username"
- CC001-2659 Improved Client Card Navigation
- CC001-2631 Correct direction of Expand / Collapse arrows
- CC001-2514 [Clients] All Clients tab List View state not persisting the after switching navigating to other tabs
- CC001-2512 Add App Version number to login screen
- CC001-2438 Application Page: Footer update
- CC001-1224 Network Management Screen updates
- CC001-1196 All Clients: Contact Info overlay: Incorrect Icon

Known Issues

- **Configure IP** function is not yet available. Please continue to use g!Tools if this function.
- **Profile > Settings**
 - This version supports English only
- **Alerts**
 - Devices that exist in multiple subsystems (e.g. ITP, ELAN doorbell) default to sending alerts for each instance of the device. Alerts for these types of devices will be consolidated in future build but in meantime you can adjust alerts as desired per device instance.
- **Search**
 - Currently limited to searching across Locations, Controllers, Clients, Documentation and Downloads.
- **Help & Support**
 - FAQs and Knowledgebase tab currently using static content. Future release will include dynamically driven content.
- **System Logs**
 - There is no date/time selector in System Logs section of Management Cloud so initial access will only show current logs presented by the controller

For More Information

- <http://www.elanhomesystems.com/dealer-resources/beta/cloud>

ELAN's Dealer website is your one-stop source for information about ELAN products. From this site, you can access software downloads and documentation, hardware documentation, a dealer forum, and links to training and sales support.

Appendix 1: History of Feature Additions By Version

The 1.1.1 software release included:

- **License Management**
 - New “Software & Subscriptions” tab in Locations
 - Lists gVSL license installed on a Location’s ELAN Controller
 - If license not present, option to apply gVSL license code from within the Management Cloud application.
 - **Note:** Controllers must be running ELAN core release 8.4.96 or later to apply a gVSL license within Management Cloud.
- **Performance Improvements**
 - Faster location loading, up to 1000+ locations
 - Improved Global Search
- **Enhancements**
 - All Locations Filter
 - Quickly Filter Locations by Location or Controller Name, Location Status, Group association or combination thereof.
 - Default Landing Page
 - In your profile settings, choose between Watchlist and Quick Connect as your default landing page when you log in.
 - Emails
 - Reformatted email header provides device status
 - Unsubscribe link in Alert emails
- **Fixes**
 - See “CER Fixes” section of this document

The 1.0.5 software release included:

- **Performance Improvements**
 - All Locations, Watchlist, Quick Connect, Clients, Clients Location screens

The 1.0.4 software release included:

- **Location Views Updates**
 - List View sorting, formatting and navigational improvements
 - View Selection and sort order are now remembered
 - Default Zoom on Map View now relevant to locations
- **Quick Connect**
 - Saved Controllers: Enhancements to better handle saving HC controllers and controllers without saving password.
- **Search**
 - Global search now includes Device Type and Driver names
- **Alerts**
 - Email alerts subject change to better see location/device in preview

- **Application**
 - Application updates are now a foreground activity, making update status clearer to user.
- **Fixes and Enhancements**
 - See “CER Fixes” section of this document

The 1.0.3 software release included:

- **Login Page, Icon Redesign**
- **Application Form and Account Workflow improvements**
- **Manage My Alerts**
 - New Bulk updating for On State Change, Alert Mode, Alert Threshold is available in this tab via the Column Editor at the top of each location.
- **Saved Pagination Settings**
 - Tabs with “Rows” pulldown now retain last selection
- **Quick Connect Notes**
 - One can now add notes to Saved Controller in Quick Connect tab. These notes are indexed and searchable in the search field at the top of the screen.
- **Application Upgrade Improvements**
 - Application update notifications and installation–suggested and forced–are now done in the foreground so progress is seen.
- **Dozens of Fixes and Enhancements**
 - See “CER Fixes” section of this document

The 1.0.2 software release included:

- **Alert Default Settings**
 - Default Alert settings can now be set in Profile > Settings, including On State Change, Alert Mode and Threshold.
 - “Default Alert Settings” to your alert settings when you are added to a location, such as when you create a location, added to a location as a member of an Admin Group or manually added via the “Add Recipient To All” and “Add Alert Recipient” on the Manage Alerts tab.
 - Default Alert Settings updated to:
 - On State Change = Green | unchecked
 - Alert Mode = E-Mail | unchecked
- **Alert Threshold**
 - Additional thresholds added: +30, +60, +90 minutes
- **Address Lookup Function**
 - “Search Address...” field added to applicable areas of application to suggest addresses to speed entry and pin placement accuracy on Location map.
 - NOTE: Client and Client Contact addresses entered without the Search function may result in inaccurate map placement. Existing client records can be updated and saved using this function.
- **Note Formatting**
 - Note formatting improvements

- Duration Calculation
- **Downloads Improvements**
 - “View” option for Documentation to open PDFs from within application
 - Column sort options added
- **Notifications**
 - Notifications enabled
 - Auto-mark as read
- **Software Update Functions**
 - Update Available Function
- **Dozens of Fixes and Enhancements**
 - See “CER Fixes” section of this document

The 1.0.1 software release included:

- **Alert Threshold**
 - Refine in-app and email alert frequency by customizing threshold on a per-component basis. Reduce alerts for oscillating devices.
 - Select from 0 (no threshold), +3, +5, +10, +15 minutes
- **Address Lookup Function**
 - “Search Address...” field added to applicable areas of application to suggest addresses to speed entry and accuracy.
- **Note Categories**
 - Note Categories can be defined by Admins and accessed by employees in the Location Notes section of each location to help classify work performed. This will help standardize entries for forthcoming reporting functions.

