# Honeywell

# Release Notes
# VoiceCheck 1.11

The following release notes describe the new features and existing limitations in this release of the VoiceCheck. Issue numbers listed in these notes are part of the Honeywell internal software tracking system and may be helpful when contacting customer service. Additional documentation is available at https://help.honeywellaidc.com.

## What's in this Release?

This documentation is for VoiceCheck 1.11. This middleware component supports the following applications used on Voice devices:

- GWS App 4.2 or greater used with GWS Checklist Plug-In 2.0 or greater (see help delivered with the GWS software bundle)

- Directed Work M&I Android App (see the Release Notes and Implementation Guide delivered with the 1.10 release for details)

- Directed Work Talkman Voice Application (VAD) (see the Release Notes and Implementation Guide delivered with the 1.8 release for details)

> **IMPORTANT**
> These release notes cover the 1.11 version of VoiceCheck. VoiceCheck 1.11 is designed for use with the Guided Work Solutions (GWS) App & Checklist Plug-In 2.0, but still supports previous versions of the Maintenance & Inspection Application (Android device) and vad (A700x device).

## Features and Improvements in this Release

### Optical Character Recognition Response Type

> **NOTE**
> This feature is only available for VoiceCheck 1.11 or later when used with the Guided Work Solutions (GWS) App & Checklist Plug-In 2.0.

This release includes a new data capture option referred to as "Optical Character Recognition" (OCR) which is available by the integration of SwiftOCR, a component of SwiftDecoder, within the GWS App. This entry modality is supplemental to the existing Voice, Text, and Scanning options. OCR scanning inputs alpha-numeric information, such as odometer readings for example, into

the application. OCR scanning decreases errors in lengthy spoken or manual entries and efficiently automates data entry upon scanning activation.

The following Step Prompt Types are equipped with OCR scanning:

- Value entry

- Long value entry

These Step Prompt Types are configurable within the VoiceForm to enable or disable OCR capture capability.

The VoiceForm import and export feature includes OCR fields and data when they are associated with a specific Step. This means all attributes, fields, and stored data are available to import and export across different VoiceCheck instances.

> **IMPORTANT**
> VoiceCheck versions earlier than 1.11 and their data sets are not impacted by the added OCR scanning functionality as the application considers this an optional feature. By default, the **OCR Value** is set to **"false"** to ensure backwards compatibility.

## VoiceForm Editor Translations Data Table

Within the VoiceForm Editor, the Translations Data Table is improved to handle larger data volume and decrease load times through the implementation of server-side pagination.

Additionally, the Translations Data Table features enhanced user interface functionality detailed below.

- **Loading Indicator**: During server processing, a loading spinner element displays on the screen to indicate activity.

- **Retry Mechanism**: In cases of server data retrieval errors, users have an option to retry the request by clicking the Retry symbol.

- **Remember Last Page Number**: The Translations Data Table remembers the last page number a user visited and displays that page when revisited within the same login session.

- **Persistent Page Length**: The selected number of **Entry Lines Shown** is configurable as a user preference and is remembered across login sessions.

## Dynamic VoiceNotes

> **NOTE**
> This feature is only available for VoiceCheck 1.11 or later when used with the Guided Work Solutions (GWS) App & Checklist Plug-In 2.0.

The dynamic VoiceNotes feature allows operators to record audio notes as necessary during Plan Assignments and associates the spoken data with the Active Step. This means VoiceNotes can be recorded even if they are not configured in the Plan.

To initiate a VoiceNote entry, operators using the mobile app say the command "Notes" and end the function by saying "No more". Operators can enter one or more VoiceNotes within one command initiation.

The information spoken during a VoiceNote session is captured and stored within the application and affects other VoiceCheck functionality as detailed below.

- **Voice Plan**: The VoiceNote information is transcribed and populated within the **Voice Plan** in both the **Notes** column and **Results & Notes** pane.

- **Assignment Reports**: Within the Report, each **Step** documents the number of associated VoiceNotes in the **Notes** column. Under each associated **Step**, users can read the VoiceNote's audio transcription.

