

# Release Notes for VoiceConsole 5.2, Service Pack 1

## Fixes and Improvements in 5.2 Service Pack 1

### SQL Server with NT Authentication Upgrade Successful

You can now upgrade VoiceConsole with a SQL Server database and NT authentication without any issues. These fixes were provided in Emergency Customer Shipments and are included in this release.

### Issues with Web Services Updates

There were issues with updating task packages and operators with web services, causing removals to not occur. This was fixed in 5.0.6\_003ECS, 5.0.6\_004ECS, and 5.0.6005ECS.

### Deploying Device Profiles and Task Packages to Large Number of Devices

When performing a task update to a large number of devices, exceptions could occur. This was fixed in 5.0.7\_002ECS. A further fix, 5.1006ECS, restricts the number of devices to which you can load task packages to 30.

### All Selected Operators Receive Message

When you select operators in the View Operators page, then select **Send Message to Selected Operators**, all of the operators selected will receive the message. This was fixed in VoiceConsole5.0\_010ECS

### Performance Improvement in Viewing Data

Performance has been improved when multiple users are viewing large amounts of data in the View Devices or View Operators page. This was fixed in VoiceConsole5.1002ECS

### Struts2 Security Patch

5.1003ECS included a security patch for the Struts2 framework.

## Snapshot Logs No Longer Causing Database Deadlocks

The database is not updated until a snapshot log file has been fully written to disk. Subsequent snapshot log requests are discarded and the application responds immediately to devices which currently have snapshot logs being written to disk. This was fixed in 5.1005ECS

## Multiple Schedule and Action Items No Longer Causing Slowness and Unresponsiveness

Schedule item processing is now limited to one thread per VoiceConsole instance. Status changes for schedule items are committed to the database before processing begins, letting other servers know not to work on them. Each schedule item is processed in its own database transaction, preventing the possibility of deadlocks. This was fixed in 5.1007ECS.

## Canceling Display Dialog No Longer Disables Device

If you canceled from the Display Dialog window, the cancellation would not take effect immediately and could cause the device being viewed to become disabled. This was fixed in 5.1008ECS.

## Action to Test Email Alerts

In **Administration > Notifications**, there is now an action letting you generate a critical notification so that you can test that email alerts are working properly. This was fixed in 5.1\_011ECS.

## Restart Logging Writes to New File

Restart logging previously created a new log file when logging restarted, but did not write to it. This was fixed in 5.1\_019ECS.

## Specifying Email Sender Address

You can now specify a sender address for SMTP emails. This was fixed in 5.1\_020ECS.

## Performance Improvement in Shift Startup

Performance has been improved during shift start. This was fixed in 5.1\_010ECS and 5.1\_021ECS.

## UK Time Change at 1:00 AM

Daylight Saving Time in the United Kingdom will now correctly change at 1:00 AM. This was fixed in 5.1\_022ECS.

# General Considerations and Limitations

## Issues Reported with This Release

Honeywell recommends you use the Microsoft Edge browser instead of Internet Explorer.

While the installation of this release on Windows only takes approximately 5 minutes, the Linux installation may take up to 2 hours. This is due to the inclusion of different versions of the JRE and Tomcat and verifying that the proper version is installed.

## Previously Reported Issues

The following issues occurred in previous releases and may still occur in this release:

### Bluetooth and Pairing

When double-byte characters are used in a Bluetooth pairing name for a device, the device's properties are not updated.

VC-1297

**Workaround:** Use single-byte characters in pairing names.

If Bluetooth is enabled for a device in VoiceConsole while the device is powered off, the setting may reset to disabled when the device is turned on.

VVC-3496

**Workaround:** Create a new device profile, load the profile to that device, and restart it.

If you attempt to pair a device that was previously paired with a Bluetooth device to a different Bluetooth device, the pairing is not successful.

VVC-2410

**Workaround:** Clear the existing pairing before attempting to pair a device to a different Bluetooth device.

If you activate the **Discoverable** and **Enable manual pairings** of headsets check boxes in the **Bluetooth** section on the Device Properties page and create a pairing with any device, these check boxes do not remain active (checked) when you return to the Device Properties page.

VVC-1525

**Workaround:** Re-activate (check) these check boxes and click **Apply** on the Device Properties page.

## Browser

When using Firefox 15 and newer, you cannot use the Copy Selection functionality to copy rows within VoiceConsole.

VVC-4281, VVC-4160

**Workaround:** Use an earlier supported version of Firefox or another supported browser.

## Database

When non-VoiceConsole tables exist in the same schema, upgrading from VoiceConsole 2.3 and earlier with SQL Server results in a database permission error.

VVC-3229, VVC-277

**Workaround:** Ensure only VoiceConsole tables exist in the VoiceConsole database. Also, system tables should not be present in the database in which VoiceConsole is installed.

When a database username for SQL Server contains a space, the installation continues even if an error is received. Additionally, only the text before the space is sent to the server.

