Six ways that ManitouNEO meets new UL requirements

Are you affected by the changes to UL 1981 and 827?

The changes in UL 1981 Revision 3 and UL 827 8th Edition affect nearly all monitoring stations in some way. For Bold, it was important that our customers, especially UL-listed monitoring stations, be able to continue operation with all their software requirements intact after the implementation deadline of December 15th, 2018. Our new ManitouNEO upgrade includes features implemented specifically for compliance with these new requirements.

1. **REGULATION:** UL 827 8th Edition's new CPU capacity requirements state the amount of unused capacity of the central processing unit (CPU) and data storage systems for each computer and the bandwidth of networks must be stored as a report, with notifications to the operator if utilization exceeds 80%.

   SOLUTION: The ManitouNEO Dashboard monitors RAM usage and utilization, CPU percentages, server NIC and hard drive, and generates a watchdog message if a UL threshold is exceeded. These messages can also be escalated to alarms.

2. **REGULATION:** UL 827 8th Edition places requirements on the number of instances or servers a monitoring center must have, based on their Monitoring Equivalent Weight (MEW) Factor. The formula is based on the number of accounts a company monitors, with different account types weighted differently.

   SOLUTION: A MEW Report can be generated in ManitouNEO and made available for viewing on the Dashboard. From this information, monitoring centers can determine the number of servers or instances they need to have in place to fulfill UL requirements.

3. **REGULATION:** UL 1981 Revision 3 requires UL status to be identifiable in UL-listed account details
SOLUTION: The UL icon now appears on the detail window of all UL accounts.

4. **REGULATION:** UL 1981 Revision 3 defines parameters for system password requirements. Passwords cannot have been used within the last six changes, must contain a minimum of six characters, with at least one alpha and one numeric, and cannot be a derivative of the users name(s) or a sequential series of numbers or letters.
SOLUTION: ManitouNEO now prohibits passwords which do not meet the new UL requirements.

5. **REGULATION:** UL 827 8th Edition requires encryption software for external access that follows NIST standards
SOLUTION: BoldNet Neo uses Microsoft AES Cryptographic Provider, which uses longer keys and additional algorithms for stronger security.

6. **REGULATION**: UL 1981 Revision 3 now states an automation system must automatically identify an alarm system as a "runaway" system when the number of signals exceeds a pre-programmed number within a pre-programmed time frame.
SOLUTION: ManitouNEO includes a set-up feature to set these pre-programmed designations, and displays a message to the operator terminal to identify the "runaway" system and its details.

For more than three decades, Bold Technologies has provided award-winning alarm monitoring software, exceptional support, innovative tools, and advanced technology. To learn how to increase profitability and efficiency in your monitoring center with our full range of automation solutions available both Cloud-based and on-premises, give us a call or visit our website.

Contact us today to learn more about scheduling your ManitouNEO upgrade!

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