



Release Notes

Honeywell VoiceLink 5.2

March 30, 2023

What's in this Release

Features and Improvements in this Release

LDAPS Support for VoiceLink

VoiceLink security now supports LDAPS (LDAP TLS/SSL) security protocol. This is available after a certificate for the LDAP service is imported into VoiceLink and LDAP configuration is set to use SSL.

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.

Upgrading to a newly supported database version may involve a prerequisite upgrade to the latest VoiceLink release on the existing database version. For more information contact your development team or Technical Support.

Version Number Visibility

To increase version number awareness, VoiceLink provides the current version on the following user interface components.

- Logon screen
- Header
- Footer

VoiceLink now records the version number at five-minute intervals as the log files are being created.

Database Support

Support is added for the following databases:

- SQL Server 2019
- Oracle 19c
- Oracle 21c

Support is deprecated for the following databases:

- SQL Server 2012
- SQL Server 2014
- Oracle 10g
- Oracle 11g
- Oracle 12c

Database Encryption

VoiceLink is certified to work with SQL Server database encryption. Encryption can be enabled through the SQL Server Database.

Operating System Support

Support is added for the following operating systems:

- Windows Server 2019
- Windows Server 2022
- RedHat Enterprise Linux 8

Support is removed for the following operating systems:

- Windows Server 2012
- Windows Server 2014
- RedHat Enterprise Linux 5

Security Enhancements

Security enhancements and policies have been applied to VoiceLink 5.2 as part of the product requirements.

ECSs Included in this Release

Issue Description	Issue ID
5.0 ECS012 When updating a user password, VoiceLink displays an Internal Error message.	VL-1069
5.0 ECS013 When running VoiceLink with the REST task communication, some responses are missing from the log.	VL-1072

Issue Description	Issue ID
<p>5.0 ECS015</p> <p>When there are pending output data records (ODRs) on a device, VoiceLink can take 20 seconds or longer between the device receiving a confirmation ODR and the next queued ODR. This results in delays when the operator tries to log off the device or complete the assignment.</p>	VL-1075
<p>5.0 ECS015</p> <p>When VoiceLink issues an HTTP ODR request, the request does not time out properly.</p>	VL-1076
<p>5.0 ECS018</p> <p>Retransmission detection does not report all errors. An example is when an operator attempts to open a container that has already been closed.</p>	VL-1080
<p>5.1 ECS001</p> <p>A pending print transmission sometimes causes all subsequent requests to be halted.</p>	VL-1178
<p>5.1 ECS0006 and 5.0 ECS019</p> <p>When accessing the VoiceLink Selection Assignment Priorities page in a language other than English, some text appears as unicode escape characters rather than the proper characters and translation.</p>	VL-5056
<p>5.1 ECS007 - ECS010</p> <p>These ECSs are all Log4j updates.</p>	
<p>4.3 ECS004</p> <p>Purge job fails to purge notifications..</p>	VOCVLINK-5274
<p>4.3 ECS010</p> <p>When a user changes table data, the changed row selection is not retained.</p>	VOCVLINK-5394
<p>5.0 ECS016</p> <p>When updating the check digits of an existing core location, the status is incorrectly set to Replenished.</p>	VOCVLINK-5403

Issue Description	Issue ID
<p>4.3 ECS021</p> <p>When entering text for a new filter, the entry text "auto complete" functionality is only available when a user is logged in as an Admin. It should be available for other roles as well.</p>	VOCVLINK-5415
<p>4.3 ECS028</p> <p>When attempting to view items when the number of core items exceeds 578,401, VoiceLink becomes unresponsive.</p>	VOCVLINK-5480
<p>4.3 ECS007</p> <p>The Purge/Archive fails when it attempts to delete Loading Route labor records that are referenced by Loading Routes.</p>	VOCVLINK-5525
<p>4.3 ECS013</p> <p>Large Short Summary queries are encountering unacceptable run times.</p>	<u>VOCVLINK-5539</u>
<p>4.3 ECS017</p> <p>When a user creates a filter on a date or enum column without selecting a drop-down option, no error is detected.</p>	VOCVLINK-5552
<p>4.3 ECS019</p> <p>Browsers are encountering unacceptable response times when running VoiceLink. This is possibly due to indices being out of date.</p>	VOCVLINK-5554

