

Release Notes:

Vocollect VoiceLink® 4.2.1

15 November 2013

The following release notes describe the new features and existing limitations in this release of *VoiceLink*.

Features in this Release

Support for the Talkman® A700 Solution

Vocollect's newest generation of mobile devices, the Talkman® A700 series, offers a model for Bluetooth® connections, a model for wired connections, and a model with an integrated scanner. The Talkman A730 is purpose-built for short-range, occasional scanning as part of a voice driven workflow.

This release of *VoiceLink* offers two voice application options and both provide support for querying the amount of runtime left on a battery charge of any A700 solution device, and for scanning with the Talkman A730 triggered by a voice command.

Talkman A700 Battery Life Command

A new voice command, "Talkman battery status," enables the operator to determine if there is sufficient charge on the Talkman A700 battery to complete his or her shift. When the operator speaks the command right after going on air, the device responds with the percentage of charge remaining on the battery. If the operator speaks the command after working for a few minutes, the device gives the amount of runtime remaining in hours and minutes. This feature is disabled by default but can be enabled using an advanced task package setting in *VoiceConsole*®: "disableControlFunction_BATTERY_STATUS=0."

Talkman A730 Voice Scanning

The new vocabulary word "scan" has been added to the *VoiceLink* voice application (VoiceArtisan-based voice process software). If voice activated scanning is enabled, operators using A730 devices can speak this command to scan location check digits, product IDs, carton IDs, and other barcode identifiers. This feature is disabled by default but can be enabled by checking the **UseTriggerScanVocab** check box when creating a task package.

The vocabulary for the command can be replaced with a custom word or phrase by changing the Substitution and Display values of VLINK_SCAN_VOCAB in the Phonetic Substitution tab of the task package.

Integration of Personal Voices

The **ArtisanVoiceLinkPersonalVoices_4.2.1.vad** available in this release includes the new Personal Voices feature.

Implementers and operators can now demo or use the *VoiceLink* Selection VoiceApplication with a device that speaks with a human-sounding voice rather than a text-to-speech (TTS)

engine. The Personal Voices feature allows you to use your own pre-recorded audio files for the prompts that operators hear.

See *Vocollect VoiceArtisan® Help* for details on Record and Playback, including instructions on identifying messages to record, creating audio files from raw recorded data, and including audio files in your voice application. Find the Jukebox recording tool on *VoiceWorld.com*.

Supported Devices and Voice Software

For device and Vocollect Voice Software compatibility with your version of *VoiceLink*, refer to *Vocollect Product Ordering Guidelines* on the Partner Portal.

Supported Environments

Operating System	Windows Server® 2008, 64-bit (x86) and 2008 R2, 64-bit (x86) Windows Server 2008, 32-bit (x86) Windows Server 2003, 32-bit (x86) Red Hat® Enterprise Linux® v. 5 VMWare ESX v.4.0 running a supported operating system	
Database	Microsoft SQL Server® 2012 Microsoft SQL Server 2008 and 2008 R2 Oracle® Database 11g and 11g R2	
Web Server	Apache Tomcat™ version 6.0 and Java Development Kit version 6.0 (installed by VoiceLink installation)	
Devices and Vocollect Voice Software	For device and Vocollect Voice Software compatibility with your version of <i>VoiceLink</i> , refer to <i>Vocollect Product Ordering Guidelines</i> on the Partner Portal.	
Client Browser	Microsoft Internet Explorer v. 7, v. 8, v. 9 Mozilla Firefox v. 4.x and newer Google Chrome v. 9.x and newer	
Supported Languages *	da_DK = Danish nl_NL = Dutch en_AU = English, Australian en_GB = English, United Kingdom en_US = English, United States fi_FI = Finnish	fr_FR = French ja_JA = Japanese ko_KR = Korean es_MX = Latin American Spanish pt_BR = Portuguese, Brazilian zh_CN = Simplified Chinese sv_SE = Swedish

* The features introduced with this release are available only in English at this time.

Import and Export File Changes

There were no import or export file changes in this release.

Data Message Changes

There were no data message changes in this release.

Fixes and Enhancements

ECSs Included in This Release

Each of the following issues were fixed in an Emergency Customer Shipment (ECS) and included in this release.