Appendix 2: History of CER Fixes By Build

Fixes added in 1.0.5

- CC001-2720 All locations pagination set rows state is not maintained
- CC001-2731 Performance improvements for Location Health
- CC001-2749 Performance improvements for All Clients
- CC001-2747 Handle of 404 error on client image
- CC001-2744 API Performance improvement for STUN Request timeout
- CC001-2742 Performance improvement for Manage My Alerts
- CC001-2726 All Location Health API with caching improvements
- CC001-2786 Search performance improvements

Fixes added in 1.0.5

- CC001-2642 Performance Problems when many (100+) locations in account
- CC001-2664 All Location Performance improvement
- CC001-2671 Optimize calls on All Locations, Watchlist, Quick Connect, Clients, Clients Location
- CC001-2670 Allow card click navigation when location cards are loading

Fixes added in 1.0.4

- CC001-2341- Application goes blank when trying to open it after minimizing it.
- CC001-2442- Validation error when trying to save local controller
- CC001-2500 - Saved Controller remember password functionality fix.
- CC001-2505 - The Client card address truncation
- CC001-2508 - The Last Firmware Update Date sort fix
- CC001-2509 - Saved Controller pagination fix
- CC001-2518 - The App becomes blank while accessing the Watchlist.
- CC001-2521 - User can get stuck on the All Locations screen.

Fixes added in 1.0.3

- CC001-1877 Location Mute queues the alerts when it shouldn't
- CC001-1821 Create New Client, Entered State value is overwritten/saved with City value
- CC001-2344 Update note field> Mandatory field validation is display though it is a optional field
- CC001-2341 Application going blank when trying to open it after minimizing it.
- CC001-2205 Extra backslash(\) display along with underscore(_) into the client name
- CC001-2175 Remove "Alert Modes" from "Add Recipient to All" and "Add Alert Recipient to This Device" Dialogs
- CC001-1945 Save Pagination Settings on Quick Connect Tab
- CC001-1917 Download Software should have sortable filter columns as does Documentation page
- CC001-1875 Cannot save email that uses underscore
- CC001-1828 Profile > Manage Alerts Improvements
- CC001-606 Login Page Redesign
- CC001-2224 Profile > Update button is not enabled if user try to update only Default Alert Settings
- CC001-1794 Client Image Warning message rewrite
- CC001-1263 Location Card: Address overflows in UI
- CC001-2333 Default note category not populated in frontend application while created new company from application form
- CC001-2346 Cannot Add location with Dealer name that contains "&"

Fixes added in 1.0.2

- CC001-2172 Cannot add Recipient in the list once deleted from device
- CC001-2138 Map distorted when two controllers have same location
- CC001-2131 Removing alerts and notification counter is taking time when marked as read
- CC001-2130 Wrong messages on Mark as read for Alerts and Notifications
- CC001-2123 When note categories are bigger in length text is pushed to second line
- CC001-2094 Postal Code Validation too strict
- CC001-2074 Map Pins not using Client Contact address, still using controller Lat/Lon
- CC001-2068 Add Recipient to All: Add User Pulldown
- CC001-2055 User Email has broken verification link
- CC001-2044 User able to update time tracking details when start time is greater than the end time
- CC001-2037 The recently created note is added to the end of the list
- CC001-2029 Profile > View My Groups> Group name text overlap with the location name.
- CC001-2020 Reformat Note List
- CC001-2015 In-App navigation not working
- CC001-1992 Create Location > Select Client pulldown should be alphabetical
- CC001-1972 Time Format Not Followed in Notes
- CC001-1905 Force app upgrade function
- CC001-1889 Downloads Documentation section "MISCELLANOUS" is misspelled
- CC001-1877 Location Mute queues the alerts when it should purge them
- CC001-1820 Default Configured Devices Alerts & Threshold in Profile Setting
- CC001-1819 Location> Add Location>Client details: User is not able to add location when first checked 'Add new Client' checkbox and then select 'select Existing client' checkbox.
- CC001-1827 Add User > Location Permission rename to "Default Location Permission"
- CC001-1375 Notification - Auto Mark As Read
- CC001-2098 Cannot Delete Users from Location
- CC001-2167 Error adding location with double byte characters devices/names (utf8 double byte support)

Fixes added in 1.0.1

- CC001-946 Add Location: User unable to add any location if any group is not associated with it

- CC001-686 Client Contacts table which is now sortable by column does not have default sort selected and no indication table is sortable
- CC001-423 Location Settings: Select different contact would not update with appropriate address in Client Info area
- CC001-2033 Navigation from search is not working
- CC001-2029 Profile > View My Groups> Group name text overlap with the location name.
- CC001-2015 In-app navigation not working when clicking on alert
- CC001-1895 Connected Devices should not have Alert Modes enabled by Default
- CC001-1870 Save Controller display limit of 10 controllers
- CC001-1570 Cannot Delete location if Controller or Stratus User on Controller not available
- CC001-1548 Communication Status Table layout issues
- CC001-1522 Client Contact: Getting error "Precondition failed" when we try to delete primary contact
- CC001-1510 Delete Last note remove the note from list but leave note contents on screen
- CC001-1503 Changing Contact in Locations settings passes when you update but does not save the change and reverts back to original contact
- CC001-1501 Deleting Client Contacts that is used in a location as a Primary Contact fails with error "Pre-condition failed"
- CC001-1498 View group: Alignment issue on view group page
- CC001-1490 Create new client: finish button is not getting disabled even mandatory field "time zone " is not selected
- CC001-1477 Center Alert/Notification Counts in circle
- CC001-1466 Search panel not closing after selecting a result
- CC001-1446 Manage Alerts Screen: Subsystem & device text positioning
- CC001-1436 Location Note: Note text is overflowing for large text
- CC001-1409 Add Location Client Details page will allow leading spaces in any of the fields but also saves them with the spaces
- CC001-1261 Address overflow issues