

# Release Notes for VoiceLink 5.0 Rev B

## New Features in VoiceLink 5.0

### **IMPORTANT**

If you are upgrading from a 4.x version of VoiceLink to this version, use the installation instructions for upgrading from 4.x to 5.0.

### **HTTPS Support**

HTTPS communication is now supported for both the VoiceLink web application and device communication with VoiceLink. You will need to use the tasks provided with this version of VoiceLink to enable this feature.

LUTs and ODRs are still supported to maintain compatibility with VoiceDirect.

### **Web Services for Importing and Exporting**

WMS data can be imported and exported with individual services for each data type supported in file-based import and export. See Web Services for more information.

OAuth 2.0 authentication is enabled for the services which can be used based on the client ID and client secret. This can be set in Administration section of VoiceLink.

A new system configuration was added that allows you to set the maximum allowed number of data records per service request based on the hardware infrastructure setup at the customer site.

### **Security Enhancements**

This release introduces increased security measures including password length and character requirements, Captcha verification on login, password lock after failed attempts, and mandatory password changes on initial logins.

## Third-party Library Upgrades

VoiceLink now supports JDK 1.8 and Apache Tomcat 9.0.7

Most of the third-party libraries used in VoiceLink, including Struts, Hibernate, and Spring have been upgraded to the latest released versions.

## Supported Environments

Operating System	Windows Server® 2016, 64-bit (x86) Windows Server 2014, 64-bit (x86) Windows Server 2012, 64-bit (x86) Red Hat® Enterprise Linux® v. 5 VMware® ESX v.5.1 running a supported operating system
Database	Microsoft SQL Server® 2016 Microsoft SQL Server 2014 Microsoft SQL Server 2012 Oracle® Database 12c Oracle Database 11g and 11g R2
Web Server	Apache Tomcat™ version 9.0.7 and Java Development Kit version 6.0 (installed by VoiceLink installation)
Devices and Vocollect Voice Software	For wearable device and Vocollect Voice Software compatibility with your version of VoiceLink, refer to <i>Product Ordering Guidelines</i> .
Client Browser	Microsoft Internet Explorer® v. 10, v. 11 Mozilla Firefox® v. 20.x and newer * Google Chrome® v. 25.x and newer for PC*
Mobile Dashboards	Mobile Safari® v. 7 and newer for Apple® iPad® running iOS v. 7.1.1 (mobile alerts and dashboard viewing only) Mobile Chrome v. 35.0 and newer for tablet devices running Android v. 4.2.2 (mobile alerts and dashboard viewing only) VoiceLink dashboards and alerts have been tested on Apple iPad 4 running iOS 7.1 and using a Mobile Safari 7 browser and tested on a Samsung T3110 tablet running Android 4.2.2 and using a Google Mobile Chrome 35.0 browser, although they can be run on other

tablet environments with VoiceLink-supported browsers. The customer may experience less than optimal performance with variations of tablet devices, operating systems, or browsers.

Supported Languages**	da_DK = Danish	fr_FR = French
	nl_NL = Dutch	ja_JA = Japanese
	en_AU = English, Australian	ko_KR = Korean
	en_GB = English, United Kingdom	es_MX = Latin American Spanish
	en_US = English, United States	pt_BR = Portuguese, Brazilian
	fi_FI = Finnish	zh_CN = Simplified Chinese
		sv_SE = Swedish

\*VoiceLink performance has been tested with Firefox version 31.0 and Chrome 37.0. Performance with newer browser versions should be acceptable but cannot be guaranteed.

\*\* The features introduced with the VoiceLink 4.2 and 4.3 releases are available only in English at this time.

## Changes to the Task File

**This section has been updated since the original release.**

The VoiceArtisan verion 1.14 task file (.vad) has the following changes in this release:

Enables communication from the device to VoiceLink in HTTP, HTTPS, and LUTs and ODRs.

Parameters were added to support these features:

### **useLutOdr**

Determines whether LUTs and ODRs are used for communication. If set to true, it will use the values in LUTHost, ODRHost, and associated ports.

Default: false

### **useSSL**

Determines whether HTTP or HTTPS is used for communication between the device and VoiceLink.

Default: false

### **serverUrl**

When useSSL is set to true, this value should be set to the context root of the VoiceLink application

Example: /VoiceLink/services/proxyRestService/executeCommand

## serverHost

When useSSL is set to true, this value should be set to the IP Address/Hostname and port of the VoiceLink server.

Format: *Hostname:Port*

Example: localhost:9090

# Troubleshooting

## Considerations and Known Issues

### Error when Clicking Help Menu

If you open Help for This Page, the help appears. If you click on the highlighted item in the Table of Contents menu on the right (referencing the same topic you currently have open), you will receive a bad request error.

**Workaround:** Click the Back button in your browser.

### Chrome Crashes after Hours of Dashboard Display

When using a Google Chrome browser for continuous display of a dashboard over several days, users may see an error and experience browser failure due to the way Chrome allocates memory.

**Workaround:** Close and re-launch the browser tab to free up memory for dashboard activity.

VLINK-5308

### Charts Flicker on Move in IE

Charts flicker when they are moved within a dashboard beyond the default viewing area of an Internet Explorer browser. This issue is caused by a limitation in the jQuery UI Library, a collection of user interface widgets in the jQuery JavaScript library used in the charts framework, and augmented by the IE browser.

#### IMPORTANT

Internet Explorer is no longer a supported browser for VoiceLink. Refer to [System Requirements](#) for supported browsers.

VLINK-5285

### Drill-Down Chart Elements Hidden When No Data

If there is no data in the system for a drill-down chart to plot, that chart will only display the "breadcrumb" information at the top of the box. The user cannot see the chart name, description, or chart structure. This is a limitation of FusionCharts®, the software that powers VoiceLink charts.

VLINK-5276

## Pie Charts Do Not Display with Zero Values

If the value of any segment to be plotted in a pie chart is equal to zero at the time a user views the chart, the pie chart will not display in chart preview or in a dashboard.

**Workaround:** For data that may contain zero values with some frequency, consider selecting a column chart type.

VLINK-5138

## Chart Drops Available Assignments

The projections in the Estimated Hours Remaining chart in the Remaining Work dashboard excludes data from assignments where picking is completed but the operators have not given the “ready” response to accept the next assignment. A limitation in the chart calculation prevents the data from including assignments that are in Available status at this step in the task flow. Chart data plots correctly once operators have given the “ready” response and started the next assignment.

VLINK-5132

## Charts Exclude Assignments with Multiple Routes

Charts that plot assignment data by route do not include data for assignments that are associated with multiple routes.

**Workaround:** To capture data for assignments with multiple routes, consider charting assignment status by region instead.

VLINK-5044

## JVM Settings Recommendation

For VoiceLink implementations, Vocollect recommends the following Java Virtual Machine settings.

- 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"`

## 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 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.

## Delivery Mappings Do Not Display

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

**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.

VLINK-4679

## 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."

**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

VLINK-4653

## 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.

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

VLINK-4478

## 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.

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 `vlproxyserver` 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.

VLINK-4438

## 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.

**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`).

VLINK-4362

## 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.

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

VLINK-4322

## Calendar Problems for Thai

When the VoiceLink 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.

**Workaround:** Configure the VoiceLink server with a replacement locale that uses the Gregorian Calendar.

VLINK-4305

## 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.

**Workaround:** Set the assignment as unavailable in the user interface, or the operator can specify a new location to count.

VLINK-4167

## Special Characters in UI

If a user enters text that includes the exact, two-character combination `<?` 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.

VLINK-4118

## 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 *all* data contained in the second file, so data for other assignments could be lost.

The error message that is likely to appear in the logs is "No public method by name 'com.-vocollect.voicelink.selection.model.Pick.getPicks()'."

**Prevention:** Review your import files to ensure that data for a single assignment does not carry over into multiple files.

**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.

VLINK-4092

## 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.

**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.

VLINK-4088

## 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

## 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.

**Workaround:** Navigate manually to favorite user interface pages.

VLINK-4018

## 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.

**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.

VLINK-3812

## 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.

**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.

VLINK-3756

## 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.

**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.

VLINK-3690

## 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.

**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.

VLINK-3528

## 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.

**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.

VLINK-3450

## Service Paths Must Be Updated after Cluster Install

For implementations in a Windows cluster environment, the start parameter paths for the VocollectWebApplicationVL has to be modified after the installation is completed. Enter the following values.

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

VLINK-3424

## 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.

- 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.