Issues Resolved in this Release

Issue Description	Issue ID
<p>Multiple Users Encounter Errors</p> <p>When two non-admin users are assigned to a single site, and the first user is logged in, then logged out, followed by the second user logging back in, VoiceLink displays a 404 error and a message: "Data has stopped updating. Communication Error".</p>	VL-5052
<p>Security Encryption Failure</p> <p>When a VoiceLink system is configured to use an authenticated SMTP connection, the password is stored as plain text in the database rather than being encrypted.</p>	VL-5037

Issue Description	Issue ID
Login Security Failure	VL-5233
VoiceLink allows a user repeated login attempts even when the maximum number of attempts has been exceeded.	
Close/Stop Failure	VL-5238
When closing a stop, an error was encountered printing the pallet manifest due to a missing report template.	
Instructional Text Error	VL-5271
The VoiceLink Installer Setup Shortcuts screen displays the wrong product name in the instructional text.	
Uninstall Failure	VL-5273
VoiceLink cannot be uninstalled, and an error message displays the name of a corrupt or missing file.	
Cancel Button Failure	VL-5275
Following a password change, the Cancel button does not redisplay the Login screen.	
Import Error	VL-5276
VoiceLink permits the import of an outdated license into the current version of VoiceLink.	
Alert Verification Failure	VL-5277
Job results from the last scheduler job run are not stored properly. Subsequent jobs cannot verify the run.	
Error Message Incomplete	VL-5484
When a user leaves the Name field blank on the Create Report screen, the error message that appears does not provide the name of the missing field as the message prefix.	
Apache Tomcat Upgrade	VL-5521
VoiceLink 5.2 uses Apache Tomcat software release 9.0.73.	

General Considerations and Limitations

Limitations

Dashboard and Alerts Language

Regardless of the language chosen and configured, the VoiceLink Dashboard and Alerts page always displays in English.

Operator References

When an operator is selected and loaded, and is followed by *another* operator selection (or followed by the device being taken out of idle status or being rebooted), a device prompt will sometimes reference the *previous operator name* rather than your most recent selection. This typically occurs in a message like "Welcome to the VoiceLink system, the current operator is <name>." This error is due to a VoiceCatalyst issue that causes no harm and can be ignored. The issue will be resolved in an upcoming VoiceCatalyst release.

For support and information about a customized task workaround regarding this issue, contact [Honeywell Technical Support](#).

Filtration Roll Up

Viewing a large number of objects or records (typically 500,000 or more) with a screen such as the VoiceLink Items screen can result in out of memory errors.

A new workaround is available that can be enabled by your support representative. The workaround does not resolve the following:

- Default filtering is still required on the Items screen.
- At times the screen can go blank and display an incorrect message regarding the record match.

For more information on enabling the workaround, contact support at VoiceTechnicalSupport@honeywell.com.

Issues Reported with this Release

Issue Description	Issue ID
Device Prompt Error When an operator is selected and loaded, and is followed by another operator selection (or followed by the device being taken out of idle status or being rebooted), a device prompt will sometimes reference the previous operator name rather than your most recent selection.	VL-1175