<p>Scanning Delay Resolved: Users experienced a delay when scanning at priority prompts with the Talkman A730 because the voice application waited to turn on the scanner until the entire prompt was spoken. This issue has been fixed and integrated in this release. The scanner now turns on before the device speaks a priority prompt so that the operator can scan during the prompt.</p>	<p>VLINK-5079, ECRT-3333</p>
<p>Multiple Hints Allowed for Item Verification: If Product Verification IDs (PVIDs) were employed to verify products in the Selection VoiceApplication (VoiceArtisan-based voice application implementations only), the voice application was not using the PVIDs for response expressions (hints). As a result, users experienced speech recognition problems. This issue has been resolved in the VoiceArtisan Core Library version 1.3.0 and integrated in this release. The voice application now allows multiple hints and recognizes both check digit and PVID hints for an item.</p>	<p>VLINK-5033, ECRT-3333</p>
<p>Hints Added to Quantity Entries: Because response expressions for quantities were not included in the voice application (VoiceArtisan-based voice process software), users experienced less than optimal recognition and had to repeat responses when speaking large quantities. This issue has been fixed in this release; the voice application now includes hints for expected quantities when the values are greater than one digit.</p>	<p>VLINK-3802, ECRT-3333</p>

General Considerations and Limitations

Differences in Voice Process Software

Application Workflows and Features	Voice Process Software Technologies	
	Task-based (TaskBuilder) Voice Process Software	Voice Application-based (VoiceArtisan) Voice Process Software
<p>Cycle Counting Workflow: assignment</p>	<p>Inventory Control features are not available. Additional fields for display data are ignored by the task; no support for display devices.</p>	<p>Implemented as the <i>Inventory Control VoiceApplication</i> to support display devices. Assignment data includes Tie, High, and Image fields. (Feature not available in VoiceLink.)</p> <p>Tie = Number of items per level on the pallet High = Number of item levels on the pallet Image = Filename and path for the item image</p>

Application Workflows and Features	Voice Process Software Technologies	
	Task-based (TaskBuilder) Voice Process Software	Voice Application-based (VoiceArtisan) Voice Process Software
Cycle Counting Workflow: reserve chain	No support for reserve chain; no support for display devices.	If an item count does not equal the expected count, display data is sent showing the reserve chain (for display devices only; feature not available in VoiceLink).
Loading Workflow: specify route	Following the Route prompt, the user must speak, "<route number>, Ready."	Following the Route prompt, the user must speak only the route number. "Ready" is not needed.
Receiving	N/A	Available in VoiceDirect only.
Selection Workflow: partial pick	If two containers are open when doing a partial pick, the slot is re-prompted after the container is verified for the first put.	The operator is prompted to pick the remaining quantity without re-verifying the slot. The location is not re-prompted unless a container is delivered, a label is printed, or the location changes.
Selection Workflow: deliver	For the direct load option, the task sends the Request Container message to the host system to get the partial container number previously spoken by the operator. The task then continues with the direct load workflow.	For the direct load option, the voice application does not send the Request Container message but continues with the direct load workflow.
Vehicle Safety Checks	Feature available in <i>VoiceDirect</i> ; not available in <i>VoiceLink</i> . Custom development of a vehicle safety check feature in the task requires changing the value stored in the params.txt task file from 0 to 1.	Feature available in <i>VoiceDirect</i> and <i>VoiceLink</i> . Feature requires custom configuration to enable for the Cycle Counting and Line Loading VoiceApplications.
Vehicle type/function error responses	If a user speaks an invalid vehicle type or function, the task says "Not authorized for {Spoken Value}." After saying "ready," the operator is returned to the original prompt.	The error message is "Not authorized for {Spoken Value}. Try again." The operator is automatically prompted again for the input and does not need to say "ready."
Vehicle type input length	The user can only enter a maximum of two digits at the "Vehicle type" prompt.	The maximum digits allowed value is based on the maximum number in the Vehicle Type field in the host response to the prTaskLUTCoreValidVehicleTypes LUT.
Allowed responses at various prompts: <ul style="list-style-type: none"> • <Description>, correct? • <Spoken ID>, correct? • <Safety check> • <Safety check> failed, correct? 	The allowed operator responses are "yes" or "no."	The allowed operator responses are "yes," "no," "take a break," or "sign off." Allowed responses to <safety check> also include a numeric response.