VLINK-3419

## 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.

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

VLINK-3134

## 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.

**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. 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.ex-  
olab.castor.xml.XercesJDK5XMLSerializerFactory
```

VLINK-2971

## 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).

- 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.

VLINK-2762

## 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.

**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.

VLINK-2560

## 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.

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**.

VLINK-2054

## 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

## 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

## 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

VLINK-2346

If a location has a status of "Invalid Lot" and the coreloc\*.dat import file updates information at that invalid lot location, the status of that location is changed to "Replenished," and the invalid lot status is lost.

VLINK-2345

If a Location status is set to "Invalid Lot Number," the Trigger Replenishment Pick flag, which is used to update the replenishment's priority to "High," does not work, and the replenishment scheduled for that pick's destination location does not receive the updated status.

VLINK-2341

If a location has a status of "Invalid Lot" and the rplloc\*.dat import file updates information at that invalid lot location, the status of that location is changed to "Replenished," and the invalid lot status is lost.

VLINK-2270

If a location has a status of "Invalid Lot", and you manually create item-location mappings on the Item-Location Mapping screen involving that invalid lot location, the status of that location is changed to "Replenished," and the invalid lot status is lost.

VLINK-2089

When importing replenishment data, VoiceLink does not accept null values for the Destination Location Identifier field and therefore operator directed replenishments and moves are not currently supported.

VLINK-1415

After installing VoiceLink in a Linux environment, some files remain in the /tmp/install.dir.<pid> directory, after having been placed there by the installer. These files are not needed after a successful installation and can be safely removed.

## Release Notes: Vocollect VoiceLink® 4.3

30 October 2014

The following release notes describe the new features and existing limitations in this release of VoiceLink. Issue numbers listed in these notes are part of the Vocollect internal software tracking system and may be helpful when contacting technical support.

## Features in this Release

### Dashboards

VoiceLink version 4.3 introduces dashboards that users can customize to display charts and graphs for a quick view of warehouse operations, workforce performance, and route status.

The new **Dashboards and Alerts** tab in the user interface defaults to the **My Dashboard** view, which users can setup with their frequently used data. Additionally, a set of pre-built dashboards and charts are included in this release to assist warehouse managers with workforce and operations monitoring. The charted data provides analysis and projections on operator performance, work rates, and route departure schedules and includes redesigns of legacy charts that originally showed the status of Selection operations.

#### NOTE

**Note:** the default alerts and charts included in VoiceLink 4.3 use data only from the Selection VoiceApplication, except in the case of operator data which extends to all VoiceApplications.

### Charts

This release expands the existing Selection Charts feature to allow for the creation of charts showing data from various data sources beyond the VoiceLink database, such as a WMS or labor management system. The new charts can be added to dashboards for a comprehensive analysis of routes and operators at a glance.

The new charts functions are available in the Dashboards and Alerts tab of the user interface.

### Alerts

The new VoiceLink Alerts feature notifies users when specific warehouse operations are not running efficiently or when system performance is compromised. And, by linking alerts to relevant dashboards, managers who receive alert notification emails can directly access detailed data on their mobile devices and take action in the VoiceLink interface from anywhere in the warehouse. Find this feature in the Dashboards and Alerts tab.

A set of default alerts can be enabled to track when a route will miss its departure time, if work in a region is running behind schedule, when operators are inactive for a period of time, if the proxy server is unresponsive, and various other conditions. Alert notifications are displayed on the **Notifications** page in the user interface and can be emailed to a list of addresses. The default alerts are disabled on install—find instructions on enabling alerts in the VoiceLink Implementation Guide and VoiceLink Online Help.

The default system alerts function only with implementations that use a local proxy server, where the proxy server and VoiceLink server reside on the same physical machine.

Users can create new alerts based on existing data sets by selecting data categories and setting criteria and thresholds for the Alert Evaluator to measure. Additionally, developers can create custom data sets for a broader set of alerts by building new Data Aggregators. See the Guide to Configuring Alerts and the VoiceLink Customization Guide for more details.

## Departure Date/Time

Some of the default alert and chart data supplied with this release are the results of comparisons made among routes. To accomplish these comparisons, the system now uniquely identifies routes by route name and departure date by using the repurposed "Loading Departure Time" field.

Routes that miss their departure times no longer appear in the pre-built charts, so it may be necessary to update the time that was originally imported.

Users can modify imported departure dates/times with the **Change route departure time** action link on the **Selection > Assignments & Picks** page. The change affects an entire route and all assignments in that route.

## VoiceLink on Mobile Devices

The VoiceLink dashboard feature supports iPads using Safari browsers and Android devices using Chrome browsers. Supervisors can receive alerts, access VoiceLink, and view dashboards using their mobile devices on the warehouse floor rather than having to return to a workstation to get an update on current operations.

Mobile devices running Windows operating systems are not supported.

## Acknowledging Notifications Faster

The user interface now allows authorized users to select **and acknowledge** multiple notifications on the **Administration > Notifications** page. Previously, users could acknowledge only one notification at a time. [VLINK-2164]

## 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 can be disabled using an advanced task package setting in VoiceConsole®: "disableControlFunction\_BATTERY\_STATUS=1."

## Talkman A730 Voice Scanning

The new vocabulary word "scan" has been added to the VoiceLink voice application (VoiceArtisan-based voice process software). Operators using A730 devices can speak this command to scan location check digits, product IDs, carton IDs, and other barcode identifiers. This feature can be disabled by clearing 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. See the VoiceLink Customization Guide for information on vocabulary and localization.

## Integration of Personal Voices

The ArtisanVoiceLinkPersonalVoices\_4.3.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. Note that when using this feature, operators cannot change the speed or pitch of the recorded voice prompts.

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.

## Changes to Supported Environments

**New environments:** As noted in the following section, VoiceLink now supports Microsoft Windows Server® 2012, VMware® ESX version 5.1, Microsoft Internet Explorer version 10 and version 11, Mobile Chrome®, and Mobile Safari® on Apple® iPad®; and VoiceLink now installs Apache Tomcat™ version 7.0.14.

**Environments out of support:** This release drops support for Windows Server 2003, VMware ESX version 4 and Internet Explorer versions 7, 8, and 9.

## Supported Environments

This version of VoiceLink no longer supports Windows Server 2003, VMware ESX v. 4.0, and client browsers Internet Explorer v. 7, v. 8, and v. 9.

	Windows Server® 2012, 64-bit (x86)
<b>Operating System</b>	Windows Server 2008, 64-bit (x86) and 2008 R2, 64-bit (x86) Windows Server 2008, 32-bit (x86)

Red Hat® Enterprise Linux® v. 5

VMware® ESX v.5.1 running a supported operating system

<b>Database</b>	Microsoft SQL Server® 2012
	Microsoft SQL Server 2008 and 2008 R2
	Oracle® Database 11g and 11g R2

<b>Web Server</b>	Apache Tomcat™ version 7.0.14 and Java Development Kit version 6.0 (installed by VoiceLink installation)
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<b>Devices and Vocollect Voice Software</b>	For wearable device and Vocollect Voice Software compatibility with your version of VoiceLink, refer to Vocollect Product Ordering Guidelines on the Partner Portal.
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<b>Client Browser</b>	Microsoft Internet Explorer® v. 10, v. 11
	Mozilla Firefox® v. 20.x and newer *
	Google Chrome® v. 25.x and newer for PC*

<b>Mobile Dashboards</b>	Mobile Safari® v. 7 and newer for Apple® iPad® running iOS v. 7.1.1 (mobile alerts and dashboard viewing only)
	Mobile Chrome v. 35.0 and newer for tablet devices running Android v. 4.2.2 (mobile alerts and dashboard viewing only)

**NOTE**  
VoiceLink dashboards and alerts have been tested on Apple iPad 4 running iOS 7.1 and using a Mobile Safari 7 browser and tested on a Samsung T3110 tablet running Android 4.2.2 and using a Google Mobile Chrome 35.0 browser, although they can be run on other tablet environments with VoiceLink-supported browsers. The customer may experience less than optimal performance with variations of tablet devices, operating systems, or browsers.

<b>Supported Languages**</b>	da_DK = Danish	fr_FR = French
	nl_NL = Dutch	ja_JA = Japanese
	en_AU = English, Australian	ko_KR = Korean
	en_GB = English, United Kingdom	es_MX = Latin American Spanish
	en_US = English, United States	pt_BR = Portuguese, Brazilian
	fi_FI = Finnish	zh_CN = Simplified Chinese
		sv_SE = Swedish

\* VoiceLink performance has been tested with Firefox version 31.0 and Chrome 37.0. Performance with newer browser versions should be acceptable but cannot be guaranteed.

\*\* The features introduced with the VoiceLink 4.2 and 4.3 releases are available only in English at this time.

## Import and Export File Changes

There were no changes in this release.

This version introduces new import files and minor modifications to existing import files. A summary of these changes follows. For more detail about the field sizes and file formats, refer to the VoiceLink Implementation Guide.

### Import File Changes

#### Selection Assignments Import File

- Revised LoadingDepartureDateTime field name to DepartureDateTime. Only the field name and validation changed; there are no changes to field length or format. The field validations were changed to remove the requirements related to Selection-Loading interoperability. Values in this field are now used to calculate route statistics in delivery management dashboards. The LoadingRegion field remains as a requirement for the integration of the Selection and Loading workflows.

### Export File Changes

There were no export file 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.

**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.

VLINK-5079

VL\_4.0.1\_012-ECS

VL\_4.2\_006-ECS

**Multiple Hints Allowed for Item Verification:** If Product Verification IDs (PVIDs) were employed to verify products in the Selection VoiceApplication

VLINK-5033

VL\_4.0.1\_012-ECS

(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.

VL\_4.2\_006-ECS

**Operator Labor Report Date Error Fixed:** Certain reports were generating "unparseable date" errors when launched. The time span selected during the launch of a report was processed in a format specific to the server locale, rather than the format expected by the system. The system now converts the dates correctly and still displays localized dates within the generated reports.

VLINK-5216

VLINK-5058

VSCECS-58

**Alphas Allowed for Replenishment Reserve Location:** The operator was not allowed to speak alpha characters to validate the reserve location in the Replenishment workflow. This issue has been resolved in this release; the system allows any combination of alpha and numeric characters at this prompt.

VLINK-4989

VSCECS-30

**Report Execution Time Stabilized:** The launch time for a daily report was based on the last run time. As a result the report job was delayed each day by five minutes—the default length of the job scheduler interval. This issue has been resolved in this release; the scheduler uses the report time set by the user.

VLINK-4967

VSCECS-28

**Pickup Location Validated in Replenishment:** The location for a pickup was not being validated in the Replenishment VoiceApplication, even when check digits were defined for that location. This issue has been resolved in this release; the system performs the validation as expected.

VLINK-4702

VSCECS-30

**"Item" Vocab Updated to "Item Number":** The standard vocabulary word in VoiceApplications is "item number," but this word was implemented as "item" in ForkApps and Cycle Counting. The inconsistency resulted in additional voice template training and operator confusion. The vocabulary has now been updated across all VoiceApplications to be "item number."

VLINK-4406

VSCECS-13

**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.

VLINK-3802

VL\_4.0.1\_012-ECS

VL\_4.2\_006-ECS

**Duplicate Operator ID Caused Error at Startup:** When the same operator ID existed in different sites, the first operator to sign in received an "unknown task version" error. The proxy log recorded a "non-unique result." This issue has been resolved in this release; site context filtering is now performed when the

VLINK-3790

VSCECS-40

system processes the first command.

**Replenishment Allows Scanned Validation:** The original implementation of the Replenishment VoiceApplication only included the ability for an operator to speak a value to validate the reserve location. The application now allows the option to scan the value if available.

VLINK-2867  
VSCECS-30

## Fixed Issues

**Guide Updated for Oracle Import Field:** The VoiceLink Implementation Guide section on table-based imports has been updated to state that the deliveryLocation field in a Selection Assignments import can be an empty string for MS SQL Server but must contain a numeric delivery location for Oracle, even if delivery is not part of the workflow for the region.

VLINK-5178

**Replenishment Location Validation Includes Alphas:** When picking up a pallet at a reserve location, operators were only able to speak numeric license plate identifiers. This issue occurred in voice application (VoiceArtisan-based) implementations only. The issue has been resolved in this release; operators can now speak or scan numeric and alpha characters to validate the pallet.

VLINK-5159

**Rescan Allowed after Scanning Error:** If an operator scanned an incorrect bar code at any scannable identifier prompt, the voice application prompted the operator to try again but the scanner would not power up to perform a rescan. This issue has been resolved in this release.

VLINK-5156

**Vocabulary, DynamicVocabulary Classes Use class\_factory, obj\_factory:** Several instances of the Vocabulary and DynamicVocabulary classes did not use the Python class\_factory pattern and the Vocabulary and DynamicVocabulary objects did not use the obj\_factory. This condition prevented developers from extending those classes and instantiating those objects when customizing an implementation. This issue has been resolved in this release; the classes have been updated to use class\_factory.

VLINK-5072

**GetAssignment Classes Now Use class\_factory:** The implementation of Python classes GetAssignmentManual and GetAssignmentAuto did not use class\_factory when defining their parent class, GetAssignmentBase. This condition prevented developers from being able to add to the common functionality of the GetAssignmentBase class and extend other custom child classes. This issue has been resolved in this release; the classes have been updated to use class\_factory.

VLINK-5037

**SQL Server Schema Name Required:** In previous releases, users were allowed to choose the SQL Server database schema during a VoiceLink installation. This flexibility, however, created a problem for the upgrade

VLINK-4913

installer which only recognizes the default "dbo" schema. Users are now required to install to the dbo schema.

**External Job Scheduler Error Message Updated:** When the external job scheduler could not find or access the batch file to run the job, the log entry reported "the directory name is invalid." The error message has been revised to report the problem accurately.

**VLINK-4864**

**Vehicle Identification Requires Valid ID:** If a user provided an invalid vehicle ID, the dialog continued to the next function prompt in the workflow rather than re-prompting for a vehicle ID. As a result, users were unable to perform vehicle safety checks after speaking an incorrect ID and could continue on in the workflow. This issue has been resolved; the dialog does not progress out of the vehicle identification workflow until a valid ID has been entered.

**VLINK-4821**

**Extra Words Suppressed in Location Direction:** In the Selection voice application (VoiceArtisan-based process software), the device was speaking extra words in response to an operator's informational commands, "location" or "repeat last pick." The location direction included "aisle" when no aisle information existed or "comma." This issue has been resolved in this release; the extra words are now suppressed.

**VLINK-4303**

**Printing Error after 1000 Rows:** The printable version feature for tables in the VoiceLink user interface was limited to 1000 data records at one time. This issue has been resolved; the Printable Version generates without error when more than 1000 rows are selected.

**VLINK-4120**

## General Considerations and Limitations

### Differences in Task Types

#### Cycle Counting

##### Workflow: assignment

###### TaskBuilder

Inventory Control features are not available. Additional fields for display data are ignored by the task; no support for display devices.

###### VoiceArtisan

Implemented as the Inventory Control voice application to support display devices. Assignment data includes Tie, High, and Image fields. (Feature not available in VoiceLink.)

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

## **Workflow: reserve chain**

### **TaskBuilder**

No support for reserve chain; no support for display devices.

### **VoiceArtisan**

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**

#### **TaskBuilder**

Following the Route prompt, the user must speak "*route number, Ready.*"

#### **VoiceArtisan**

Following the Route prompt, the user must speak only the route number. "Ready" is not needed.

## **Selection**

### **Workflow: partial pick**

#### **TaskBuilder**

If two containers are open when doing a partial pick, the slot is re-prompted after the container is verified for the first put.

#### **VoiceArtisan**

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.

### **Workflow: deliver**

#### **TaskBuilder**

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.

#### **VoiceArtisan**

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

### TaskBuilder

Feature available in VoiceDirect only; not available in VoiceLink.

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.

### VoiceArtisan

Feature available in VoiceDirect and VoiceLink.

Feature requires custom configuration to enable for the Cycle Counting and Line Loading voice applications.

## Vehicle type/function error responses

### TaskBuilder

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.

### VoiceArtisan

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

### TaskBuilder

The user can only enter a maximum of two digits at the "Vehicle type" prompt.

### VoiceArtisan

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:

- *Description*, correct?
- *Spoken ID*, correct?
- *Safety check*
- *Safety check* failed, correct?

### TaskBuilder

The allowed operator responses are "yes" or "no."

### VoiceArtisan

The allowed operator responses are "yes," "no," "take a break," or "sign off."

Allowed responses to *safety check* also include a numeric response.

## Safety check failure responses

### TaskBuilder

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".

### VoiceArtisan

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."

## Issues Reported with This Release

**Chrome Crashes after Hours of Dashboard Display:** When using a Google Chrome browser for continuous display of a dashboard over several days, users may see an error and experience browser failure due to the way Chrome allocates memory. VLINK-5308

**Workaround:** Close and re-launch the browser tab to free up memory for dashboard activity.

**Charts Flicker on Move in IE:** Charts flicker when they are moved within a dashboard beyond the default viewing area of an Internet Explorer browser. This issue is caused by a limitation in the jQuery UI Library, a collection of user interface widgets in the jQuery JavaScript library used in the charts framework, and augmented by the IE browser. VLINK-5285

**Drill-Down Chart Elements Hidden When No Data:** If there is no data in the system for a drill-down chart to plot, that chart will only display the "breadcrumb" information at the top of the box. The user cannot see the chart name, description, or chart structure. This is a limitation of FusionCharts®, the software that powers VoiceLink charts. VLINK-5276

**Pie Charts Do Not Display with Zero Values:** If the value of any segment to be plotted in a pie chart is equal to zero at the time a user views the chart, the pie chart will not display in chart preview or in a dashboard. VLINK-5138

**Workaround:** For data that may contain zero values with some frequency, consider selecting a column chart type.

**Chart Drops Available Assignments:** The projections in the Estimated Hours Remaining chart in the Remaining Work dashboard excludes data from assignments where picking is completed but the operators have not given the "ready" response to accept the next assignment. A limitation in the chart calculation prevents the data from including assignments that are in Available status at this step in the task flow. Chart data plots correctly once operators have given the "ready" response and started the next assignment. VLINK-5132

**Charts Exclude Assignments with Multiple Routes:** Charts that plot assignment data by route do not include data for assignments that are associated with multiple routes.

VLINK-5044

**Workaround:** To capture data for assignments with multiple routes, consider charting assignment status by region instead.

## 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.

- Windows Tomcat service settings

Java Options: -XX:MaxPermSize=256m and -XX:PermSize=256m

Initial memory pool: 256 MB

N/A

Maximum memory pool: 1024 MB

Thread stack size: 1024 KB

- Linux catalina.sh startup script parameters: "-Xmx 1024m" "-Xms 256m" "-Xss 1m" "-XX:MaxPermSize 512m" "-XX:PermSize 256m"

**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 new data objects.

N/A

**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.

**Frequency of Slot Visits Report Mishandles Ties:** If several of the most-visited slots have the same number of visits recorded, the Frequency of Slot Visits report may not display all of the data requested.

VLINK-4897

**Caution:** This report is intended to inform warehouse managers of which locations might require reslotting or cycle counting. Do not use the report data for precise audits.

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

VLINK-4679

bers will not appear until the mapping field has been edited.

**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."

**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.

VLINK-4653

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.

User interface notification:

VLINK-4438

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.

**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."

**Calendar Problems for Thai:** When the VoiceLink 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.

VLINK-4305

**Workaround:** Configure the VoiceLink server with a replacement locale that uses the Gregorian Calendar.

**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.

VLINK-4167

**Workaround:** Set the assignment as unavailable in the user interface, or the operator can specify a new location to count.

**Special Characters in UI:** If a user enters text that includes the exact, two-character combination <? 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.

VLINK-4118

**Proxy Account Lost in Upgrade:** During an upgrade of a VoiceLink 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.

VLINK-4096

**Workaround:** Manually reset the account information in the proxy service then restart the service.

**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 *all* data

VLINK-4092

contained in the second file, so data for other assignments could be lost.

The error message that is likely to appear in the logs is "No public method by name 'com.-vocollect.voicelink.selection.model.Pick.getPicks()'. "

**Prevention:** Review your import files to ensure that data for a single assignment does not carry over into multiple files.

**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

**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.

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.

VLINK-4018

**Workaround:** Navigate manually to favorite user interface pages.

**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,

VLINK-3812

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.

**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.

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

VLINK-3690

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.

**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.

VLINK-3528

**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.

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

VLINK-3424

VoiceLink Device Proxy service: C:\Program Files\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.

- 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.

VLINK-3419

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

**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.

**Spaces in Import Values Must Be Replaced:** In some custom imple-

VLINK-2971

mentations 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.

**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. 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.ex-  
olab.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).

- 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.

VLINK-2762

**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.

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**.

VLINK-2054

**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

**Adding UI Column Requires Painter Function:** In "Add Field to Import",

CSCPLG-12

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.

**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**



# **Vocollect VoiceLink<sup>®</sup> Release Note Archives**

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# Release Notes:

## Vocollect VoiceLink® 4.2

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15 April 2013

The following release notes describe the new features and existing limitations in this release of *VoiceLink*. Issue numbers listed in these notes are part of the Vocollect internal software tracking system and may be helpful when contacting customer service.

## Features in this Release

### Support for Vehicle Safety Checks

*VoiceLink* now offers vehicle safety checks as part of a *VoiceApplication* workflow. This feature is available only with a voice application (*VoiceArtisan*-based) implementation of the voice process software. Task software (*TaskBuilder*-based) implementations do not support all vehicle flow functionality and can result in data irregularities.

If the feature is enabled in the task package and vehicle types and safety checks have been defined in the system, the device prompts the operator to perform safety checks when he or she uses a vehicle during a shift. The operator's response to each safety check indicates that the vehicle passed or failed or records a number, such as runtime hours. If a vehicle fails a safety check, the operator can select to perform a quick repair or get a new vehicle.

All safety check data can be viewed in the user interface for the Selection, Put To Store, Put Away, Replenishment, and Loading *VoiceApplications*.

### External Job Scheduling

*VoiceLink* version 4.2 introduces the capability of scheduling any executable file using the *VoiceLink* scheduler interface. An external job command can be defined in the user interface, then scheduled to run at regular intervals along with import, export, reports, and purge jobs.

This feature facilitates the use of a data mapping process that can transform and migrate data from a warehouse management system (WMS) to the fixed-length files required by the *VoiceLink* importer. A solution such as an ETL (Extract Transform and Load) tool can be configured to process both import and export data and can reduce system integration time. See *Using Data ETL with Vocollect VoiceLink* for more information on this solution.

## Supported Environments

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<b>Operating System</b>	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
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<b>Database</b>	Microsoft SQL Server® 2012 Microsoft SQL Server 2008 and 2008 R2 Oracle® Database 11g and 11g R2	
<b>Web Server</b>	Apache Tomcat™ version 6.0 and Java Development Kit version 6.0 (installed by VoiceLink installation)	
<b>Devices and Vocollect Voice Software</b>	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.	
<b>Client Browser</b>	Microsoft Internet Explorer v. 7, v. 8, v. 9 Mozilla Firefox v. 4.x and newer Google Chrome v. 9.x and newer	
<b>Supported Languages*</b>	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 changes in this release.

## Data Message Changes

This section contains changes to data messages from 4.1 to 4.2. For details, see the *VoiceDirect Implementation Guide*.

### Changes to Core Data Messages

Message	Changes
Send Vehicle IDs	<ul style="list-style-type: none"> <li>Response Type field added in host response to determine if a vehicle safety check allows a yes/no response or a numeric response</li> </ul>
Safety Check	<ul style="list-style-type: none"> <li>Valid values for the field "Operator has said yes to all safety checks" have changed from 0=no, 1=yes to the new values -2=no, -1=yes, other positive integer=numeric</li> </ul>

## 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.

<b>"Item" Vocab Updated to "Item Number":</b> The standard vocabulary word in VoiceApplications is "item number," but this word was implemented as "item" in ForkApps and Cycle Counting. The inconsistency resulted in additional voice template training and operator confusion. The vocabulary has now been updated across all VoiceApplications to be "item number."	<b>VLINK-4406, ECRT-3171, ECRT-3226</b>
<b>Puts Summed for Site in Put To Store:</b> The Put To Store route summary for each site was displaying the total number of puts across all sites. The summary page has been modified to display site-specific totals.	<b>VLINK-4733, ECRT-3232</b>
<b>Replenishment allows Scanned Validation:</b> The original implementation of the Replenishment VoiceApplication only included the ability for an operator to speak a value to validate the reserve location. The application now allows the option to scan the value if available.	<b>VLINK-2867, ECRT-3225</b>

**Fixed Issues**

<b>Action Links Available for First Table Row:</b> When a user selected the first row of a table in the user interface, some of the action links may have appeared unavailable. This issue has been resolved in this release; the action links are now displayed and working properly.	<b>VLINK-4880 &amp; VLINK-4243</b>
<b>Instruction Updated for Adding a New Column:</b> The <i>VoiceLink Customization Guide</i> has been updated to include details on the keylist files which may need to be modified when adding a new column in the user interface.	<b>VLINK-4722</b>
<b>Configuration Steps Corrected for iReport:</b> The instruction in the <i>VoiceLink Customization Guide</i> for configuring iReport-Designer to use Spring-injected Hibernate connections has been corrected.	<b>VLINK-4711</b>
<b>Oracle Upgrade Uses Correct Scripts:</b> During a <i>VoiceLink</i> upgrade on an Oracle 11g database, the <i>VoiceLink</i> installer did not detect the database version correctly and executed the database upgrade scripts from the Oracle 10g folder. This issue has been resolved; the installer now reads the correct upgrade scripts for the database version.	<b>VLINK-4633 &amp; 4879</b>

**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
Cycle Counting Workflow: assignment	Inventory Control features are not available. Additional fields for display data are ignored by the task; no support for display devices.	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.)  Tie = Number of items per level on

Application Workflows and Features	Voice Process Software Technologies	
	Task-based (TaskBuilder) Voice Process Software	Voice Application-based (VoiceArtisan) Voice Process Software
		the pallet High = Number of item levels on the pallet Image = Filename and path for the item image
<b>Cycle Counting</b> 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).
<b>Loading</b> 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.
<b>Receiving</b>	N/A	Available in VoiceDirect only.
<b>Selection</b> 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.
<b>Selection</b> 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.
<b>Vehicle Safety Checks</b>	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.

Application Workflows and Features	Voice Process Software Technologies	
	Task-based (TaskBuilder) Voice Process Software	Voice Application-based (VoiceArtisan) Voice Process Software
Allowed responses at various prompts: <ul style="list-style-type: none"> <li>• &lt;Description&gt;, correct?</li> <li>• &lt;Spoken ID&gt;, correct?</li> <li>• &lt;Safety check&gt;</li> <li>• &lt;Safety check&gt; failed, correct?</li> </ul>	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.
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."

**Issues Reported with This Release**

**Frequency of Slot Visits Report Mishandles Ties:** If several of the most-visited slots have the same number of visits recorded, the Frequency of Slot Visits report may not display all of the data requested. **VLINK-4897**

**Caution:** This report is intended to inform warehouse managers of which locations might require reslotting or cycle counting. Do not use the report data for precise audits.

**Vehicle Notes Do Not Support Special Characters:** The Notes field on the Vehicle Safety Check Responses page of the user interface does not save special characters, and in some cases, the insertion of a special character deletes all contents of the field. **VLINK-4892**

**Workaround:** Do not enter a percent sign, ampersand, or number/pound sign (% & #) in this field.

**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.

---

<b>Special Characters in UI:</b> If a user enters text that includes the exact, two-character combination <? 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.	<b>VLINK-4118</b>
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### Previously Reported Issues

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<b>JVM Settings Recommendation:</b> For <i>VoiceLink</i> implementations, Vocollect recommends the following Java Virtual Machine settings.	<b>N/A</b>
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- 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 256m" "-Xss 1m" "-XX:MaxPermSize 512m" "-XX:PermSize 256m"

---

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

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.

---

<b>VoiceLink Demo System:</b> 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 new data objects.	<b>N/A</b>
---	------------

**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.

---

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

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**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.

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<p><b>JavaScript Updates May Get Ignored:</b> For Vocollect Partners only: During the VoiceLink build process in the development environment, the file <b>head.ftl</b> controls the loading of concatenated JavaScript source code. The JavaScript file reference in <b>head.ftl</b> is set as a static filename rather than a variable, so any updates to the JavaScript source will not be included in the build.</p>	<b>VLINK-4362</b>
<p><b>Workaround:</b> If you make any changes to .css or .js files (in /web/css and /web/scripts, respectively), run the Ant target <b>deploy-direct</b> 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).</p>	
<p><b>Pre-Selected Data Cannot Be Filtered:</b> 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.</p>	<b>VLINK-4322</b>
<p><b>Workaround:</b> Select records in the data table with the filter already applied, then click "Printable View."</p>	
<p><b>Calendar Problems for Thai:</b> 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>	<b>VLINK-4305</b>
<p><b>Workaround:</b> Configure the <i>VoiceLink</i> server with a replacement locale that uses the Gregorian Calendar.</p>	
<p><b>Logged Error Can Be Ignored:</b> Your VoiceLink logs may include a "NoSuchMethodException" error message on unknown property totalItemsPicked. This is a common error caused by VoiceLink charts which does not affect functionality. This error can be ignored.</p>	<b>VLINK-4288</b>
<p><b>Operators Cannot Skip a Skip in Cycle Counting:</b> 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>	<b>VLINK-4167</b>
<p><b>Workaround:</b> Set the assignment as unavailable in the user interface, or the operator can specify a new location to count.</p>	
<p><b>Printing Error after 1000 Rows:</b> 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>	<b>VLINK-4120</b>
<p><b>Proxy Account Lost in Upgrade:</b> 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>	<b>VLINK-4096</b>
<p><b>Workaround:</b> Manually reset the account information in the proxy service then restart the service.</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 **all** data contained in the second file, so data for other assignments could be lost. **VLINK-4092**

The error message that is likely to appear in the logs is "No public method by name 'com.vocollect.voicelink.selection.model.Pick.getPicks()'."

**Prevention:** Review your import files to ensure that data for a single assignment does not carry over into multiple files.

**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.

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**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.XMLReaderA
dapter

# 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**

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**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**

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## VoiceLink Product DVD Contents

DVD Label	Item Code	Contents
Vocollect VoiceLink® V4.2 Server Application Enterprise DVD	SW-VLINK-SERV-4.2-ENT-DVD	<ul style="list-style-type: none"> <li>VoiceLink application and installer*</li> <li>VoiceLink Demo System</li> <li>VoiceLink database schema</li> <li>VoiceLink Release Notes</li> <li>VoiceLink Implementation Guide</li> <li>Import/Export example files</li> </ul>
Vocollect VoiceLink® V4.2 Server Application Site DVD	SW-VLINK-SERV-4.2-SITE-DVD	<ul style="list-style-type: none"> <li>VoiceLink application and installer*</li> <li>VoiceLink Demo System</li> <li>VoiceLink database schema</li> <li>VoiceLink Release Notes</li> <li>VoiceLink Implementation Guide</li> <li>Import/Export example files</li> </ul>
Vocollect VoiceLink® V4.2 Voice Application Enterprise DVD	SW-VLINK-VAPP-4.2-ENT-DVD	<ul style="list-style-type: none"> <li>Voice process software for VoiceLink VoiceApplications (Cycle Counting, ForkApps, Line Loading, Loading, Put To Store, Selection) based on VoiceArtisan® technology*</li> <li>VoiceLink Product Descriptions</li> </ul>
Vocollect VoiceLink® V4.2 Voice Application Site DVD	SW-VLINK-VAPP-4.2-SITE-DVD	<ul style="list-style-type: none"> <li>Voice process software for VoiceLink VoiceApplications (Cycle Counting, ForkApps, Line Loading, Loading, Put To Store, Selection) based on VoiceArtisan® technology*</li> <li>VoiceLink Product Descriptions</li> </ul>
Vocollect VoiceLink® V4.2 Task Enterprise DVD	SW-VLINK-TASK-4.2-ENT-DVD	<ul style="list-style-type: none"> <li>Voice process software for VoiceLink VoiceApplications (Cycle Counting, ForkApps, Line Loading, Loading, Put To Store, Selection) based on TaskBuilder™ technology*</li> <li>VoiceLink Product Descriptions</li> </ul>

DVD Label	Item Code	Contents
VocollectVoiceLink® V4.2 Task Site DVD	SW-VLINK- TASK-4.2- SITE-DVD	<ul style="list-style-type: none"> <li>• Voice process software for VoiceLink VoiceApplications (Cycle Counting, ForkApps, Line Loading, Loading, Put To Store, Selection) based on TaskBuilder technology*</li> <li>• VoiceLink Product Descriptions</li> </ul>
Vocollect VoiceLink® Developer Toolkit V4.2	SW-VLINK- DEV-4.2- SITE-DVD	<ul style="list-style-type: none"> <li>• Development tools</li> <li>• VoiceLink application source code (build environment)</li> <li>• VoiceLink/VoiceDirect Voice Application source code based on VoiceArtisan technology</li> <li>• VoiceLink/VoiceDirect Task source code based on TaskBuilder technology</li> <li>• VoiceLink Demo System</li> <li>• VoiceLink/VoiceDirect documentation set (Customization Guide, Implementation Guides, Product Descriptions, Release Notes, Reporting Best Practices Guide, Demo System Guide, Using ETL with VoiceLink, Web Services Guide)</li> <li>• VoiceApplication dialog flows</li> <li>• Import/Export example files</li> <li>• Online Help source files</li> </ul>

\* Distributable application only. Source code is not included.

# Release Notes:

## Vocollect VoiceLink® 4.1

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### Features in this Release

#### New VoiceApplication: Loading

The Loading VoiceApplication has been added to the VoiceLink system with all of the core functionality of the existing applications. This VoiceApplication assists loaders in accurately and efficiently loading trucks and gives users real-time access to the status of outbound trucks and the productivity of the workforce.

This VoiceApplication allows multiple operators to work on a single route. The loading operators can be required to report the load position of each container they load on a truck, and the system prints a load diagram of the truck contents when each route completes.

For more information on this feature, see the *VoiceDirect 4.1 Loading Product Description*.

#### Interoperability between Selection and Loading

- The VoiceLink Selection VoiceApplication has been modified for integration with the new Loading VoiceApplication — enabling containers closed in the Selection workflow to be transferred seamlessly to Loading operators. This integration also allows Selection operators to load their picks directly onto a truck at the end of a Selection assignment. VoiceLink supports this direct load option when all of the integrated Selection assignments are destined for a single stop (dedicated route) and operators are picking to single containers.

#### New VoiceApplication: Cycle Counting

The Cycle Counting VoiceApplication has been added to the *VoiceLink* system. This VoiceApplication guides device operators through the process of performing inventory counts at specific warehouse locations. The operators are either directed (in system-directed mode) to warehouse locations, or they select (in operator-directed mode) warehouse locations in which to count product. The counts can be configured as blind (where the operator is not told the expected quantity) or known (where the operator is told the expected quantity). When a counting assignment is complete, *VoiceLink* reports the count back to the host system.

The VoiceApplication also allows operators to count locations that are not already associated with a Cycle Counting assignment. The system creates a new assignment based on location information provided by the operator, units of measure entered for the site, and any existing item information for that location.

Please note that the *VoiceLink* implementation of cycle counting does not support interleaved inventory counts performed as part of a Selection VoiceApplication workflow, since that operation would require real-time data updates.

## Event Listener Service

*VoiceLink* now features an Event Listener Service which allows the system to act as a web service client that communicates events to the WMS in real time. The **Selection Shorts Alert Trigger Service** is the first implementation of event listener services. With a WMS that is web service enabled, the service can be configured to notify the WMS of a shorted item as soon as the device transmits the event message to the *VoiceLink* application server.

## Support for Web Services: Delivery Location Mapping

Web services are meant to closely mimic actions that can be performed through the user interface. A developer or implementer of a *VoiceLink* system can easily create programmatic interfaces to perform operations — particularly bulk operations — that would otherwise require manual changes in the user interface. *VoiceLink* provides these programmatic interfaces through SOAP and REST web services.

The new service available with this release is Delivery Location Mapping, a feature used in the Selection workflow. Generally, containers are labeled with a route number or customer number which must be mapped to a delivery location. This location is where operators will deliver product picked. The web service for Delivery Mapping provides a real time interface for external programs to create, update, delete, view, and count location mapping information.

## Upgrade to the User Interface

This release of *VoiceLink* includes an overhaul of the data tables displayed in the user interface. Users will notice improved performance as a result of an interface rewrite and optimizations made to the data provider. And, the UI upgrade introduces new features in vertical and horizontal table resizing and printing selected data.

- Table resizing: You can change the height of a table to show as few as 5 rows or as many as 35 rows to allow for more effective displays of dual table pages. This feature does not change the configurable summary tables on *VoiceApplication* home pages — you can still resize and move these tables in multiple directions.
- Printable version: You can select up to 1,000 table rows to print exactly the data you need, rather than printing all table data by default.

By incorporating SlickGrid, a JavaScript data grid plugin, and jQuery, a JavaScript UI library, this upgrade also facilitates *VoiceLink* customizations.

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

**Note:** The bookmarking functionality used with Mozilla® Firefox® opens a new *VoiceLink* bookmark in a sidebar window by default. To set the bookmark to display the interface normally, right click the bookmark and select properties, then uncheck the "Load this bookmark in the sidebar" checkbox. Save the change.

---

## Upgrade to the Development Framework

This release of *VoiceLink* incorporates an upgrade to the underlying Spring Framework™ from version 2.0.8 to version 3.0.6. Spring organizes and coordinates application objects across all layers of the application.

## Supported Environments

<b>Operating System</b>	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	
<b>Database</b>	Microsoft SQL Server® 2012 Microsoft SQL Server 2008 and 2008 R2 Oracle® Database 11g and 11g R2	
<b>Web Server</b>	Apache Tomcat™ version 6.0 and Java Development Kit version 6.0 (installed by VoiceLink installation)	
<b>Devices and Vocollect Voice Software versions</b>		
	Talkman® T1	<i>VoiceClient</i> ® v3.7 with <i>VoiceConsole</i> v3.2 or newer
	Talkman T2x	<i>VoiceClient</i> v3.6 or newer with <i>VoiceConsole</i> v2.2 or newer
	Talkman T5, T5 VMT	<i>VoiceClient</i> v3.6 or newer with <i>VoiceConsole</i> v2.2 or newer
	Talkman T5m, T5m VMT	<i>VoiceClient</i> v3.6 with <i>VoiceConsole</i> v2.2 or newer
	Talkman A500, A500 VMT	<i>VoiceCatalyst</i> ® v1.0.1 and newer or <i>VoiceClient</i> v3.8.1 with <i>VoiceConsole</i> v4.0
	Intermec CK3	<i>VoiceClient MP</i> v1.2 or newer with <i>VoiceConsole</i> v2.2 or newer
	Symbol MC9090	<i>VoiceClient MP</i> v1.3 or newer with <i>VoiceConsole</i> v2.2 or newer
	Symbol MC4090	<i>VoiceClient MP</i> v1.3 or newer with <i>VoiceConsole</i> v2.2 or newer
	Psion WAP	<i>VoiceClient MP</i> v1.1 or newer with <i>VoiceConsole</i> v2.2 or newer
	LXE HX2	<i>VoiceClient MP</i> v1.1 or newer with <i>VoiceConsole</i> v2.2 or newer
<b>Client Browser</b>	Microsoft Internet Explorer v. 7, v. 8, v. 9 Mozilla Firefox v. 4.x and newer Google Chrome v. 9.x and newer	
<b>Supported Languages</b>	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

**Note:** *VoiceLink* version 4.1 no longer provides support for Microsoft SQL Server® 2005, Oracle Database 10g, VMware ESX 3.5, Microsoft Internet Explorer v.6, and Mozilla Firefox v.3.x.

# Import and Export File Changes from 4.0.1 to 4.1

This version introduces new import files and modifications to existing import files. A summary of these changes follows. For more detail about the field sizes and file formats, refer to the *VoiceLink Implementation Guide*.

## Import File Changes

### Selection Assignment & Picks Import File

- Added **Loading DepartureDateTime** field at end of file format.
- Added **Loading Region** field at end of file format.
- Added a validation on **Route** field to match a single, unique Loading Route in the event of Selection/Loading integration.

**Warning:** *VoiceLink 4.1* Selection imports are not backward compatible with earlier versions of *VoiceLink* because fields have been added to the Assignments & Picks import file format in this release. If you attempt to import legacy files into *VoiceLink 4.1*, the import will fail. Likewise, the Selection files you create for *VoiceLink 4.1* cannot be used with previous releases of the system.

### Selection VW\_Import\_Picks Table-Based Import

- Removed **isBaseItem** field from table-based imports only. This value is not used in a Selection assignment (VLINK-2886).

### Loading Routes & Stops Import File

- New file added.

### Loading Container Import File

- New file added.

### Cycle Counting Import File

- New file added.

## Export File Changes

### Export File Order

The order in which export data files are copied has changed to accommodate new Cycle Counting and Loading files and to fix an issue with the Selection export (see Fixed Issues, VLINK-2001).

```
Selection files:
    Picked
    Container
    Pick Results
ForkApps files:
    Put Away License Plate
    Replenishment
Line Loading file
Put To Store files:
```

```

Put
Container
Put Results
Cycle Counting files:
Counts
Cycle Counting Results
Loading files:
Loading Results
Stops
Container
Core files:
Operator Actions

```

### Loading Export Files

- Added file Loading Results Export.
- Added file Loading Stop Export.
- Added file Loading Container Export.

### Cycle Export Files

- Added file Cycle Counting Results Export.
- Added file Cycle Counting Counts Export.

## Data Message Changes

This section contains changes to data messages from 4.0.1 to 4.1. For details, see the *VoiceDirect Implementation Guide*.

### Changes to Selection Data Messages

Message	Changes
Get Delivery Location	<ul style="list-style-type: none"> <li>• License Number field is renamed Container Number in host response</li> <li>• Loading Dock Door field added in host response</li> <li>• Loading Dock Door CD (check digit) field added in host response</li> </ul>
Send Lot	<ul style="list-style-type: none"> <li>• Full Lot Number field added in host response</li> </ul>

### Changes to Loading Data Messages

**Note:** The existing Loading data messages in VoiceDirect have changed to accommodate the new VoiceLink implementation.

Message	Changes
Loading Region Configuration	<ul style="list-style-type: none"> <li>• Load Issuance field is now Route Issuance in host response</li> <li>• LPN Digits operator speaks field is now Container Number Digits operator speaks in host response</li> <li>• Route Issuance field and values remain unchanged in host response for <i>VoiceDirect</i>, but note that automatic route issuance</li> </ul>

Message	Changes
	is not available in <i>VoiceLink</i>
Request Load	<ul style="list-style-type: none"> <li>• Message renamed to Request Route</li> <li>• Load Number field is now Route Number in message sent to host and in host response</li> <li>• Load ID field is now Route ID in host response</li> <li>• Trailer ID field added in host response</li> </ul>
Request License	<ul style="list-style-type: none"> <li>• Message renamed to Request Container</li> <li>• License Number field is now Container Number in message sent to host and in host response</li> <li>• Load ID field is now Route ID in host response</li> <li>• Partial License Number field is now Partial Container Number in host response</li> <li>• Capture Load Position field is now Capture Position in host response</li> </ul>
Update License	<ul style="list-style-type: none"> <li>• Message renamed to Update Container</li> <li>• License Number field is now Container Number in message sent to host</li> <li>• Master License Number field is now Master Container Number in message sent to host</li> </ul>
Complete Load	<ul style="list-style-type: none"> <li>• Message renamed to Complete Route</li> <li>• Load ID field is now Route ID in message sent to host</li> </ul>
Print Report	<ul style="list-style-type: none"> <li>• Load ID field is now Route ID in message sent to host</li> </ul>

## Changes to Cycle Counting Data Messages

**Note:** The existing Cycle Counting data messages in VoiceDirect have changed to accommodate implementations using display devices.

Message	Changes
Assignment Host Response	<p>Fields added to support display devices (<i>change implemented in version 4.0</i>) in voice application (VoiceArtisan)-based voice process software only:</p> <ul style="list-style-type: none"> <li>• Tie - The number of items per level on the pallet</li> <li>• High - The number of item levels on a pallet</li> <li>• Image - Name and location of the image file associated with the inventory item</li> </ul> <p><b>Note:</b> Data for display devices are ignored in task-based voice process software.</p>

## Fixes and Enhancements

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**JasperReports version upgrade** *VoiceLink* uses JasperReports to generate printable reports. The 4.1 release of *VoiceLink* uses JasperReports version 4.5.1, an upgrade from version 3.7.4 used in *VoiceLink 4.0*. Customizers must install or upgrade to JasperReports 4.5.1 or newer prior to creating custom reports.

---

**Suppress Attribute modification** The *VoiceLink* importer uses triggers to define how data gets imported. Triggers can have various attributes that change their behavior. The Suppress attribute indicates that the associated trigger will not create a new object, although the <newObjectName> tag is still required in the syntax of the code. The effect of this attribute differs if the trigger is nested or not, and the difference has been clarified in the code and documentation:

If the trigger that is suppressing object creation is contained in another trigger (nested trigger), then the <newObjectName> will be used by the importer to look up the Manager for the object. If the trigger is not nested, the <newObjectName> tag can be used to store any string that will make the error messages more readable.

---

**VLINK-4675** The Modify End Time functionality for labor records was not converting times correctly in multi-site, multi-time zone implementations. For sites in time zones other than that of the *VoiceLink* server, the end time saved was not the same as the time selected in the Modify End Time screen. This issue has been resolved in this release with the proper time conversion.

---

**VLINK-4546** For Vocollect Partners only: The PrinterManager's **findAllOrderByNumber** method contained an error in the "order by" clause, causing queries to fail when this method was used. This issue has been resolved in this release.

---

**VLINK-4515** If a printer was not configured properly or was offline, operators were unable to progress past the print prompt in the Loading VoiceApplication workflow. This issue has been resolved; operators can now complete a Loading route even if the printer setup is incorrect or the system cannot find the printer.

**Warning:** In a Linux environment, some critical notifications will not be generated if the Loading printer is not available for any reason. You must have restarted the proxy service as a post-installation step to receive these notifications. See the *VoiceLink Implementation Guide* for more information.

---

**VLINK-4470** When archiving data, the system was resetting the created date/time stamp on the data to the archive date/time. This issue resulted in blank reports generated when reporting on data created prior to the archive. This issue has been resolved in this release; the create date/time stamp is maintained for the Selection Assignment Labor report.

**Example:** Data is collected during Monday, Tuesday, and Wednesday shifts. The archive job runs following Wednesday shifts. A report runs on Thursday with the time span of Monday through Wednesday. The report is blank.

---

**Limitation:** The following reports remain affected by this issue.

- Selection Assignments report
- Selection Containers report
- Put To Store Containers report

**Workaround:** Change report time spans to include the archive date/time (the end date falls after the archive job is run).

---

**VLINK-4391** The Items Picked/Remaining bar chart was identifying the data differently when the chart legend was displayed than when it was hidden. With the legend shown, the red bars represented the number of items picked and the blue bars represented the number of items remaining. With the legend hidden, the colors were reversed. This issue has been resolved in this release; the chart displays the colors and data accurately, and the option to hide the legend has been removed.

---

**VLINK-4382** Users of the *VoiceLink* Demo System received the error message "unable to reset pick record, signing off" when using prepared demo data to pick. This issue has been resolved; demo data now works as expected on supported devices.

---

**VLINK-4377** When performing a silent upgrade using the VoiceLink Silent Installation process, the system created duplicate VoiceLink folders causing the Tomcat installation and the *VoiceLink* upgrade to fail. This issue has been resolved in this release; the resolution also requires that a new parameter be added to the silent install setup file for upgrades only.

