

Release Notes VoiceLink 5.1

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Features and Improvements in this Release

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.

Database Support

Support is added for the following databases:

- Microsoft SQL Server 2017
- Oracle 12c R2
- Oracle 18c

Integration with Customer Agent

A REST API has been added to provide VoiceLink related operational data to other systems such as Honeywell Operational Acuity.

Security Enhancements

Enabling or disabling TLS and Ciphers versions can be done in server.xml.

Auditing

Auditing is added for critical user actions such as user login, session time capture, certain user operations, privilege updates, etc. Email notifications can be configured for these critical operations.

Browser Support

Microsoft Internet Explorer is not compatible with VoiceLink 5.0 and greater. Microsoft Edge has been added to the list of supported browsers.

Issues Resolved in this Release

Issue Description	Issue ID
Internet Explorer table scroll issue When a list contains enough items that you must scroll to see all entries, clicking in the list results in the scrollbar returning to the top of the list. This is a limitation of Internet Explorer. Internet Explorer is no longer a supported browser for VoiceLink. Microsoft Edge has been added as a supported browser.	VL-597
Section Assignment type limited to 10 digits An error message was displayed when more than 10 digits were entered. The field is designed to accept up to 18 characters.	VL-570
Limited to 9 named parameters The setNamedParameter method contained a bug which prevented the development of more than 9 parameters due to index access exceptions.	VL-570
400 error in online help Clicking on the same link in the online help two times in a row could throw an "HTTP Status 400 - Bad Request" error.	VL-573
Field validators not working Some regex field validators were configured with an incorrect parameter name which prevented the successful validation	VL-580
Cannot upgrade VoiceLink with SQL Server Upgrading VoiceLink from 4.3 to 5.0 with SQL Server 2012 or 2014 was not successful due to failures in the upgrade script.	VL-584
Exception installing VoiceLink 5.0 with Oracle 12c R2 When Oracle 12c Release 2 is installed as a standard installation, an "Error applying configuration to system" message caused the VoiceLink 5.0 installation to fail.	VL-587
HTTP task command record management HTTP based transport did not clear previously received records when a request is initiated, meaning an old error or message may be reprocessed instead of the correct message.	VL-589
VoiceLink5.0 won't install using Windows Authentication A Windows account configured as db_owner cannot be used to install the VoiceLink 5.0 database to SQL Server.	VL-594

Issue Description	Issue ID
<p>Invalid desktop shortcut when installing with SSL</p> <p>After installing the system to use SSL, the desktop shortcut pointed to the non-secure URL (http instead of https).</p>	VL-595
<p>Auto redirect for SSL prevents logging in</p> <p>If connecting to the non-secure URL, which triggers a redirect to the secure URL, the user may not be able to log in.</p>	VL-596
<p>VoiceLink Customization Guide incorrect</p> <p>The instructions in the VoiceLink 5.0 Customization Guide for creating a distribution DVD were incorrect.</p>	VL-600
<p>VoiceLink Customization Guide incorrect</p> <p>The instruction in the VoiceLink 5.0 Customization Guide for upgrading from version 4.3 were incorrect.</p>	VL-601
<p>Installation fails for existing user with special characters</p> <p>Special characters in the password could cause installer failures for both VoiceConsole and VoiceLink.</p>	VL-602
<p>prepareRuntimeImage.xml on partner DVD</p> <p>This file was not properly update for the partner environment.</p>	VL-603
<p>Installation results panel content missing</p> <p>Installation that contains VL_5.0_002-ECS does not have the installation results displayed and is missing the button to generate an installer script.</p>	VL-604
<p>Topics Not Showing in Online Help</p> <p>A problem with the Table of Contents made some help topics only accessible by using the search feature.</p>	VL-606
<p>Undocumented upgrade script restrictions</p> <p>The 5.0 installer contained upgrade script processing logic that is both restrictive and undocumented. As a result, partners that are developing upgrade scripts may encounter unexpected behavior and failures when their upgrades are run via the 5.0 installer vs. SQL Server Management studio (or other query execution tools). Specifically, instead of executing the upgrade script as-is, the installer evaluates each line and conditionally executes and commits batches based on the phrase detected at the beginning of each line.</p>	VL-608