Voice Process Software Technologies		
Application Workflows and Features	Task-based (TaskBuilder) Voice Process Software	Voice Application-based (VoiceArtisan) Voice Process Software
Safety check failure responses	If a vehicle fails a safety check, the voice application says "Your vehicle has failed. Say quick repair or new vehicle". The operator must either say "quick repair" or "new vehicle".	The prompt is "Your vehicle has failed. Can you do a quick repair?" The operator can respond "yes" or "no." If the operator says "yes," he or she can proceed with the quick repair. If the operator says "no," he or she is returned to the Vehicle Type prompt. This change eliminates the need to train "quick repair" and "new vehicle."

Previously Reported Issues

The following issues were reported in previous releases of *VoiceLink* and may still occur in this release.

JVM Settings Recommendation: For *VoiceLink* implementations, Vocollect recommends the following Java Virtual Machine settings. N/A

- Windows Tomcat service settings
 - Java Options: -XX:MaxPermSize=256m and -XX:PermSize=256m
 - Initial memory pool: 256 MB
 - Maximum memory pool: 1024 MB
 - Thread stack size: 1024 KB
- Linux catalina.sh startup script parameters: "-Xmx 1024m" "-Xms 256" "-Xss 1m" "-XX:MaxPermSize 512m" "-XX:PermSize 256m"

Chrome Limitations: Google Chrome™ browsers do not support the bookmarking functionality in the *VoiceLink* interface. Chrome users will receive a warning message when they attempt to bookmark a filtered table. N/A

The "Back" button in Google Chrome browsers does not load the previous page correctly in the frame for *VoiceLink* Online Help. This is a known issue with Chrome and MadCap Flare, the help authoring tool used for *VoiceLink*. Users have to navigate manually to the previous help topic.

Workaround: Navigate manually to the previous help topic.

VoiceLink Demo System: If you create data in SQL Server, save it with the Demo System, then load it in an Oracle database via the Demo System, the data load will complete successfully but will finish with a "SQL script not found" error. After loading this data to Oracle, you cannot perform a file import to add data. If you attempt a file import of new data to the Oracle database in this scenario, the import will fail, as it will not be able to create N/A

new data objects.

Workaround: Ignore the SQL script error. The load of SQL Server data to Oracle works correctly despite the error message.

If you need to import any additional data, it will have to be imported into SQL Server prior to the transfer to Oracle.

IE8 Caching Requires UI Refresh: When a user creates a new object in the user interface (for example, a vehicle type) using Microsoft Internet Explorer v. 8, that object may not appear immediately on other UI pages and menus. This issue is related to how IE8 caches response data. **VLINK-4863**

Workaround: After creating the new object, clear the browser cache by pressing Ctrl-F5, using the **Tools > Internet Options** menu, or restarting the browser.

Delivery Mappings Do Not Display: If delivery mapping data does not display in the user interface following an upgrade to *VoiceLink* 4.1, check the delivery mapping field settings to ensure that they are correct for each site. The default setting for *VoiceLink* 4.1 changed from Customer Number to Route, so your mappings to customer numbers will not appear until the mapping field has been edited. **VLINK-4679**

Workaround: Go to **Selection > Delivery Mappings** and click the **Change Mapping Field** action link. Select "Customer Number" from the drop-down menu and click the **Change Mapping Field** button to save your change.

Linux Installs Error on Existing Accounts: Upon completing a *VoiceLink* installation on a Linux platform using existing accounts for the Tomcat Service and/or the Device Proxy Service, the installer may display an error: "The installation of Vocollect Enterprise Products is finished, but some errors occurred during the install." **VLINK-4653**

Workaround: In most cases, this error can be ignored. Review the following files to ensure that no exceptions were written to the logs during the installation process.