```
UPGRADE=true
```

See the *VoiceLink Implementation Guide* for details.

---

**VLINK-4347** Under specific conditions, a region profile was not displayed in the drop-down menu on the Edit Region page of the user interface. This issue has been resolved in this release; the region profiles are displayed as expected on the edit page.

---

**VLINK-4336** Report time stamps were based on the *VoiceLink* server time rather than the site time zone, resulting in inconsistent time stamps. This issue has been resolved in this release; the report dates/times are now calculated and displayed using the site time zone.

---

**VLINK-4279** Under specific conditions, an operator was prompted to deliver a completed Selection assignment in a region that was set to not allow delivery. The scenario for this issue required the operator to be batch picking and to pass the batch assignment after completing at least one of the individual assignments. This issue has been resolved in this release; the operator in this scenario is no longer prompted to deliver an assignment.

---

**VLINK-4198** During the base summary in a Selection assignment in a *VoiceLink* implementation using VoiceArtisan voice process software, the device was speaking extra words in the location direction, such "aisle" when no aisle information existed or "comma." This issue has been resolved in this release; the extra words are now suppressed.

---

<b>VLINK-4193 &amp; VLINK-4164</b>	When a browser was set to a language supported in earlier versions of <i>VoiceLink</i> but not supported in recent versions, the Help links were calling legacy translations of Online Help. This issue has been resolved in this release; all Help links for browser languages other than Japanese call the English Online Help content. <i>VoiceLink</i> includes a translation for Japanese Online Help.
<b>VLINK-4095 &amp; VLINK-3979 &amp; VLINK-3926</b>	Import and export jobs were failing in a new VoiceLink installation in a two-node, load balanced environment with a shared storage drive because the necessary setup files were empty. Additionally, the cluster installer was changing the existing import and export folder paths. These issues have been resolved in this release; the cluster install process now captures the correct path to shared import and export directories, and existing import and export setup files are no longer blank.
<b>VLINK-4090</b>	When a replenishment assignment was completed but the location was not replenished due to a cancel or override location command, <i>VoiceLink 2.2</i> and earlier versions set the location's status to "empty." Beginning with <i>VoiceLink 3.0</i> , the status of both the replenishment location and item in the same scenario is set to "replenished." While documented in the product description, this modification was omitted from previous release notes.
<b>VLINK-4043</b>	The Region Number field was defined in <i>VoiceDirect</i> documentation as a digit string data type in several data messages, but <i>VoiceLink</i> uses the same voice process software and always processes region number as an integer. When a region number was sent as a digit string with a leading zero, <i>VoiceLink</i> was converting the data and producing a completely different value.  The <i>VoiceDirect Implementation Guide</i> has been updated to reflect numeric data types for the Region Number fields in the following transmissions. <ul style="list-style-type: none"> <li>• Selection Picking Region message and host response</li> <li>• Selection Get Picks host response</li> <li>• Put To Store Get Region Configuration message</li> <li>• Back Stocking Valid Stocking Regions host response</li> <li>• Back Stocking Region Configuration message and host response</li> <li>• Back Stocking Get License message</li> </ul>
<b>VLINK-4042</b>	Filter criteria that began with a zero (i.e., 078) was generating an error, "data has stopped updating," when applied to the region number field in the user interface. This issue has been resolved in this release; the filter functionality has been updated to accept preceding zeroes.
<b>VLINK-3983</b>	When an operator working a Selection assignment requested "location" or "repeat last pick," the response from VoiceArtisan voice process software included the word "aisle" when the data contained no identifier for aisle. This issue has been resolved in this release; the device now responds without speaking "aisle" in this scenario.

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<b>VLINK-3981</b>	If both <i>VoiceConsole</i> and <i>VoiceLink</i> were installed on the same server and one of these products was uninstalled, the uninstall process removed the registry settings for both products. As a result, the remaining product could not be uninstalled. This issue has been fixed in this release; the uninstall process now removes only the registry settings that are associated with the product being uninstalled.
<b>VLINK-3941</b>	In the Put Away and Replenishment VoiceApplications using VoiceArtisan-based voice process software, the command options "cancel" and "release license" were available for the operator to speak at the Complete License prompt. This issue allowed the system to send a data message to release or cancel a license that had already been completed. This issue has been resolved in this release; these commands are no longer accepted at the Complete License prompt.
<b>VLINK-3937</b>	The Replenishment VoiceApplication based on VoiceArtisan voice process software was not transmitting the Location ID values properly in the ReplenishmentLicense and AlternatePutLocation data messages. This issue has been resolved in this release; the fields have been updated to populate the values correctly.
<b>VLINK-3932</b>	When an operator spoke the command "location" in a <i>VoiceLink</i> implementation using VoiceArtisan voice process software, the device was not consistently speaking the full aisle identifier in the location response. This issue has been resolved; the device now speaks the complete aisle number.
<b>VLINK-3927</b>	The voice application (VoiceArtisan-based) voice process software was accepting only digits for Vehicle ID entries, although the field should support alpha numeric values. This issue has been resolved in this release; the voice application software now supports both alpha and numeric entries. The task (TaskBuilder-based) voice process software was unaffected by this issue.
<b>VLINK-3924</b>	The printable view of Pallets > View Cartons in the Line Loading VoiceApplication interface was showing all cartons and not filtering for the selected pallets. This issue has been fixed in this release; the printable view now displays the filtered list.
<b>VLINK-3901&amp; VLINK-3796 &amp; VLINK-3243 &amp; VLINK-3238 &amp; VLINK-2815</b>	<p>Several user access issues were reported.</p> <ul style="list-style-type: none"> <li>• A non-admin user with the appropriate role permissions to edit chart settings in the user interface was denied access.</li> <li>• When non-admin users attempted to launch the printable version of any of the Selection summary, the Operator Labor View, or the Operator Labor History table components, the system generated the error message "data has stopped updating."</li> <li>• When non-admin users tried to select the Reports option in the Put To Store interface, they received an access error.</li> <li>• When a user assigned the read-only role attempted to view Labor in the Put To Store interface or view Reason Codes in the Put Away or Replenishment interfaces, they received an access error. And, the read-only role was not allowing the Launch Report function in Put To Store.</li> </ul> <p>These issues have been resolved in this release: the security feature has been updated for all users, and security can now be controlled for every user role.</p>

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<b>VLINK-3893</b>	The filtering and printable version functions were not working properly on the Assign Operators page, accessed via an action link on the Selection home page. This issue has been resolved in this release; both controls now function as designed.
<b>VLINK-3887</b>	The Modify Delivery Location function in the Selection VoiceApplication was allowing changes to be made to assignments with a status of Complete, Short, or In Progress. As a result, assignments that were already delivered to one dock door may have appeared in the user interface as delivered to a different dock door. This issue has been resolved in this release; users cannot modify a delivery location when the assignment is complete, short, or in progress.
<b>VLINK-3850</b>	When a Put To Store operator signed off, the system removed the operator from all active licenses including any puts completed for a license in progress. This issue has been resolved; the operator remains associated with completed puts when he or she is unassigned from active Put To Store licenses.
<b>VLINK-3836</b>	The Selection VoiceApplication allowed only one container to be opened for batch picking, even though the operator would be prompted to open a container for each position in the batch. This issue has been resolved in this release; the application can now create multiple containers for batch picking.
<b>VLINK-3821</b>	In the Mexican Spanish version of the Selection VoiceApplication, the confirmation of the operator's region was spoken in English: "You have work in region <number>." This issue has been resolved in this release; the translations have been updated.
<b>VLINK-3820</b>	The Mexican Spanish translation of the voice process software had code errors at license prompts, causing the device to spell out the phrase "incorrecto <spell>" to the operator. This issue has been resolved in this release; the code was corrected and the device now speaks the prompt properly — "incorrecto <license number>. Vuelva a intentarlo." (incorrect <license number>. Please try again.).
<b>VLINK-3817</b>	The login and search input fields in the user interface were expanded when the Lucida Grande font was present on the user's system. This issue has been resolved; the font was removed from the UI style sheet for the affected elements.
<b>VLINK-3777</b>	The installer was generating a file not found error in the DBInterfaceLog under two scenarios when using an installer that was created from the Developer Toolkit (Partner DVD): <ul style="list-style-type: none"> <li>• a legacy version of VoiceLink was upgraded to 4.0.1</li> </ul> <p>-OR-</p> <ul style="list-style-type: none"> <li>• a fresh install of 4.0.1 with NT Authentication selected for the database</li> </ul> <p>Because installers created from the Developer Toolkit environment combine system and translation data into a single file, the installer in these scenarios was attempting to process a second file that does not exist. This issue has been resolved in this release: the installer will now process the system-data-voicelink.xml file only if it exists.</p>

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<b>VLINK-3727</b>	Scheduled reports received via email displayed contents in English even if sender's browser and receiver's browser were set to a different supported language. This issue has been resolved: a <b>Locale</b> field has been added to the <b>Schedule Report</b> page of the <i>VoiceLink</i> interface. Users can select the supported language in which they want the report output to appear. Online Help has been updated with this information.
<b>VLINK-3585</b>	Under certain conditions when an operator took a break, the system processed the data message but the device never received the response returned. As a result, the device reissued the break request, and the system processed the second request corrupting the labor data. When the operator returned from the break, he or she received a General Task Failure. This issue has been resolved in this release; the system now checks for an open break record before creating a new one.
<b>VLINK-3532</b>	<p>The slot fields in the ForkApps VoiceApplication were not configured to handle values as per standard Talkman speech rules. As a result, the device was forced to speak all values as separate digits whether they were provided that way or not. This issue has been resolved in this release: the &lt;spell&gt; tags have been removed from the task.</p> <p><b>Note:</b> An advanced task package setting in <i>VoiceConsole</i> can override the standard speech rules and affect whether a device speaks separate digits or natural numbers (for example, "two three" versus "twenty-three"). In <i>VoiceConsole</i>, see online help or navigate to <b>Task Packages</b>, select and edit a task package, then add or update an Advanced Setting for <b>MaxSpeakAsNumber</b>. This parameter identifies the maximum number that is spoken as a natural number. The default setting is 99.</p>
<b>VLINK-3489</b>	The charts available in the user interface were updated based on final assignment status. This configuration created a delay in displaying real-time data. This issue has been resolved in this release: charts are now updated based on pick status.
<b>VLINK-3444</b>	If a Site ID was greater than 999 and an administrator attempted to create or edit users, the data was not properly posted. The comma in the numeric ID triggered the system to send a string to the host database instead. This issue has been resolved in this release: the system now accepts integers greater than 999.
<b>VLINK-3305</b>	The VoiceLink Demo System included support for languages that were no longer supported by <i>VoiceLink</i> . This issue has been resolved in this release; the demo tool was updated to support only the languages supported by the released <i>VoiceLink</i> product.
<b>VLINK-3239 &amp; VLINK-2030</b>	<p>When a user attempted to view a very large results set on the Items page of the user interface, the system generated an "out of memory" error.</p> <p>When a user attempted to view more than 100,000 records in a data table, the system generated the error, "Data has stopped updating." These issues have been resolved in this release; the table component of the user interface was upgraded to display high volume data.</p> <p><b>Warning:</b> The time needed for the system to display data depends on the number of records it is trying to display. If you experience a long delay, consider applying filters to reduce the amount of data requested.</p>

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<b>VLINK-3225</b>	The Put To Store Get Region Configuration data transaction could be flagged to always send an ODR (Output Data Record) or always send a LUT (Lookup Table). Other VoiceApplications contain a flag for a third scenario—if a LUT fails, an ODR is sent. This issue has been resolved in this release: this third flag has been added to the Region data transaction to achieve consistency in voice process software behavior.
<b>VLINK-3218</b>	The printable version function on the Resequencing Assignments page of the user interface was not working. This issue has been resolved in this release; the print functionality now works correctly.
<b>VLINK-3143 &amp; VLINK-3019</b>	The Selection VoiceApplication region profile for chase picking was incorrectly reprinting chase labels and prompting the operator for delivery at the completion of the assignment. Additionally, if go-backs were turned on for the chase pick, another label print occurred. This issue has been resolved in this release: the chase profile now behaves as designed.
<b>VLINK-3132</b>	When a "between" filter was applied to a numeric field in the user interface, the system returned results that did not include the upper and lower bounds entered by the user. For example a filter "between 4 and 6" returned only the value 5. This issue has been resolved in this release: the filter now correctly returns the upper and lower values and all values in between.
<b>VLINK-3118</b>	After an operator requested an assignment in a manual issuance batching region, that assignment could be edited via the user interface. If the assignment was canceled via the GUI after being reserved and before picking started, the operator correctly received an error. When the operator requested a new assignment, however, he or she heard the assignment summary for the canceled assignment as well. Additionally, both canceled and new assignments were set to "In Progress" status. This issue has been resolved in this release: editing is no longer allowed on operator reserved assignments.
<b>VLINK-3116</b>	When an operator requested the Item Number in the ForkApps VoiceApplication, the voice process software was forcing the response into a lowercase text format. This action created the potential for problems because phonetic entries are case sensitive. This issue has been resolved in this release: the lowercase requirement has been removed and the response is recorded based on set phonetic substitutions.
<b>VLINK-3115</b>	When the device was triggered by a Location/Item mapping entry to speak a product description at the Location/Pick prompt, the description was often spelled out rather than spoken. The root cause was that the prompt did not enforce lowercase text for the description. This issue has been resolved in this release: the system enforces the lowercase text and the device speaks the description correctly.
<b>VLINK-3097</b>	If the Selection operator completed a pick with data capture but received an error and signed off, the system was not clearing the data and was appending the records to the next pick when the operator signed in again. Additionally, the operator was still prompted with the error. This issue has been resolved in this release: the picking state is now reset when the operator signs in.

<b>VLINK-3082 &amp; VLINK-2951</b>	The voice process software was allowing any number of digits to be spoken for numeric entries when collecting Lot quantity or Cycle Count quantity data from the operator. This scenario caused the system to generate an error and prompt for a recount or force the operator to reload the task. These issues have been resolved in this release: the length of the quantity fields has been capped.
<b>VLINK-3075 &amp; VLINK-3063</b>	The task-based voice process software contained a number of instances where the data string received by the device contained blank characters following a period. The trailing characters caused the device to speak the period as "point" instead of accurately interpreting the period as a pause. These issues have been resolved in this release: each task node where a period could potentially follow a numeric value has been modified by removing the period or replacing it with commas.
<b>VLINK-3073</b>	When a Put To Store assignment included multiple puts at the same location, the voice process software was prompting the operator for the check digits with each put. This issue has been resolved in this release: after the operator's initial check digit response, the system now skips the check digits for subsequent puts at the same location.
<b>VLINK-3055</b>	When the operator was signed on for both normal and chase assignments (function 6) in the Selection VoiceApplication and no chase assignment was available, the system generated a warning notification in the user interface that indicated the operator was idle. This issue has been resolved in this release: a warning is no longer recorded when a chase assignment is not found.
<b>VLINK-3052</b>	An operator signed on for Normal picking (function 3) in an automatic-issuance Selection region could be issued a chase assignment under certain conditions. This issue has been resolved: retrieved assignments are now filtered on assignment type in addition to existing criteria.
<b>VLINK-3022</b>	The system was allowing imports to include pick quantities as large as 999,999,999, however, pick quantities of more than six digits are not fully supported by the task-based voice process software. This scenario resulted in the operator being unable to complete an assignment. This issue has been resolved in this release: import screening limits pick quantity values to six digits.
<b>VLINK-3021</b>	The task-based voice process software had an extra "carton id" phonetic entry causing the device to speak the vocabulary word incorrectly as "cartonid" rather than "carton eye dee." This issue has been resolved in this release: the task now contains only occurrences of "carton ID" with the correct uppercase letters and generates the proper pronunciation.
<b>VLINK-2998 &amp; VLINK-2997</b>	The voice process software was limiting the value of delivery location to five characters. Additionally, the <b>Edit Assignment</b> page in the user interface was allowing up to 40 characters for the delivery location value, although the VoiceLink import process as well as same field on other pages allowed the correct length of nine characters. This issue has been resolved; both the process software and the UI field now limit the entry to nine numeric characters.
<b>VLINK-2982</b>	The task-based voice process software for the Selection VoiceApplication was allowing the operator to speak "partial" at the pick prompt when the pick quantity was one. This scenario correctly generated an error message but did not return the operator to the pick prompt. This issue has been resolved in this release: the task now checks for a quantity to pick, rejects the partial response, and returns to the pick prompt.

<b>VLINK-2976</b>	When <i>VoiceLink</i> is installed on a system that is already running <i>VoiceConsole</i> ®, a port conflict error message is displayed. This message occurs by design because the two applications require separate ports. The installation process for both applications will detect if port 9090 is already in use and provide the warning. The Implementation Guide has been updated with this information.
<b>VLINK-2963</b>	The 592 time zone options on the <b>Sites</b> page of the user interface were listed inconsistently. This issue has been resolved in this release; the time zones are now listed in order of Coordinated Universal Time (UTC) offset.
<b>VLINK-2961</b>	The Selection Current Work Summary was not displaying accurate calculations for total items picked and total items remaining. This issue has been resolved in a prior release: the quantities displayed have been tested and verified as correct.
<b>VLINK-2958</b>	The default installation path for <i>VoiceLink</i> did not follow the same subdirectory convention as other Vocollect products and was creating confusion for customers with multiple Vocollect products installed on the same machines. This issue has been resolved: <i>VoiceLink</i> now installs to C:\Program Files\Vocollect\VoiceLink.
<b>VLINK-2940</b>	The task-based voice process software was attempting to store 19-digit values in several numeric fields that limit integers to 10 digits, resulting in the device generating an error. This issue has been resolved in this release: the initialization length for the numeric fields was reduced to 10 digits.
<b>VLINK-2932</b>	A container label print command was overriding the default setting for media type and forcing printers to use a Thermal Transfer media type. This issue has been resolved in this release: the media type code has been removed, and printers can now use their default settings.
<b>VLINK-2927</b>	When the VocollectWebApplications service was stopped in <i>VoiceLink</i> 3.1.1 and earlier versions, the underlying java process was not completely terminated. The process that was left running consumed system resources, complicated the deployment of Emergency Customer Shipments (ECS patches), and created the potential for other conflicts to affect <i>VoiceLink</i> performance. This issue was resolved with the release of <i>VoiceLink</i> version 4.0.
<b>VLINK-2899</b>	The purge/archive process was consuming significant processor resources and its long execution time was interrupting picking at customer sites. This issue has been addressed: the addition of an index on the PickId field of the arch_sel_pick_details table improved the purge/archive performance considerably and resolved the picking delays.
<b>VLINK-2853</b>	When picking in reverse order was enabled in the Selection VoiceApplication, a subset of variables was not properly set to a starting state. If the operator spoke "repeat last pick" at the first pick prompt, the device behavior was inconsistent. This issue has been resolved in this release: the variables are now properly initialized, and the voice process software now speaks "repeat last pick not valid" in response to this scenario.
<b>VLINK-2767</b>	The container prompt in the Put To Store VoiceApplication was not discarding the operator's non-alphanumeric utterances when waiting for the operator to respond with the required number of characters for the container number. This issue is resolved in this release: any response other than alphanumerics or acceptable vocabulary words (location, new container, review containers, sign off, or take a break) is now discarded and the data capture is reset.

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<b>VLINK-2766</b>	The device was speaking the aisle prompt in the Put To Store VoiceApplication even when the aisle value was empty. This issue has been resolved in this release: the voice process software behavior is now consistent with prompts in other VoiceApplications. The aisle prompt is skipped if there is no value present.
<b>VLINK-2759</b>	The Item Location Mappings screen of the Selection user interface displayed records in an incorrect order when the table was sorted on the Status column. This issue has been resolved in this release: the records now sort properly.
<b>VLINK-2682</b>	The standard "Talkman Help" function was not available at the Review Containers prompt in the Put to Store VoiceApplication, This issue has been resolved in this release: the standard help has been enabled for this prompt.
<b>VLINK-2680</b>	At the Put prompt in the Put To Store VoiceApplication, "Description" and "Review Containers" were missing from the list of available options in the response to "Talkman Help." This issue has been resolved in this release: the options were added to the help message for the PTSPutProcessQuantityPut node.
<b>VLINK-2660</b>	The .wait timer for the Selection prompt "You said <QuantitySpoken>, asked for <QuantityToPick>. Is this a short product?" was set for 6 seconds to prevent insertions causing unwanted shorts. For some languages this value did not allow enough time for the prompt to be spoken and the operator to respond before getting cut off. This issue has been resolved in this release: the timer now starts after the prompt is spoken and provides 3 seconds for the operator to confirm the short.
<b>VLINK-2653</b>	When a user sorted the Put Away License Details based on Put Location or Start Location, some records were no longer displayed in the user interface. This issue has been resolved in this release: with a change to the sortType for both fields, all records are properly displayed using any sort on this page.
<b>VLINK-2553</b>	Using the <b>Add or Remove Columns</b> function in the user interface, a user added a column, removed a column, then clicked "Close and Apply" in that order. This action resulted in the added column duplicated under a single heading and the removed column no longer available to be added. This issue has been resolved in this release with the UI upgrade.
<b>VLINK-2505</b>	In previous releases, the printable version of the Put To Store License Labor screen was not available. This issue has been resolved.
<b>VLINK-2225</b>	When a user running Internet Explorer added six or more filters to the user interface, the IE browser required a page refresh before the filtered results would display. This issue has been resolved in this release; filtering works as expected without performing the refresh.
<b>VLINK-2071</b>	In a region configured for picking to containers, the task-based voice process software for Selection was not adjusting for a partial pick after an operator confirmed that the pick was not a short. In this scenario, the operator initially picked one when the expected pick quantity was greater than one, then the operator confirmed it was not a short. This issue has been resolved in this release: the task now resets the original pick quantity and allows the partial pick.

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<b>VLINK-2064</b>	When a route value in the Selection VoiceApplication was set to "Multiple" to indicate picks imported with more than one route, the value was not properly translated for non-English locales on the Assignments and Picks user interface. This issue has been resolved in this release: the word "Multiple" now displays appropriately in any supported language.
<b>VLINK-2001</b>	The system was exporting the Pick Results export file prior to the Picked export file. As a result of this sequence, the host could mark an assignment complete based on the Pick Results file before receiving all of the pick information for the assignment from the Picked file. This issue has been resolved in this release; the export file order has been changed to export Picked and Container files before the Pick Results.
<b>VLINK-1996</b>	The system was allowing the purge/archive of Selection chase assignment data prior to exporting that data. This issue has been resolved in this release; chase assignments can no longer be purged if they have not been exported.
<b>VLINK-1965</b>	The English TTS (text-to-speech) engine interprets alphanumeric strings that included "N" as dates under certain circumstances because November is the phonetic alphabet entry for N. This condition created problems when alphanumeric strings such as TN16 were spoken as "Tango November First Six." This issue has been resolved in this release: the pronunciation string for November in the phonetic file has been revised to "Novembur" to differentiate it from the name of the month.
<b>VLINK-1964</b>	When a data table contained a large number of records, it was difficult to locate specific records because the scrollbar did not support scrolling one page at a time. This issue has been resolved in this release; the scrollbar now allows the user to click within the scrollbar to advance one display page at a time.
<b>VLINK-1865</b>	When a user clicked "Printable Version" on a page with a large number of data records, the print window took a long time to display and generated a warning message that a script may be busy or not responding. This issue has been resolved in this release; the UI upgrade enables 1,000 records to print in less than two seconds.
<b>VLINK-1556</b>	If a user left the database username and password blank during a <i>VoiceLink</i> installation, the application installation would complete without the prerequisite database in place. This issue has been resolved in this release: the installer checks for database connectivity and returns an error if the database cannot be found.
<b>VLINK-1348</b>	Error messages were not displaying on the Create Region page of the user interface for incorrect entries in editable fields. This issue has been resolved in this release: form validation now displays the appropriate error messages for each field.
<b>VLINK-1305</b>	When a user selected records, the user interface did not provide an obvious indication of the number of records selected. This scenario could have resulted in actions mistakenly applied to records that were not visible without scrolling. This issue has been resolved in this release; the interface now shows the number of records selected.

## Documentation Enhancements

<b>N/A</b>	Web Services guides have been added to the <i>VoiceLink</i> document set to provide the parameters needed to implement the services offered with the product. These guides can be found along with the rest of the
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	documentation on the Server Application and Developer Toolkit DVDs.
	<ul style="list-style-type: none"> <li>• Web Services Interface Guide for Vocollect VoiceLink 4.1: Apache Soap 1.2</li> <li>• Vocollect VoiceLink 4.1 REST API Guide</li> </ul>
	The guides cover the Delivery Mapping Service and Lots Import Service currently available for <i>VoiceLink</i> .
N/A	Chapter 13, "Customizing the User Interface," of the <i>VoiceLink 4.1 Customization Guide</i> has been revised to include changes made to support the user interface upgrade.
N/A	The definitions of and distinction between Cycle Counting Count Mode and Count Type have been clarified in <i>VoiceLink</i> and <i>VoiceDirect</i> documentation. Count Mode determines how an operator receives a cycle counting assigning — either system-directed or operator-directed. Count Type indicates whether the system gives the operator an expected quantity of an item (known count) or not (blind count). See the product descriptions, <i>VoiceLink Online Help</i> or <i>VoiceDirect Implementation Guide</i> for more information.
<b>VLINK-4273</b>	Reports were not printing when initiated from the voice process software (both task-based and voice application-based) because the LocalSystem account was configured to run the VoiceLink proxy service. To support printing from <i>VoiceLink</i> or from the voice process software, you must create an account for the web services that has printing privileges, then set up printers using this account. This issue has been addressed with a revision to the <i>VoiceLink 4.1 Implementation Guide</i> in the section titled "Before You Install."
<b>VLINK-3935</b>	Details on the Selection Update Status data messages have been updated in the <i>VoiceDirect Implementation Guide</i> to define the Group ID field. This field was incorrectly reported as an Assignment ID field in previous documentation releases.
<b>VLINK-2976</b>	When <i>VoiceLink</i> is installed on a system that is already running <i>VoiceConsole</i> , a port conflict error message is displayed. The <i>VoiceLink Implementation Guide</i> has been updated to notify the customer that the two applications must be configured to use separate TCP/IP communication ports. Vocollect recommends that the first installed application be running when the second is installed so that ports in use can be detected.
<b>VLINK-2938</b>	The online help topic for the Lots page displayed information on the "Require Location Validation" field which does not appear in the interface. The help content has been revised to include a description of the <b>Speakable Lot Number</b> field instead.
<b>VLINK-2933</b>	Performance data for file imports based on Vocollect testing has been added to the <i>VoiceLink Implementation Guide</i> for comparison purposes only.

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# 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
<b>Cycle Counting</b> Workflow: assignment	Inventory Control features are not available. Additional fields for display data are ignored by the task; no support for display devices.	Implemented as the <b>Inventory Control VoiceApplication</b> to support display devices. Assignment data includes Tie, High, and Image fields. (Feature not available in VoiceLink.)  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
<b>Cycle Counting</b> 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).
<b>Loading</b> 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.
<b>Receiving</b>	N/A	Available in VoiceDirect only.
<b>Selection</b> 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.
<b>Selection</b> 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.
<b>Vehicle Safety Checks</b>	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.

Application Workflows and Features	Voice Process Software Technologies	
	Task-based (TaskBuilder) Voice Process Software	Voice Application-based (VoiceArtisan) Voice Process Software
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"> <li>• &lt;Description&gt;, correct?</li> <li>• &lt;Spoken ID&gt;, correct?</li> <li>• &lt;Safety check&gt;</li> <li>• &lt;Safety check&gt; failed, correct?</li> </ul>	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.
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."

## Issues Reported with This Release

N/A	Google Chrome™ browsers do not support the bookmarking functionality in the <i>VoiceLink</i> interface. Chrome users will receive a warning message when they attempt to bookmark a filtered table.
N/A	For users of the <i>VoiceLink</i> 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 new data

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	objects.
	<p><b>Workaround:</b> Ignore the SQL script error. The load of SQL Server data to Oracle works correctly despite the error message.</p> <p>If you need to import any additional data, it will have to be imported into SQL Server prior to the transfer to Oracle.</p>
N/A	<p>The "Back" button in Google Chrome browsers does not load the previous page correctly in the frame for <i>VoiceLink</i> Online Help. This is a known issue with Chrome and MadCap Flare, the help authoring tool used for <i>VoiceLink</i>.</p> <p><b>Workaround:</b> Navigate manually to the previous help topic.</p>
VLINK-4679	<p>If delivery mapping data does not display in the user interface following an upgrade to <i>VoiceLink</i> 4.1, check the delivery mapping field settings to ensure that they are correct for each site. The default setting for <i>VoiceLink</i> 4.1 changed from Customer Number to Route, so your mappings to customer numbers will not appear until the mapping field has been edited.</p> <p><b>Workaround:</b> Go to <b>Selection &gt; Delivery Mappings</b> and click the <b>Change Mapping Field</b> action link. Select "Customer Number" from the drop-down menu and click the <b>Change Mapping Field</b> button to save your change.</p>
VLINK-4653	<p>Upon completing a <i>VoiceLink</i> 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."</p> <p><b>Workaround:</b> 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.</p> <p>In the VoiceLink installation folder (/opt/Vocollect/VoiceLink):</p> <ul style="list-style-type: none"> <li>• Vocollect_Enterprise_Products_DBInterfaceLog.log</li> <li>• Vocollect_Enterprise_Products_InstallLog.log</li> <li>• VoiceLink_InstallLog.log</li> </ul> <p>In the Logs folder (/&lt;InstallDirectory&gt;/Logs):</p> <ul style="list-style-type: none"> <li>• stderr_*.log</li> <li>• stdout_*.log</li> </ul>
VLINK-4633	<p>During a <i>VoiceLink</i> upgrade on an Oracle 11g database, the <i>VoiceLink</i> installer does not detect the database version correctly and executes the database upgrade script from the Oracle 10g folder. In order to prevent confusion for Vocollect partners and resellers, the Oracle 11g upgrade folder has been removed from the installer in the <i>VoiceLink</i> 4.1 release. The upgrade script runs successfully from the Oracle 10g folder.</p>
VLINK-4538	<p>In the Loading VoiceApplication interface, users cannot change the status of a route.</p>

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**VLINK-4478** 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.

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

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**VLINK-4438** **For Linux installations only:** 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.

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.

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**VLINK-4362** 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.

**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).

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**VLINK-4322** 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.

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

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**VLINK-4305** When the *VoiceLink* 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.

**Workaround:** Configure the *VoiceLink* server with a replacement locale that uses the Gregorian Calendar.

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<b>VLINK-4288</b>	Your VoiceLink logs may include a “NoSuchMethodException” error message on unknown property totalItemsPicked. This is a common error caused by VoiceLink charts which does not affect functionality. This error can be ignored.
<b>VLINK-4167</b>	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.  <b>Workaround:</b> Set the assignment as unavailable in the user interface, or the operator can specify a new location to count.
<b>VLINK-4120</b>	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.
<b>VLINK-4096</b>	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.  <b>Workaround:</b> Manually reset the account information in the proxy service then restart the service.
<b>VLINK-4092</b>	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 <b>all</b> data contained in the second file, so data for other assignments could be lost.  The error message that is likely to appear in the logs is "No public method by name 'com.vocollect.voicelink.selection.model.Pick.getPicks()'."  <b>Prevention:</b> Review your import files to ensure that data for a single assignment does not carry over into multiple files.  <b>Workaround:</b> 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.
<b>VLINK-4088</b>	An upgrade in a clustered environment will fail because the Cluster Manager prevents the upgrade installer from stopping and deleting the existing VocollectWebApplicationsVL service.  <b>Workaround:</b> 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.
<b>VLINK-4049</b>	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.

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

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**VLINK-3849** 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.

**Workaround:** Ensure that all numeric values are less than 9,223,372,036,854,775,807.

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**VLINK-3812** 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.

**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.

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**VLINK-3690** In some versions of Microsoft Internet Explorer® East Asian languages such as Korean, Japanese, or Chinese characters are not readable.

**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.

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**VLINK-3528** 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.

**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.
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**VLINK-2971** 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.

**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.XMLReader
Adapter

# 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
```