- **Export to Interface Archive**: Associated VoiceNote data is included when data is sent to the Archive (Interface Tables). Each VoiceNote is persisted as a separate record within the database table and is available for reference purposes and/or record consumption.

- **Web Services**: Both Push and Pull services are adjusted to accommodate VoiceNotes and their transcription as it pertains to each service noted below.

> **NOTE**
> Supervisors can still employ the previous configuration-only method to enable VoiceNote Prompt Types for specific Steps if desired.

## Configurable Voice Session Timeout

When operators complete Steps outside of network zones using offline mode, the system considers this an idle session which is allowed up to 4 hours long. Once the operator returns to the network, their Step inspection results and other actions performed sync with the server, even if they exceed the 4-hour limit. The system preserves the work done but rejects other synchronization requests and does not allow Assignment completion. To eliminate this desynchronization issue, the Session Timeout duration value is configurable on the VoiceCheck application. This property is configurable in the voc_system_properties database table and adheres to the conditions below:

- Default Value: 4

- Unit: Hours

- Validation: None

- Mode of change in field: SQL query update

- UI: None

- Upgrade scripts: Required for upgrade scenario

Changes to this value take effect upon the next application server restart.

This value remains configurable in VoiceCheck web sessions.

## Language Support

Support is added for Chinese–Mandarin (zh_CN).

## Core Library Updates

The following core libraries were updated this release:

- Apache Tomcat 9.0.106
- Java JRE Corretto 8.452.09.1

## Fixes and Enhancements in this Release

| Issue Description | Issue ID |
|---|---|
| **Step Conditions Persist**<br>A resolution is implemented to persist Step conditions within Assignments even when Operator assignments are changed via the Host System. | VVINSP-7430 |

> **NOTE**
> The Android application does not currently support fractions or supervisor audio.

# Supported Environments

This version of VoiceCheck includes support for:

## Supported Environments

| Supported Environments | |
|---|---|
| VoiceCheck Server Operating System | • Microsoft Windows Server 2022<br>• Microsoft Windows Server 2019 |
| VoiceCheck Server Database | • Microsoft SQL Server 2022<br>• Microsoft SQL Server 2019<br>• Microsoft SQL Server 2017<br>• Microsoft SQL Server 2016 |
| VoiceCheck Application Server | • Apache Tomcat version 9.0.106 |
| VoiceCheck Web Browser | • Google Chrome 31.x and newer<br>• Mozilla Firefox v. 20.0 and newer |

| | |
|---|---|
| VoiceCheck Languages | • U.S. English (en_US) |
| | • German (de_DE) |
| | • Latin American Spanish (es_MX) |
| | •  Japanese (ja_JP) |
| | • French Canadian (fr_CA) |
| | • European French (fr_FR) |
| | • Netherlands Dutch (nl_NL) |
| | • Chinese–Mandarin (zh_CN) |

> **IMPORTANT**
> See the VoiceConsole Implementation Guide for detailed requirements for that product.

## Voice Device Requirements

For voice device requirements, refer to the *Guided Work Solution (GWS) Supported Devices* online help page.

## Headset Requirements

For headset requirements, refer to the *Guided Work Solution (GWS) Supported Devices* online help page under the *Headsets* topic.

