



Stages Release Notes

October 2026

Version 2.7.8



Contents

Enhancements/Features	3
New Integration: Okta SSO	3
Dealer Needs an Evaluation that goes from the Start of the Signal to a Specified Number of Minutes	4
ServiceNow: Description when Alarm on Second XMIT [00147154]	4
Added “Area” Parameter Option to “Abort Function” for Event Rules	4
Graceful Handling of Missing or Null NAT Configurations.....	5
Refactored pSGSLinkActiveServer Stored Procedure for Dynamic NAT Lookup	5
Removed Report Generation from Menu.....	5
DMP 4-2/SIA Format [00126642]	6
Site Lookup Field Change [00159474].....	6
Show AutoProcess and Event Rules in History Flyout [00158519].....	7
Alarm Confirmation Doubleknock Option All Site Points [00163075]	7
Stages Language Setup for Portal [00163541]	8
Flipbook: Photo Alarm Verification/Stitched Motion JPEG	8
Application Corrections.....	9
Improve performance when querying Site-level Geodata [00134007]	9
Improve performance of ASAP Bulk Verify utility	9
IVR Variable not being translated.....	9
Fix App 2 password failing to fully verify	9
Improve UX when generating larger Detailed Site reports [63323, 00146992]	9
Stagesmon_XtSummary [00155969].....	9
Stages/SedonaOffice integration: Relinking systems not selecting right one [00142549]	10
Fix blank UI when using ASAP Bulk Verify utility for bulk operations [00158963]	10
Improve logging in DataLoc Bulk Verify utility [00157672].....	10
Fix discarded decision order in Action Plan outcomes [55187, 00128832]	10
Fix Invalid Signal Format when cancelling alarms via SMS [62403, 00148543]	10
pOpActEntry does not throw an exception when supplying an invalid disposition [00150260]	11

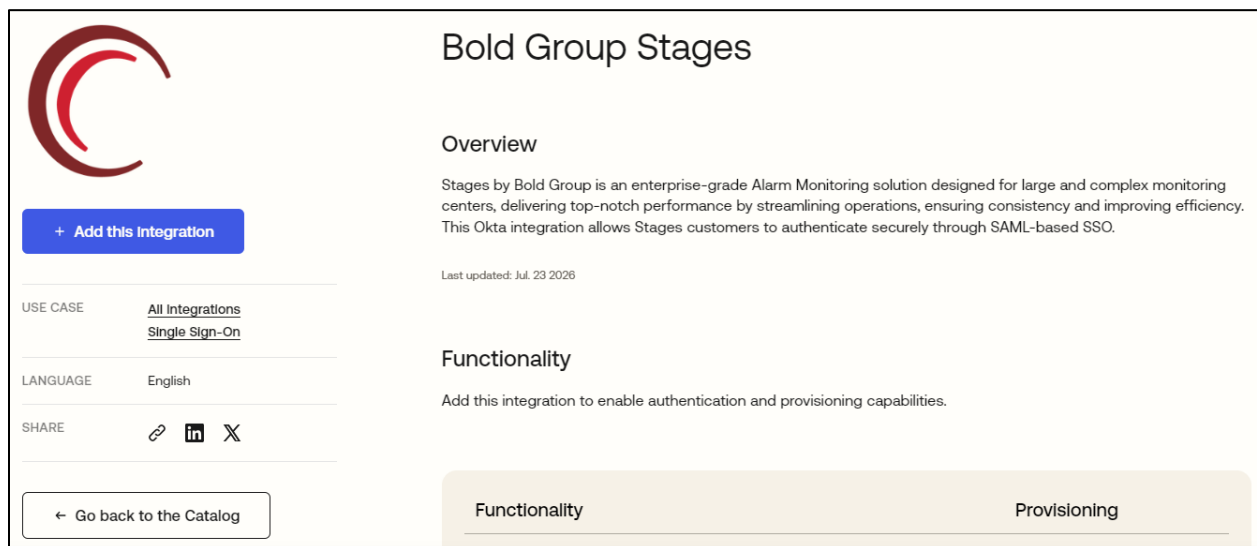
Site search wild card issue with phone numbers [00159750]	11
Alarm dispatch F6 bypassing alarm lock [00159760]	11
Users cannot use the summary search with letters [00161095].....	11
Translation of Event Code Description [00161479]	11
Full Clear cancels pending IVR calls [00161562]	12
Unable to turn effective AP on for dealers [00162470]	12
Stricter enforcement of phone number format [00162777]	13
OOS italics [00163569]	13
Blank alarm buffer screen [00085687]	13
RSPNDR cancels are occasionally failing to send to RSPNDR [00153940]	14
Supported Platforms	14

Enhancements/Features

New Integration: Okta SSO

We integrated Okta as an identity provider option for the Stages platform. This includes enforcing a consistent user naming convention; enabling automated lifecycle management; and defining permissions through Okta-assigned roles. Once configured, users will authenticate into Stages using Okta-supported methods (e.g., SSO, MFA, OAuth/OpenID Connect). This integration enhances security posture, simplifies IT administration, and improves user access reliability. Sites using Okta can add Stages as an app for single sign on (SSO).