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## Previously Reported Issues

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

- 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"

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**VLINK-3756** 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.

**Workaround:** Close the reading layout view to return to print layout

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	or normal view. To permanently disable reading layout, open Word and go to <b>Tools &gt; Options &gt; General tab</b> and clear the <b>Allow starting in Reading Layout</b> checkbox.
<b>VLINK-3456</b>	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.
<b>VLINK-3450</b>	<p>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.</p> <p><b>Workaround:</b> To obtain printed reports, select the existing report, click <b>Edit selected report</b>, and choose an alternate option from the Format drop-down menu—PDF, RTF, or XLS.</p>
<b>VLINK-3424</b>	<p>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:</p> <p>VocollectWebApplicationsVL service: C:\Program Files\Vocollect\VoiceLink\apache-tomcat-6.0\bin\tomcat6.exe //RS//VocollectWebApplicationsVL</p> <p>VoiceLink Device Proxy service: C:\Program Files\Vocollect\VoiceLink\DeviceProxy\bin\startwatchdog.bat</p>
<b>VLINK-3419</b>	<p>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.</p> <ul style="list-style-type: none"><li>• On the Application Cluster screen, leave the default value "No" selected and click Next.</li><li>• On the Log Files Directory screen, click Previous.</li><li>• Back on the Application Cluster screen, select "Yes" and click Next.</li><li>• 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.</li><li>• The Log Files Directory screen now displays an incorrect default path (C:\Program Files\Vocollect\Logs) for a cluster installation.</li></ul> <p><b>Workaround:</b> Manually change the path to the shared directory location previously specified on the Shared Cluster Folder screen.</p>
<b>VLINK-3285</b>	<p>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."</p> <p><b>Workaround:</b> The user should enter numeric values for the lower and upper bounds on the Edit Chart Settings page.</p>

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If a user selects the Items Picked/Remaining chart and clicks View chart settings, the Include Legend option is set to "Yes" by default.	
<b>Workaround:</b>	The user may want to prevent the chart legend from displaying by clearing the Include Legend check box.

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<b>VLINK-3134</b>	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.
<b>Workaround:</b>	the affected user should logout and login again to access the Administration tab.

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<b>CSCPLG-12</b>	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 <i>Vocollect VoiceLink 3.1.1 Customization Guide</i> called "Modifying Column Values using a Painter Function." See this section for more information.
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<b>VLINK-2934</b>	Pallet manifest reports are not available from the Line Loading VoiceApplication.
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<b>VLINK-2762</b>	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). <ul style="list-style-type: none"> <li>• The first record is expected, and is mapped to the original assignment number.</li> <li>• 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.</li> </ul>
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<b>VLINK-2560</b>	If your warehouse has multiple regions where one region allows system-generated container numbers and another region allows operator-generated container numbers, when creating new containers, it is possible that the system can generate a container number that already exists in the system. To avoid this situation, 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.
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<b>VLINK-2073</b>	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.
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<b>VLINK-2054</b>	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.
	To increase performance for longer runs, schedule a SQL transaction log backup to run every 30 minutes.

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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**.

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<b>VLINK-2035</b>	If during the installation, the database name you entered in the <b>Database Settings</b> screen already exists, you will receive a message to that effect. If after you dismiss the message you click the <b>Previous</b> button, you will be taken to the <b>Choose Install Folder</b> screen rather than the <b>Database Settings</b> screen. You must exit the installer and restart it to enter the proper database settings.
<b>VLINK-2031</b>	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 <i>Assignments were resequenced</i> success message.
<b>EPP-730</b>	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.

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## VoiceLink Product DVD Contents

DVD Label	Item Code	Contents
Vocollect VoiceLink® V4.1 Server Application Enterprise DVD	SW-VLINK-SERV-4.1-ENT-DVD	<ul style="list-style-type: none"> <li>• VoiceLink application and installer*</li> <li>• VoiceLink database schema</li> <li>• VoiceLink Release Notes</li> <li>• VoiceLink Implementation Guide</li> <li>• Import/Export example files</li> </ul>
Vocollect VoiceLink® V4.1 Server Application Site DVD	SW-VLINK-SERV-4.1-SITE-DVD	<ul style="list-style-type: none"> <li>• VoiceLink application and installer*</li> <li>• VoiceLink database schema</li> <li>• VoiceLink Release Notes</li> <li>• VoiceLink Implementation Guide</li> <li>• Import/Export example files</li> </ul>
VocollectVoiceLink® V4.1 Voice Application Enterprise DVD	SW-VLINK-VAPP-4.1-ENT-DVD	<ul style="list-style-type: none"> <li>• Voice process software for VoiceLink VoiceApplications (Cycle Counting, ForkApps, Line Loading, Loading, Put To Store, Selection) based on VoiceArtisan® technology*</li> <li>• VoiceLink Product Descriptions</li> </ul>
VocollectVoiceLink® V4.1 Voice Application Site DVD	SW-VLINK-VAPP-4.1-SITE-DVD	<ul style="list-style-type: none"> <li>• Voice process software for VoiceLink VoiceApplications (Cycle Counting, ForkApps, Line Loading, Loading, Put To Store, Selection) based on VoiceArtisan® technology*</li> <li>• VoiceLink Product Descriptions</li> </ul>
VocollectVoiceLink® V4.1 Task Enterprise DVD	SW-VLINK-TASK-4.1-ENT-DVD	<ul style="list-style-type: none"> <li>• Voice process software for VoiceLink VoiceApplications (Cycle Counting, ForkApps, Line Loading, Loading, Put To Store, Selection) based on TaskBuilder™ technology*</li> <li>• VoiceLink Product Descriptions</li> </ul>
VocollectVoiceLink® V4.1 Task Site DVD	SW-VLINK-TASK-4.1-SITE-DVD	<ul style="list-style-type: none"> <li>• Voice process software for VoiceLink VoiceApplications (Cycle Counting, ForkApps, Line Loading, Loading, Put To Store, Selection) based on TaskBuilder technology*</li> <li>• VoiceLink Product Descriptions</li> </ul>
Vocollect VoiceLink® Developer Toolkit V4.1	SW-VLINK-DEV-4.1-SITE-DVD	<ul style="list-style-type: none"> <li>• Development tools</li> <li>• VoiceLink application source code (build environment)</li> <li>• VoiceLink/VoiceDirect Voice Application source code based on VoiceArtisan technology</li> <li>• VoiceLink/VoiceDirect Task source code based on TaskBuilder technology</li> </ul>

DVD Label	Item Code	Contents
		<ul style="list-style-type: none"><li>• VoiceLink/VoiceDirect documentation set (Customization Guide, Implementation Guides, Product Descriptions, Release Notes, Reporting Best Practices Guide, Demo System Guide, Web Services Guide)</li><li>• VoiceApplication dialog flows</li><li>• Import/Export example files</li><li>• Online Help source files</li></ul>

\* Distributable application only. Source code is not included.

# Release Notes:

## Vocollect VoiceLink® 4.0.1

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The issue numbers listed in the release notes are part of Vocollect's internal software tracking system and may be helpful when contacting customer service.

### Fixes and Enhancements

<b>Supported Languages</b>	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
<b>VLINK-3609</b>	The task .vcf files from <i>VoiceLink 4.0</i> were missing settings for DWTCharset, WMSCharSet, and UseLegacyDotWait. These setting affect the task performance and handling of wide byte characters found in certain languages. The settings have been restored in this release.	
<b>VLINK-3608</b>	The Line Loading task .emb file was corrupted, preventing the content from being processed by <i>VoiceClient</i> for embedded training. The file corruption issue has been resolved in this release.	
<b>VLINK-3279</b>	When validating a single-digit pick quantity, the system was not accepting "repeat last pick" from the operator. This issue has been resolved: "repeat last pick" now works for all pick quantities.	
<b>VLINK-3274</b>	When a data communication error occurred, the operator would hear the message, "Cannot initialize data, Please see system administrator." If the error was already resolved, saying "Ready" would prompt the device to continue but the operator was not given that instruction. This issue has been resolved in this release: the error message has been changed to "Cannot initialize data, To try again say Ready, or Please see system administrator."	
<b>VLINK-3265</b>	<p><i>VoiceLink</i> task performance was reduced by delays following operator responses. This issue has been resolved in this release: the application has been optimized with the removal of beeps that are not signaling a wait process (a delay in data sent or received). Beeps have been removed from the following nodes:</p> <ul style="list-style-type: none"> <li>• CheckForMoreToPut - if there is more quantity picked that still needs to be put.</li> <li>• PrintReprintContainerBeep - after speaking a correct container to reprint a label</li> <li>• VariableWeight - after speaking a variable weight</li> <li>• CaseLabelCheckDigitBeep - after speaking the case label check digit and quantity verification is disabled</li> <li>• PTSPutProcessUpdateQuantityPut - after confirming the quantity during the Put To Store application</li> </ul>	

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<b>VLINK-3262</b>	The Put To Store VoiceApplication performance was degraded by a 1.5 to 2 second delay between quantity verification and the next prompt. This issue has been improved in this release: as per VLINK-3265, the beep has been removed from the PTPutProcessUpdateQuantityPut function, and the PTS_PUT_LUT.TAS subtask has been consolidated with the main task, PTS_PUT_PROCESS.TAS.
<b>VLINK-3236</b>	Under conditions of abnormally high load on the system when the VoiceLink proxy was not able to complete a container open request, the delay in response and retransmission of the ContainerLUT message resulted in an error message and two open containers. This occurred in regions set to allow only one open container at a time as well as those set for multiple containers. This issue has been resolved in this release: the system now checks region settings and container status before opening a new container. If multiple open containers are not allowed, and none of the containers have an OPEN status, a new container is allowed.
<b>VLINK-3227</b>	For a Selection chase assignment, the group prorate count was generated as double the assignment prorate count in the exported results.dat file. This issue has been resolved in this release: the quantity which is actually picked by the operator in the chase assignment is displayed for the group prorate count.
<b>VLINK-3222</b>	When an operator reported the same invalid lot for a product three times in a row, the system shorted the pick to zero but never informed the operator what to do with the product he or she was picking. This issue has been resolved in this release: the system now prompts the operator with the error message, "Same invalid lot was confirmed three times. Supervisor notified. Put items back in location."
<b>VLINK-3220</b>	When the <i>VoiceLink</i> system was set to use LUTs (Lookup Tables) rather than ODRs (Output Data Records), a critical notification was not generated when an operator entered the same invalid lot three times in a row for a single pick. This issue has been resolved in this release: the appropriate notification is now generated.
<b>VLINK-3129</b>	Assignment labor records for operators were including picks that were shorted and marked out. This issue has been resolved in this release: the labor calculations now accurately aggregate only the quantity actually picked.
<b>VLINK-3077</b>	<p>If a socket error occurred during transmission for LUTPicked, LUTUpdateStatus, or LUTFailedLot, the system would retry the transmission but did not speak an error message to the operator. This issue has been resolved in this release: the following error messages are now spoken in these specific scenarios.</p> <ul style="list-style-type: none"> <li>• LUTPicked: "Error transmitting pick information, to try again say ready."</li> <li>• LUTUpdateStatus: "Error transmitting status update, to try again say ready."</li> <li>• LUTFailedLot: "Error sending failed lot information to host, to try again say ready."</li> </ul> <p><b>Note:</b> These LUT data messages are used to communicate with the host only when the parameter <b>Use LUTs for ODR Calls</b> is set to "2" in the voc_system_properties table. By default, these data messages are ODRs for which confirmation of transmission is transparent to the operator and there are no associated error messages.</p>

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<b>VLINK-3065</b>	The Put To Store task was not allowing operators to skip locations or pallets. This issue has been resolved in this release: a code change now allows that functionality.
<b>VLINK-3020</b>	A user was able to change the operator associated with a suspended assignment in the <i>VoiceLink</i> user interface without first resetting the assignment status from "Suspended" to "Available." This issue resulted in a scenario where no operator could retrieve the assignment without signing out and signing back in. This issue has been resolved in this release: suspended (in-progress) assignments are now ungrouped from the original operator's assignments and are retrievable in regions set for either manual or automatic assignment issuance.
<b>VLINK-2992</b>	Export files had been accessible while <i>VoiceLink</i> was writing export data, allowing a WMS to retrieve partially generated export files. This issue has been resolved in this release: export files are first written to a temp directory and then moved to the export folder only when the entire export operation is complete.
<b>VLINK-2708</b>	When an operator performed a barcode scan after the device had received speech, the speech was added as a prefix to the scan record. This issue has been resolved in this release: spoken utterances are stored in a LUT until either the length is met or an item is scanned. If a scan is performed, the spoken portion is disregarded and the scan is used.
<b>VLINK-2693</b>	<p>If picks or puts were mapped to an item with a null description, the following items would fail to purge during the purge/archive process.</p> <ul style="list-style-type: none"> <li>• Selection "picks" containing an item with a null description fail to purge from the system</li> <li>• Put Away "puts" containing an item with a null description fail to purge from the system.</li> <li>• The license or assignment to which the pick or put belongs fails to purge from the system.</li> <li>• Up to 20 other records included in the purge batch may fail to purge from the system.</li> </ul> <p>This issue has been resolved: the system now handles null descriptions correctly.</p>
<b>VLINK1558</b>	<p>When a user changed the site context on the Selection Assignment Labor interface, labor data for all sites was displayed. This issue has been resolved in this release: the Site Information field has been changed from a drop-down menu to a static listing of the current site on the Assignment Labor screen.</p> <p>Removing this user control does not reduce the functionality of the <i>VoiceLink</i> interface because the data on the Assignment Labor screen, as well as the availability of the screen, are determined by user selections for Operator and Labor History Record. Since these parameters are already associated with a specific site, a change to the site context at the Assignment Labor level would, in fact, nullify the operator and labor history selections.</p>

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## Documentation Enhancements

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<b>VLINK-2072</b>	The Customizing Selection Region Profiles section of the <i>VoiceLink Customization Guide</i> has been revised to include information on adding custom region profile settings and region configurable settings.
<b>VLINK-3030</b>	An Import File Management section has been added to the <i>VoiceLink Implementation Guide</i> to explain how the system purges aging import data files.
<b>VLINK-3163</b>	Content has been added to the <i>VoiceLink Implementation Guide</i> to illustrate the differences between centralized and distributed installations of the <i>VoiceLink Proxy Server</i> .

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## General Considerations and Limitations

### Issues Reported with This Release

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<b>VLINK-3756</b>	<p>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.</p> <p>Workaround: Close the reading layout view to return to print layout or normal view. To permanently disable reading layout, open Word and go to <b>Tools &gt; Options &gt; General tab</b> and clear the <b>Allow starting in Reading Layout</b> checkbox.</p>
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### Previously Reported Issues

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<b>JVM Settings Recommendation</b>	<p>For <i>VoiceLink</i> implementations, Vocollect recommends the following Java Virtual Machine settings:</p> <ul style="list-style-type: none"> <li>Windows Tomcat service settings           <ul style="list-style-type: none"> <li>Java Options: -XX:MaxPermSize=256m and -XX:PermSize=256m</li> <li>Initial memory pool: 256 MB</li> <li>Maximum memory pool: 1024 MB</li> <li>Thread stack size: 1024 KB</li> </ul> </li> <li>Linux catalina.sh startup script parameters: “-Xmx 1024m” “-Xms 256m” “-Xss 1m” “-XX:MaxPermSize 512m” “-XX:PermSize 256m”</li> </ul>
<b>VLINK-3456</b>	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.
<b>VLINK-3450</b>	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.

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**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.

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**VLINK-3424**

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:

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

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**VLINK-3419**

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.

- 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.

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**VLINK-3285**

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."