Issue Description	Issue ID
<p>Character Count Message Error</p> <p>When a user enters a location with more than 50 characters, the response message omits the following. "The data entered for locationIdentifier exceeds the allowed length of 50 characters."</p>	VL-5487
<p>Carton Count Error</p> <p>Carton counts on the Line Loading Selection Region Summary display are incorrect when selection picks are going into totes (containers) rather than having individual carton identifiers.</p>	VL-5494
<p>Field Requirement Not Enforced</p> <p>When the user is scheduling a report, the Email Address is marked as a mandatory field, but the user is able to save the schedule without an email address.</p>	VL-5495
<p>Character Count Message Error</p> <p>When the user enters a region number with more than 9 characters, the response message omits the following. The data entered for regionNumber exceeds the allowed length of 9 characters.</p>	VL-5496
<p>Character Count Message Error</p> <p>When the user enters a location with more than 50 characters, the response message omits the following. "The data entered for locationIdentifier exceeds the allowed length of 50 characters"</p>	VL-5497
<p>Blank/Invalid Field Entry</p> <p>When the user omits a mandatory field, such as Overpack, or enters invalid characters, the success message appears as if the entry is accepted and the record is being imported. There is no error message stating "allowOverpack: You must enter a value."</p>	VL-5500
<p>Installation Failure</p> <p>The install.exe file does not run the installer and the following display:</p> <ul style="list-style-type: none"> • A Windows dialog message, " Windows cannot access the specified device, path, or file. You may not have the appropriate permissions to access the item." • A Windows Security Virus & threat protection "Action blocked" message with the text, "Your administrator caused Windows Security to block this action. Contact your help desk." <p>Workaround: Run installconsole.exe.</p>	VL-5503

Issue Description	Issue ID
<p>Load Diagram Print Failure</p> <p>After completing a route in the Loading function and printing the Load Diagram with a voice command, there is no printed output. The VoiceLink logs contain no errors or stack traces,</p> <p>Workaround: Use the VoiceLink user interface task to reprint the Load Diagram.</p>	VL-5504
<p>User Name Field Edits</p> <p>When a user accessed the User Name field (Administration >> Users >> Edit User screen) the field can be edited. VoiceLink user names are intended to remain unchanged once they are saved in the Create User step.</p>	VL-5505
<p>Unidentified Required Fields</p> <p>There are no asterisks on the Create User screen beside the Password and Confirm Password fields to indicate that they are mandatory.</p>	VL-5506
<p>Unique Fields Not Enforced</p> <p>When two imports are attempted with matching Customer Number fields and matching Location Number fields, no error condition is raised for the second import. Customer Number/Location Identifier combination must be unique within a VoiceLink import.</p>	VL-5507
<p>Loading Carton Count Error</p> <p>After one route (6 containers) had been completed and loaded, one container loaded from the second route, and the "take a break" command was entered and confirmed, VoiceLink reported that the Total Quantity of loaded cartons was 1 instead of 7.</p>	VL-5508
<p>Excel Report Error</p> <p>After generating an Excel format report in VoiceLink and opening it in Excel 365, the following warning dialog appears. "The file format and extension of 'Report.xls' don't match. The file could be corrupted or unsafe. Unless you trust its source, don't open it. Do you want to open it anyway?"</p> <p>Workaround: Click No on the warning dialog, rename the output file to change the file extension from XLS to XLSX, and then open the file in Excel 365.</p>	VL-5509

Issue Description	Issue ID
<p>Operator Labor Summary Errors</p> <p>On the Operator Labor Summary for the loading workflow:</p> <ul style="list-style-type: none"> • Although the operator worked in two different regions, only one line prints on the summary • The total time reported under "Work" is lower than the actual value • The total reported under "Down" is higher than the actual value 	VL-5510
<p>Performance Issue</p> <p>VoiceLink data takes longer to get into the database and to populate the user interface tables.</p>	VL-5520
<p>Operator Permissions Failure</p> <p>When line loading cartons that are imported for different regions and for the same spur number, an operator for one region can load cartons from a different region.</p>	VL-5545

Previously Reported Issues

Issue Description	Issue ID
<p>Graphics Editor Requirement</p> <p>Adding a Boolean field to the VoiceLink user interface can only be accomplished with a graphics editor.</p>	CSCPLG-12
<p>Scheduler Export Failure</p> <p>MS Windows cannot create a directory with UTF-8 encoded characters in the directory name. The result is the VoiceLink scheduler export jobs fail.</p> <p>Workaround: Do not include UTF-8 encoded characters in the directory name.</p>	EPP-730
<p>Filter Failure in Chinese</p> <p>When fields such as operators and work groups are created in Chinese characters, and filter criteria is applied using the "equal to" or "starting with" conditions, VoiceLink displays null results from the filtering.</p>	VL-5076

Issue Description	Issue ID
<p>Chrome Browser Failure</p> <p>Using a Google Chrome browser for continuous display of a dashboard over several days, may result in an error and a browser failure. This is due to the way Chrome allocates memory.</p>	<p>VLINK-5308</p>

Filtration Roll Up

Viewing a large number of objects or records (typically 500,000 or more) with a screen such as the VoiceLink Items screen can result in out of memory errors.