In the VoiceLink installation folder (/opt/Vocollect/VoiceLink):

- Vocollect_Enterprise_Products_DBInterfaceLog.log
- Vocollect_Enterprise_Products_InstallLog.log
- VoiceLink_InstallLog.log

In the Logs folder (/<InstallDirectory>/Logs):

- stderr_*.log
- stdout_*.log

Loading Route Status Cannot Change: In the Loading VoiceApplication interface, users cannot change the status of a route. **VLINK-4538**

Cycle Counting PVID Can Produce Error: In the Cycle Counting VoiceApplication when an operator is prompted for a check digit, the operator can speak either a check digit or a product verification identifier (PVID). Responding with a PVID in system-directed Cycle Counting works as expected, but in an *operator-directed* workflow it results in an "invalid location" message. **VLINK-4478**

Workaround: Use only check digits in the operator-directed workflow.

Printer Name Error in Linux Environment : In the Loading workflow in a *VoiceLink* Linux environment, the operator receives a general task failure when he or she specifies a printer name in response to the "Printer?" prompt. This error occurs because the *VoiceLink* Proxy service is not started with sufficient permissions on the Linux server during the initial installation and cannot complete the print command. **VLINK-4438**

User interface notification:

unexpected exception occurred. See log for details.

Error appearing in the VoiceLink logs:

```
java.lang.InternalError: Can't connect to X11 window
server using ':0.0' as the value of the DISPLAY
variable
```

Workaround: After the initial *VoiceLink* installation on Linux, stop and manually restart the **vlproxyservice** service using a user that has root access. See post-installation instructions in the *VoiceLink Implementation Guide* for details. This action will give the proxy user the appropriate level of permissions. The restart should only need to be performed once after installation.

JavaScript Updates May Get Ignored: For Vocollect Partners only: During the VoiceLink build process in the development environment, the file **head.ftl** controls the loading of concatenated JavaScript source code. The JavaScript file reference in **head.ftl** is set as a static filename rather than a variable, so any updates to the JavaScript source will not be included in the build. **VLINK-4362**

Workaround: If you make any changes to .css or .js files (in /web/css and /web/scripts, respectively), run the Ant target **deploy-direct** to generate the flattened version of these files. Copy the new .css and .js files from /build/VoiceLink/css and /build/VoiceLink/scripts to /web/css and /web/scripts. Then rename the files to match what is set in the **head.ftl** file (in /web/decorators).

Pre-Selected Data Cannot Be Filtered: If a user selects records in a data table in the user interface and then applies a filter that reduces the number of records from the original selection, the printable view continues to display the original, unfiltered dataset. **VLINK-4322**

Workaround: Select records in the data table with the filter already applied, then click "Printable View."

<p>Calendar Problems for Thai: When the <i>VoiceLink</i> server is set to the Thailand locale, scheduled jobs and license validation may fail because a third-party library does not recognize the time/date schema of the Buddhist calendar.</p>	VLINK-4305
<p>Workaround: Configure the <i>VoiceLink</i> server with a replacement locale that uses the Gregorian Calendar.</p>	
<p>Logged Error Can Be Ignored: Your VoiceLink logs may include a “NoSuchMethodException” error message on unknown property <code>totalItemsPicked</code>. This is a common error caused by VoiceLink charts which does not affect functionality. This error can be ignored.</p>	VLINK-4288
<p>Operators Cannot Skip a Skip in Cycle Counting: When there are no more available cycle counting assignments, an operator will be prompted to count any skipped assignments. The operator is unable to skip a previously skipped assignment (by saying "skip slot"); instead, the system prompts for the same assignment.</p>	VLINK-4167
<p>Workaround: Set the assignment as unavailable in the user interface, or the operator can specify a new location to count.</p>	
<p>Printing Error after 1000 Rows: The printable version feature for tables in the <i>VoiceLink</i> user interface is limited to 1000 data records at one time. If you select more than 1000 rows and click the Printable Version link, an error message displays.</p>	VLINK-4120
<p>Special Characters in UI: If a user enters text that includes the exact, two-character combination <code><?</code> in any text field of the user interface and then saves the entry, the resulting table display will not align properly. The open angle bracket and question mark, entered in that order with no space, is the only character combination that causes this issue.</p>	VLINK-4118
<p>Proxy Account Lost in Upgrade: During an upgrade of a <i>VoiceLink</i> implementation (Windows operating system environment) that uses an existing domain level account for the proxy service, the installer does not retain the account and password settings. The proxy does not start after the upgrade is completed.</p>	VLINK-4096
<p>Workaround: Manually reset the account information in the proxy service then restart the service.</p>	
<p>Sequential Imports for Same Assignment May Fail: Multiple import files for Selection Assignments and Picks that contain data for the same assignment and that are run sequentially in the same import job may cause errors and generate non-specific error messages in the VoiceLink logs. If the last line of the first file and the first line of the second file both contain data for the same assignment number, the import of the second file will fail. The import failure applies to <i>all</i> data contained in the second file, so data for other assignments could be lost.</p>	VLINK-4092
<p>The error message that is likely to appear in the logs is "No public method by name 'com.vocollect.voicelink.selection.model.Pick.getPicks()'."</p>	
<p>Prevention: Review your import files to ensure that data for a single assignment does not carry over into multiple files.</p>	