**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.

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<b>VLINK-3134</b>	<p>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.</p> <p><b>Workaround:</b> the affected user should logout and login again to access the Administration tab.</p>
<b>CSCPLG-12</b>	<p>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 <i>Vocollect VoiceLink 3.1.1 Customization Guide</i> called "Modifying Column Values using a Painter Function." See this section for more information.</p>
<b>VLINK-2934</b>	<p>Pallet manifest reports are not available from the Line Loading VoiceApplication. The information found in <i>VoiceLink</i> online help has not been revised to reflect this limitation.</p>
<b>VLINK-2824</b>	<p>Users working with multi-byte languages may see some system messages appear in English. To avoid this, install language support for that language or use the multi-byte language version of the OS.</p>
<b>VLINK-2762</b>	<p>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).</p> <ul style="list-style-type: none"> <li>• The first record is expected, and is mapped to the original assignment number.</li> <li>• 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.</li> </ul>
<b>VLINK-2660</b>	<p>The .wait timer for the prompt "You said &lt;QuantitySpoken&gt;, asked for &lt;QuantityToPick&gt;. Is this a short product?" is currently set for 6 seconds to prevent insertions causing unwanted shorts (VLINK-244). For some languages this value may be too low and not allow the operator enough time to respond before getting cut off (VLINK-2660).</p> <p><b>Workaround:</b> the operator should increase the TTS speed or use the "short product" command instead of speaking a lesser quantity. Alternatively, the .wait setting in the task can be increased to allow the operator more time to respond.</p>
<b>VLINK-2560</b>	<p>If your warehouse has multiple regions where one region allows system-generated container numbers and another region allows operator-generated container numbers, when creating new containers, it is possible that the system can generate a container number that already exists in the system. To avoid this situation, 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.</p>

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<b>VLINK-2124</b>	<p>When using certain versions of Microsoft Internet Explorer 6.0.x (including 6.0.2900.2180.xpsp.050928-1517 and others released around the same timeframe), the Navigation drop-down list in the Navigation menu on the left side of the screen can get stuck and become inactive. This occurs when the words within the drop-down list are longer than the width of the menu, a situation that is more likely in non-English locales.</p> <p><b>Workaround:</b> users should upgrade to any higher version of Internet Explorer 6 or 7.</p>
<b>VLINK-2073</b>	<p>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.</p>
<b>VLINK-2054</b>	<p>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.</p> <p>To increase performance for longer runs, schedule a SQL transaction log backup to run every 30 minutes.</p> <p>In SQL Server 2005, do the following:</p> <ol style="list-style-type: none"> <li>1. In <i>Microsoft SQL Server Management Studio</i>, select <b>Management</b>.</li> <li>2. Right click on <b>Maintenance Plans</b> and select <b>Maintenance Plan Wizard</b>.</li> <li>3. Specify a name for the plan.</li> <li>4. Click the <b>Change</b> 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.</li> <li>5. Click <b>OK</b>.</li> <li>6. Click <b>Next</b>.</li> <li>7. Select <b>Back Up Database (Transaction Log)</b> from the list of maintenance tasks.</li> <li>8. Click <b>Next</b> on the current screen and the next screen.</li> <li>9. Select the <i>Vocollect VoiceLink</i> database from the list.</li> <li>10. Click <b>Next</b> on the current screen and the next screen.</li> <li>11. Click <b>Finish</b>.</li> </ol>
<b>VLINK-2051</b>	<p>In order to have a site name with UTF-8 encoding be decoded properly on a device, the following parameter setting must exist in the default task settings (.vcf) file: dwtcharset=65001</p>
<b>VLINK-2035</b>	<p>If during the installation, the database name you entered in the <b>Database Settings</b> screen already exists, you will receive a message to that effect. If after you dismiss the message you click the <b>Previous</b> button, you will be taken to the <b>Choose Install Folder</b> screen rather than the <b>Database Settings</b> screen. You must exit the installer and restart it to enter the proper database settings.</p>

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<b>VLINK-2032</b>	If you are upgrading from version 3.0 on a Linux server, after the upgrade is complete you must shut down and restart the server to ensure there are is only one instance of the Proxy Server running. If you do not perform this step, terminals will be unable to connect to <i>VoiceLink</i> after the upgrade.
<b>VLINK-2031</b>	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 <i>Assignments were resequenced</i> success message.
<b>VLINK-2030</b>	If you attempt to view more than 100,000 assignments in the <b>View Assignments</b> table on the <b>Assignments &amp; Picks</b> page, after several minutes a <i>Data has stopped updating...</i> error message will occur.
<b>EPP-730</b>	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.

## VoiceLink Product DVD Contents

DVD Label	Item Code	Contents
Vocollect VoiceLink® V4.0.1 Server Application Enterprise DVD	SW-VLINK-SERV-4.0.1-ENT-DVD	<ul style="list-style-type: none"> <li>VoiceLink application and installer*</li> <li>VoiceLink database schema</li> <li>VoiceLink release notes</li> <li>VoiceLink Implementation Guide</li> </ul>
Vocollect VoiceLink® V4.0.1 Server Application Site DVD	SW-VLINK-SERV-4.0.1-SITE-DVD	<ul style="list-style-type: none"> <li>VoiceLink application and installer*</li> <li>VoiceLink database schema</li> <li>VoiceLink release notes</li> <li>VoiceLink Implementation Guide</li> </ul>
VocollectVoiceLink® V4.0.1 VoiceApplication Enterprise DVD	SW-VLINK-VAPP-4.0.1-ENT-DVD	<ul style="list-style-type: none"> <li>Voice process software for VoiceLink VoiceApplications (ForkApps, Line Loading, Put To Store, Selection) based on VoiceArtisan® technology*</li> </ul>
VocollectVoiceLink® V4.0.1 Task Enterprise DVD	SW-VLINK-TASK-4.0.1-ENT-DVD	<ul style="list-style-type: none"> <li>Voice process software for VoiceLink VoiceApplications (ForkApps, Line Loading, Put To Store, Selection) based on TaskBuilder™ technology*</li> </ul>
VocollectVoiceLink® V4.0.1 Task Site DVD	SW-VLINK-TASK-4.0.1-SITE-DVD	<ul style="list-style-type: none"> <li>Voice process software for VoiceLink VoiceApplications (ForkApps, Line Loading, Put To Store, Selection) based on TaskBuilder technology*</li> </ul>

DVD Label	Item Code	Contents
Vocollect VoiceLink® Developer Toolkit V4.0.1	SW-VLINK- DEV-4.0.1- SITE-DVD	<ul style="list-style-type: none"> <li>• Development tools</li> <li>• VoiceLink application source code (build environment)</li> <li>• VoiceLink/VoiceDirect Voice Application source code based on VoiceArtisan technology</li> <li>• VoiceLink/VoiceDirect Task source code based on TaskBuilder technology</li> <li>• VoiceLink/VoiceDirect documentation set (Customization Guide, Implementation Guides, Product Descriptions, Release Notes, Reporting Best Practices Guide, Demo System Guide)</li> <li>• VoiceApplication dialog flows</li> <li>• Import/Export example files</li> <li>• Online Help source files</li> </ul>

\* Distributable application only. Source code is not included.

# Release Notes:

## Vocollect VoiceLink® 4.0

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The issue numbers listed in the release notes are part of Vocollect's internal software tracking system and may be helpful when contacting customer service.

### Features in this Release

This section describes new features in this release.

#### Charts

- The system now features charts that display site-specific, graphical representations of labor data for the current shift for Selection operators. The following charts are installed with the application:
  - Items Picked/Remaining: Displays the quantity of items picked for all assignments that were completed in a region since the shift start time and displays the quantity of items left to pick in the same region during the current shift. The value for Total Items Remaining is calculated as the sum of all items in assignments that are not canceled, completed, or unavailable with a picked status that is not canceled.
  - Estimated Hours Remaining: Displays the hours left to complete assignments in a region since the shift start time. The data is based on the total items remaining and the actual picking rate of all operators signed into that region during the current shift. The value for Total Items Remaining is calculated as the sum of all items in assignments that are not canceled or completed.
  - Route Completion: Displays the completion percentages of routes in progress for the current shift. Routes included have at least one assignment that was completed since the shift start time and at least one assignment that is not completed and not canceled. In addition, text summaries are shown below the chart for routes not started and routes completed for the current shift.

#### Reporting Labor Data

- The Operator Labor report has been replaced with two new reports that provide more detailed data and analysis of operator activity. The Operator Labor Detail and Operator Labor Summary reports are based on operator, assignment, and replenishment labor records:
  - Operator Labor Detail: Displays detailed data and analysis of operator activity for the selected operator within the selected date range and shift time. The information is based on operator, assignment, and replenishment labor records. Every operator action (Sign On, Sign Off, Break, Selection, or Replenishment), that completes within the shift time defined for the report, is included in the report and shown as a separate line item with time, item count, and rate where applicable.
  - Operator Labor Summary: Displays aggregate labor data for individual operators or operator teams within the selected date range and shift time. Users may select multiple operators or teams by holding Shift or Ctrl while clicking on the names.

The summary includes every operator action that completes within the shift time defined for the report. Each operator's actual labor rate versus the goal rate is shown for each function in each region. In addition, function-based calculations are shown (for example, the total quantity picked or replenished and the total time spent in assignments). This report is available for Selection, Replenishment, or both.

- The Put To Store Operator Labor report remains unchanged but users may select individual operators or operator teams in creating the report.

## New Report Types

- Users can generate additional reports from archived and current data using the following new report types:
  - Frequency of Slot Visits: Displays the locations most visited sorted from highest to lowest, the number of visits, and the number of units picked from each location within the selected time frame. The required report filter is the number of most visited locations to include in the report, defaulting to ten locations.
  - Frequently Shorted Locations: Displays data on locations shorted during normal assignments (chase assignments are not included) within a selected time frame. The report shows an itemized list of locations and the items that were shorted most based on user selections for dates, site, and number of locations.
  - Operator Breaks: Displays break type(s), break duration, and start/end times for individual operators or operator teams where break time taken is equal to or longer than a user-designated number of minutes. Users may select multiple operators or teams by holding Shift or Ctrl while clicking on the names. Required report filters are operator(s), break type (single type or all), and break length.
  - Operator Top/Bottom Performance: Displays the total percentage of goal rate and the total time worked per operator based on user selections for number of operators, sorted direction (highest to lowest or lowest to highest), function, site, region, and dates.
  - Region Profile Configurations: Displays all Selection regions and the associated profile names, configurations, and configurable parameters for normal and chase assignments.

## Saving and Scheduling Reports

- The Reports feature in the *VoiceLink* Selection user interface now allows users to specify report parameters and save their configurations for frequent report runs using the same filters. A report scheduling feature has also been added to provide users with the ease of automating report execution and receiving reports via email.
  - New Create and Edit Reports functionality replaces the report parameters that users set with each report run. Users now create and name their own custom filtered reports based on standard report types provided with the system, then save the reports to launch at their convenience.
  - A new Time Span setting allows users to create and save reports with standard time frames (i.e., "Week to Date") or set specific start and end time stamps for each report run, using any combination of archived and current data.
  - A Report Scheduler allows users to schedule their reports to run on a daily, weekly, or monthly basis. With the proper SMTP configurations set on the System

Configuration page, report output can then be automatically emailed to one or more recipients.

## Operator Teams in Reports

- Users can now create operator teams in order to generate data on several operators in a single report run. This feature is available for all reports in the *VoiceLink* user interface (Selection and Put To Store tabs) that include an operator field filter. Users can create, edit, manage the membership of, or delete operator teams using new functionality provided from the Reports page. Users can also manage an individual operator's team membership while managing operators in the system.
- As a safeguard, an operator team cannot be deleted if it is in use as a parameter in a saved report.
- Note that the operator teams used for administrative purposes in Vocollect *VoiceConsole* are not used in *VoiceLink* reporting.

## Supported Environments

<b>Operating System</b>	Windows Server® 2008, 64-bit (and 2008 R2, 64-bit) Windows Server® 2008, 32-bit Windows Server® 2003, 32-bit Red Hat® Enterprise Linux® v5 ESX version 3.5 (VMware) with Windows Server® 2008, 32-bit
<b>Database</b>	Microsoft SQL Server® 2008 (and 2008 R2) Microsoft SQL Server® 2005 Oracle® Database 11g R2 Oracle® Database 10g
<b>Web Server</b>	Apache Tomcat™ version 6.0 (installed by VoiceLink installation) and Java version 6.0
<b>Devices</b>	Talkman® T1 Talkman® T2x Talkman® T5 Talkman® T5M Talkman® T5 VMT Talkman® A500 Symbol MC9090 Symbol MC4090 Psion Teklogix WAP LXE HX2 Intermec CK3

**Note:** Microsoft SQL Server® 2000 and Red Hat® Linux V.4 are not supported and cannot be upgraded for implementations of VoiceLink version 4.0. Installations of VoiceLink will not proceed if SQL Server 2000 is detected as the installed database instance.

## Product Changes

The *VoiceLink 4.0* product includes three separate DVDs: the VoiceLink Server Application DVD and a choice of two voice process software DVDs. Most customer implementations will require just one of the voice process software DVDs, containing either voice applications or tasks for import into *VoiceConsole*. If an implementation will use a hybrid of Vocollect

technologies, however, all three *VoiceLink 4.0* DVDs can be ordered. The installation procedures have been updated in the *VoiceLink Implementation Guide* to reflect the changes in packaging.

All *VoiceLink* VoiceApplications, such as Selection and Put To Store, are available with this release. New versions of these VoiceApplications have been produced in an improved development environment using the voice applications voice process software. *VoiceLink 4.0* supports either type of voice process software—tasks or voice applications—running on voice-enabled devices. Specific changes in voice process software are noted in the following chart. Contact your Vocollect representative to find out which version of voice process software you should be using.

### Differences in Voice Process Software

VoiceLink running task-based voice process software	VoiceLink running voice applications (VoiceArtisan-based)
If a user speaks an invalid vehicle type or function, the voice application 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."
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.
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".	<p>The prompt is "Your vehicle has failed. Can you do a quick repair?" The operator can respond "yes" or "no."</p> <p>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."</p>
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
<b>Post-Publication Revision</b>	<b>Post-Publication Revision</b>
Additional fields for display data are ignored. Display devices are not supported.	<p>The Cycle Counting Assignment host response data message contains three additional fields to support display devices.</p> <ul style="list-style-type: none"> <li>• Tie - The number of items per level on the pallet</li> <li>• High - The number of item levels on a pallet</li> <li>• Image - Name and location of the image file associated with the inventory item</li> </ul>

## Fixes and Enhancements

<b>Installation Procedure</b>	Because the <i>VoiceLink</i> solution is delivered on two separate DVDs—the VoiceLink Server Application and voice process software—and the installation procedure no longer creates a tasks folder and installs the task. The installer will not remove the tasks folder from an existing <i>VoiceLink</i> implementation. <i>VoiceLink</i> upgrades remain unchanged and perform as expected.
<b>JasperReports version upgrade</b>	<i>VoiceLink</i> uses JasperReports to generate printable reports. The 4.0 release of <i>VoiceLink</i> uses JasperReports version 3.7.4, an upgrade from version 1.3.1 used in <i>VoiceLink 3.1.1</i> . Customizers must install or upgrade to JasperReports 3.7.4 or newer prior to creating custom reports.
<b>VLINK-3153 &amp; 3215</b>	When using the Replenishment VoiceApplication with interleaving turned off, an operator could not sign off, change region, or change function until after a replenishment was complete. Speaking "Cancel" at this point resulted in a new replenishment being requested. This has been resolved.
<b>VLINK-3234</b>	Under certain implementation scenarios, <i>VoiceLink</i> failed to recover from interrupted database connections. The conditions that created this issue have been prevented from recurring with upgrades to development framework software (SQL Server and Oracle drivers, Spring version 2.0.8, and c3p0 version 0.9.1.2).
<b>VLINK-2658 &amp; 3155</b>	When VMWare console or remote desktop (with the console switch) was used to access the machine running VoiceLink Proxy, the VoiceLink Proxy would shut down when the user exited the session. This issue has been resolved.
<b>VLINK-2956</b>	The <i>VoiceLink</i> install logs did not show database-specific errors when the database had not been upgraded or setup properly during an install. This issue has been resolved; a separate log is created in the event that failures occur in the <i>VoiceLink</i> database creation.
<b>VLINK-2913</b>	The <i>VoiceLink</i> silent install process was not properly creating the VocollectWebApplicationsVL service. This issue has been resolved.
<b>VLINK-2939</b>	Response expressions were not using the anchor word "ready" in cases where the operator's response contained a single digit. This issue has been resolved; response expressions now include the "ready" utterance.
<b>VLINK-3008</b>	The command "Repeat Last Pick" was initially returning Previous Aisle, Previous Slot, Quantity Picked, and Quantity to Pick, rather than all location information similar to the "Location" command. This issue has been resolved; "Repeat Last Pick" now returns all available location information, including Previous Pre-Aisle and Previous Post-Aisle.
<b>VLINK-3147</b>	The printable versions of the Container and Container Pick Detail table components were not available to non-admin users; when accessed by non-admin users, an error was generated. This has been resolved.
<b>VLINK-3050</b>	Pick items were corrupted upon import due to leading spaces in front of the pick item numbers being imported. This has been resolved: leading spaces are trimmed from the data upon import.

<b>VLINK-2973</b>	In a distributed proxy environment, proxy threads could occasionally become unresponsive due to selector spinning; this resulted in missing rows of data in return responses. This issue has been resolved: when the selector spinning condition is detected, the selector is reallocated and reinitialized, allowing the proxy to recover.
<b>VLINK-3266</b>	The proxy watchdog could not reconnect even if the autoconnect property was set to true because java_ext_dirs were incorrectly overridden. This issue has been resolved; the startProxy files have been modified to include the appropriate default java_ext_dirs.
<b>VLINK-3102</b>	The purge/archive process was taking too long to complete in some customer implementations of VoiceLink 3.1.1 causing system-wide delays. This issue has been resolved; analysis revealed that execution time was significantly reduced by adding indexes to certain database tables.
<b>VLINK-2970</b>	Various changes to the VoiceLink "PickItems" and "CheckDigits" tasks have improved the speed of the tasks by reducing the amount of time an operator waits to hear the next command after speaking.
<b>VLINK-2696</b>	Canceled picks were erroneously included in the base item calculation, resulting in the operator hearing an error message when the get an assignment with a canceled pick: "change from status of Canceled to status BaseItem." This issue has been resolved; canceled picks are no longer included in this calculation.
<b>VLINK-2974</b>	Default min/max Java memory pool values for the Tomcat application server needed to be increased to prevent out of memory errors. This issue has been resolved; the max memory setting has been increased to 1024 MB.
<b>VLINK-1224</b>	After installing or upgrading VoiceLink on a Linux server, an error was generated when attempting to run a report. This issue has been resolved with an additional JAVA_OPTS parameter in the installer.
<b>VLINK-2148 &amp; 2323 &amp; 2752 &amp; 1950</b>	When a VoiceLink license was missing or required an upgrade, error messages were not detailed enough for a user to pinpoint the problem. This issue has been resolved; the system produces a critical notification under "All Sites" and greatly improved entries in the system log files in the event of a licensing problem.
<b>VLINK-2931</b>	VoiceLink 3.X labels forced a Thermal Transfer Zebra media type that was overriding a printer's default media type setting. This issue has been resolved by removing the Zebra media type from the affected labels: Chase.txt, Container.txt, Pallet.txt, and PutToStoreContainer.txt.
<b>N/A</b>	The Assignments report previously filtered on and displayed the operator, assignment number, and work ID, which was information that many users did not know when launching reports. This feature has been changed to allow users to specify customer and route numbers and to select all operators or one or more operator teams when they are creating assignments reports.
<b>N/A</b>	The Containers report previously required the user to select an operator, which was information that many users did not know when launching reports. This issue has been changed to remove the required field validation from the operator field.
<b>VLINK-2890</b>	Duplicate command calls from the task were not being handled by the business logic. This issue has been resolved by a new method that checks for duplicate commands using a timestamp.

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<b>VLINK-2916</b>	ISO-8859-1 characters were not properly handled or displayed. Double-byte characters found within the ISO-8859-1 character set were being imported as non-printable characters. This issue is resolved; the encoding of the FileDataSourceAdapter was changed from the default UTF-8 encoding to detect and match the encoding of the source data files.
<b>VLINK-2915</b>	The import for Assignments was failing for ISO-8859-1 character encoding due to differing line lengths in ASCII and UTF-8 file formats. This issue is resolved; the encoding of the FileDataSourceAdapter was changed from the default UTF-8 encoding to detect and match the encoding of the source data files.

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## General Considerations and Limitations

### Issues Reported with This Release

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<b>JVM Settings Recommendation</b>	For <i>VoiceLink</i> implementations, Vocollect recommends the following Java Virtual Machine settings: <ul style="list-style-type: none"> <li>Windows Tomcat service settings <p>Java Options: -XX:MaxPermSize=512m and -XX:PermSize=256m Initial memory pool: 512 MB Maximum memory pool: 1024 MB Thread stack size: 1024 KB</p> </li> <li>Linux catalina.sh startup script parameters: “-Xmx 1024m” “-Xms 256m” “-Xss 1m” “-XX:MaxPermSize 512m” “-XX:PermSize 256m”</li> </ul>
<b>VLINK-3456</b>	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.
<b>VLINK-3450</b>	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. <p><b>Workaround:</b> To obtain printed reports, select the existing report, click <b>Edit selected report</b>, and choose an alternate option from the Format drop-down menu—PDF, RTF, or XLS.</p>
<b>VLINK-3424</b>	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: <p>VocollectWebApplicationsVL service: C:\Program Files\Vocollect\VoiceLink\apache-tomcat-6.0\bin\tomcat6.exe //RS//VocollectWebApplicationsVL</p> <p>VoiceLink Device Proxy service: C:\Program Files\Vocollect\VoiceLink\DeviceProxy\bin\startwatchdog.bat</p>

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<b>VLINK-3419</b>	<p>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.</p> <ul style="list-style-type: none"><li>• On the Application Cluster screen, leave the default value "No" selected and click Next.</li><li>• On the Log Files Directory screen, click Previous.</li><li>• Back on the Application Cluster screen, select "Yes" and click Next.</li><li>• 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.</li><li>• The Log Files Directory screen now displays an incorrect default path (C:\Program Files\Vocollect\Logs) for a cluster installation.</li></ul> <p><b>Workaround:</b> Manually change the path to the shared directory location previously specified on the Shared Cluster Folder screen.</p>
<b>VLINK-3285</b>	<p>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."</p> <p><b>Workaround:</b> The user should enter numeric values for the lower and upper bounds on the Edit Chart Settings page.</p> <p>If a user selects the Items Picked/Remaining chart and clicks View chart settings, the Include Legend option is set to "Yes" by default.</p> <p><b>Workaround:</b> The user may want to prevent the chart legend from displaying by clearing the Include Legend check box.</p>
<b>VLINK-3134</b>	<p>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.</p> <p><b>Workaround:</b> the affected user should logout and login again to access the Administration tab.</p>
<b>VLINK-2934</b>	<p>Pallet manifest reports are not available from the Line Loading VoiceApplication. The information found in <i>VoiceLink</i> online help has not been revised to reflect this limitation.</p>

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## Previously Reported Issues

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<b>CSCPLG-12</b>	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 <i>Vocollect VoiceLink 3.1.1 Customization Guide</i> called "Modifying Column Values using a Painter Function." See this section for more information.
<b>VLINK-2824</b>	Users working with multi-byte languages may see some system messages appear in English. To avoid this, install language support for that language or use the multi-byte language version of the OS.
<b>VLINK-2660</b>	The .wait timer for the prompt "You said <QuantitySpoken>, asked for <QuantityToPick>. Is this a short product?" is currently set for 6 seconds to prevent insertions causing unwanted shorts (VLINK-244). For some languages this value may be too low and not allow the operator enough time to respond before getting cut off (VLINK-2660).  <b>Workaround:</b> the operator should increase the TTS speed or use the "short product" command instead of speaking a lesser quantity. Alternatively, the .wait setting in the task can be increased to allow the operator more time to respond.
<b>VLINK-2762</b>	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). <ul style="list-style-type: none"><li>• The first record is expected, and is mapped to the original assignment number.</li><li>• 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.</li></ul>
<b>VLINK-2124</b>	When using certain versions of Microsoft Internet Explorer 6.0.x (including 6.0.2900.2180.xpsp.050928-1517 and others released around the same timeframe), the Navigation drop-down list in the Navigation menu on the left side of the screen can get stuck and become inactive. This occurs when the words within the drop-down list are longer than the width of the menu, a situation that is more likely in non-English locales.  As a workaround, users should upgrade to any higher version of Internet Explorer 6 or 7.
<b>VLINK-2073</b>	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.
<b>VLINK-2693</b>	If any picks or puts are mapped to an item with a null description, the following fail to purge during the purge/archive process. <ul style="list-style-type: none"><li>• Selection "picks" containing an item with a null description fail to purge from the system</li><li>• Put Away "puts" containing an item with a null description fail to purge from the system.</li><li>• The license or assignment to which the pick or put belongs fail to purge from the system.</li></ul>

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- Up to 20 other records included in the purge batch may fail to purge from the system.

As a workaround, the import process can be used to update the null item description(s) to non-null descriptions.

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<b>VLINK-2560</b>	If your warehouse has multiple regions where one region allows system-generated container numbers and another region allows operator-generated container numbers, when creating new containers, it is possible that the system can generate a container number that already exists in the system. To avoid this situation, 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.
<b>VLINK-2030</b>	If you attempt to view more than 100,000 assignments in the <b>View Assignments</b> table on the <b>Assignments &amp; Picks</b> page, after several minutes a <i>Data has stopped updating...</i> error message will occur.
<b>VLINK-2031</b>	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 <i>Assignments were resequenced</i> success message.
<b>VLINK-2032</b>	If you are upgrading from version 3.0 on a Linux server, after the upgrade is complete you must shut down and restart the server to ensure there is only one instance of the Proxy Server running. If you do not perform this step, terminals will be unable to connect to <i>VoiceLink</i> after the upgrade.
<b>VLINK-2035</b>	If during the installation, the database name you entered in the <b>Database Settings</b> screen already exists, you will receive a message to that effect. If after you dismiss the message you click the <b>Previous</b> button, you will be taken to the <b>Choose Install Folder</b> screen rather than the <b>Database Settings</b> screen. You must exit the installer and restart it to enter the proper database settings.
<b>VLINK-2051</b>	In order to have a site name with UTF-8 encoding be decoded properly on a device, the following parameter setting must exist in the default task settings (.vcf) file:  dwtcharset=65001
<b>VLINK-2054</b>	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.  To increase performance for longer runs, schedule a SQL transaction log backup to run every 30 minutes.  In SQL Server 2005, do the following: <ol style="list-style-type: none"> <li>1. In <i>Microsoft SQL Server Management Studio</i>, select <b>Management</b>.</li> <li>2. Right click on <b>Maintenance Plans</b> and select <b>Maintenance Plan Wizard</b>.</li> <li>3. Specify a name for the plan.</li> <li>4. Click the <b>Change</b> button next to the scheduling field and specify a</li> </ol>

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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**.

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**EPP-730** 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.

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# Release Notes:

## Vocollect VoiceLink® 3.1.1

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The issue numbers listed in the release notes are part of Vocollect's internal software tracking system and may be helpful when contacting customer service.

### Fixes and Enhancements

<b>Supported Languages</b>	The following languages, in addition to English, are supported in VoiceLink 3.1.1: <ul style="list-style-type: none"> <li>• Brazilian Portuguese</li> <li>• Canadian French</li> <li>• French</li> <li>• Japanese</li> <li>• Korean</li> <li>• Latin American Spanish</li> <li>• Russian</li> <li>• Simplified Chinese</li> <li>• Traditional Chinese</li> </ul>
<b>CSCPLG-1</b>	Added the ability to add a comment to the generated code in "Add Field to Import."
<b>CSCPLG-2 &amp; CSCPLG-3</b>	Changed the method parameters for the setter and getter methods to simple class name, rather than the fully qualified class name, in "Add Field to Import."
<b>CSCPLG-4</b>	In "Add Field to Import," the localization property key was not generated according to convention. This issue has been fixed, and a convention has been applied.
<b>CSCPLG-6</b>	In "Add Field to Import," the operand_type was missing from the generated column definition in install-data-voicelink.xml. This issue has been fixed.
<b>CSCPLG-9</b>	In "Add New Model Object," an Invocation Target Exception was thrown if the "Generate Root Model Object" checkbox was selected. This checkbox was removed. It was unnecessary since no root objects are needed in a customization; only the new object is needed.
<b>CSCPLG-10</b>	In "Add Field to Import," the comments that were generated in the <modelobject>.ftl file were not formatted correctly. This issue has been fixed. The comment format now begins with <!-- instead of <!--.
<b>CSCPLG-13</b>	In "Add Field to Import," the Select Datatype drop-down list for a new field listed "Int," which is not a valid data type. "Int" has been changed to "Integer."
<b>CSCPLG-15</b>	In "Add Field to Import," the data type is no always correct in the import-<modeObject>-fields.xml file. This issue has been fixed.
<b>CSCPLG-16</b>	In "Add Field to Import," in the <modelObject>-import-validation.xml file, the message key for requiredField validators did not match the validator type. It was "requiredString." It has been changed to "requiredField."