Workaround

A new workaround is available that can be enabled by your support representative. The workaround does not resolve the following:

**VOCECRT-4240
VOCECRT-4359**

- Default filtering is still required on the Items screen.
- At times the screen can go blank and display an incorrect message regarding the record match.

For more information on enabling the workaround, contact support at VoiceTechnicalSupport@honeywell.com.

Supported Environments

VoiceLink supports the combinations of the operating systems, databases, and browsers listed below that are certified as compatible by their manufacturers.

NOTE
The following conditions may cause unknown or unpredictable behavior within the Honeywell supported environments: newer browser versions, customer specific security requirements, and deployment environment conditions.

Support extends to all minor revisions and service packs produced for the product versions listed. VoiceLink is not guaranteed to be compatible with any legacy or new major releases of these products, unless noted.

NOTE
The VoiceLink software distribution includes certain Oracle database drivers. These files are covered under the Oracle Free Use Terms and Conditions (FUTC) License. Refer to the open source license file included with the VoiceLink software distribution.

VoiceLink Web Application Server

Component	Specifications
Operating Systems	Windows Server 2022 64-bit (x86)
	Windows Server 2019 64-bit (x86)
	Windows Server 2016 64-bit (x86)
	Red Hat Enterprise Linux 8
Databases	Microsoft SQL Server 2019 32-bit (x86) or 64-bit (x86)
	Microsoft SQL Server 2017 32-bit (x86) or 64-bit (x86)
	Microsoft SQL Server 2016 32-bit (x86) or 64-bit (x86)
	Oracle 21c 32-bit (x86) or 64-bit (x86)
	Oracle 19c 32-bit (x86) or 64-bit (x86)
	Oracle 18c 32-bit (x86) or 64-bit (x86)
Web Server	Apache Tomcat™ version 9.0.73 and Java 8.352.08.1 (installed by VoiceLink installation)

Client Workstation

Component	Specifications
Operating Systems	Windows 10 32-bit (x86) or 64-bit (x86) or later
Browsers	Microsoft Edge, with JavaScript enabled (not supported on Windows XP)
	Mozilla Firefox v.20.0 and greater with JavaScript enabled
	Google Chrome v. 25.0 and greater with JavaScript enabled

NOTE

The application is best viewed with a screen resolution of 1280 x 1024.

Mobile Dashboards

Component	Specifications
Device, Operating System, Browser	Mobile Safari version 7 and greater for Apple® iPad® running iOS version 7.1.1 and greater (mobile alerts and dashboard viewing only)
	Mobile Chrome® version 35.0 and greater for Android tablet (mobile alerts and dashboard viewing only)

NOTE

VoiceLink version 4.3 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 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.

Compatibility

For device and Vocollect Voice Software compatibility with your version of VoiceLink, refer to Product Ordering Guidelines.

Language Support

VoiceLink is localized to support the following languages. Note that the features introduced with the VoiceLink versions 4.2 or later are available only in English at this time.

- da_DK = Danish
- n_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

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 Honeywell Voice equipment from a reseller, please contact the reseller.

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

Email (US): acshsmvocollectrma@honeywell.com

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

Technical Support Email: VoiceTechnicalSupport@Honeywell.com

Technical Support Phone (US): +1 866-862-7877

Technical Support Phone (Outside the US): +1 412-829-8145

Online Support Portal: <https://honeywell.custhelp.com>

To contact Honeywell Voice Europe, Middle East, and Africa:

Customer Service Email: acshsmvocollectcustomerservicesemea@honeywell.com

Customer Service Phone: +44(0) 1628.55.2903

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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Web Address: www.honeywell.com.

Patents

For patent information, please refer to hsmpats.com.

Third Party Software

The information for software packages included in this version of VoiceLink can be viewed in the user interface by selecting **Administration > About > License Text File**.