VVC-3158

**Workaround:** Do not use a space for the database username.

If the SQL Server database collation is not set to be case-insensitive, VoiceConsole may not work properly. When creating a new SQL Server database, ensure you choose the proper collation for the language the system is in with \_CI included in the collation name.

VVC-2212, VVC-826

You cannot use the database schema created for VoiceConsole for another application.

## Devices

When assigning devices to operators, the **Save Changes** button is disabled on the Assign Devices page.

VVC-2456

**Workaround:** Change one of the device-to-operator assignments, and then change it back to the original (correct) assignment.

When loading a newly created or edited operator to a device from View Device page, the operator may not immediately appear in the list of operators or the updated operator information may not be displayed immediately in the drop-down list in the **Load Operator** dialog box.

VVC-2104

**Workaround:** Select the operator in the View Operators list. Select **Common**

**Operator Actions > Assign devices to selected operator** and click the **change** link on the Assign Devices page to select a device.

If a USB hub is being used to serial load multiple devices, intermittent lockups may occur.

VVC-1899, VVC-956

**Workaround:** Close and reopen the browser to reinitialize the serial port.

When loading device profiles serially to multiple devices at once, you may receive an error stating the COM port you are loading through is in use. Vocollect has seen this occur when loading to 15 or more devices.

**Workaround:** Ensure that you have set up the serial load correctly in VoiceConsole and that the port is not in use. If this issue still occurs, close and reopen all browser windows to reinitialize the serial port.

## Device Profiles

If only a configuration file (.cci) is loaded onto a device through TouchConfig or serial loading, the device profile displayed in VoiceConsole is not updated. The displayed information is only updated if a full device profile is loaded.

VVC-4471

**Workaround:** Load a full device profile onto the device.

## Dialog Display

Display Dialog functionality is not available in VoiceConsole using WebLogic.

VVC-2576

When viewing dialog between a device and an operator while the operator is template training, the progress bar may display the training time incorrectly. The progress bar may indicate the training has not started, when it has, or indicate training is complete, when it has not completed. This does not affect training. The device will alert the operator when training is complete.

VVC-1824

## EAP

When setting up EAP, the searchable attribute and password attribute are only validated if a user is specified.

VVC-2720

In an operator-based site, regardless of the EAP type used, the operator cannot change his/her credentials the first time on the Change Network Credentials page, even though the page prompts the user to change his/her credentials.

VVC-2513

**Workaround:** The operator must enter the initial set of credentials given to

him/her as they exist on the LDAP server. This is because the credentials for that operator must be entered into VoiceConsole before they can be changed. So, after the initial set of credentials is entered into VoiceConsole the first time, the operator can re-enter the Change Network Credentials page via the operator login screen and change his/her credentials.

## Installing and Upgrading

While installing VoiceConsole in a Linux, non-English environment, you may not be able to enter data into certain fields in the installer interface. The cause of this issue is a known issue within JAVA [reported by Oracle](#).

VVC-4134

**Workaround:** Select a different field or click a different tab, return to the field, and try to enter data again.

During a silent install of VoiceConsole in a Linux/Unix environment, the TOMCAT\_USER is set to null rather than the default VoiceConsole user account. If a silent upgrade is then performed on this installation, the directory security is set for the root user rather than for the expected VoiceConsole user account. The upgraded VoiceConsole will not start properly.

VVC-3845

**Workaround:** Reset the directory permissions after the upgrade is complete. See the Implementation Guide section on silent installation for more assistance.

When upgrading, if the IP address of the machine running VoiceConsole has changed, the previous IP address may still be used during installation regardless of the IP address you enter during installation. Installation appears to be successful, but an error displays when you open VoiceConsole.

VVC-3231

**Workaround:** Stop and restart Apache Tomcat before upgrading to this version of VoiceConsole.

You cannot import a VoiceConsole 3.0 or 3.0.1 license into a newer VoiceConsole system. However, if you have previously installed VoiceConsole 3.0 or 3.0.1 and upgrade VoiceConsole, a previously imported 3.0 or 3.0.1 license will work in your upgraded system.

VVC-2653

Reinstalling VoiceConsole on AIX with Oracle after you have uninstalled it may corrupt the database.

**Workaround:** Before reinstalling VoiceConsole, delete the database user associated with the previous VoiceConsole install, and create a new user for the reinstalled system.

VVC-2648

You cannot upgrade from VoiceConsole versions 2.2 - 2.4 to a newer version of VoiceConsole on a different machine if you used localhost or 127.0.0.1 as the database server name for your previous installation. Errors occur and you are

VVC-2622

unable to log into VoiceConsole.

**Workaround:** If you used localhost or 127.0.0.1 as the database server name for your previous installation, modify the **installvariables.properties** file and **jdbc** file before running the upgrade to indicate a different database server name.

When installing or upgrading, a database login error occurs if VoiceConsole's database username and password is set to blank or contains the symbol \$.