Workaround: Determine where the failure occurred, and re-import the failed import file(s). Because this issue is caused by import triggers that do not reset between files within an import job, running a new import job for the affected files is a viable solution.

Cluster Manager Fails Upgrade: An upgrade in a clustered environment will fail because the Cluster Manager prevents the upgrade installer from stopping and deleting the existing VocollectWebApplicationsVL service. **VLINK-4088**

Workaround: Delete the Cluster Resource associated with the VocollectWebApplicationsVL service prior to initiating the upgrade. After the upgrade is complete on all nodes, add the Cluster Resource again.

Operator is not Notified when Going Back for Skips: When an operator working a Selection assignment issues the "pass assignment" command or completes the final pick in the assignment, the voice process software prompts the operator to pick a skipped location in that assignment without indicating that it is going back for skips. **VLINK-4049**

Region Number 0 Creates Errors: If VoiceLink is implemented with a region numbered zero (0), the system will generate errors. Region numbers must be whole numbers greater than 0. **VLINK-3890**

Imports Fail with Big Numbers: Table-based and file-based import processes can fail if a numeric import field contains a value greater than the maximum that can be stored in the system. A numeric overflow error is generated and logged. **VLINK-3849**

Imports Allow Duplicate Verification Values: The validations on file imports do not prevent duplicate values in spoken verification, scanned verification, and check digits fields. For example, the locations file import may create duplicate values in the Spoken Location and Check Digits fields. When an operator encounters a location with these duplicate values, he or she hears "No error message available. To continue say ready." A similar scenario occurs with the Speakable Lot field in the lot file import. **VLINK-3812**

Workaround: Manually edit the values while the operator is signed off.

1. Operator must sign off from the device.
2. A user modifies the values of the affected fields via the user interface to make them unique.
3. The operator signs on to the device and can continue working.

RTF Reports Inconsistent in Reading Layout: Reports that are generated in RTF format do not display properly in the Microsoft Word® Reading Layout view because text in tables is not resized for display in this view. Users may experience this issue when opening emailed reports received in Microsoft Outlook® because Word automatically opens the reading layout view for emailed documents. **VLINK-3756**

Workaround: Close the reading layout view to return to print layout or normal view. To permanently disable reading layout, open Word and go to **Tools > Options > General tab** and clear the **Allow starting in Reading Layout** checkbox.

Asian Languages Require Language Pack for IE: In some versions of Microsoft Internet Explorer® East Asian languages such as Korean, Japanese, or Chinese characters are not readable. **VLINK-3690**

Workaround: Install the East Asian language on the client machine on which the browser is installed. For example:

1. On Win XP machines browse to **Start menu > Control Panel > Regional and Language Options > Languages tab.**
2. Select **Install files for East Asian Languages.**
3. Click OK.

Time Zone Mismatch Causes Error: If an operator works in sites that are configured for different time zones, or if the time zone setting for a site in *VoiceConsole* does not match the time zone for the same site in *VoiceLink*, the operator will receive a "Duplicate command detected" error message. **VLINK-3528**

Workaround: Perform the following steps:

1. In the user interface, sign off all operator(s). If prompted for a time to use in the sign off process, select "earliest available."
2. Ensure that the time zone settings match in *VoiceConsole* and in *VoiceLink* for the site.
3. Restart the VoiceLink Proxy Service (VLProxyServer). If the proxy is installed in distributed mode (separate from the *VoiceLink* server), you must restart the VoiceLink service (VocollectWebApplicationsVL) instead.