<b>CSCPLG-17</b>	In "Add Field to Import," for any new Assignment filed, the field definition was incorrect. It was set to false. It has been changed to true.
<b>CSCPLG-19</b>	When modifying java code, the customizer tool was not using the standard comment used in the rest of the application. This issue has been fixed.
<b>CSCPLG-20</b>	CRUD screen changes were using WebWork annotations, which are no longer unsupported. This issue was fixed. the annotations were changed to Struts 2 annotations.
<b>System Requirements Enhancement</b>	Microsoft Windows Server 2008® is now a supported operating system for the VoiceLink application server, but only in certain combinations with supported databases. SQL Server 2000 is not supported in combination with Windows Server 2008. See "VoiceLink System Requirements and Information Required Before You Install" and related sub-sections in the <i>VoiceLink 3.1.1 Implementation Guide</i> for more information.
<b>VLINK-1411</b>	During an uninstall of VoiceLink on Linux, the proxy daemon lock file was not deleted; when reinstalled, the proxy would not start. This issue has been fixed; the lock file is deleted during the VoiceLink uninstall.
<b>VLINK-1797 &amp; EPP-769</b>	In versions of VoiceLink 3.1 and earlier, high load situations may cause stop assignment failure. After an operator picks all of the picks in an assignment, the device may speak an "Assignment is not complete" message. This is caused by the database not receiving pick updates as the operator performs them. The ODR(s) are failing; the Proxy log contains the following message: "No TDS_RET_STATUS was found for the stored procedure output parameters"
	<p><b>Workaround:</b> The operator should perform the following steps:</p> <ol style="list-style-type: none"> <li>1. Sign off from the device.</li> <li>2. Sign back onto the device.</li> <li>3. Request the assignment again.</li> <li>4. Pick the "unpicked" picks in that assignment, using the terminal to pick through the assignment while either interacting with the assignment in VoiceLink, or by walking through the assignment on the warehouse floor.</li> </ol>
<b>VLINK 2068</b>	Null item description fields caused Hibernate exceptions when the Picks or Puts archives were created. This issue has been fixed; nulls are now allowed.
<b>VLINK-2405</b>	During upgrades from 3.0.1 to custom versions of VoiceLink (such as 3.0.1.001), the task directory was set to null and the task was not installed.
<b>VLINK-2458</b>	All core and custom tasks were not using the ideal ".wait" timer. This has been fixed, with the value of the timer set to "6". For certain nodes where more time is needed, the value has been set to "7." These nodes are: <ul style="list-style-type: none"> <li>• CoreVehicleIDLUTID</li> <li>• PutContainer</li> <li>• PrintLUTContainer</li> <li>• ReviewContainerLUTContainer</li> <li>• CloseContainerGetContainer</li> <li>• ContainerLUTOpenContainerID</li> <li>• SendLotLUTLotID</li> <li>• LoadingInitializeLoadTrailerIDPrompt</li> <li>• Fork_ValueEntryAlpha.tas</li> <li>• PTSSpecifyNewContainerNumber</li> </ul>

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	<ul style="list-style-type: none"> <li>• PTSSpecifyContainerContainer</li> <li>• PTSSpecifyCloseContainerNumber</li> <li>• PTSVerifyLocationLocationPrompt</li> </ul>
<b>VLINK-2574</b>	<p>In Selection, the Picks export file did not contain a Pick Sequence Number or a unit of measure (UOM) field. Because of this, if an assignment contained multiple units of measure for the same item, and one of those picks was shorted, the Picks export file did not indicate which pick was shorted.</p> <p>The Pick Sequence Number has been added to the Picks export, allowing for identification of shorted picks.</p>
<b>VLINK-2635</b>	Using the demo tool with the provided "demodata_301.xml" file populated the VoiceLink database with an expired license.
<b>VLINK-2719</b>	Proxy could not be debugged from within a partner-created environment. The classpath was only partially written and not properly closed.
<b>VLINK-2731</b>	After upgrading from VoiceLink 3.0.1 to 3.1, the proxy did not start. Jar files from the original version were not be upgraded properly.
<b>VLINK-2732</b>	The VoiceLink upgrade installer did not work properly when VoiceConsole was installed on the same machine. Some files necessary for the VoiceLink upgrade were being placed under the VoiceConsole installation directory.
<b>VLINK 2741 &amp; 2742</b>	Issues with French translations in VoiceLink have been fixed.
<b>VLINK-2748</b>	<p>When upgrading from a previous version of VoiceLink the previous versions of the startProxy.bat and startProxy.sh files are restored. These files refer to the previous versions of the VoiceLink.jar file. As a result, the proxy fails when attempting to find the definition of the first bean it attempts to use.</p> <p>This issue has been fixed; the startProxy.bat and startProxy.sh files are no longer restored from a previous version when upgrading. The new versions of these files with the references to the appropriately named .jar file are now used. If the previous versions of the files are needed, the customer will need to preserve them prior to the upgrade, and restore them after the upgrade, making sure that the files refer to the new version of the VoiceLink.jar file (for example, VoiceLink-3.1.1.jar).</p>
<b>VLINK-2757</b>	The "tomcat-setup-hotdeploy" ANT target did not work. Attempting to use it to create a build resulted in a failure as the target was attempting to copy files into a non-existent directory.
<b>VLINK-2773</b>	When user-defined roles exist within a VoiceLink system, attempting to upgrade that system results in failure. This issue has been fixed; the upgrade works and user-defined roles are preserved.
<b>VLINK-2880</b>	HTML reports were not rendering Asian characters. This issue has been fixed.
<b>VLINK-2892</b>	PDF reports were not properly rendering multi-byte characters because a required supporting font was not available and/or not specified. This issue has been fixed.
<b>VLINK-2901</b>	Multiple reports in French and French Canadian were displaying apostrophes (') as ampersands (&). This issue has been fixed.

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<b>VLINK-2902</b>	XLS and RTF reports in various non-English languages had formatting issues where words were displayed over top of other words. This issue has been fixed.
<b>VLINK-2889</b>	After performing an upgrade to a 3.x system, the proxy did not restart. Upon manually restarting the proxy, some folders were deleted, causing the VoiceLink UI to fail. This issue has been fixed. The proxy now restarts upon upgrade, and no folders are deleted.
<b>VLINK-2893</b>	On a Linux machine where VoiceConsole 3.0 Revision B is also installed, when VoiceLink 3.1.1 was uninstalled, the Vocollect product registry was being emptied completely, preventing VoiceConsole from running after the VoiceLink uninstall. This issue has been fixed. The Vocollect product registry now retains the entry for VoiceConsole after the VoiceLink uninstall.

## Documentation Fixes and Enhancements

<b>VLINK-2193</b>	<i>VoiceLink Implementation Guide</i> : In the "Implementations with VoiceLink and VoiceConsole" section, a new subsection has been added called "Working with Tasks in Multi-Site Implementations", which provides an explanation of, and instructions for working with, the "tasksite.txt" file.
<b>VLINK-2387</b>	<i>VoiceLink Implementation Guide</i> : In the "Startup & Shutdown" section, the following note has been added: "During startup, the proxy server needs to use Port 5000 for JMX (not for listening.) If another application is using port 5000, the proxy will not start up."
<b>VLINK-2469</b>	<i>VoiceLink Implementation Guide</i> : In the "Considerations When Upgrading" section, the following text has been added to stress actions that customers need to take to preserve customizations during upgrades: <ul style="list-style-type: none"> <li>"Customers should preserve any customizations or updates (such as reports, printers, labels) that they have created on their existing system before they begin the upgrade to the new system. After the upgrade, they will need to restore any of the customizations that they preserved."</li> </ul>
<b>VLINK-2712</b>	<i>VoiceLink Implementation Guide</i> : For the "ap*.dat" import file, the length for the "Quantity to Pick" field was incorrectly stated as "6" characters. This has been changed to the correct value, "9" characters.
<b>VLINK-2583</b>	<i>VoiceLink Put To Store Product Description</i> : the put to store dialog flows did not indicate what the correct device response was to an operator saying "Ready" when there were no regions returned and an error message is given. This has been corrected. When the operator says "Ready", the error message, to notify the supervisor, is given again.
<b>VLINK-2611</b>	<i>VoiceLink Put To Store Product Description</i> : the put to store dialog flows had the options "Sign Off" and "Take a Break" at the prompt when no regions are returned to the operator. This has been corrected. At that prompt, the available options are "Sign Off" and "Change Function."
<b>VLINK-2686</b>	<i>VoiceLink Selection Product Description</i> : An example of calculating Goal Rates was added to the Viewing Labor section.
<b>VLINK-2358</b>	<i>VoiceLink Selection Product Description</i> : Changed "Retrieve Assignment" dialog flow to show Change Region and Change Function options available to operator upon receiving an error message from the host.

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N/A	<p>Corrections to the following dialog flow diagrams have been made:</p> <ul style="list-style-type: none"> <li>• <b>Core - Vehicle:</b> The "Y" link exiting the "More Than One Returned" prompt now goes directly to the "Function" prompt, rather than the "Change Function" prompt.</li> <li>• <b>Core - Function:</b> A "Y" link has been added exiting the "More Checks?" prompt and going back to the "Safety Check" prompt. Previously, it did not exist.</li> <li>• <b>Selection - Get Containers:</b> Clarification of the note explaining how multiple containers are handled.</li> <li>• <b>Selection - Partial:</b> The "N" link exiting the "Partial Correct?" prompt was changed to a "Y".</li> <li>• <b>Selection - Determine Next Step:</b> A note was added explaining that the operator is not sent back for skips in pick-by-pick mode.</li> <li>• <b>Selection - Deliver:</b> Diagram was changed to show Direct Load setting.</li> </ul>
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## General Considerations and Limitations

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CSCPLG-12	<p>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 <i>Vocollect VoiceLink 3.1.1 Customization Guide</i> called "Modifying Column Values using a Painter Function." See this section for more information.</p>
VLINK-2824	<p>Users working with multi-byte languages may see some system messages appear in English. To avoid this, install language support for that language or use the multi-byte language version of the OS.</p>
VLINK-2660	<p>The .wait timer for the prompt "You said &lt;QuantitySpoken&gt;, asked for &lt;QuantityToPick&gt;. Is this a short product?" is currently set for 6 seconds to prevent insertions causing unwanted shorts (VLINK-244). For some languages this value may be too low and not allow the operator enough time to respond before getting cut off (VLINK-2660).</p> <p><b>Workaround:</b> the operator should increase the TTS speed or use the "short product" command instead of speaking a lesser quantity. Alternatively, the .wait setting in the task can be increased to allow the operator more time to respond.</p>
VLINK-2762	<p>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).</p> <ul style="list-style-type: none"> <li>• The first record is expected, and is mapped to the original assignment number.</li> <li>• 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.</li> </ul>

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<b>VLINK-2124</b>	<p>When using certain versions of Microsoft Internet Explorer 6.0.x (including 6.0.2900.2180.xpsp.050928-1517 and others released around the same timeframe), the Navigation drop-down list in the Navigation menu on the left side of the screen can get stuck and become inactive. This occurs when the words within the drop-down list are longer than the width of the menu, a situation that is more likely in non-English locales.</p> <p>As a workaround, users should upgrade to any higher version of Internet Explorer 6 or 7.</p>
<b>VLINK-2073</b>	<p>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.</p>
<b>VLINK-2693</b>	<p>If any picks or puts are mapped to an item with a null description, the following fail to purge during the purge/archive process.</p> <ul style="list-style-type: none"> <li>• Selection "picks" containing an item with a null description fail to purge from the system</li> <li>• Put Away "puts" containing an item with a null description fail to purge from the system.</li> <li>• The license or assignment to which the pick or put belongs fail to purge from the system.</li> <li>• Up to 20 other records included in the purge batch may fail to purge from the system.</li> </ul> <p>As a workaround, the import process can be used to update the null item description(s) to non-null descriptions.</p>
<b>VLINK-2560</b>	<p>If your warehouse has multiple regions where one region allows system-generated container numbers and another region allows operator-generated container numbers, when creating new containers, it is possible that the system can generate a container number that already exists in the system. To avoid this situation, 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.</p>
<b>VLINK-2030</b>	<p>If you attempt to view more than 100,000 assignments in the <b>View Assignments</b> table on the <b>Assignments &amp; Picks</b> page, after several minutes a <i>Data has stopped updating...</i> error message will occur.</p>
<b>VLINK-2031</b>	<p>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 <i>Assignments were resequenced</i> success message.</p>
<b>VLINK-2032</b>	<p>If you are upgrading from version 3.0 on a Linux server, after the upgrade is complete you must shut down and restart the server to ensure there are is only one instance of the Proxy Server running. If you do not perform this step, terminals will be unable to connect to <i>VoiceLink</i> after the upgrade.</p>

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<b>VLINK-1224</b>	After installing or upgrading to version 3.1.1 on a Linux server, you will receive an error when attempting to run a report.  After installing or upgrading to 3.1.1, execute the following commands in order to make reports work: <ul style="list-style-type: none"><li>• \$ service VocollectWebApplications stop</li><li>• \$ service VocollectWebApplications start"</li></ul>
<b>VLINK-2035</b>	If during the installation, the database name you entered in the <b>Database Settings</b> screen already exists, you will receive a message to that effect. If after you dismiss the message you click the <b>Previous</b> button, you will be taken to the <b>Choose Install Folder</b> screen rather than the <b>Database Settings</b> screen. You must exit the installer and restart it to enter the proper database settings.
<b>VLINK-2051</b>	In order to have a site name with UTF-8 encoding be decoded properly on a device, the following parameter setting must exist in the default task settings ( <b>.vcf</b> ) file:  dwtcharset=65001
<b>VLINK-2054</b>	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.  To increase performance for longer runs, schedule a SQL transaction log backup to run every 30 minutes.  In SQL Server 2005, do the following: <ol style="list-style-type: none"><li>1. In <i>Microsoft SQL Server Management Studio</i>, select <b>Management</b>.</li><li>2. Right click on <b>Maintenance Plans</b> and select <b>Maintenance Plan Wizard</b>.</li><li>3. Specify a name for the plan.</li><li>4. Click the <b>Change</b> 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.</li><li>5. Click <b>OK</b>.</li><li>6. Click <b>Next</b>.</li><li>7. Select <b>Back Up Database (Transaction Log)</b> from the list of maintenance tasks.</li><li>8. Click <b>Next</b> on the current screen and the next screen.</li><li>9. Select the <i>Vocollect VoiceLink</i> database from the list.</li><li>10. Click <b>Next</b> on the current screen and the next screen.</li><li>11. Click <b>Finish</b>.</li></ol>
<b>EPP-730</b>	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.

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# Release Notes:

## Vocollect VoiceLink® 3.1

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The issue numbers listed in the release notes are part of Vocollect's internal software tracking system and may be helpful when contacting customer service.

### Features in this Release

This section describes new features in this release.

#### New Put To Store VoiceApplication

Put To Store is now included as a VoiceApplication in *VoiceLink*.

NOTE: After upgrading VoiceLink, to properly set up the Put To Store VoiceApplication, you must do the following:

1. A Put To Store Container label must be added to the labelList section of PrintServer.xml file. This section of the file begins with the following lines:

```
<!-- Each label type must be defined here - we have Chase, Pallet and Container
labels in VoiceLink. -->
<property name="labelList">
```

Modify the following xml code to include all printers and then place the code in the PrintServer.xml file as the last entry in the labelList section.

```
<!-- PutToStore Labels -->
<bean class="com.vocollect.voicelink.printserver.LabelTemplate">
  <!-- The label type name will usually correspond to a label file name
  on the print server. Otherwise it must be a unique identifier. -->
  <property name="labelName" value="PutToStoreContainer" />
  <!-- For Vocollect Print Server only: specify what printers this label
  belongs to. -->
  <property name="labelPrinterNames">
    <list>
      <value>Zebra 105SL</value>
      <value>NULL Printer</value>
    </list>
  </property>
  <!-- Freemarker/NiceLabels template file with fields corresponding to the
  label data. -->
  <property name="labelTemplateFormat"
  value="template/printerlabels/Vocollect/PutToStoreContainer.txt" />
</bean>
```

For more detailed information on working with the Put To Store label section of the PrintServer.xml file, see the *VoiceLink 3.1 Implementation Guide*.

The Put To Store application lets *VoiceLink* users view:

- Summaries
- Routes and the Customer Orders associated with them

- Licenses and the Puts associated with them
- Operator Labor information

A Put To Store data message has been created that is available for VoiceLink but not VoiceDirect: Post Notification. This is a new ODR. See the *VoiceLink 3.1 Implementation Guide* for more information.

For more information on this VoiceApplication, see the Put To Store section of the *VoiceLink* online help.

## Lot Tracking in Selection

Selection now includes the ability to capture and track lot numbers. As part of this enhancement, the following changes were made to the *VoiceLink* application:

- A new **Lots** window was added. It can be viewed by selecting in the drop-down list in the sidebar.
- A **Lots** column was added to the following windows:
  - o Items
  - o Locations
  - o Pick Details
- The **Lots** column is not shown by default in these windows; you must use the standard table layout procedures to add this column.
- To support invalid lot locations, the Selection region setting **Verify Replenishment with Host** was changed to **Verify Location with Host**. This will prevent operators from going to locations that have not yet been replenished and from going to locations with invalid lot numbers.

## Web Service-Based Import of Lots

You can now create, modify, and delete Lot data in real-time, using a web service. To use this feature, in the CXF library, invoke the methods in web services. For more information, see the "Web Service-Based Import of Lots" section in the *VoiceLink 3.1 Implementation Guide*.

## Fixes and Enhancements

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**Filtering Enhancements** With this release, the following enhancements were made to the **Filtering** feature:

- When you select a column on which to filter, the natural language option by which you are filtering—for example, **between** or **greater than**—is populated by default with **equal to**. If **equal to** is not an option for the particular type of data on which you are filtering, the most likely option will be selected by default.
  - After the filter criteria are populated, the cursor will be placed in the field that lets you specify the text or number for which you are filtering.
  - If the column by which you are filtering consists of a limited list, the options will be provided in a drop-down list.
  - If the column by which you are filtering is a large list, the options
-

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will be presented in an auto-complete menu that will be narrowed down as you continue to enter numbers or text.

- Filters may now be removed from any table with one click.
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## General Considerations and Limitations

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<b>VLINK-2693</b>	<p>If any picks or puts are mapped to an item with a null description, the following fail to purge during the purge/archive process.</p> <ul style="list-style-type: none"> <li>• Selection "picks" containing an item with a null description fail to purge from the system</li> <li>• Put Away "puts" containing an item with a null description fail to purge from the system.</li> <li>• The license or assignment to which the pick or put belongs fail to purge from the system.</li> <li>• Up to 20 other records included in the purge batch may fail to purge from the system.</li> </ul> <p>As a workaround, the import process can be used to update the null item description(s) to non-null descriptions.</p>
<b>VLINK-2505</b>	<p>For non-administrators, the printable version of the Put To Store License Labor screen does not work.</p>
<b>VLINK-2560</b>	<p>If your warehouse has multiple regions where one region allows system-generated container numbers and another region allows operator-generated container numbers, when creating new containers, it is possible that the system can generate a container number that already exists in the system. To avoid this situation, 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.</p>
<b>VLINK-2270</b>	<p>If a location has a status of "Invalid Lot", and you manually create item-location mappings on the Item-Location Mapping screen involving that invalid lot location, the status of that location is changed to "Replenished," and the invalid lot status is lost.</p>
<b>VLINK-2341</b>	<p>If a location has a status of "Invalid Lot" and the rplloc*.dat import file updates information at that invalid lot location, the status of that location is changed to "Replenished," and the invalid lot status is lost.</p>
<b>VLINK-2346</b>	<p>If a location has a status of "Invalid Lot" and the coreloc*.dat import file updates information at that invalid lot location, the status of that location is changed to "Replenished," and the invalid lot status is lost.</p>
<b>VLINK-2089</b>	<p>When importing replenishment data, VoiceLink does not accept null values for the Destination Location Identifier field and therefore operator directed replenishments and moves are not currently supported.</p>
<b>VLINK-2030</b>	<p>If you attempt to view more than 100,000 assignments in the <b>View Assignments</b> table on the <b>Assignments &amp; Picks</b> page, after several minutes a <i>Data has stopped updating...</i> error message will occur.</p>

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**VLINK-2031** 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.

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**VLINK-2032** If you are upgrading from version 3.0 on a Linux server, after the upgrade is complete you must shut down and restart the server to ensure there is only one instance of the Proxy Server running. If you do not perform this step, terminals will be unable to connect to *VoiceLink* after the upgrade.

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**VLINK-1224** After installing or upgrading to version 3.0.1 on a Linux server, you will receive an error when attempting to run a report.

After installing or upgrading to 3.0.1, restart the `VocollectWebApplications` service to avoid this issue.

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**VLINK-2035** 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.

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**VLINK-2051** In order to have a site name with UTF-8 encoding be decoded properly on a device, the following parameter setting must exist in the default task settings (**.vcf**) file:

```
dwtcharset=65001
```

---

**VLINK-2054** 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.

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

In SQL Server 2005, 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**.
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<b>EPP-730</b>	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.
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## Changes to Import and Export Files

### Import File Changes

File	Change
Put To Store Customer/Location	New file for Put to Store, used to import customer information, and with which location(s) the customer is associated. See the <i>VoiceLink 3.1 Implementation Guide</i> for more information.
Put To Store License and Puts	New file for Put to Store, used to import license and put information. See the <i>VoiceLink 3.1 Implementation Guide</i> for more information.
Lot File	New file used to import lot information. See the <i>VoiceLink 3.1 Implementation Guide</i> for more information.

### Export File Changes

File	Change
Put To Store Results	New file for Put to Store, used to export license and labor information. See the <i>VoiceLink 3.1 Implementation Guide</i> for more information.
Put To Store Puts	New file for Put to Store, used to export put information. See the <i>VoiceLink 3.1 Implementation Guide</i> for more information.
Put To Store Container	New file for Put to Store, used to export individual closed container information. See the <i>VoiceLink 3.1 Implementation Guide</i> for more information.
Picked File	Recorded lot number field was added to the file at column 301

## Database Table Changes

### New Tables

Change	Table
Create	core_lot_import_data
Create	core_lot_tag
Create	core_lots
Create	pts_container_details
Create	pts_container_tag
Create	pts_containers
Create	pts_customer_loc_import_data
Create	pts_customer_location_tag
Create	pts_customer_locations
Create	pts_license_labor
Create	pts_license_tag
Create	pts_licenses
Create	pts_licenses_import_data
Create	pts_put_details
Create	pts_put_tag

Change	Table
Create	pts_puts
Create	pts_puts_import_data
Create	pts_regions
Create	arch_pts_container_details
Create	arch_pts_containers
Create	arch_pts_license_labor
Create	arch_pts_licenses
Create	arch_pts_put_details
Create	arch_pts_puts
Create	voc_ldapconfiguration
Create	voc_networkcredentials

## Altered Tables

Change	Table	Description
Alter	core_devices	Drop column createdDate
Alter	core_location_import_data	Modify (checkDigits NVARCHAR2(5) NULL)
Alter	core_operator_import_data	Add operatorName NVARCHAR2(128); drop column employeeName; set operatorName = employeeName
Alter	sel_pick_details	Add lotNumber NVARCHAR2(50)
Alter	sel_pick_import_data	Add cartonNumber NVARCHAR2(50);
Alter	sel_picks	Add shortedDate DATE
Alter	voc_column	Add filter_auto_complete_disable NUMBER(5,0)
Alter	voc_operators	Add name NVARCHAR2(128); add spokenName NVARCHAR2(64); drop column employeeName; set name = employeeName; modify operatorIdentifier NVARCHAR2(64); modify app_name NVARCHAR2(255) NULL;
Alter	voc_report_parameter	Add field_type NUMBER(10,0) NULL; set field_type = is_from_list; drop column is_from_list;

## New Views

Change	View
Create	vw_export_pts_complete
Create	vw_export_pts_container
Create	vw_export_pts_labor
Create	vw_export_pts_put
Create	vw_import_pts_license_complete
Create	vw_import_pts_licenses
Create	vw_import_pts_puts
Create	vw_import_ptscustlocs
Create	vw_import_ptscustlocs_complete
Create	vw_import_lots
Create	vw_import_lots_complete

## Altered Views

Change	View	Description
Alter	vwImportLocation	"ScannedVerification" column renamed to "LocationIdentifier"
Alter	vwImportOperator	"EmployeeName" column renamed to "OperatorName"

# Release Notes:

## Vocollect VoiceLink® 3.0.2

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The issue numbers listed in the release notes are part of Vocollect's internal software tracking system and may be helpful when contacting customer service.

### Fixes and Enhancements

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VLINK-2316 This release addresses several issues with the Japanese translations of the  
 VLINK-2309 VoiceApplications, *VoiceLink* user interface and *VoiceLink* online help.  
 VLINK-2308  
 VLINK-2306  
 VLINK-2305

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### General Considerations and Limitations

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VLINK-2030 If you attempt to view more than 100,000 assignments in the **View Assignments** table on the **Assignments & Picks** page, after several minutes a *Data has stopped updating...* error message will occur.

VLINK-2031 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-2032 If you are upgrading from version 3.0 on a Linux server, after the upgrade is complete you must shut down and restart the server to ensure there are is only one instance of the Proxy Server running. If you do not perform this step, terminals will be unable to connect to *VoiceLink* after the upgrade.

VLINK-1224 After installing or upgrading to version 3.0.1 on a Linux server, you will receive an error when attempting to run a report.

After installing or upgrading to 3.0.1, restart the VocollectWebApplications service to avoid this issue.

VLINK-2035 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-2051 In order to have a site name with UTF-8 encoding be decoded properly on a device, the following parameter setting must exist in the default task settings (.vcf) file:

```
dwtcharset=65001
```

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**VLINK-2054** 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.