# General Considerations and Limitations

## Issues Reported with This Release

| Issue Description | Issue ID |
|---|---|
| **Duplicated Steps Result in Incorrect Associated Step Answers**<br><br>When working in a Loop Section containing duplicated Steps, once the second Loop Section starts, VoiceCheck sets the answer to the wrong Step. VoiceCheck sets the answer to the last Step with a matching CheckId, meaning if Step 1 and Step 2 within the second Loop are duplicates, VoiceCheck updates the answer for Step 2 while Step 1 is marked incomplete.<br><br>**Workaround**: Avoid adding duplicate Step IDs in sections that contain the looping parameter. | VVINSP-8421 |
| **VoiceForm Exports Missing OCR Flag**<br><br>When VoiceForms from VoiceCheck 1.10 are imported into VoiceCheck 1.11 and then exported, the OCR flags are not present in the exported file.<br><br>**Workaround**: Exported VoiceForm files with a missing OCR flag are still compatible for import into VoiceCheck. The OCR field is read as False and shows as an unchecked selection box within the user interface. | VVINSP-7982 |
| **401 Unauthorized Error**<br><br>When using SSO and the user is idle even though the session is active, a "401 Authorized Request" error may be displayed.<br><br>**Workaround**: Close the error popup and log in again. | VVINSP-7771 |
| **Export of VoiceForm Fails**<br><br>Exporting a VoiceForm with a space in the name can fail when using REST.<br><br>**Workaround**: When using the curl command encode the URL to replace any unsafe characters such as spaces.. For example,<br>`curl "https://100.100.100.100/.../Test Form" -H content-type=application/json -o 24.json -u user:Talkman1`<br>must be expressed as<br>`curl "https://100.100.100.100/.../Test%20Form" -H content-type=application/json -o 24.json -u user:Talkman1` | VVINSP-7567 |

# Limitations Reported with this Release

## Primary Node

By design, some features in a load balanced environment are limited to the primary node.

- Only the primary node can automatically execute jobs from the Schedules tab.

- Start/stop export requests can only be executed from the primary node. The user must be logged into the primary node to perform these actions.

- The Export Settings under System Configuration can only be changed from the primary node.

## Translations Table

It is recommended to use the Search function within the Translations Table to refine data as sorting is not currently supported.

# Previously Reported Issues

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

| Issue Description | Issue ID |
| --- | --- |
| **Silent Installer Upgrade to VoiceCheck 1.10 and Greater**<br><br>Additional fields are added to the silent installer file for configuring Single Sign On (SSO) and Load Balancing. Refer to the Voice Maintenance & Inspection Solution Implementation Guide before performing a silent upgrade. | VVINSP-7488 |
| **Data Stopped Updating Error message**<br><br>When using SSO authentication the VoiceCheck application may show the message "Data has stopped updating. Communication error. The table may not be up to date". This can occur if the application has an expired access token and a revoked refresh token.<br><br>**Workaround**: Refresh the browser page to continue working in VoiceCheck. | VVINSP-7487 |
| **Audio not Translated**<br><br>When using languages other than English, some options such as faster and slower are translated into the selected language on the app screen but spoken in English rather than the selected language. | VVINSP-7471 |

| Issue Description | Issue ID |
|---|---|
| **Login Page not Displayed After Password Change**<br><br>When the default admin or vocollect user password is changed in a cluster or load balanced environment (without SSO enabled) the change password page is redisplayed rather than displaying the home page.<br><br>**Workaround**: Clear the browser cookies. | VVINSP-7403 |
| **Completed Results not Sent to Server**<br><br>When completing an assignment on an A700x the data is not sent to the server.<br><br>**Workaround**: Changes are needed to the VoiceApplication source code to make it work with the VoiceCheck server. Please contact Honeywell Tech Support for further details. | VVINSP-7401 |
| **Back Button not Working**<br><br>The Back button on the Return from Break screen in the app has no effect.<br><br>**Workaround**: The user should select the **Ready** button to Return from Break. | VVINSP-7387 |
| **User Cannot Sign Out from Noise Sampling Screen**<br><br>On the mobile app, the user cannot sign out from the Noise Sampling screen by using the back navigation.<br><br>**Workaround**: The user should navigate to another screen where the sign out option is available or use the back navigation to get to a Sign Out prompt. | VVINSP-7374 |
| **Error Message, Load Balanced Environment**<br><br>If a node goes down in a load balanced setup, any requests from the Mobile app already sent to that node would result in an error message..<br><br>**Workaround**: Mobile app users should login again. Talkman users should reload the task package. The user's request is handled by an active node. | VVINSP-7016 |
| **Condition steps not working as expected**<br><br>A warning is not displayed when an invalid condition is applied to a step. An invalid condition (for example comparing two strings with greater than or comparing a string to an integer) may give unexpected results when applied. | VVINSP-6538 |
| **Import duplicate VoiceForm crashes application**<br><br>When importing a VoiceForm that already exists, the application crashes rather than returning a message that the item already exists.<br><br>**Workaround**: Ensure VoiceForm names are unique. | VVINSP-6513 |