Reports Do Not Show Items Remaining: Reports that include picks, such as reports based on the Selection Assignment report type, use data on items picked only. They do not calculate and display data on picks remaining. **VLINK-3456**

Printed HTML Reports Lose Data: Reports generated in HTML format do not print properly from a browser. The generated HTML report is accurate, but some information may be lost when printed. **VLINK-3450**

Workaround: To obtain printed reports, select the existing report, click **Edit selected report**, and choose an alternate option from the Format drop-down menu—PDF, RTF, or XLS.

Service Paths Must Be Updated after Cluster Install: For implementations in a Windows cluster environment, the start parameter paths for the VocollectWebApplicationVL and VoiceLink Device Proxy services have to be modified after the installation is completed. Enter the following values. **VLINK-3424**

VocollectWebApplicationsVL service: C:\Program Files\Vocollect\VoiceLink\apache-tomcat-6.0\bin\tomcat6.exe //RS//VocollectWebApplicationsVL

VoiceLink Device Proxy service: C:\Program Files\Vocollect\VoiceLink\DeviceProxy\bin\startwatchdog.bat

Cluster Logs Directory Can Change to Default Path: When installing in a Windows cluster environment, a specific series of actions will cause the value for the logs directory location to default to the path for a normal (non-cluster) installation. **VLINK-3419**

- On the Application Cluster screen, leave the default value "No" selected and click Next.
- On the Log Files Directory screen, click Previous.
- Back on the Application Cluster screen, select "Yes" and click Next.
- Specify a shared folder or accept the default folder on the Shared Cluster Folder screen and click Next. Then provide a cluster hostname if prompted.
- The Log Files Directory screen now displays an incorrect default path (C:\Program Files\Vocollect\Logs) for a cluster installation.

Workaround: Manually change the path to the shared directory location previously specified on the Shared Cluster Folder screen.

Chart Settings Important for Correct Display: In the charts feature for Selection, settings left blank for Lower Bound and Upper Bound fields may result in generating invalid chart data. On launch, some charts will display a lower bound of "0" and an upper bound of "1." **VLINK-3285**

Workaround: The user should enter numeric values for the lower and upper bounds on the Edit Chart Settings page.

If a user selects the Items Picked/Remaining chart and clicks View chart settings, the Include Legend option is set to "Yes" by default.

Workaround: The user may want to prevent the chart legend from displaying by clearing the Include Legend check box.

Role Name Change Prevents Access: If the name of a role to which a user is assigned is modified while that user is logged in to the VoiceLink interface, the system generates an error message when that user attempts to access the Administration tab: "You are not authorized to access the requested application resource." Despite the error, the changes to the role name are saved. **VLINK-3134**

Workaround: the affected user should logout and login again to access the Administration tab.

Adding UI Column Requires Painter Function: In "Add Field to Import", adding a Boolean field is not handled properly. In the GUI, adding a Boolean field requires the use of a painter function. A section has been added to the *VoiceLink Customization Guide* called "Modifying Column Values using a Painter Function." See this section for more information. **CSCPLG-12**

Spaces in Import Values Must Be Replaced: In some custom implementations of *VoiceLink* where additional fields have been added to the Assignment and Picks import records, white spaces are being removed from import values. If the character at position 40111 in the import file is a white space, then all subsequent white spaces between 40111 and the next non-white-space character are removed. This scenario can result in additional labels being printed.

VLINK-2971

Workaround: Replace the white space characters at this position in the import file with periods.

Developer fix:

1. Replace xercesImpl.jar with sax.jar from <http://www.saxproject.org>
2. Upgrade castor-1.0.2.jar to castor-1.2.jar
3. Configure the castor jar using a castor.properties file with the following properties

```
# Defines the XML parser to be used by Castor.
# The parser must implement org.xml.sax.Parser.
org.exolab.castor.parser=org.xml.sax.helpers.XMLReaderAdapter

# Defines the (default) XML serializer factory to use
by Castor, which must
# implement org.exolab.castor.xml.SerializerFactory;
default is
# org.exolab.castor.xml.XercesXMLSerializerFactory
org.exolab.castor.xml.serializer.factory=
org.exolab.castor.xml.XercesJDK5XMLSerializerFactory
```

Line Loading Reports are not Available: Pallet manifest reports are not available from the Line Loading VoiceApplication.