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

In SQL Server 2005, 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**.

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**EPP-730** 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.

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## Import and Export Changes from 3.0.1 to 3.0.2

There were no changes in this release.

# Release Notes:

## Vocollect VoiceLink® 3.0.1

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The issue numbers listed in the release notes are part of Vocollect's internal software tracking system and may be helpful when contacting customer service.

### Features in this Release

This section describes new features in this release.

#### Localization of VoiceApplications

VoiceApplications can now be run in the following languages (with the proper license):

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Supported Languages		
cs_CZ = Czech	hu_HU = Hungarian	
da_DK = Danish	it_IT = Italian	
de_DE = German	ja_JA = Japanese	
el_GR = Greek	nl_NL = Dutch	
en_US = English, United States	no_NO = Norwegian	
es_ES = Spanish	pl_PL = Polish	
es_LA = Latin American Spanish	pt_BR = Portuguese, Brazilian	
fi_FI = Finnish	pt_PT = Iberian Portuguese	
fr_CA = Canadian French	sv_SE = Swedish	
fr_FR = French	zh_CN = Chinese (PRC)	
	zh_TW = Chinese (Taiwan)	

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#### Change Assignment Priorities

With this release, you can prioritize assignments across regions, based on specific customer numbers or routes.

- In regions configured for automatic issuance, assignments with a higher priority (with 1 being the highest) are distributed first. If assignments have the same priority, they are distributed by sequence number.
- In regions configured for manual issuance, operators request assignments by work ID. If a work ID request returns multiple assignments, the system uses the same process described above for automatic issuance to determine which assignment transfer order should be issued to the operator.

#### Fixes and Enhancements

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**VLINK-1329** In the previous release, when you selected to add columns to the **Assignments** table, none of the added columns could be sorted, even though they appeared to be sortable columns (that is, underlined). In addition, some columns could not be moved after they were added to the table. This has been fixed.

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**VLINK-1404** In the previous release, the **Current Function** field was not populated in **Operators** table for operators performing put away or replenishment. This

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	has been fixed.
<b>VLINK-1489</b>	In the previous release, the summary tables displayed on each application's Home page depended on the <b>Site</b> column being displayed, and therefore, the <b>Site</b> column could not be removed. With this release, you can remove the <b>Site</b> column and all data in the tables will still be displayed.
<b>VLINK-1522</b>	In the previous release, users were unable to create identical item/location mappings in two different sites. This has been fixed.
<b>VLINK-1456</b>	In the previous release, the end time for a Put Away labor record could not be modified. Therefore, if an operator finished work and did not sign off the device, the labor record would not be closed until the operator signs off, affecting the operator's labor rate. This scenario could be remedied for operators performing selection, but not for operators performing put away or replenishment.
	With this release, the system will use the put away or replenishment end time for labor calculations if this is earlier than the operator's sign off time.
<b>VLINK-1475</b>	In Put Away, a region can be configured so that an operator can specify to put away a license that is not in the <i>VoiceLink</i> system. In this scenario, a license record is created for the operator-specified license. In the previous release, these licenses were not being exported from the system, nor were they purged or archived. This has been fixed.
<b>VLINK-1520,</b> <b>VLINK-1521</b>	In the previous release, if a shorted item at a location where multiple items were stored was replenished by a replenishment operator before the original assignment was complete, the replenishment status was not set properly. Therefore, the selection operator was not directed to go back for shorts if the region was configured to go back for shorts "if replenished". This has been fixed.

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## General Considerations and Limitations

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<b>VLINK-2030</b>	If you attempt to view more than 100,000 assignments in the <b>View Assignments</b> table on the <b>Assignments &amp; Picks</b> page, after several minutes a <i>Data has stopped updating...</i> error message will occur.
<b>VLINK-2031</b>	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 <i>Assignments were resequenced</i> success message.
<b>VLINK-2032</b>	If you are upgrading from version 3.0 on a Linux server, after the upgrade is complete you must shut down and restart the server to ensure there are only one instance of the Proxy Server running. If you do not perform this step, terminals will be unable to connect to <i>VoiceLink</i> after the upgrade.
<b>VLINK-1224</b>	After installing or upgrading to version 3.0.1 on a Linux server, you will receive an error when attempting to run a report.
	After installing or upgrading to 3.0.1, restart the VocollectWebApplications service to avoid this issue.

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VLINK-2035	If during the installation, the database name you entered in the <b>Database Settings</b> screen already exists, you will receive a message to that effect. If after you dismiss the message you click the <b>Previous</b> button, you will be taken to the <b>Choose Install Folder</b> screen rather than the <b>Database Settings</b> screen. You must exit the installer and restart it to enter the proper database settings.
VLINK-2051	<p>In order to have a site name with UTF-8 encoding be decoded properly on a device, the following parameter setting must exist in the default task settings (.vcf) file:</p> <pre>dwtcharset=65001</pre>
VLINK-2054	<p>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.</p> <p>To increase performance for longer runs, schedule a SQL transaction log backup to run every 30 minutes.</p> <p>In SQL Server 2005, do the following:</p> <ol style="list-style-type: none"><li>1. In <i>Microsoft SQL Server Management Studio</i>, select <b>Management</b>.</li><li>2. Right click on <b>Maintenance Plans</b> and select <b>Maintenance Plan Wizard</b>.</li><li>3. Specify a name for the plan.</li><li>4. Click the <b>Change</b> 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.</li><li>5. Click <b>OK</b>.</li><li>6. Click <b>Next</b>.</li><li>7. Select <b>Back Up Database (Transaction Log)</b> from the list of maintenance tasks.</li><li>8. Click <b>Next</b> on the current screen and the next screen.</li><li>9. Select the <i>Vocollect VoiceLink</i> database from the list.</li><li>10. Click <b>Next</b> on the current screen and the next screen.</li><li>11. Click <b>Finish</b>.</li></ol>
EPP-730	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.

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## Import and Export Changes from 3.0 to 3.0.1

There were no changes in this release.

# Release Notes:

## Vocollect VoiceLink® 3.0

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The issue numbers listed in the release notes are part of Vocollect's internal software tracking system and may be helpful when contacting customer service.

### Features in this Release

*VoiceLink 3.0* has the same features as *VoiceLink 2.X*; however, the user interface is completely different. As a web-based application, most of the features are accessed by action hyperlinks displayed in a navigation pane on the left side of the page layout. Actions are no longer hidden in a menu list, as they were in previous versions of the application. Similar to previous versions, most of the data is displayed in tables. The table displays are configurable in that you can easily add and remove columns, change the order in which columns are displayed, or apply filters to the data.

The applications for Selection, Put Away, Replenishment and Line Loading no longer appear as completely separate entities. With 3.0, you can navigate from viewing put away data to viewing selection data by simply clicking a tab.

In addition to redesigning the application to significantly improve usability, there are also some new features that were included in this release. These are listed, by category, in the following subsections.

### Database Support

With this release, customers have the choice as to which database they want to use to store *VoiceLink* data. They can choose from the following options:

- Microsoft SQL Server 2000 Enterprise Edition SP4
- Microsoft SQL Server 2005 Enterprise Edition SP1
- Oracle 10g Enterprise Edition
- Oracle 10g Express (provided with installation package)

### Installation Options

- With this release, customers have the option to install the application in a clustered or load-balanced environment.

### Ability to Support Single-Site or Multi-Site Implementations

- *VoiceLink* can be installed in a single-site mode where a separate instance of *VoiceLink* is installed at each voice-enabled site. It can also be installed in a centralized mode where a single instance of *VoiceLink* is used to monitor warehouse functions being performed at multiple sites.

## Licensing

- Customers must import a valid license file before operators can use devices to perform warehouse functions using voice. The license must support the total number of devices connecting to *VoiceLink*, not the number of devices per site.

## Label Printing

- With this release, customers have the following options if they want to print labels with *VoiceLink*:
  - *Vocollect Print Server*
    - NiceLabel (<http://www.nicelabel.com>) NiceWatch version 4
    - NiceLabel version 4
  - *Loftware, Inc.* ( <http://www.loftware.com>)
  - Loftware Print Server version 8.4.0.5
    - Loftware Connector version 2.6
  - *Seagull Scientific* ( <http://www.seagullscientific.com>)
    - BarTender Commander Enterprise Integration Utility version 7.7.5

## Vocollect Proxy Server

- Data messages between the devices and *VoiceLink* are now passed back and forth by the *Vocollect Proxy Server*. This is the new socket application, replacing VISocketODBC. For more information on the *Vocollect Proxy Server* and how to configure the proxy, refer to the *VoiceLink Implementation Guide*.

## Reporting

- Rather than displaying separate table views for archive data, the system now features a reporting feature. Users can run reports to view archived data. The following reports are installed with the application:
  - o Operator Labor: Displays labor data for all operators or a specific operators. Each operator's actual labor rate versus the goal rate is shown for each function in each region. In addition, the total quantity picked and total time is displayed.
  - o Assignment Labor: Displays the labor data for assignments. The actual labor rate versus the goal rate for the assignment is shown, as well as total quantity picked and total time.
  - o Containers: Displays the containers in selection assignments, the picks in each container, and any pick details that exist for the picks.
  - o Assignments and Picks: Displays assignment information, any containers in the assignment, the picks in the assignment, and any pick details that exist for the picks.

## Tracking Labor Data

- Labor data views have been redesigned, to provide labor information from different perspectives.

- o Previous versions of the system only tracked labor data for Selection operators; however, labor data is now tracked for operators performing selection, put away, replenishment, and line loading.
- o Labor data is now tracked by operator and by assignment, for each VoiceApplication.

## Home Pages

- The new design of the *VoiceLink* application presents summary data for each VoiceApplication in **Home pages**. Home pages are configurable in that each user can select which data he/she wants to see on each Home page. The data that can be viewed on these pages is different for each VoiceApplication. There is also a system Home page that can be configured to display summary data from all the VoiceApplications on one page. Data displayed on the system Home page can include data across sites; however, data displayed on Home pages for each VoiceApplication is viewed within a single site's context.

## Dual-Table Pages

- Some of the data that was previously displayed in separate table views are now displayed on one page in dual-table views. One example of this is how selection assignment and pick data is displayed. In previous versions, users had to navigate to a different page to view the picks for an assignment. Now, the assignments and picks tables are shown on the same page. When a user selects one or more assignments in the **Assignments** table, the picks for the selected assignments are shown in the **Picks** table, just below.

## Schedules

- *VoiceLink* users can now specify when system processes, such as importing data or purging data, should occur. Users no longer need to access the database directly to schedule these processes. Users can also view the history of when each process has run and the results.

## Emailing Critical Notifications

- The system can be set up to automatically email specific users when critical notifications occur. The *VoiceLink online help* provides instructions on how to set up this feature.

## Task Versioning

- The system now enforces that the version of the VoiceApplication being used must match the version of *VoiceLink*.

## Operator Workgroups

- This feature was simplified with this release. The system is still installed with a default workgroup that allows all operators to perform all functions in all regions. Workgroups can be added to the system to define specific functions that operators can perform in specific regions. An operator can only be assigned to one workgroup.

## Context-Sensitive Online Help

- In addition to the full online help system, users can access context-sensitive help that applies to the page they are currently viewing.

## Table-to-Table Import and Export Process

- The framework for importing and exporting data from database table to database table has been set up in this version of the application. The implementation of this feature requires a slight customization because the file-based import and export is considered to be the default method for this process.

## Selection

- This release introduced the concept of region profiles for Selection. There are many region parameters for the **Selection VoiceApplication** because there are many different types of selection. This enables Selection to be highly configurable; however, it also makes it difficult to ensure that every combination of the available parameters will result in a cohesive work flow. There are many parameters that can conflict. Therefore, specific parameters were identified as profile parameters. These include:
  - o Assignment Issuance
  - o Allow Multiple Assignments
  - o Allow Pass Assignments
  - o Pick Prompt Type
  - o Quantity Verification
  - o Allow Delivery
  - o Print Labels
  - o Pre-create Containers
  - o Prompt Operator for Container IDs
  - o Deliver Container when Closed
  - o Allow Multiple Open Containers per Assignment

In addition, the following data-driven parameters are also controlled by region profiles. These include:

- o Picks flagged as base items
- o Pick data with case label check digits
- o Pick data with target containers

Several combinations of these parameters were identified as the supported region profiles, for both normal and chase picking. The region profiles represent the most common combinations of region parameters that are used in various distribution industries. Region profiles are enforced by the user interface.

- The *Selection VoiceApplication* now supports the ability for warehouses to store multiple items or multiple units of measure at the same location. When multiple items are stored at a location, the status of each item at each location is tracked as to whether the item is replenished or empty. Note that a host system can import information about which locations contain multiple items using the **Replenish/Map Location** import file.

- The restrictions related to grouping assignments were reduced in this release. Some of these restrictions were removed because of the enforcement of region profiles, while others were removed because the system now supports the ability to store multiple items or units of measure at the same location. Refer to the *VoiceLink* online help for more information about what restrictions are still enforced when grouping assignments
- In regions configured for automatic assignment issuance, the **Get Assignment** message can now be sent twice if two region profiles are returned to the device (that is, one profile for normal picking and another for chase picking). The device attempts to retrieve an assignment for the first profile returned, which should be the chase profile. If a chase assignment is not found, then the device attempts to retrieve a normal assignment. This enables customers to define separate profiles for chase and normal picking in the same region. In addition, it also supports the ability to prioritize chase assignments over normal assignments.
- The *Selection VoiceApplication* now attempts to group together "like" picks, even if they are not consecutive in the pick list. Once the *VoiceApplication* identifies the next pick item in the pick list, the *VoiceApplication* looks ahead in the pick list to determine if there are any other picks that meet the following criteria:
  - o Are located at the same location as the current pick (i.e., picks that have the same location ID as the current pick)
  - o Have the same item number
  - o Have the same unit of measure
  - o Have the same target container, if picking to target containers
  - o Have the same assignment ID, if not picking to containersIf one or more picks later in the pick list meet all of these criteria, the picks are grouped together. When the operator is prompted with the pick prompt, the *VoiceApplication* prompts the operator to pick the sum of the quantity of the current picks and the quantity of any other picks that meet these criteria. This means that picks may not be picked in the same order as they were sent to the device.
- In the pick prompt, the logic to determine whether the device speaks conditional text (such as the ID or the Item Description) was changed. In previous, versions, this logic was based on region parameters. However, these parameters were removed. Now, this logic is based on the following:
  - o Unit of measure: only spoken when provided in pick data for this pick.
  - o Message: only spoken when provided in pick data for this pick.
  - o ID: only spoken when operator is picking multiple assignments with no containers.
  - o Description: only spoken when there are multiple items stored at this location.
- The *Selection VoiceApplication* now supports the ability to capture a serial number. Because this data should be captured for each quantity of one, the process to capture this data element was integrated into the process to capture variable weights. Therefore, if a pick is flagged as a variable weight item where the serial number should be captured, the operator is directed to specify the weight and the serial number for each quantity of 1 in one pass through the pick quantity.
- Variable weights and serial numbers are now reported to the host system in the **Picked** message. The **Variable Weight** and **Check Operator Status** messages are no longer sent by the *VoiceApplication*.

- Customers have the option of specifying locations for each assignment or mapping assignments to delivery locations, based on customer number or route number. The feature to map delivery locations to either a customer number or a route number was changed in that the system no longer attempts to create these mappings automatically. They must be entered manually by a user. The **Delivery Locations** field will no longer be required when pick data is imported. The system uses the following logic to determine an assignment's delivery location:
  - If a delivery location is defined for an assignment, that is the assignment's delivery location.
  - If a delivery location is not defined for an assignment and a mapping rule exists (based on either the assignment's customer number or route number), the mapped delivery location is the assignment's delivery location.
  - If a delivery location is not defined for an assignment and a mapping rule does not exist, the assignment is not assigned a delivery location.
- An additional feature for managing assignment delivery locations was added in this release. The system now enables a user to specify the delivery location for one or more assignments displayed in the **Assignments & Picks** page, regardless of whether the selected assignments already have a delivery location specified.
- The concept of pick details was introduced with this release. Pick details show data that was captured for a pick (such as the weight or serial number), whether the pick was put into a container, and other details.
- An error code was added to the Begin Selection flow to inform the operator when he/she has in-progress work for another function.

## Line Loading

- The *Line Loading VoiceApplication* now uses the core flow for Function.
- The concept of regions was introduced to the *Line Loading VoiceApplication*. Configuration parameters that were previously specified for the entire VoiceApplication are now specified on a region-by-region basis. These parameters include:
  - How pallets are identified
  - Whether the device operator is allowed to close a stop
  - Whether a print manifest report should be automatically printed when a route stop is closed
  - The positions of data elements retrieved when a pallet label is scanned

## Interoperability between Selection and Line Loading

- These applications are interoperable so that the status of cartons being picked by Selection operators is reported to the *Line Loading* application so that this status can be displayed in the **View Cartons** table. This information is useful so that *Line Loading* users can identify which cartons are being routed to the line loading spurs.

## Interoperability between Selection and Replenishment

- In previous versions, if a pick is flagged to trigger a replenishment, the system would examine the *VoiceLink Replenishment* system to determine if a replenishment exists for that location at the time that the pick is distributed to a Selection operator (i.e., when this pick is sent to a device in the host response to the **Get Picks** message). In

this scenario, the system would automatically short the pick if a replenishment did not exist. This functionality was changed so that the pick is not automatically shorted. In this release, no action is taken when this scenario occurs.

## General System Considerations and System Limitations

The following items are provided to describe characteristics of the system that are known expected behaviors, but that may be interpreted by the end user as anomalous. Issue numbers are provided where applicable; issue numbers are internal numbers that can be referenced by Vocollect staff and are preceded by VLINK or EPP).

If you encounter a situation where the application is not displayed properly or data is not up-to-date, this can often be remedied by refreshing your browser window.

### Import Process

- VLINK-1491  
When you attempt to import a replenishment assignment with a null **Item ID** field, the replenishment assignment is not imported (because this field is required); however, the system does not generate a notification or a failed validation file.

### User Interface

#### Administration

- VLINK-1186  
Users should not type a quote in the **Site Name** field. This will cause an error when the **Site Name** is sent to a voice-enabled device.
- If you add a new role or change a role's privileges in a clustered implementation, you must reboot all the application servers in the cluster for that information to be updated in all the systems.
- VLINK-396  
When any changes are made to the **PrintServer.xml** file (to either add or remove printers), you must restart the Apache Tomcat service for the changes to take effect.
- EPP-53  
If you change the role permissions of a user who is already logged in to another session, those changes will not take effect until the user logs out and logs back into the application.

#### General Use

- EPP-653  
Users should not use the browser's **Back** button when navigating within the application. This can cause the application to present information differently from the way a user is expecting.  
Workaround: Refresh the page.
- When two users edit the same data element at the same time (for example, if two users edit the same location record at the same time), the changes from the last user to select **Save** are the only changes maintained.

- **VLINK-1228**  
When a user selects one or more records and resequences the records to move them down or to the end of the list, the table view does not display where the records were moved. The user must scroll down to ensure that the records were resequenced properly.
- **VLINK-1329**  
When you select to add columns to the **Assignments** table, none of the added columns can be sorted, even though they appear to be sortable columns (that is, they are underlined). In addition, some columns cannot be moved after they are added to the table. This issue can be remedied by refreshing your browser window.
- **VLINK-716**  
When you navigate to a page for the first time in your user session and you select multiple rows using **Shift-Click**, the application displays an error that you are attempting to select too many rows. This error only occurs in this scenario.
- **VLINK-1404**  
**Current Function** field is not populated in **Operators** table for operators performing put away or replenishment.
- **VLINK-1425**  
Any numbers larger than 2147483648 cannot be filtered.
- **VLINK-1489**  
The summary tables displayed on each application's Home page are dependent on the **Site** column being displayed, even if a user has access to view only one site. This column cannot be removed.
- **VLINK-1492**  
If an operator is assigned to two or more assignments in the user interface, and the operator requests to work on multiple assignments, the group position for all of the assignments is set to 1. The user must group these assignments through the user interface before they are assigned to an operator in order to have the group position assigned properly.
- **VLINK-1522**  
Users are unable to create identical item/location mappings in two different sites.

## Put Away and Replenishment

- **VLINK-1456**  
The end time for a Put Away labor record cannot be modified. Therefore, if an operator finishes work and does not sign off the device, the labor record will not be closed until the operator signs off. This can affect the operator's labor rate, as calculated by the system, because the total time spent performing this function is part of this calculation. This scenario can be remedied for operators performing selection, but not for operators performing put away or replenishment.
- **VLINK-1475**  
In Put Away, a region can be configured so that an operator can specify to put away a license that is not in the *VoiceLink* system. In this scenario, a license record is created for the operator-specified license. These licenses are not being exported from the system. In addition, they are not purged or archived.
- **TASK CHANGE FROM 2.2 to 3.0:** When a replenishment assignment was completed but the location was not replenished due to a cancel or override location command, *VoiceLink 2.2* and earlier versions set the location's status to "empty." Beginning with *VoiceLink 3.0*, the status of both the replenishment location and item in the same

scenario is set to "replenished." While documented in the product description, this modification was omitted from these release notes at the time of the product release. *[ADDENDUM, January 4, 2012]*

### Interoperability between Selection and Replenishment

- VLINK-1520, 1521  
This limitation only applies when picking an item where multiple items are stored at a location. If a shorted item (at a location where multiple items are stored) is replenished (by a replenishment operator) before the original assignment is complete, the replenishment status is not set properly. Therefore, the selection operator is not directed to go back for shorts if the region is configured to go back for shorts "if replenished". The operator is directed to go back for short is the region is configured to go back for shorts "always".

### Installation

- EPP-168  
If you encounter an error message during the installation process, you cannot close the message by clicking the "X" button in the upper-right corner.
- VLINK-1188  
When installing to SQL Server, make sure you select the appropriate version (2000 or 2005). If you select the wrong database, an error message is not displayed.

### Mozilla Firefox Only

- VLINK-1373  
After splitting one or more picks from an assignment, the page is not refreshed. You must manually refresh the page through the browser.

### Vocollect Proxy Server

- VLINK-1241  
Stopping the Windows service for the *Vocollect Proxy Server* in a clustered installation does not stop the watchdog or the proxy.

### Restarting Services for the VoiceLink Database, Application, and the Vocollect Proxy Server

- VLINK-1440  
If you encounter a scenario where you have to restart the services for your *VoiceLink* database, the *VoiceLink* application, and the *Vocollect Proxy Server*, you must restart the service for your *VoiceLink* database first, before restarting the services for the *VoiceLink* application or the Proxy. If possible, it is recommended that you set up dependencies on the services for the *VoiceLink* application and the *Vocollect Proxy Server* so that they cannot start until the service for your *VoiceLink* database is running.

## Import and Export File Changes from 2.2 to 3.0

This version introduced a new way to import data into *VoiceLink*: direct import from a database table. Refer to the *VoiceLink Implementation Guide* for more information about how to set up this type of import process.

The import process using flat files is still available. This section describes the changes to import and export files from 2.2 to 3.0. For more detail about the resulting field sizes and actual file formats of the 3.0 import files, refer to the *VoiceLink Implementation Guide*.

For all import files, the naming structure changed to clarify that the \* in each name is recommended to be set to the date and time in YYYYMMDDhhmmss format. However, this is not required. Changes made to individual files are discussed separately, for each file.

## Import File Changes

### Items Import File

- Added **Capture Serial Number** field at end of file format.
- Removed validation on **Item ID**.
- System no longer fails records if there is more than one record with the same **Item ID** in the same file.
- **Item Weight** and **Item Description** cannot be null in any scenario.
- **Phonetic Description** is no longer defined as a required field.
- **Variable Weight** is no longer defined as a required field.

### Operators File

- **Prompt Indicator** is no longer defined as a required field.

### Picks File

- **Base Item Override** is no longer defined as a required field.
- **Route** is now defined as a required field.
- **Trigger a Replenishment** is no longer defined as a required field. The description for this field was also updated based on the new process for triggering a replenishment.
- **Not Used** field is no longer defined as a required field.
- **Container ID** (at line 382) was renamed to **Carton ID**. This field is now used.
- **Delivery Location** is no longer defined as a required field.
- **Customer Number** is now defined as a string.

### Replenish Locations Import File

- Renamed to **Replenish/Map Location File**. Purpose of this file was changed; this file is now used to:
  - Add a mapping between an item and a location (this is used to inform *VoiceLink* when multiple items are stored at a single location).
  - Delete a mapping between an item and a location.
  - Set the status of the locations in this file to replenished, regardless of the current status of each location.
- Two fields were added to the format of this file:
  - Added **Action** field at beginning (before **Location ID**).
  - Added **Item** at end (after **Location ID**).

## Replenishment File

- **Request Specific License ID** is no longer defined as a required field.

## Line Loading Import File

- Added **Region** field to end of file format.

## New File: Data Translations Import File

- Added new file to import translations for user-specified data. For use when one installation of an application is displayed in multiple languages.

## Export File Changes

- All fields in export file formats are now left-justified. In previous versions, they were right-justified.
- All enumerated types are now camel case instead of uppercase.

## Picks Results Export File

- Moved information that was previously reported in the following export record types: **Markout**, **Adjust Quantity**, **Cancel**, and **Variable**. This information is now reported in the **Picks** export file. The only record types exported for the **Pick Results** file are **Complete** and **Labor**.
- Added **Group Count**, **Assignment Prorate Count**, and **Group Prorate Count** fields to end of **Labor** record type file format.
- The format of the **Delivery Date** field changed. This field is now padded to the right with zeroes, instead of blanks.
- Entire file format width increased from 288 to 318 columns.

## Picks Export File

- Valid values for **Record Type** field changed. This field is now 21 characters long, so all fields pushed back 11 characters.
- **Last Picked Date** field renamed to **Pick Time**.
- **Operator** and **Pick Status** fields added after **Item** field.
- **Quantity Remaining** field removed.
- **Recorded Variable Weight** and **Recorded Serial Number** fields added at end of file format (after **Quantity Picked**).

## Operator Actions Export File

- Consolidated break start and break end actions into one action (3: break).
- Added actions for selection (4), put away (5), replenishment (6), and line loading (7).
- **Operator** field width changed from 40 to 50.
- **Time Stamp** field renamed to **Start Time**.
- **Added End Time** field after **Start Time** (and before **Break ID**).
- **Break ID** field width changed from 1 to 2.

- **Break Type Description** field renamed to **Break Type Name** and field width changed from 255 to 50.
- Added **Region Number** and **Count** fields to end of format (after **Break Type Name**).