| Issue Description | Issue ID |
|---|---|
| **App not Connecting to New Server Configuration**<br><br>If the app is configured to connect to a server and that configuration is later updated to connect to a different server, the app may still try to connect with the original server.<br><br>**Workaround**: Reinstall the app. | VVINSP-6498 |
| **Excessive WARN statements in VoiceCheck server logs**<br><br>The VoiceCheck server logs can show excessive repetition of the following message: "'deprecation – HHH90000022: Hibernate's legacy org.hibernate.Criteria API is deprecated; use the JPA javax.persistence.criteria.CriteriaQuery instead"<br><br>**Workaround**: Set the Hibernate logging level to a higher level than the default value of "warn". The valid levels are ALL < TRACE < DEBUG < INFO < WARN < ERROR < FATAL < OFF. | VVINSP-6491 |
| **Name not updated when Operator ID/User Name is changed**<br><br>When the operator Operator ID/**User** Name is changed on the **Manage Operators/Templates** screen (**VoiceCheck** > **Inspection** > **Operators** > **Manage Operators** > **Manage Operator/Templates**) the **Name** field is not updating to reflect selected operator.<br><br>**Workaround**: Return to the **View Operators** screen, select the desired operator, and return to the **Manage Operator/Template** screen. | VVINSP-6240 |
| **Incorrect Work ID accepted**<br><br>If an incorrect Work ID is entered at the Work ID to Review prompt and the user says no when asked to confirm, the Work ID is accepted rather than asking for a new ID. | VVINSP-3250 |
| **SRX3 stuck in loop**<br><br>If a device is connected to an SRX3 headset and the device's battery is pulled, the device may fail to reconnect to the SRX3 headset. The device LED is rotating orange.<br><br>**Workaround**: Place the device in a charger or remove and reinsert the SRX3 battery | VVINSP-3248 |
| **Device crash at date prompt**<br><br>Speaking "Sign Off" while speaking the date of service causes the device to reboot. | VVINSP-3247 |

| Issue Description | Issue ID |
|---|---|
| **"Error getting data" message downloading assignments**<br><br>Assignments created with a plan having more than 5000 steps may get stuck on "Error getting data" message while the assignment is being downloaded.<br><br>**Workaround**: Use plans with less than 5000 steps.<br><br>**Workaround**: Increase timeout for downloading assignments. | VVINSP-3031 |
| **Submit time is longer for looping assignment on Talkman**<br><br>When an assignment is completed and submitted on a Talkman device, the submit time can take a couple of minutes. This is longer than the submit time on an Android device.<br><br>**Workaround**: This delay will be addressed in a future version of VoiceCheck. | VVINSP-3027 |
| **Unable to upload photos from Talkman**<br><br>Using a device such as a CT50 to capture a photo for a Talkman device running VoiceCheck results in an "Error uploading image" message.<br><br>**Workaround**: This feature will be added in a future version of VoiceCheck. | VVINSP-3026 |
| **Operator is locked if signed off out of range**<br><br>If an operator signs off while their device is out of network range, the operator may be locked with an "Operator is currently signed off. Please sign in." message.<br><br>**Workaround**: Reload task or clear ODRs from device. | VVINSP-3024 |
| **Assignment resumed from different step**<br><br>If multiple assignments with looping sections are allowed and the operator switches assignments, it is possible the assignment can start from the wrong iteration.<br><br>**Workaround**: Say no to loop until it reaches the correct iteration. | VVINSP-3017 |
| **Unable to initiate parts assignment**<br><br>The Assignment is created with loopingPrompt value as null, which causes an issue when retrieving the Assignment.<br><br>**Workaround**: Add a default value for loopingPrompt in json and xml. Contact customer support for assistance modifying these files. | VVINSP-3015 |