VLINK-2934

Duplicate Records Exported for Chase Picks: In Selection, after a pick from a chase assignment is picked, two records for that pick are exported in the Picks export file (or table-to-table export).

VLINK-2762

- The first record is expected, and is mapped to the original assignment number.
- The second record is extraneous, and is identical to the first record except that contains the chase assignment number and a sequence number of 0. This second record is not understood by the WMS after export, and cannot be processed properly.

Container Numbers Can Be Duplicated Across Regions: A new container created in a warehouse with one region allowing system-generated container numbers and another region allowing operator-generated container numbers, may be assigned a container number that already exists in the system.

VLINK-2560

Workaround: Ensure that the container numbers used by operators in regions that allow operator-generated container numbers are well outside of the range of the numbers used for system-generated container numbers. Keep in mind that system-generated container numbers increment by one. This situation only exists if you have both types of regions mentioned.

Browser New Tab Does Not Work for VoiceLink Actions: Using the "Open link in new window/tab" option from the web browser's right-click menu option is not supported in the *VoiceLink* application, and does not work with several VoiceLink action links. **VLINK-2073**

Data Volume Degrades Performance: Transaction times for some Selection commands significantly increase the longer the application runs. This is due in part to an increase in the amount of transaction data in the database. **VLINK-2054**

To increase performance for longer runs, schedule a SQL transaction log backup to run every 30 minutes.

In Microsoft SQL Server do the following:

1. In *Microsoft SQL Server Management Studio*, select **Management**.
2. Right click on **Maintenance Plans** and select **Maintenance Plan Wizard**.
3. Specify a name for the plan.
4. Click the **Change** button next to the scheduling field and specify a daily frequency of 30 minutes with a starting and ending time range that matches the time period of normal operations.
5. Click **OK**.
6. Click **Next**.
7. Select **Back Up Database (Transaction Log)** from the list of maintenance tasks.
8. Click **Next** on the current screen and the next screen.
9. Select the *Vocollect VoiceLink* database from the list.
10. Click **Next** on the current screen and the next screen.
11. Click **Finish**.

Duplicate Database Interrupts Install Flow: If during the installation, the database name you entered in the **Database Settings** screen already exists, you will receive a message to that effect. If after you dismiss the message you click the **Previous** button, you will be taken to the **Choose Install Folder** screen rather than the **Database Settings** screen. You must exit the installer and restart it to enter the proper database settings. **VLINK-2035**

Users Must Wait for Resequencing Success: Resequencing a large number of assignments can take up to a minute to fully process. Although you are not informed of the processing status in the user interface, do not attempt to perform other actions in the application until you receive an *Assignments were resequenced* success message. **VLINK-2031**

Site Name Cannot Contain Encodings: Do not include UTF-8 encoded characters in a site's name. Windows is unable to create a directory with such a site name, and scheduler export jobs will fail. **EPP-730**

