Honeywell

Release Notes
Honeywell Voice Maintenance & Inspection Solution 1.9

October 12, 2022

The following release notes describe the new features and existing limitations in this release of the Voice Maintenance & Inspection Solution and Vocollect 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?

Device Support

Support is added for the following devices with Android 11 OS:

- Honeywell CT40
- Honeywell CT40XP
- Honeywell CT45
- Honeywell CT60
- Honeywell CT60XP

Support is ended for Android devices with operating systems earlier than Android 11.

Support is ended for the Honeywell A700 device and SRX2 and SRX-SL headsets.

Supported VoiceCheck Operating Systems

Support is added for the following operating systems:

- Windows Server 2022
- Windows Server 2019

The following operating systems are no longer supported:

- Windows Server 2012, 64-bit (x86)
- Windows Server 2012, 64-bit (x86)
- Windows Server 2008 R2, 64-bit (x86)

Supported Databases

Support is added for the following databases:

- Microsoft SQL Server 2019
- Microsoft SQL Server 2017
- Oracle 19c

The following databases are no longer supported:

- Microsoft SQL Server® 2012
- Microsoft SQL Server 2008
- Oracle 12
- Oracle 11g

Features and Improvements in this Release

Refer to the VoiceCheck online help for more information on these features.

Transcription Server

Transcription Server version 1.6.1 is included in this VoiceCheck release.

Core Library Updates

The following core libraries were updated with this release:

- Apache Tomcat 9.0.63
- Java JRE Corretto 8.332.08.1

Android Language Support

> **IMPORTANT**
> Close the Maintenance and Inspection application when changing the Android operating system language.

Language	Feature		
	Trained Vocab	Spoken Long List	VoiceNotes/Memos
English	✓	✓	✓
Latin American Spanish	✓	✓	✓
Spanish (European)	✓	✓	✓
German	✓	✓	✓
French Canadian	✓	✓	✓
French (France)	✓	✓	✓
Japanese	✓		
Dutch (Netherlands)	✓	✓	✓

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

Honeywell Voice Device Language Support

The following languages are supported in the voice application (vad) file:

- English
- Latin American Spanish
- German
- French Canadian
- French (France)
- Japanese
- Dutch (Netherlands)

The following languages are supported on the device:

Language	Feature		
	Trained Vocab	Spoken Long List	VoiceNotes/Memos
English	✓	✓	✓
Latin American Spanish	✓	✓	✓
Spanish (European)			
German	✓	✓	✓
French Canadian	✓	✓	✓
French (France)			
Japanese			
Dutch (Netherlands)			

Supported Environments

This version of VoiceCheck includes support for:

Component	Specification
VoiceCheck Server Operating System	• Microsoft Windows Server 2022 • Microsoft Windows Server 2019
VoiceCheck Server Database	• Microsoft SQL Server 2019 • Microsoft SQL Server 2017 • Oracle 19c
VoiceCheck Application Server	• Apache Tomcat version 9.0.634
VoiceCheck Web Browser	• Google Chrome® 31.x and newer • Mozilla Firefox® v. 20.0 and newer

Component	Specification
VoiceCheck Languages	- English (United States) [en_US] - German (Germany)[de_DE] - Spanish (Latin America) [es_MX] - Japanese (Japan) [ja_JP] – Android devices only - French (Canadian) [fr_CA] - French (France) [fr_FR] – Android devices only - Dutch (Netherlands) [nl_NL] – Android devices only

Voice Device Requirements

- Honeywell A700x requires VoiceCatalyst 4.3 or greater. Contact your Honeywell representative if this software is needed

Headset Requirements

Honeywell headsets use the Honeywell Accessory Update Utility to update firmware.

- Honeywell SRX3 headsets require firmware 6.07 or greater.

General Considerations and Limitations

Issues Reported with This Release

Issue Description	Issue ID
Condition steps not working as expected 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
Name not updated when Operator ID/User Name is changed 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. **Workaround**: Return to the **View Operators** screen, select the desired operator, and return to the **Manage Operator/Template**s screen.	VVINSP-6240

Issue Description	Issue ID
Import duplicate VoiceForm crashes application When importing a VoiceForm that already exists, the application crashes rather than returning a message that the item already exists. **Workaround**: Ensure VoiceForm names are unique.	VVINSP-6513
Excessive WARN statements in VoiceCheck server logs 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" **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

Previously Reported Issues

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

Issue Description	Issue ID
Incorrect Work ID accepted 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 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. **Workaround**: Place the device in a charger or remove and reinsert the SRX3 battery	VVINSP-3248
Device crash at date prompt Speaking "Sign Off" while speaking the date of service causes the device to reboot.	VVINSP-3247

Voice Maintenance & Inspection Solution Release Notes

Issue Description	Issue ID

Application functionality

Voice Maintenance & Inspection Solution 1.8 includes some changes in functionality.

Some features that were included in Voice Maintenance & Inspection Solution 1.7 are not available in 1.8. These features are planned for inclusion in a future release.

Refer to the VoiceCheck online help for more information.

Application unresponsive when left idle

If the user launches the Android Application after it has been left idle for some time, the application could become unresponsive.

Workaround: Relaunch the application.

Clear Assignment Data option is not available

The Settings screen is not implemented in this release. Therefore the Clear Assignment Data option is not available.