To add Stages to your Okta instance, search for the “Bold Group Stages” integration at the Okta website:



To set up Stages SSO in Okta, follow the instructions in this guide:

<https://stages.boldgroup.solutions/Documentation/OktaSSO/OktaConfiguration.html>

This guide walks through the end-to-end process of configuring Okta SAML SSO integration with a Stages application. It covers setup on both the Okta side (application installation and sign-on configuration) and the Stages side (Identity Provider record creation).

How to use the guide

The guide is interactive — as you work through the steps, you will be prompted to record specific values from your Okta tenant directly into the page. Those values are automatically carried forward into later

steps, so fields like the destination URL, Issuer, Sign on URL, and Audience are pre-filled for you rather than requiring manual cross-referencing.

Values that need to be entered into Stages are displayed as copyable code blocks. Click the copy icon next to any value to copy it to your clipboard.

Work through each section in order:

1. Okta Application — Installation: Set up the Bold Group Stages app in your Okta tenant
2. Okta Application — Configuration: Configure sign-on attributes and credentials
3. Stages Application — Configuration: Create the Identity Provider record in Stages using the values collected above

Prerequisites: You will need an active Okta tenant and a Stages user account with sufficient permissions to configure Identity Providers. See the Prerequisites section of the guide for details.

To support SSO with Okta, we added an SSO button to the login prompt. Multiple SSO buttons will appear if there are configuration records in the table AppEngine.IdentityProvider. When a user clicks the SSO button, it redirects them to the Okta portal for authentication.

Dealer Needs an Evaluation that goes from the Start of the Signal to a Specified Number of Minutes

A dealer needed an Auto Evaluation that triggered if a Second Alarm came in within 5 minutes. We added the option “hh:mm After Start of this Alarm” and adjusted the wActionEval stored procedure to account for it.

ServiceNow: Description when Alarm on Second XMIT [00147154]

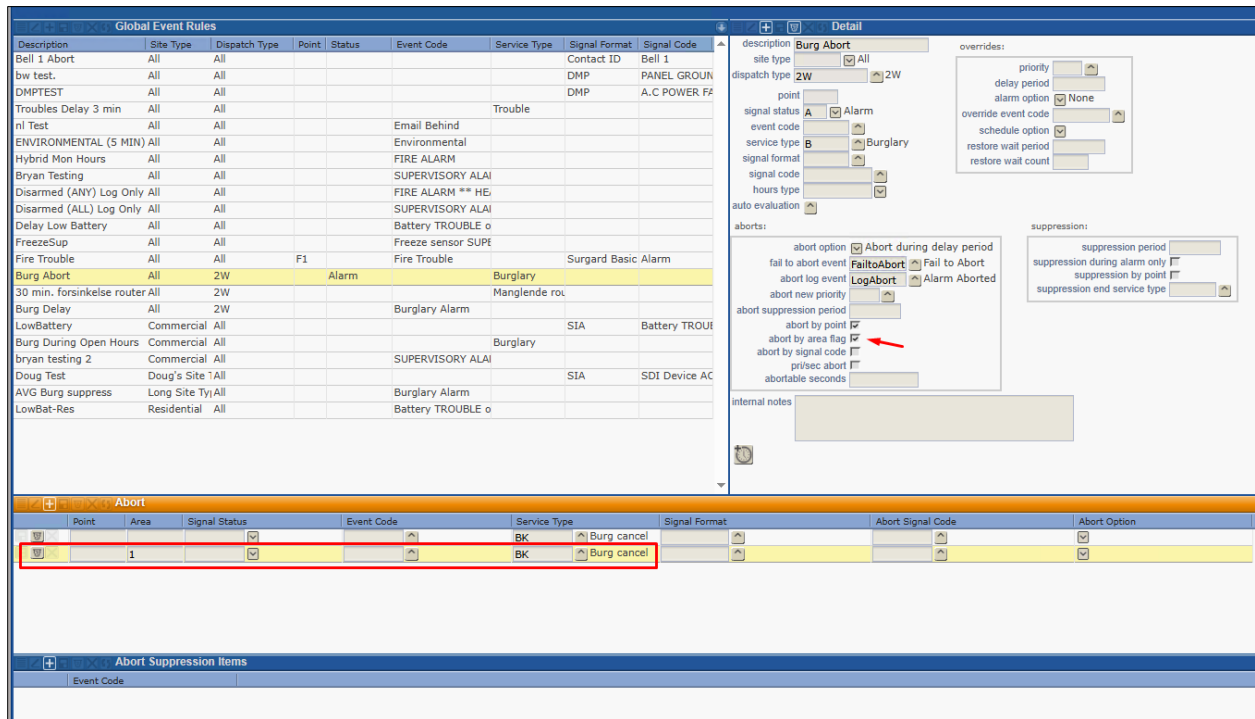
When Stages sends a payload to ServiceNow, we are now accounting for more than one XMIT so that it pulls the correct description for a second XMIT.