VoiceLink Product DVD Contents

DVD Label	Item Code	Contents
Vocollect VoiceLink® Server Application Enterprise DVD	N/A	This DVD is not included in the VoiceLink 4.2.1 release. See VoiceLink listings in the <i>Vocollect Product Ordering Guidelines</i> .
Vocollect VoiceLink® Server Application Site DVD	N/A	This DVD is not included in the VoiceLink 4.2.1 release. See VoiceLink listings in the <i>Vocollect Product Ordering Guidelines</i> .
VocollectVoiceLink® V4.2.1 Voice Application Enterprise DVD	SW-VLINK-VAPP-4.2.1-ENT-DVD	<ul style="list-style-type: none"> Voice process software for VoiceLink VoiceApplications (Cycle Counting, ForkApps, Line Loading, Loading, Put To Store, Selection) based on VoiceArtisan® technology* VoiceLink Product Descriptions
VocollectVoiceLink® V4.2.1 Voice Application Site DVD	SW-VLINK-VAPP-4.2.1-SITE-DVD	<ul style="list-style-type: none"> Voice process software for VoiceLink VoiceApplications (Cycle Counting, ForkApps, Line Loading, Loading, Put To Store, Selection) based on VoiceArtisan® technology* VoiceLink Product Descriptions
VocollectVoiceLink® Task Enterprise DVD	N/A	This DVD is not included in the VoiceLink 4.2.1 release. See VoiceLink listings in the <i>Vocollect Product Ordering Guidelines</i> .
VocollectVoiceLink® Task Site DVD	N/A	This DVD is not included in the VoiceLink 4.2.1 release. See VoiceLink listings in the <i>Vocollect Product Ordering Guidelines</i> .
Vocollect VoiceLink® Developer Toolkit	N/A	This DVD is not included in the VoiceLink 4.2.1 release. See VoiceLink listings in the <i>Vocollect Product Ordering Guidelines</i> .

* Distributable application only. Source code is not included.

Getting Help

Additional Documentation

Resource	Description	FIND IT HERE					
		<i>VoiceLink</i> User Interface	<i>VoiceLink</i> Server Application DVDs	<i>VoiceLink</i> Voice Application or Task DVDs	<i>VoiceLink</i> Dev. Toolkit (Partner) DVD	<i>VoiceLink</i> partner forum	Vocollect internal <i>Collaboration Center</i>
Product Descriptions	Details on how voice supports warehouse work flows for Selection, Put Away and Replenishment (ForkApps), Line Loading, Put To Store, Loading, and Cycle Counting			✓	✓	✓	✓
Implementation Guide	Guidance on planning, deploying, and configuring your <i>VoiceLink</i> solution		✓		✓	✓	✓
Online Help	Screen-by-screen instructions on how to use the <i>VoiceLink</i> interface, available integrated in the UI or as a download from Vocollect portals. Source files are provided on the Developer Toolkit DVD.	✓			✓	✓	✓
Customization Guide	Technical reference on <i>VoiceLink</i> system architecture, setting up a developer environment, customizing application components, and testing and deploying custom systems				✓	✓	✓
Web Services Guide	Instructions for using programmatic interfaces to perform operations on a <i>VoiceLink</i> system, particularly bulk changes, rather than making manual changes through the user interface.				✓	✓	✓
Reporting Best Practices Guide	Recommendations for writing reports against a <i>VoiceLink</i> database and creating custom reports				✓	✓	✓
Demo System Guide	Information for authorized users on using the <i>VoiceLink</i> Demo Tool				✓	✓	✓

Contact Information

If you have difficulty with any of the procedures described in this document, contact Vocollect Technical Support.

Note: If you purchased equipment or services through a Vocollect reseller, please contact your reseller first for support or to purchase a support plan.

For order placement, order status, returns, Return Material Authorization (RMA) status, or other customer service issues, contact Vocollect Customer Service at:

United States: E-mail: voccustsupp@vocollect.com Phone: 866 862 6553, Option 3, Option 2	Europe, Middle East, and Africa: E-mail: CustomerServicesEMEA@vocollect.com Phone: +44 (0) 1628 55 2903
Americas (outside U.S.), Australia, New Zealand: E-mail: voccustsupp@vocollect.com Phone: 412 829 8145, Option 3, Option 2	Japan and Korea: Email: japan@vocollect.com Phone: +813 3769 5601

To return equipment for repair contact Vocollect RMA to request an RMA number:
Email: vocollect-rma@vocollect.com

For product related technical questions, system support incidents, and related technical issues, contact Vocollect Technical Support at:

United States: E-mail: support@vocollect.com Phone: 866 862 7877	Europe, Middle East, and Africa: E-mail: emeasupport@vocollect.com Phone: +44 (0) 1628 55 2902
Americas (outside U.S.), Australia, New Zealand: E-mail: support@vocollect.com Phone: 412 829 8145, Option 3, Option 1	Japan and Korea: E-mail: japansupport@vocollect.com Phone: +813 3769 5601

For sales or any other inquiry, please contact Vocollect at info@vocollect.com or 412 829 8145.

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