Workaround: Uninstall and install the application.

Mongoose server does not support looping assignments

Mongoose server can be used for non-looping assignments.

Workaround: This feature will be added in a future version of VoiceCheck.

VVINSP-3007

Submit time is longer for looping assignment on Talkman

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.

Workaround: This delay will be addressed in a future version of VoiceCheck.

VVINSP-3027

Unable to upload photos from Talkman

Using a device such as a CT50 to capture a photo for a Talkman device running VoiceCheck results in an "Error uploading image" message.

Workaround: This feature will be added in a future version of VoiceCheck.

VVINSP-3026

Issue Description	Issue ID
Operator is locked if signed off out of range 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. **Workaround**: Reload task or clear ODRs from device.	VVINSP-3024
Assignment resumed from different step If multiple assignments with looping sections are allowed and the operator switches assignments, it is possible the assignment can start from the wrong iteration. **Workaround**: Say no to loop until it reaches the correct iteration.	VVINSP-3017
Unable to initiate parts assignment The Assignment is created with loopingPrompt value as null, which causes an issue when retrieving the Assignment. **Workaround**: Add a default value for loopingPrompt in json and xml. Contact customer support for assistance modifying these files.	VVINSP-3015
"Error getting data" message downloading assignments Assignments created with a plan having more than 5000 steps may get stuck on "Error getting data" message while the assignment is being downloaded. **Workaround**: Use plans with less than 5000 steps. **Workaround**: Increase timeout for downloading assignments.	VVINSP-3031
Excessive upload time for completed assignments Creating VoiceCheck VoicePlans and/or assignments in the range of, or exceeding, 3000-5000 steps has been known to cause performance issues. **Workaround**: Ensure assignments do not contain more than 5000 steps.	VVINSP-2930
Looping prompts are not displayed in Assignment Review mode A dependent step does not display if the referencing condition was met in Assignment Review Mode.	VVINSP-2644

Issue Description	Issue ID
Accepting Pass & Fail both for one step 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. **Workaround**: Clear the step results for the step from the VoiceCheck server.	VVINSP-2665
Incomplete assignment is not displayed under Available category If an assignment with a looping section has been started but not completed, the assignment will no longer appear under Available.	VVINSP-2629
Changes in VoiceForm conditions are not getting reflected in the Assignment 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
Device not recognizing "Available," "Create," or "Cancel" 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. **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
Application gets stuck when connecting SRX2 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. **Workaround**: Reboot the application with the connected headset.	VVINSP-2656
Parts sections appear out of order in PDF report Parts sections may seem out of order in a PDF report if their order is changed after creating a plan.	VVINSP-2377

Issue Description	Issue ID
Plans become invalid after editing a step 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. **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 You cannot delete a site in VoiceCheck while it is assigned to an operator. **Workaround**: Operators must choose a different site to unassign themselves from the site you wish to delete.	VVINSP-2342
Deleting an operator Operators cannot be deleted if they are associated to anything (for example, an assignment, step, or notification) in a system. **Workaround**: Disable the operator.	VVINSP-2305
Size filter not functional in logs The size filter is not functional on VoiceCheck server logs. **Workaround**: Use the search function to find a log based on its size.	VVINSP-2217
Special characters in speaker independent vocabulary do not function as expected 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. **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
Additional Display Message and Display ID do not work for Photo prompts 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. **Workaround**: Do not include values for "Display ID" or "Additional Display Message" in the Photos prompt.	VVINSP-950

Issue Description	Issue ID
No Backward Compatibility 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. **Workaround**: Do not import voice plans that were exported from a newer version of VoiceCheck.	VVINSP-968
Incorrect Transcription Server If the transcription server URL is changed from the System Configuration page, VoiceCheck still uses the previously configured URL. **Workaround**: Update the transcription server URL and wait 15 minutes for it to update, or do a manual reboot.	VVINSP-1160
Large Photos Can Generate Error 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. **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
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. **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.	VVINSP-504

Issue Description	Issue ID
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. **Workaround**: Navigate manually to favorite GUI pages.	NMARK-190
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
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. **Workaround**: Navigate to another GUI page then return to the original page, and the Add/Remove link works again.	NMARK-27
RapidStart Does Not Load Application with HTTPS At the end of Vocollect 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. **Workaround**: Technicians can use the Operator menu on the Talkman device to manually load the Voice Inspection application and begin template training.	N/A
Supervisor Audio Mode 1 Not Supported The Vocollect 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. **Workaround**: Use Supervisor Audio mode "2" to hear only the device output.	NMARK-66

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Voice Inspection Solution Product Distributable Contents

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

Description	Contents

Honeywell Voice Maintenance & Inspection Solution Version 1.9	• VoiceCheck application and installer*
	• Honeywell Voice Documentation
	  ◦ Voice Inspection Solution 1.9 Release Notes
	  ◦ Voice Inspection Solution Security Manual

Honeywell Vocollect Voice Maintenance & Inspection Solution Developer Toolkit Version 1.9	• Development tools • Web service sample files • VoiceCheck documentation set (Customization Guide, Release Notes, Network and Security Guides)
Voice Software, Inspection, Maintenance & Inspection, Android APK Version 1.9 > **NOTE** > This is required only for Android deployments.	• Android mobile app APK

* Distributable application only. Source code is not included.