Added “Area” Parameter Option to “Abort Function” for Event Rules

We the ability to automate aborting an incoming alarm if it is in a defined “area” and meets existing configured event rules so that the dealer does not use operator resources on low priority alarms.

We added a new parameter in the Global Event Rules/ Detail tab to provide capability to Abort by Area. When the abort check happens during signal processing, if the new parameter is set, the signal causing the abort must be on the same area as the signal being aborted.

All aborted events are retained in activity history.



Description	Site Type	Dispatch Type	Point	Status	Event Code	Service Type	Signal Format	Signal Code
Bell 1 Abort	All	All					Contact ID	Bell 1
bw test.	All	All					DMP	PANEL GROUND
DMPTEST	All	All					DMP	A.C POWER F
Troubles Delay 3 min	All	All				Trouble		
ni Test	All	All			Email Behind			
ENVIRONMENTAL (5 MIN)	All	All			Environmental			
Hybrid Mon Hours	All	All			FIRE ALARM			
Bryan Testing	All	All			SUPERVISORY ALAI			
Disarmed (ANY) Log Only	All	All			FIRE ALARM ** HE			
Disarmed (ALL) Log Only	All	All			SUPERVISORY ALAI			
Delay Low Battery	All	All			Battery TROUBLE o			
FreezeSup	All	All			Freeze sensor SUP			
Fire Trouble	All	All	F1		Fire Trouble	Surgard Basic Alarm		
Burg Abort	All	2W		Alarm		Burglary		
30 min. forsinkelse router	All	2W				Manglende roc		
Burg Delay	All	2W			Burglary Alarm			
LowBattery	Commercial	All				SIA	Battery TROU	
Burg During Open Hours	Commercial	All					Burglary	
bryan testing 2	Commercial	All			SUPERVISORY ALAI			
Doug Test	Doug's Site 1	All				SIA	SDI Device AC	
AVG Burg suppress	Long Site Tyj	All			Burglary Alarm			
LowBat-Res	Residential	All			Battery TROUBLE o			

Point	Area	Signal Status	Event Code	Service Type	Signal Format	Abort Signal Code	Abort Option
				BK	Burg cancel		
1				BK	Burg cancel		

Graceful Handling of Missing or Null NAT Configurations

We enhanced the pSGSLinkActiveServer stored procedure to dynamically look up and return NAT IP addresses when configured, with automatic fallback to standard IP addresses when NAT mappings are missing or null. This change handles missing or null NAT configurations gracefully, returning the internal IP or an appropriate default as specified.

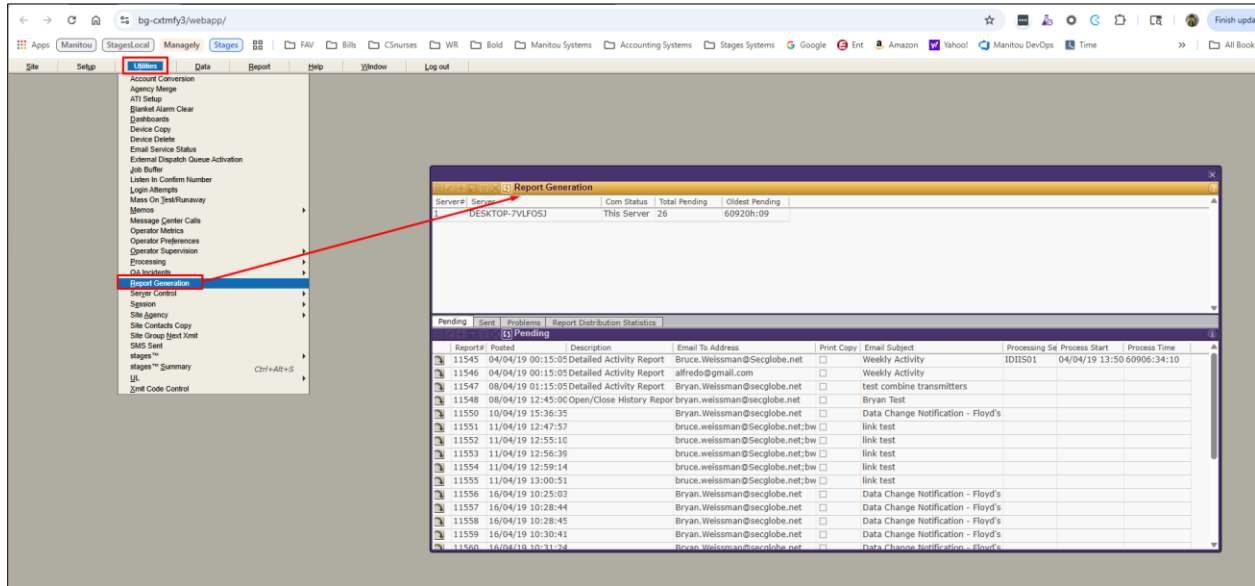
Refactored pSGSLinkActiveServer Stored Procedure for Dynamic NAT Lookup