| Issue Description | Issue ID |
|---|---|
| **Mongoose server does not support looping assignments**<br><br>Mongoose server can be used for non-looping assignments.<br><br>**Workaround**: This feature will be added in a future version of VoiceCheck. | VVINSP-3007 |
| **Excessive upload time for completed assignments**<br><br>Creating VoiceCheck VoicePlans and/or assignments in the range of, or exceeding, 3000-5000 steps has been known to cause performance issues.<br><br>**Workaround**: Ensure assignments do not contain more than 5000 steps. | VVINSP-2930 |
| **Device not recognizing "Available," "Create," or "Cancel"**<br><br>A problem was observed when the device will recognize "Available" or "Create" the first time after starting the application but does not recognize the words after signing out and logging back in.<br><br>**Workaround**: Tap the chosen option on screen rather than speaking it. Or, speak "No" to move to the next option screen and speak "Yes" to select your option of choice. | VVINSP-2726 |
| **Accepting Pass & Fail both for one step**<br><br>If a user taps on Pass and then quickly taps Fail for the same step result, both responses may be captured for a single step result.<br><br>**Workaround**: Clear the step results for the step from the VoiceCheck server. | VVINSP-2665 |
| **Application gets stuck when connecting SRX2**<br><br>If a user logs in to the application without first connecting their headset, the noise sample will fail. After this, the application may get stuck on the noise sample screen even though the headset has connected.<br><br>**Workaround**: Reboot the application with the connected headset. | VVINSP-2656 |
| **Looping prompts are not displayed in Assignment Review mode**<br><br>A dependent step does not display if the referencing condition was met in Assignment Review Mode. | VVINSP-2644 |
| **Incomplete assignment is not displayed under Available category**<br><br>If an assignment with a looping section has been started but not completed, the assignment will no longer appear under Available. | VVINSP-2629 |

| Issue Description | Issue ID |
|---|---|
| **Changes in VoiceForm conditions are not getting reflected in the Assignment**<br><br>If conditions are changed after they have been included in an assignment, these changes may not be reflected in the assignment. However, the changes will appear in a newly created assignment. | VVINSP-2600 |
| **Parts sections appear out of order in PDF report**<br><br>Parts sections may seem out of order in a PDF report if their order is changed after creating a plan. | VVINSP-2377 |
| **Plans become invalid after editing a step**<br><br>Plans may become invalid if you edit a step in the plan. However, there is no error indicating that this is why the plan became invalid.<br><br>**Workaround**: If you need to change a step and you know that step is in a plan, you can edit the plan, make a small change (i.e. to the description) and save it. If the step change caused an error, saving the plan here will indicate that error. | VVINSP-2359 |
| **Deleting a site**<br><br>You cannot delete a site in VoiceCheck while it is assigned to an operator.<br><br>**Workaround**: Operators must choose a different site to unassign themselves from the site you wish to delete. | VVINSP-2342 |
| **Deleting an operator**<br><br>Operators cannot be deleted if they are associated to anything (for example, an assignment, step, or notification) in a system.<br><br>**Workaround**: Disable the operator. | VVINSP-2305 |
| **Size filter not functional in logs**<br><br>The size filter is not functional on VoiceCheck server logs.<br><br>**Workaround**: Use the search function to find a log based on its size. | VVINSP-2217 |
| **Incorrect Transcription Server**<br><br>If the transcription server URL is changed from the System Configuration page, VoiceCheck still uses the previously configured URL.<br><br>**Workaround**: Update the transcription server URL and wait 15 minutes for it to update, or do a manual reboot. | VVINSP-1160 |