Issue Description	Issue ID
<p>No method to test critical notifications and email alerts</p> <p>Email alerts can fail silently and troubleshooting the failures was difficult without a method to test notifications.</p>	VL-609
<p>License expiration email</p> <p>Emails were not accompanying license expiration notifications.</p>	VL-611
<p>Upgrades and uninstalls not clearing program list</p> <p>The Windows control panel program list was not being properly updated for VoiceLink uninstalls and upgrades.</p>	VL-612
<p>Validation missing for ItemNumber field</p> <p>The ItemNumber field in the user interface did not properly validate that entries only contained alphanumeric characters.</p>	VL-614
<p>Boolean filtering issues</p> <p>Navigating away from and then returning to a page with a Boolean filter set resulted in "true" and "false" words not visible in the drop-downs although functionality was retained.</p>	VL-619
<p>Unable to calculate cluster storage in non-clustered environment</p> <p>Despite not specifying a cluster install, the installer may still attempt to calculate the storage directory and fails if the parent directory is different (i.e.: mixed parent directories).</p>	VL-620
<p>Filter not working in Assign Operators screen</p> <p>Filters on the Assign Operators screen were not being saved or applied.</p>	VL-621
<p>Assignment number filter not working properly</p> <p>The assignment filter was not working properly when the assignment number contained several characters.</p>	VL-623
<p>PickPrompt put_prompt TypeError</p> <p>When multiple hints are supported and the DigitsPrompt attempts to add "ready" to each hint, a task error could be thrown.</p>	VL-624
<p>"General Task Failure Error" at printer prompt</p> <p>When prompted for a printer and the user speaks a number for a network printer, a "General Task Failure Error" is thrown.</p>	VL-625

Issue Description	Issue ID
<p>Deleting sites removes necessary data from import/export XML files</p> <p>When a site was deleted, sometimes extra sites were deleted from the import-setup.xml and export-setup.xml files.</p>	VL-627
<p>Filtering options not correct for data types in Put Away</p> <p>Some fields presented filtering options which did not correspond to the type of data in that field. For example, a field may be string data but the filter choices are for numeric data (greater than, less than, etc.). This results in filter that have no effect or all records being filtered.</p>	VL-628
<p>Oracle12c R2 installation failure</p> <p>Silent installation could fail with Oracle12c Release 2.</p>	VL-675
<p>Save Changes button disabled</p> <p>The Save Changes button on the Edit Summary Prompt screen appeared disabled, but clicking the button did save changes.</p>	VL-676
<p>Unable to install cluster VoiceLink 5.0 on SQL Server 2014</p> <p>Performing a normal cluster install resulted in failure on the second node with SQL Server 2014.</p>	VL-677
<p>ProcessName information missing</p> <p>ProcessName information was missing for the external job.</p>	VL-678
<p>Exception when updating assignment priority</p> <p>When the priority was changed for an assignment, an exception was thrown.</p>	VL-681
<p>Export scheduler job not working</p> <p>An unexpected character at the beginning of a site name resulted in an "Unable to get site tag for site name" error.</p>	VL-738
<p>Build script issues</p> <p>VoiceLink custom installer builds did not properly report errors making troubleshooting difficult.</p>	VL-778

Supported Environments

Component	Specification
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 9.0.27 and Java 1.8.0_202 (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 Edge®
	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.

Component	Specification	
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 later releases are available only in English at this time.

Getting Help

Product documentation is available at <https://help.honeywellaidc.com>.

NOTE

If you purchased Vocollect equipment from a reseller, please contact the reseller.

For order placement or customer service inquiries, contact Honeywell – Vocollect Customer Service at:

Customer Service Email: acshsmvocollectrequests@vocollect.com

Customer Service Phone (US): +1-866-862-6553

Customer Service Phone (Outside the US): +1 412-829-8145

For returns or to check the status of an RMA, contact Honeywell – Vocollect Customer Service at:

Email (US): acshsmvocollectrma@honeywell.com

To report Vocollect system support incidents or related technical issues, contact the Honeywell – Technical Support Center at:

Technical Support Email: workflowsolutionsupport@honeywell.com

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For sales or any other inquiry, please contact Vocollect at ACSHSMVocollectInfo@honeywell.com or 412.829.8145.

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