We modified the pSGSLinkActiveServer.sql stored procedure to read NAT configurations from the new database tables instead of hard-coded values and remove hard-coded service names and CASE statements. This offers backward compatibility and equivalent or improved performance.

Removed Report Generation from Menu

In a previous version of Stages, we changed from using the Report Generation Service to the Standard Email Service for reports. As part of this, we removed the Report Generation Service while leaving the

menu pick, which led to user confusion. To resolve this, we removed the Report Generation menu pick from the Utilities Menu.

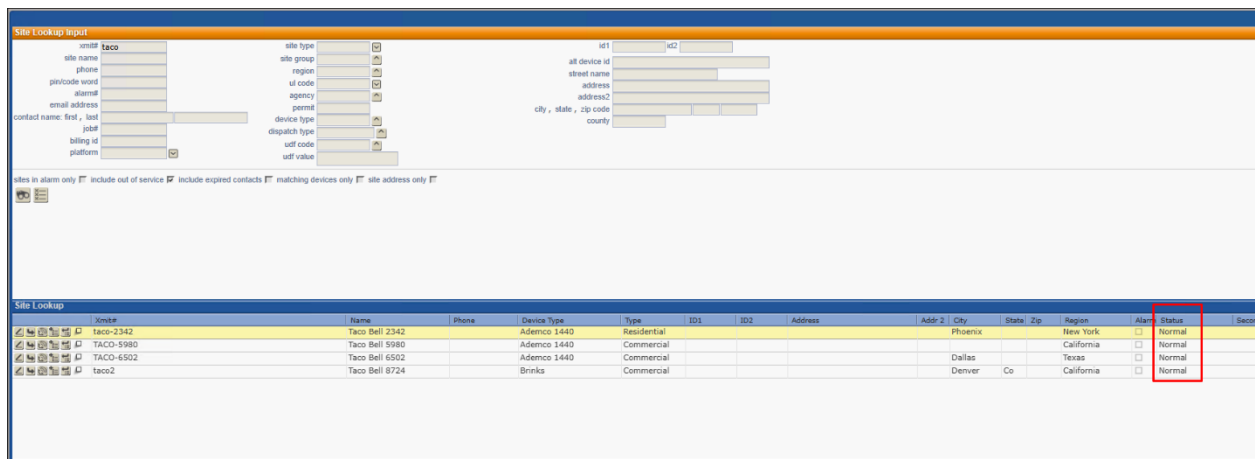


DMP 4-2/SIA Format [00126642]

We adjusted DMP tasks to process SIA and 4x2 signals, because the system was misinterpreting certain account signals as equipment signals. This included updating the pSigRule stored procedure.

Site Lookup Field Change [00159474]

When operators do a site lookup, the device status field shows a value of normal (no longer blank). This gives a consistent indicator across Stages and further confirms there were no issues.