| Issue Description | Issue ID |
|---|---|
| **No Backward Compatibility** <br><br> If a Voice Plan is exported from a VoiceCheck 1.2 server and imported into a VoiceCheck 1.1 server, the plan will not display the sections and steps in the plan. The plan can be used to create assignments, but the sections and steps will not display in the editor. <br><br> **Workaround**: Do not import voice plans that were exported from a newer version of VoiceCheck. | VVINSP-968 |
| **Additional Display Message and Display ID do not work for Photo prompts** <br><br> If "Display ID" or "Additional Display Message" values are inputted for a Photos prompt, the values are not displayed since these values are not valid. <br><br> **Workaround**: Do not include values for "Display ID" or "Additional Display Message" in the Photos prompt. | VVINSP-950 |
| **Large Photos Can Generate Error** <br><br> If technicians experience problems uploading large images (5 MB or larger) at a photo prompt, the system may generate errors. The GUI displays a generic error message, but the server log reports a Java heap space/OutOfMemory error. <br><br> **Workaround**: Use a photo capture device or settings that produce smaller photo files, or increase the server's Java memory settings. See the Voice Inspection Implementation Guide for instructions on changing Java virtual machine settings. | VVINSP-672 |
| **Special characters in speaker independent vocabulary do not function as expected** <br><br> If special characters such as – or + are added to a link but not included in the task vocabulary, the operator is forced to train them after they put the device to sleep and then wake it back up. <br><br> **Workaround**: Add special characters to the voice application vocabulary. This will force the characters to be trained, which will prevent the issue from occurring. | VVINSP-667 |

| Issue Description | Issue ID |
| --- | --- |

**Update Task Feature Unavailable**

With the added capability for creating task packages in multiple sites, the Update Task feature presents a risk of decreased performance when attempting to update and delete tasks and task packages from a large number of sites. This feature has been disabled for this release, and a resolution has been planned for a future release of VoiceConsole MI.

VVINSP-504

**Workaround**: Create a new task and deploy a new task package to multiple sites. Perform a bulk delete of the original task package if appropriate. The original tasks can be deleted site by site but should not present any disk space or performance problems if they remain in the system.

**No GUI Page Bookmarking with Chrome and Firefox**

Google Chrome and Mozilla Firefox browsers do not support the bookmarking functionality. Chrome users will receive a warning message when they attempt to bookmark a filtered table.

NMARK-190

**Workaround**: Navigate manually to favorite GUI pages.

**Chrome and Firefox Do Not Support Copy Selection**

Google Chrome and Mozilla Firefox browsers do not support the copy selection functionality that allows users to select and copy one or more rows from data tables in the VoiceCheck user interface.

NMARK-189

**Supervisor Audio Mode 1 Not Supported**

The Voice Inspection Solution does not support Supervisor Audio in mode "1" which allows the user to listen to both device and operator dialog. The audio stream for VoiceNotes must be transmitted from the SRX2 Headset at a higher quality than the smaller bandwidth audio stream that is sent for Supervisor Audio; so using Supervisor Audio to listen to operator responses can result in audio conflict and failed functionality. This adjustment to supported modes is in response to a condition where recorded VoiceNotes play back at a very low volume.

NMARK-66

**Workaround**: Use Supervisor Audio mode "2" to hear only the device output.

**Add/Remove Columns Link becomes Unavailable**

From some VoiceCheck UI pages, the **Add or Remove Columns** link is disabled when a user clicks the **Restore columns to default** function but does not complete the action by clicking yes or no to the warning message.

NMARK-27

**Workaround**: Navigate to another GUI page then return to the original page, and the Add/Remove link works again.

| Issue Description | Issue ID |
|---|---|
| **RapidStart Does Not Load Application with HTTPS**<br><br>At the end of RapidStart training, the application typically loads the voice application so that technicians can begin training their voice templates. This automatic load is not supported when using an HTTPS-secured connection to VoiceCheck.<br><br>**Workaround**: Technicians can use the Operator menu on the Talkman device to manually load the Voice Inspection application and begin template training. | N/A |

# VoiceCheckDistribution Contents

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

| Description | Contents |
|---|---|
| VoiceCheck Version 1.11 | • VoiceCheck application and installer*<br>• Honeywell Voice Documentation<br> ○ VoiceCheck 1.11 Release Notes<br> ○ VoiceCheck Security Manual |
| VoiceCheck Developer Toolkit Version 1.11 | • Development tools<br>• Web service sample files<br>• VoiceCheck documentation set (Customization Guide, Release Notes, Network and Security Guides) |

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