## Data Message Changes from 2.2 to 3.0

This section covers the data message changes for each VoiceApplication from version 2.2 to 3.0. For more detail about the messages, refer to the *VoiceDirect Implementation Guide*.

### Core Data Messages

These are common messages that are part of each VoiceApplication.

#### Configuration

New fields added in message sent to host:

- Site
- Task Version

### Selection Data Messages

The following messages were removed from Selection VoiceApplication:

- Variable Weight
- Check Operator Status

Changes to other messages are covered in the following subsections.

#### Picking Region Host Response

Added fields:

- Assignment Type (after Description)

Removed fields:

- CPSPeakWorkIdentifier
- Speak Slot Description
- Speak Work ID

Renamed fields:

- Print Multiple Labels renamed to Pre-Create Containers

Descriptions changed:

- Modified description of Auto Assign. This field incorrectly stated how operators must finish in-progress work in regions configured for manual assignment issuance. This is only enforced in regions configured for automatic issuance.

#### Request Work Message Sent to Host

Added fields:

- Assignment Type

### **Get Assignment Sent to Host**

Added fields:

- Assignment Type

### **Get Assignment Host Response**

Renamed fields:

- ID to Group ID
- Work ID to Assignment ID

Added fields:

- Assignment ID Description

### **Get Picks Host Response**

Renamed fields:

- Work ID to Group ID
- Dummy to Combination Flag

Added fields:

- ID Description
- Capture Serial Number
- Speak Item Description

### **Container Message Sent to Host**

Renamed fields:

- Assignment ID to Group ID
- Work ID to Assignment ID

### **Host Response to Container Message**

Renamed fields:

- Work ID to Assignment ID

Added fields:

- ID Description

### **Container Review Sent to Host**

Renamed fields:

- Assignment ID to Group ID
- Work ID to Assignment ID

### **Print Sent to Host**

Renamed fields:

- Assignment ID to Group ID
- Work ID to Assignment ID

Added field that should have been there:

- Reprint Labels

### **Valid Lots Sent to Host**

Renamed fields:

- Assignment ID to Group ID
- Work ID to Assignment ID

### **Send Lot Sent to Host**

Renamed fields:

- Work ID to Assignment ID

### **Picked (ODR and LUT) Sent to Host**

Changed when this message is sent. If variable weights and/or serial numbers are captured for a pick, one Picked message is sent for each quantity of 1 picked. If no variable weights or serial numbers are captured for a pick, one Picked message is sent for the entire quantity picked.

Renamed fields:

- Assignment ID to Group ID
- Work ID to Assignment ID

Added fields:

- Variable Weight
- Serial Number

### **Verify Replenishment Sent to Host**

Added fields:

- Item Number

### **Get Delivery Location Sent to Host**

Renamed fields:

- Assignment ID to Group ID
- Work ID to Assignment ID

## ForkApps Data Messages

No changes.

## Cycle Counting Data Messages

### Item Count Update

Updated message description for Skipped Slot field. This is a string field where N=counted and Y=skipped.

## Put-to-Store Data Messages

No changes.

## Line Loading Data Messages

New messages:

- Valid Line Loading Regions message
- Request Line Loading Region message
- Line Loading Region Configuration message

### Confirm Spur Host Response

Removed fields:

- Close Stop
- Print Flag

### Carton

- Updated description of when sent to clarify that this is sent during the Cancel flow.

# Release Notes:

## Vocollect VoiceLink® 2.2

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The issue numbers listed in the release notes are part of Vocollect's internal software tracking system and may be helpful when contacting customer service.

## Features in this Release

### VoiceApplication

In previous releases, there were separate VoiceApplications for Selection (which included Cycle Counting), ForkApps (which included Put Away and Replenishment), and Put-to-Store. In this release, these applications will be combined into one VoiceApplication. This enables terminal operators to use the Change Function command to switch between performing selection, cycle counting, put away, replenishment, and put-to-store assignments.

Response expressions are used to enhance recognition at prompts where the VoiceApplication knows how the operator should respond to a prompt. For example, at the prompt to confirm a delivery location, the operator must speak the check digits for that delivery location. The VoiceApplication knows the check digits, so response expressions can be used to enhance the VoiceApplication's ability to recognize an operator's correct response. Response expressions have been added to the password prompt when returning from a break, prompts where the operator is expected to respond with check digit or product verification digits, and prompts where the operator is expected to reply with a container ID, delivery location check digits, or sortation label check digits.

Operators are only prompted to confirm if their spoken password is correct in the following scenarios:

- If the operator's spoken password is incorrect.
- If the Configuration data message specifies that the password should be confirmed.
- If the operator is a new operator signing on for the first time.

### Supported Languages

<b>Supported Languages in previous versions</b>	da_DK = Danish	fr_CA = Canadian
	de_DE = German	French
	en_GB = English, United Kingdom	fr_FR = French
	en_US = English, United States	it_IT = Italian
	es_ES = Spanish	nl_NL = Dutch
	es_MX = Latin American Spanish	pt_BR = Portuguese, Brazilian
	fi_FI = Finnish	pt_PT = Iberian Portuguese
<b>Supported Languages new in this version</b>	hu_HU = Hungarian	sv_SE = Swedish
	cs_CZ = Czech	no_NO = Norwegian
	el_GR = Greek	pl_PL = Polish

## Interoperability between VoiceLink Selection and VoiceLink Replenishment

- When a short is reported and the *VoiceLink* Replenishment system is not installed, the status of the shorted location ID is now set to “Empty.”

## User Interface

### Selecting and Copying Records

- The application now provides the ability to select all the records in the current window. In many data windows, you can now select multiple records at a time by using standard Windows Shift- and Ctrl-click functionality.
- Once you have selected one or more records in a data window, you can select to copy those records. The selected records do not have to appear consecutively in the data window. The records are copied to the Windows clipboard so that they can then be pasted into another application, such as Microsoft Office Excel or Notepad.

### Refreshing Data

- When a user edits a data record and selects the Next button rather than Apply, the application updates the record but does not refresh the data grid. Therefore, it appears as though the changes to the edited record were not saved. If the data window is manually refreshed, the changes are displayed. (SPR 15929)

### Help About Window

The Help About window now displays the following information:

- Install Date: The date the system was installed.
- Application: The name of the application (i.e., Selection).
- Process: Which part of the application was installed on this date (i.e., database).
- Build Version: The version number of this particular build.
- Associated File Name: Only populated in cases where a file is associated to this build.
- Version Description: Used to display description information about this version.
- Build Date: The date the system was built and released to the quality assurance team.

### Database

- The location status of N/A was removed from the system.

### Import Process

- When a new location is imported into VoiceLink, the status of that location is now set to “Replenished.”
- A new import file enables a WMS to directly update the status of a location ID to “Replenished.”

# General System Considerations and System Limitations

The following items are provided to describe characteristics of the system that are known expected behaviors, but that may be interpreted by the end user as anomalous. Issue numbers, internal numbers that can be referenced by Vocollect staff, are provided where applicable.

## Issues Reported with This Release

### VoiceApplication

- The VoiceApplication included in version 2.2 of Vocollect VoiceLink is saved in a TaskBuilder 8.4 file format.

## Previously Reported Issues

### QTerm

- QTerm does not display accented characters; therefore, some non-English words may not be displayed properly using QTerm.

### Terminal Code

- The terminal code allows someone to change the operator on a terminal using the buttons on the terminal without signing off the original operator. This may cause anomalies in the task. (SPR 11948)

### VoiceApplication

- Changes made to a region are not imposed on an operator currently signed on in that region. The operator must sign off and sign back on to the region for the changes to go into effect.

## Maximizing VoiceApplication Performance When Using Alpha Characters for Operator Responses

- The Selection and ForkApps VoiceApplications allow operators to respond with alpha characters in response to various prompts. If customer business practices require operators to speak alpha characters as part of their everyday process, it is strongly recommended, for the best results, that all operators conduct their enrollment training using a newly created embedded training file containing alphas. In addition to the training from all previous versions of the VoiceApplications, this new file contains specifically designed embedded alpha and numeric phrases. On average, operators need to speak an additional 175 utterances. However, this one-time impact to enrollment training will be more than offset by the recognition and usability improvements to be seen day-in and day-out.

To use this new embedded training file, the following steps must be performed BEFORE any tasks are loaded to terminals and BEFORE operator enrollment training begins.

1. Open the directory from which tasks are loaded and retrieve the file named VoiceApplication\_2\_2\_5.emb from your task folder. Also retrieve the en\_US\_VoiceApplication\_2\_2\_5.emb file, plus any other languages you installed.
2. Rename the en\_US\_VoiceApplication\_2\_2\_5.emb file to any other name.
3. Rename the VoiceApplication\_2\_2\_5.emb file to be called en\_US\_VoiceApplication\_2\_2\_54.emb.
4. Load the task and begin operator enrollment training.

## Installation

- The system does not display an error when a user attempts to install a VoiceLink application and SQL Server is turned off (by stopping the SQL Server Agent). This error only occurs if the SQL Server Agent is stopped after the install application has confirmed the database connection info. (SPR 12201)
- Prior to installation, you must set the "model" database in Microsoft SQL Server to Full Recovery mode. This step is required in order to create the VoiceLink database.
- If a user attempts to install a second demonstration database by using the Modify functionality provided in VoiceLink Setup in the Start Menu, the system will install the application without creating a demo directory and default data . (SPR 12393)
- If you un-install VoiceLink and manually delete the database along with its jobs, you will not be able to re-install VoiceLink until you manually delete the following user logins from the database server using Enterprise Manager: VIJobOwner<database name> and VIJobUser<database name>. (SPRs 15478, 14862)

## User Interface

- In some windows, you can select multiple records at the same time by using standard windows Shift and Ctrl-click functionality. However, you cannot delete selected multiple records.
- The VoiceLink 2.2 user interface is only available in English.
- Columns that include alpha characters as well as numeric characters are sorted and filtered as alphanumeric strings.
- A user can hide all the columns when creating a custom view of a screen; however, for each screen there are columns that cannot be hidden without causing errors. These columns must be defined for each screen so that the user cannot hide these columns. (SPR 10315 and NFR 3303)
- If the user interface for multiple VoiceLink applications are open at the same time, any changes made to the window configuration in one user interface are not saved depending on which user interface is closed last. For example, if you have both Selection and Put Away open and you apply a filter to the Operators window in the Put Away application, the filter will not be saved unless the Put Away application is closed last. (SPR 11772)
- Filtering on data enclosed between pound signs (#<data>#) results in the display of an error message. Vocollect VoiceLink interprets information placed between pound signs as an SQL statement and displays the error message because the data does not constitute a valid SQL statement; in addition, no data is displayed. (SPR 9570 and NFR 2855 )

## Import Process

- Some languages use a comma ( , ) as a separator in numbers that contain a decimal point ( . ). Even though Vocollect VoiceLink supports alternate languages, the system does not recognize commas as a separator in numbers that contain a decimal point. Decimal points must be represented with a period in import and export data, as well as data entered via the VoiceLink user interface.
- The host system supplies some of the data that is spoken by the terminal, such as product descriptions. If the data supplied by the host system is not in the same language that is being run on a terminal, the data may not be pronounced correctly. For example, if a terminal is speaking German, and the data sent to the terminal is in French, the terminal will attempt to speak the data as if it was speaking it in German, which may result in mispronunciations.
- Vocollect VoiceLink does not check whether a file in the import directory is still actively being written to by the FTP server. When importing, VoiceLink copies the file to a processing folder, an operation that succeeds even when the FTP server is still writing to the file. VoiceLink then attempts to process the partially written file. This can result in a BCP failure. Usually, the import file is processed normally during the next import cycle. (NFR 2700)

Workaround: When the FTP has completed writing to the file, rename the file. See VoiceLink Online Help for details about renaming a file.

## General System/Database

- SQL jobs will not run if the server clock is adjusted to be ahead of the next run date. (SPR 10391)
- A screen refresh timeout error may occur when too many processes are running concurrently.
- The Print Reports job in the VoiceLink database causes a conflict when performing a database restore. To restore the VoiceLink database, disable and stop this job. The restore can then be completed normally. Once the restore is complete, re-enable the job to allow label printing to resume. Note that you can restart the job, but it is not required because it will restart itself within one minute.

## Import and Export File Changes

See release notes for Voicelink 2.1 for the most recent changes to import and export files.

# Release Notes:

## Vocollect VoiceLink® 2.1

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The issue numbers listed in the release notes are part of Vocollect's internal software tracking system and may be helpful when contacting customer service.

### General System Considerations and System Limitations

The following items are provided to describe characteristics of the system that are known expected behaviors, but that may be interpreted by the end user as anomalous. Issue numbers, internal numbers that can be referenced by Vocollect staff, are provided where applicable.

#### QTerm

- QTerm does not display accented characters; therefore, some non-English words may not be displayed properly using QTerm.

#### Terminal Code

- The terminal code allows someone to change the operator on a terminal using the buttons on the terminal without signing off the original operator. This may cause anomalies in the task. (SPR 11948)

#### VoiceApplication

- The VoiceApplication included in version 2.1 of Vocollect VoiceLink is saved in a TaskBuilder 8.3 file format and cannot be opened with versions of TaskBuilder released prior to version 2.2.
- Changes made to a region are not imposed on an operator currently signed on in that region. The operator must sign off and sign back on to the region for the changes to go into effect.
- The system allows an operator to sign on to a terminal that another operator is already signed onto. This should not be allowed until the original operator signs off. (SPR 10148)

#### Maximizing VoiceApplication Performance When Using Alpha Characters for Operator Responses

- The Selection and ForkApps VoiceApplications allow operators to respond with alpha characters in response to various prompts. If customer business practices require operators to speak alpha characters as part of their everyday process, it is strongly recommended, for the best results, that all operators conduct their enrollment training using a newly created embedded training file containing alphas. In addition to the training from all previous versions of the VoiceApplications, this new file contains specifically designed embedded alpha and numeric phrases. On average, operators need to speak an additional 175 utterances. However, this one-time impact

to enrollment training will be more than offset by the recognition and usability improvements to be seen day-in and day-out.

To use this new embedded training file, the following steps must be performed BEFORE any tasks are loaded to terminals and BEFORE operator enrollment training begins.

1. Open the directory from which tasks are loaded and retrieve the file named VoiceApplication\_2\_2\_5.emb from your task folder. Also retrieve the en\_US\_VoiceApplication\_2\_2\_5.emb file, plus any other languages you installed.
2. Rename the en\_US\_VoiceApplication\_2\_2\_5.emb file to any other name.
3. Rename the VoiceApplication\_2\_2\_5.emb file to be called en\_US\_VoiceApplication\_2\_2\_54.emb.
4. Load the task and begin operator enrollment training.

## Installation

- The Program Files\Vocollect VoiceLink\Setup\MSIFiles directory is not deleted during an un-installation. (SPR 12042)
- The system does not display an error when a user attempts to install a VoiceLink application and SQL Server is turned off (by stopping the SQL Server Agent). This error only occurs if the SQL Server Agent is stopped after the install application has confirmed the database connection info. (SPR 12201)
- When you modify an existing installation (that includes both Selection, Put Away, and Replenishment) to install Selection only, the installation program does not un-install Put Away or Replenishment. (SPR 12274)
- The installation program does not allow you to complete the installation if it cannot write to the directory specified as the log file directory. (SPR 12276)
- Prior to installation, you must set the "model" database in Microsoft SQL Server to Full Recovery mode. This step is required in order to create the VoiceLink database.
- If a user attempts to install a second demonstration database by using the Modify functionality provided in VoiceLink Setup in the Start Menu, the system will install the application without creating a demo directory and default data . (SPR 12393)

## User Interface

- In some windows, you can select multiple records at the same time by using standard windows Shift and Ctrl-click functionality. However, you cannot delete selected multiple records.
- The VoiceLink user interface is only available in English.
- Columns that include alpha characters as well as numeric characters are sorted and filtered as alphanumeric strings. (SPR 9527)
- A user can hide all the columns when creating a custom view of a screen; however, for each screen there are columns that cannot be hidden without causing errors. These columns must be defined for each screen so that the user cannot hide these columns. (SPR 10315 and NFR 3303)
- When the application is closed and the summary window is displayed, the summary window does not close until after the main application window closes (NFR 3287).

- If the user interface for multiple VoiceLink applications are open at the same time, any changes made to the window configuration in one user interface are not saved depending on which user interface is closed last. For example, if you have both Selection and Put Away open and you apply a filter to the Operators window in the Put Away application, the filter will not be saved unless the Put Away application is closed last. (SPR 11772)
- When editing a window configuration, the user is prompted to save the configuration when navigating from the Column Configuration tab to the Summary Configuration tab within the Configuration Settings dialog box, even when the user has not made any changes to the configuration. (SPR 12125)
- Filtering on data enclosed between pound signs (`#<data>#`) results in the display of an error message. Vocollect VoiceLink interprets information placed between pound signs as an SQL statement and displays the error message because the data does not constitute a valid SQL statement; in addition, no data is displayed. (SPR 9570 and NFR 2855)

## Import Process

- Some languages use a comma ( , ) as a separator in numbers that contain a decimal point ( . ). Even though Vocollect VoiceLink supports alternate languages, the system does not recognize commas as a separator in numbers that contain a decimal point. Decimal points must be represented with a period in import and export data, as well as data entered via the VoiceLink user interface.
- The host system supplies some of the data that is spoken by the terminal, such as product descriptions. If the data supplied by the host system is not in the same language that is being run on a terminal, the data may not be pronounced correctly. For example, if a terminal is speaking German, and the data sent to the terminal is in French, the terminal will attempt to speak the data as if it was speaking it in German, which may result in mispronunciations.
- The system will not import files with file names greater than or equal to 50 characters long (SPR 11180).
- Vocollect VoiceLink does not check whether a file in the import directory is still actively being written to by the FTP server. When importing, VoiceLink copies the file to a processing folder, an operation that succeeds even when the FTP server is still writing to the file. VoiceLink then attempts to process the partially written file. This can result in a BCP failure. Usually, the import file is processed normally during the next import cycle. (NFR 2700)

Workaround: When the FTP has completed writing to the file, rename the file. See VoiceLink Online Help for details about renaming a file.

## General System/Database

- SQL jobs will not run if the server clock is adjusted to be ahead of the next run date. (SPR 10391)
- A screen refresh timeout error may occur when too many processes are running concurrently.
- The Print Reports job in the VoiceLink database causes a conflict when performing a database restore. To restore the VoiceLink database, disable and stop this job. The restore can then be completed normally. Once the restore is complete, re-enable the

job to allow label printing to resume. Note that you can restart the job, but it is not required because it will restart itself within one minute.

## Import and Export File Changes from 2.0 to 2.1

This section describes the changes to Selection import and export files from 2.0 to 2.1. For more detail about the resulting field sizes, actual file formats of the 2.1 Selection import files, and the import file logic, refer to the VoiceLink Selection Technical Product Description.

### Locations Import File

Previous versions of VoiceLink Selection imported a locations file that was specific to Selection because this application maintained a relationship between locations and regions (i.e., locations only had to be unique within a region). In this version, VoiceLink Selection now imports the core locations file because locations are no longer associated to regions. Locations must now have a unique ID across all regions.

### Picks Import File

The following fields were added to this import file:

- UOM
- Pick Message
- Target Container
- Work ID

The following fields were removed from this import file:

- Zone
- Aisle
- Slot

### Pick Results Export File

The following value is now exported in the labor record type of this file:

- Group ID

Note: To facilitate this, the entire pick results file was expanded because this record type did not have any available fields.

The following values are no longer exported in the markout, adjust quantity, cancel and variable record types of this file:

- Zone
- Aisle
- Slot

The following values are now exported in the markout, adjust quantity, cancel and variable record types of this file:

- Location ID

The following value is now exported in the adjust quantity record type of this file:

- Original Quantity Ordered (NFR 4399)

## Containers Export File

The following values are no longer exported in the containers file:

- Region
- Zone
- Aisle
- Slot

The following values are now exported in the containers file:

- Location ID

## Picks Export File

The following values are no longer exported in the picks file:

- Zone
- Aisle
- Slot

The following values are now exported in the picks file:

- Location ID

## Product Compatibility

- Version 2.1 is compatible with Talkman Management Software T2 version 2.2 and later.
- Version 2.1 is compatible with Vocollect VoiceConsole version 1.0.
- Vocollect recommends using firmware version ZEU114 or later when running Version 2.1 of the task dialog.

# Release Notes:

## Vocollect VoiceLink® 2.0

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### Warnings:

- Before installing Vocollect VoiceLink 2.0, be sure to read the information in Before You Begin Installing in the Vocollect VoiceLink online help. This section has important information about things you may need to do before you install the system.
- QTerm does not display accented characters; therefore, some non-English words may not be displayed properly using QTerm.

### Notes:

- When installing Vocollect VoiceLink 2.0, you also must install Talkman Management Software, which includes Vocollect system software applications essential to running Vocollect VoiceLink.
- The issue numbers listed in the release notes are part of Vocollect's internal software tracking system and may be helpful when contacting customer service.

## General System Considerations and System Limitations

The following items are provided to describe characteristics of the system that are known expected behaviors, but that may be interpreted by the end user as anomalous. Issue numbers, internal numbers that can be referenced by Vocollect staff, are provided where applicable.

### VoiceApplication

- The VoiceApplication included in the Vocollect VoiceLink version 2.0 package is saved in a Task Builder 8.3 file format and cannot be opened with versions of Task Builder released prior to Task Builder version 2.2.

**Warning:** Do not attempt to open the Vocollect VoiceLink version 2.0 VoiceApplication in an earlier version of Task Builder. Functionality will be lost and the VoiceApplication may be corrupted.

- Changes made to a region are not imposed on an operator currently signed on in that region. The operator must sign off and sign back on to the region for the changes to go into effect.
- The system allows an operator to sign on to a terminal that another operator is already signed on to. This should not be allowed until the original operator signs off. (SPR 10148)

### Installation

- The Program Files\Vocollect\VoiceLink\Setup\MSIFiles directory is not deleted during an un-installation. (SPR 12042)

- The system does not display an error when a user attempts to install a VoiceLink application and SQL Server is turned off (by stopping the SQL Server Agent). This error only occurs if the SQL Server Agent is stopped after the install application has confirmed the database connection info. (SPR 12201)
- When you modify an existing installation (that includes both Selection, Put Away, and Replenishment) to install Selection only, the installation program does not un-install Put Away or Replenishment. (SPR 12274)
- The installation program does not allow you to complete the installation if it cannot write to the directory specified as the log file directory. (SPR 12276)
- All log files created by the installer contain full user names and passwords. Although this is being installed on a server, this is a potential security risk. (SPR 12356)
- Prior to installation, you must set the "model" database in Microsoft SQL Server to Full Recovery mode. This step is required in order to create the VoiceLink database.
- If a user attempts to install a second demonstration database by using the Modify functionality provided in VoiceLink Setup in the Start Menu, the system will install the application without creating a demo directory and default data. (SPR 12393)
- VISocketODBC installs before the database is created, which causes a delay in the install process while VISocketODBC attempts to connect to a non-existent database. Note that once the database is created, VISocketODBC connects appropriately. The only issue is the slight delay. (SPR 12408)
- If a specific language (or set of languages) is installed on a machine, there is no way to add additional languages using the Modify Install option (even though this feature allows a user to specify a different license key). (SPR 12409)
- The More Information button on the installation windows does not work when performing an update to an installation. (SPR 12415)

## User Interface

- In some windows, you can select multiple records at the same time by using standard windows Shift and Ctrl-click functionality. However, you cannot delete selected multiple records.
- The VoiceLink user interface is only available in English.
- Columns that include alpha characters as well as numeric characters are sorted and filtered as alphanumeric strings. (SPR 9527)
- A user can hide all the columns when creating a custom view of a screen; however, for each screen there are columns that cannot be hidden without causing errors. These columns must be defined for each screen so that the user cannot hide these columns. (SPR 10315 and NFR 3303)
- When the application is closed and the summary window is displayed, the summary window does not close until after the main application window closes (NFR 3287).
- If the user interface for multiple VoiceLink applications are open at the same time, any changes made to the window configuration in one user interface are not saved depending on which user interface is closed last. For example, if you have both Selection and Put Away open and you apply a filter to the Operators window in the Put Away application, the filter will not be saved unless the Put Away application is closed last. (SPR 11772)
- When editing a window configuration, the user is prompted to save the configuration when navigating from the Column Configuration tab to the Summary Configuration

tab within the Configuration Settings dialog box, even when the user has not made any changes to the configuration. (SPR 12125)

- Filtering on data enclosed between pound signs (`#<data>#`) results in the display of an error message. Vocollect VoiceLink interprets information placed between pound signs as an SQL statement and displays the error message because the data does not constitute a valid SQL statement; in addition, no data is displayed. (SPR 9570 and NFR 2855 )

## Import Process

- Some languages use a comma ( , ) as a separator in numbers that contain a decimal point ( . ). Even though Vocollect VoiceLink supports alternate languages, the system does not recognize commas as a separator in numbers that contain a decimal point. Decimal points must be represented with a period in import and export data, as well as data entered via the VoiceLink user interface.
- The host system supplies some of the data that is spoken by the terminal, such as product descriptions. If the data supplied by the host system is not in the same language that is being run on a terminal, the data may not be pronounced correctly. For example, if a terminal is speaking German, and the data sent to the terminal is in French, the terminal will attempt to speak the data as if it was speaking it in German, which may result in mispronunciations.
- The system will not import files with file names greater than or equal to 50 characters long (SPR 11180).
- Vocollect VoiceLink does not check whether a file in the import directory is still actively being written to by the FTP server. When importing, VoiceLink copies the file to a processing folder, an operation that succeeds even when the FTP server is still writing to the file. VoiceLink then attempts to process the partially written file. This can result in a BCP failure. Usually, the import file is processed normally during the next import cycle. (NFR 2700)

Workaround: When the FTP has completed writing to the file, rename the file. See VoiceLink Online Help for details about renaming a file.

## General System/Database

- SQL jobs will not run if the server clock is adjusted to be ahead of the next run date. (SPR 10391)
- A screen refresh timeout error may occur when too many processes are running concurrently.

## Product Compatibility

- Vocollect VoiceLink 2.0 is compatible with Talkman Management Software T2 version 1.7 and later.
- Vocollect VoiceLink 2.0 is compatible with Vocollect VoiceLink Selection version 1.1 and later.
- Vocollect VoiceLink 2.0 is compatible with Talkman Management Software OPEN version 8.7 and later.
- Vocollect VoiceLink 2.0 VoiceApplication requires firmware version 1.7.3 or later to run.