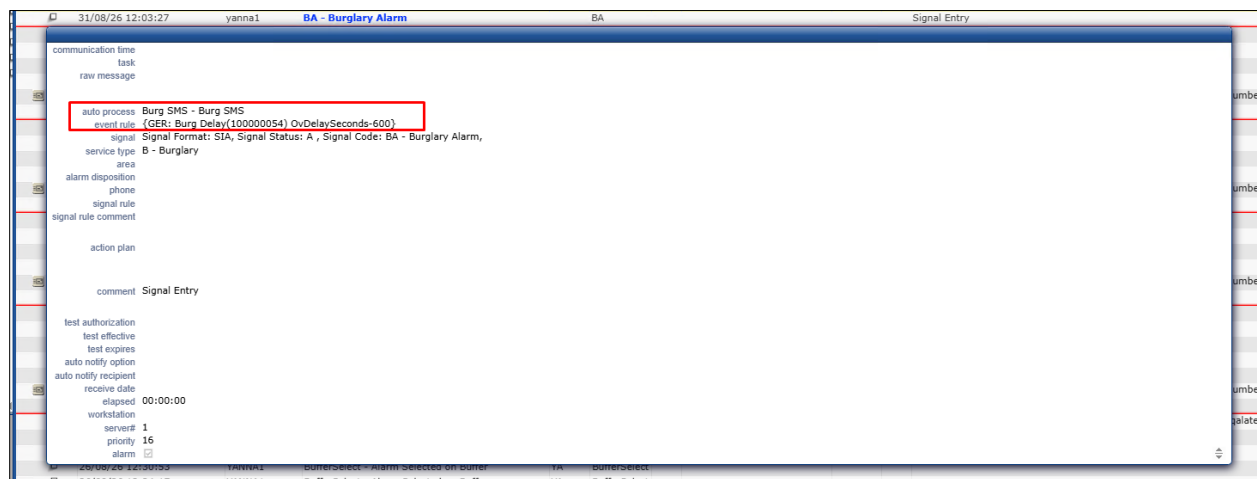


Show AutoProcess and Event Rules in History Flyout [00158519]

We created a new HistoryEventRuleDescription reference table to store EventRule descriptions at signal write time. RawMessage is kept clean as a pure panel signal. EventRule strings are no longer appended to it. Event Rule and AutoProcess description fields are exposed in the App 1 history flyout.

Event Rule and AutoProcess description fields will now appear in the App 1 history flyout after Raw Message. Fields are suppressed for App 2 and App 3.

The Event Rule field displays in the format {DER: Description(RuleNum)} for rules with a description, or {DER: Rule #RuleNum} when no description is configured. The AutoProcess description field displays in the format AutoProcessCode - AutoProcess Description. The field is blank if no AutoProcess was triggered for that history record.



Alarm Confirmation Doubleknock Option All Site Points [00163075]

We are now allowing the same point of a doubleknock to be used to satisfy the doubleknock confirmation and send the alarm to the Alarm Buffer. This covers these scenarios if there is a doubleknock alarm confirmation setting:

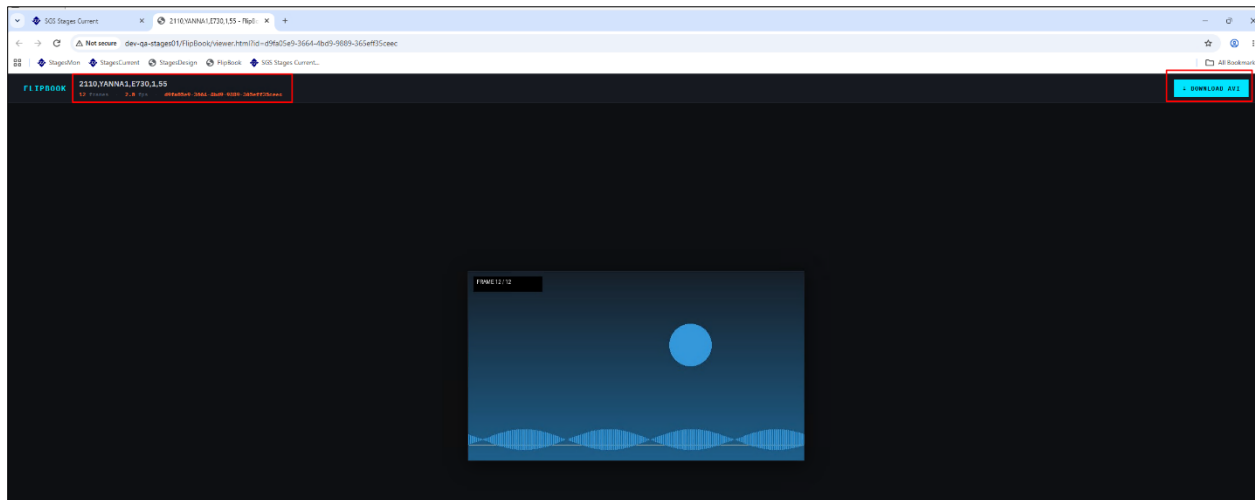
- When the first signal occurs on the account for a point, the signal does not get an alarm number.
- When the second signal occurs on the account for the same point, the signal gets an alarm number.
- When the second signal occurs on the account for a different point after the first signal, the signal gets an alarm number.

Stages Language Setup for Portal [00163541]

In the Language module (StagesLanguage), for any non-English language row, users will see the Dealer Menu tab. Users can add and edit menu translations in the Dealer Menu tab. When logging into the Dealer Portal as a user with the corresponding language region assigned, they will see the menu translations that were added. The Dealer Portal may require different labels from the Stages operator interface for the same menu item, so keeping the translations separate provides more flexibility.

Flipbook: Photo Alarm Verification/Stitched Motion JPEG

We added the ability to take individual JPEG files and stitch them together to create a motion JPEG. Operators can then view the entirety of the motion JPEG to determine if dispatch is needed. The history will show the individual JPEG frames as well as the URL stream to view them stitched together in motion. Operators can click on the individual frames and the frames will open in a separate browser tab. Operators can also click on the stream URL to see all the frames stitched together as a motion JPEG that will open in a separate browser tab. The top of the tab will show the Alarm number, Xmit, Event Code, Area, and Point. When viewing the stitched together motion JPEG, operators can choose to download the stitched motion JPEG locally.



Recent History									
Time	Date	Initials	Event / Operator Action	Signal Code	Point	Description	User Name	Area	Comment
09/23/26 13:12:33	YANNA1	YA	BufferSelect - Alarm Selected on Buffer	BufferSelect					
09/23/26 13:12:33	YANNA1	YA	Flipbook - Flipbook Stream URL		55			1	Yanna Test Site: 2191,YANNA1,E730,1,55
09/23/26 13:12:25	YANNA1		AddInfo - Addition Info	AddInfo					#10000001 1730 01 055 vhttp://localhost/Flipbook/frame
09/23/26 13:12:24	YANNA1		AddInfo - Addition Info	AddInfo					#10000001 1730 01 055 vhttp://localhost/Flipbook/frame
09/23/26 13:12:24	YANNA1		AddInfo - Addition Info	AddInfo					#10000001 1730 01 055 vhttp://localhost/Flipbook/frame
09/23/26 13:12:24	YANNA1		AddInfo - Addition Info	AddInfo					#10000001 1730 01 055 vhttp://localhost/Flipbook/frame
09/23/26 13:12:24	YANNA1		AddInfo - Addition Info	AddInfo					#10000001 1730 01 055 vhttp://localhost/Flipbook/frame
09/23/26 13:12:24	YANNA1		AddInfo - Addition Info	AddInfo					#10000001 1730 01 055 vhttp://localhost/Flipbook/frame
09/23/26 13:12:24	YANNA1		AddInfo - Addition Info	AddInfo					#10000001 1730 01 055 vhttp://localhost/Flipbook/frame
09/23/26 13:12:24	YANNA1		AddInfo - Addition Info	AddInfo					#10000001 1730 01 055 vhttp://localhost/Flipbook/frame
09/23/26 13:12:24	YANNA1		AddInfo - Addition Info	AddInfo					#10000001 1730 01 055 vhttp://localhost/Flipbook/frame
09/23/26 13:12:23	YANNA1		E730 - Log Only						#10000001 1730 01 055 vhttp://localhost/Flipbook/frame
09/23/26 13:12:19	yanna1		SMSSent - SMS Message(s) Sent	E730	55	This is Point 55!!!		1	#10000001 1730 01 055 vhttp://localhost/Flipbook/frame
09/23/26 13:12:18	yanna1		BA - Burglary Alarm	BA					Lucy A(706)358-7057, Pickles A(706)358-7058, Uniq
									Signal Entry

Application Corrections

Improve performance when querying Site-level Geodata [00134007]

Stages has been updated to improve performance when using functionality that queries Site-level geographical data (for example, latitude/longitude).

Improve performance of ASAP Bulk Verify utility

The ASAP Bulk Address Verification utility has been updated, allowing verifications to run against multiple agencies simultaneously.

IVR Variable not being translated

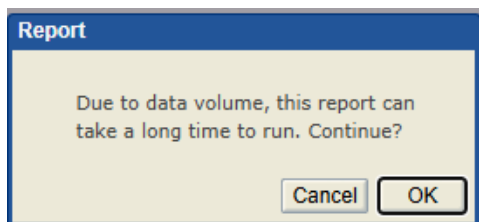
The issue was that the time that the IVR was stating was incorrect. It was a date that was the alarm date but did not match the date of the call. We changed the IVR to use a date of the call so it would match when the call was going out. We changed the date used with the IVR to “day/month/year” by putting it in a speakable format.

Fix App 2 password failing to fully verify

A bug was identified that prevented Stages from correctly verifying the entire password for an App 2 user. This would lead to a situation where a password’s actual max length would effectively be smaller than configured, potentially reducing password strength. Stages was updated to correct this issue so that the process verifies the entire password for App 2 users.

Improve UX when generating larger Detailed Site reports [63323, 00146992]

Stages has been updated to improve the user experience when generating large Detailed Site database reports. An informative popup message is now displayed before starting the report, allowing users an opportunity to cancel the report before it begins. The timeout for this report has also increased from 10 minutes to 120 minutes.



Stagesmon_XtSummary [00155969]

When a device belonged to a site that was linked to multiple site groups, it could generate duplicate SiteGroupNum and DevNum combinations.

We changed the pXtSummaryCompute stored procedure to filter out duplicate data before inserting it into the XtRecentAlarms table. We also added the System Log to the pXtSummaryCompute stored procedure to log data.

Stages/SedonaOffice integration: Relinking systems not selecting right one [00142549]

When users had a duplicate system and tried to link to the correct system, SedonaOffice kept selecting the inactive system to link and not the active system. In Stages, when an XMIT had a primary XMIT assigned, the pSiteSearch returned only the primary XMIT instead of both. This caused an issue in SedonaOffice when linking systems/devices because we did not have all XMITs returned.

We fixed this issue by changing the pSiteSearch stored procedure to return all XMITs and added system logging.

Fix blank UI when using ASAP Bulk Verify utility for bulk operations [00158963]

There was a bug identified with ASAP Bulk Verification that caused bulk verification operations to display incorrectly in the UI, failing to render individual Accept/Reject states as expected.

This issue was corrected so that bulk operations correctly render Accept/Reject states, matching the expected functionality of individual verification operations.

Improve logging in DataLoc Bulk Verify utility [00157672]

An issue was identified with the DataLoc Bulk Verify utility that may prevent it from updating certain agencies successfully. The utility was updated with additional logging to facilitate further investigation.

Fix discarded decision order in Action Plan outcomes [55187, 00128832]

A bug was discovered within Stages that, under certain circumstances, would cause the intended decision order of Action Plan outcomes to be discarded. These affected outcomes would be placed incorrectly at the beginning of an Action Plan, rather than in their intended order.

This issue was corrected so the Decision Order values are no longer lost under these circumstances and outcomes keep their intended order in the Action Plan.

Fix Invalid Signal Format when cancelling alarms via SMS [62403, 00148543]

A bug was discovered in Stages that prevented alarms from being cancelled via SMS; instead, Stages would incorrectly identify the signal format as invalid.

This issue has been corrected so that Stages successfully processes all configured signal formats when sent via SMS.

pOpActEntry does not throw an exception when supplying an invalid disposition [00150260]

We created new Error Signal Codes (under Stages > Signal Format) and new Error Event Codes, Err289 (Invalid Alarm Disposition) and Err290 (Invalid Call Disposition), to help record invalid dispositions in the History table. The user interface prevents setting dispositions that are not in the system for call disposition or alarm disposition.

Site search wild card issue with phone numbers [00159750]

Using Site Search with phone numbers did not show all accounts where the phone number was defined.

We fixed the phone number search with wildcards and preserved leading and trailing wildcards when unformatting phone numbers.

Alarm dispatch F6 bypassing alarm lock [00159760]

Operators could commit operator actions without an alarm lock.

We changed the DataSource to look for a flag (Full Clear), making it Read Only. It will work for all hot keys in the Operator Action setup. If an alarm is locked, users can use the hot key and still click the original button to bring up normal functionality. For the dealer, we made the Full Clear flag in Operator Action window to be read only; they requested having that flag not changeable.

Users cannot use the summary search with letters [00161095]

When searching with letters (like a customer name “Smith”), the procedure hit problematic query patterns.

We added diagnostic logging to the pXtSearch stored procedure to identify which section causes timeouts. We added seven log points using the pWriteSystemLog at key stages of the procedure.

Translation of Event Code Description [00161479]

When using the French translation for event codes, the system did not display the French translation to the operator or on reports.

We resolved this issue to ensure Event Code descriptions are displayed in the user regional language configuration and ultimately to the default Event Code Description when no translation is found.

The existing @LanguageCode and @SiteNum parameters determine the applicable site language using the following priority:

1. Site Language configured on the site record.

2. If no Site Language is configured, use the SiteLanguage associated with the operator's UserRegion.
3. If no language mapping is found, use the default Event Code Description.

For translations to appear, SetupLanguage must contain a matching row with these:

- TableName = 'EventCode'
- Key1 = <EventCode>
- ColumnName = 'Description'
- SiteLanguage = <Resolved Site Language>
- Translation = <Translated Description>

Note: If no matching translation exists in SetupLanguage, the default English Event Code Description will be displayed as before.

Full Clear cancels pending IVR calls [00161562]

If an incoming call from a customer happened while the IVR process was running and the operator fully cleared the alarm, the IVR kept running through the contacts.

When an operator fully cancels the alarm, all the requested entries in the IVRQueueNotify are moved to the processed queue with a status of cancelled. It is not removing any call that is in any sort of process, until that process is marked as complete, then it clears out the IVRQueue and IVRQueueNotify of that entry.

Unable to turn effective AP on for dealers [00162470]

The Effective AP column in the site configuration list was defaulted to off after performance issues were identified on large datasets (e.g., 17,000+ configuration rows on a site). As a result, the column was not populated for any user unless explicitly enabled per user via a User UDF.

The desired behavior is to reverse the default — populate the Effective AP column for all users by default and allow the User UDF to opt out for users or environments where the performance impact is a concern.

Stages > Site Group > External Administration > UDF

We added UDF to the External Administration screen. This will enable us to create UDF fields for external users.

We created a new UDF flag (InvisibleConfigurationEAPFlag) for both Application 1 and Application 2 at the user level.

By default, the InvisibleConfigurationEAPFlag is off and the Site Configuration will display all Effective AP.

We can turn the InvisibleConfigurationEAPFlag on for any users who do not want to have the text in Effective AP column displayed.

Stricter enforcement of phone number format [00162777]

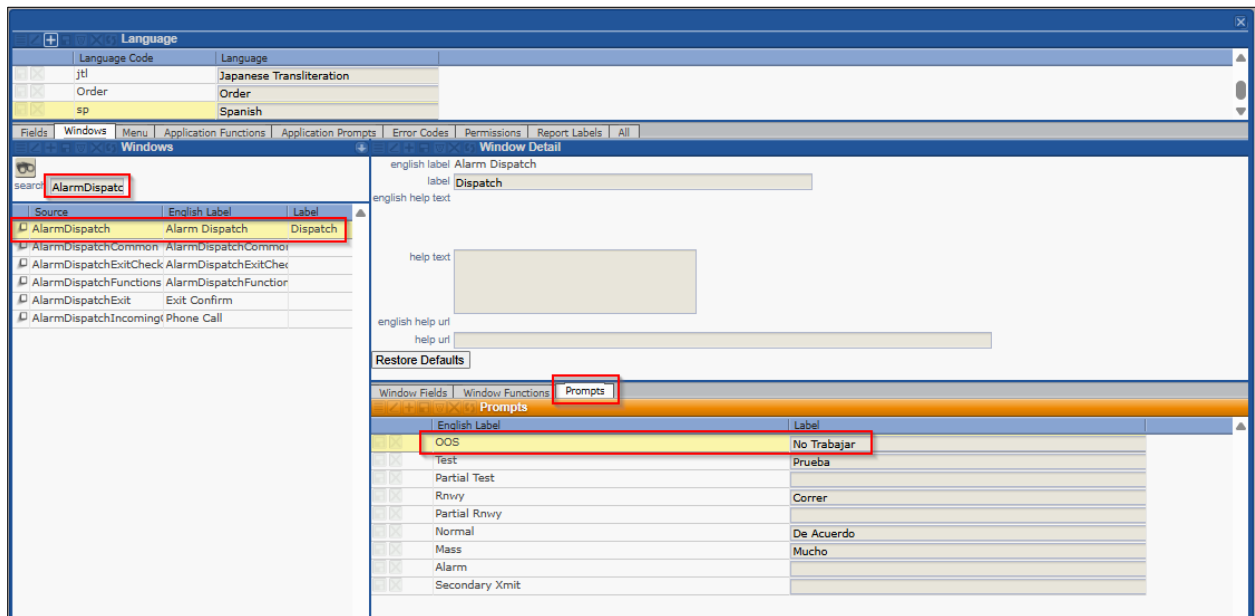
A dealer reported that for one of their accounts, Stages was not sending text messages to their customer. The logs showed a Twilio error.

In this case, the phone number for the text message was not the correct format. To resolve this, we are enforcing the proper phone number format.

OOS italics [00163569]

Sites that were out of service (OOS) were not shown in italics in the search when changing the language.

We corrected this so changing the indicator for the OOS Status allows it to be translated and keep the formatting style. Note: Users must set up the Language translation for the OOS value.



Blank alarm buffer screen [00085687]

Some users were getting a blank alarm buffer screen, and they would have several tasks go down and then come back up.

We added logging to the Blank Buffer Procedures to log when users make changes to the Dispatch Queue Rules.

RSPNDR cancels are occasionally failing to send to RSPNDR [00153940]

We fixed an issue where the RSPNDR outbound command for sending cancellations of dispatch was sometimes not working.

Supported Platforms

We follow the official Microsoft lifecycle for workstation OS, server OS, and SQL server: [Microsoft Lifecycle Policy](#).

Note that Microsoft SQL Server 2016 has reached its extended end date. To continue receiving the latest versions and features of our software, please upgrade your SQL Server version to a supported release.