**Workaround:**

1. Set the VoiceConsole database username and password to a non-blank value that does not contain the symbol \$.
2. If you are upgrading, update the jdbc.properties file in the system you are upgrading from and restart that system.

VVC-2056, VVC-2071

If you are installing, skip this step.

3. Install VoiceConsole.

When upgrading from a previous version of VoiceConsole when VoiceLink 3.0 or newer is installed on the same computer using the default log directory causes the default logging directories for each application to merge. Therefore, VoiceConsole and VoiceLink logs are visible in each application.

VVC-2000

**Workaround:** Choose a location other than the default for the log file directory when upgrading VoiceConsole.

When upgrading from VoiceConsole2.4 to this version of VoiceConsole, Vocollect strongly recommends you backup the database you are using for VoiceConsole2.4 before upgrading to this version of VoiceConsole in the event you may need to go back to version 2.4.

## Licensing

VoiceConsole will only accept a license for the same major and minor release. Newer licenses will not work with earlier versions of the product.

VVC-3790

## Logging

If device logging is disabled and you delete a previously captured device log before the logging action item is canceled, a NullPointerException occurs when the device communicates with VoiceConsole.

VVC-2808

**Workaround:** After logging is disabled the first time, remove the device from view.

When viewing a printable version of the **View Device Logs** page for one site, the device logs in other sites in the system are also viewable.

VVC-2615

## Operators and Operator Teams

When importing large operator lists, you may receive an error.

**Workaround:** Split the large operator list into smaller lists of fewer than 100 operators and import each one separately. VVC-4550

While importing operator lists with 246 or more operators, you cannot manually add operators to the list via the **Add operators to this list** link. VVC-3237

If an operator message is sent to an operator before he/she had turned on his/her device or the device reboots before the operator hears the message, the operator will hear the message more than once. VVC-2700

If an operator team from one site is added to another site and an operator on the operator team in both sites is deleted from the second site, that operator is removed from the operator team in the original site. The operator is not deleted from the original site, though, just removed from the team. For example, Operator Team 1 with Operator Bob is in Site A and Operator Team 2 with Operator Mike is in Site B. Operator Team 1 is added to Site B so now Operator Bob is in both sites. Then, Operator Bob is deleted from Site B. Because of this issue, Operator Bob is removed from Operator Team 1 in Site A, but is not deleted from Site A. VVC-2685

**Workaround:** Add the operator back onto the operator team in the original site.

When an operator is loaded onto a device with an associated task package and the device is moved to a different site and the operator is added, the task package remains associated to the device in the new site even though the task package does not exist in that site. Also, the task package is still associated to the device in the first site when the device does not exist in that site. VVC-2593

When comparing several operators or devices, the **Compare Operators** or **Compare Devices** pages display Loading indefinitely. VVC-1370

**Workaround:** When comparing operators or devices, you can only compare up to six operators or devices at a time.



## Task Packages

When using Internet Explorer 8 and creating a task package using a Vocollect VoiceArtisan task, filtering on **All locales** on the **Phonetic Sub** tab and then selecting only one locale from the filter drop-down list may cause the browser to unexpectedly close.

VVC-4396

**Workaround:** Do not filter on **All locales**. If the browser closes, open VoiceConsole again.

Task package information for VoiceClient-based tasks may not update if a task package is modified in VoiceConsole.

VVC-2245

**Workaround:** Create a new task package with the correct information and delete the incorrect task package.

## Uninstalling

After uninstalling this version of VoiceConsole and choosing the option to keep data, device logs are not created when VoiceConsole 3.0 or newer is installed again on the same machine.

VVC-1984

**Workaround:** Create a new folder called **DeviceLogs** in the VoiceConsole folder located, by default, at *InstallDirectory*\VoiceConsole, in Windows, and *InstallDirectory*/VoiceConsole, in Linux.

## Voices

You cannot use the voice management features of this version of VoiceConsole with VoiceConsole 2.4-compatible VoiceClient 3.5 or newer firmware. You must use the VoiceConsole 3.0 or newer-compatible version of VoiceClient 3.5 or newer.

## VoiceClient

After importing a VoiceClient 3.5 or newer file and selecting to import all voices in one site, the voices may appear in another site after you import another VoiceClient file. The voices cannot be used in the second site if the VoiceClient you imported in that site is earlier than version 3.5.

VVC-2523

Only one version of VoiceClient 3.5 can exist in the system. If the VoiceConsole 2.4-compatible version is present, you must remove it and import the VoiceConsole 3.0 or newer-compatible version.

## VoiceConsole Differences

In VoiceConsole 2.4 and earlier, an idle session would timeout after 30 minutes. This timeout has been changed to four hours in VoiceConsole 3.0 and newer.

## Web Browsers

When accessing certain VoiceConsole pages, such as **Create Device Profile**, **Edit Device Profile** and **Edit Hostname**, using HTTPS and Internet Explorer, a warning may display indicating a certificate error.

VVC-4011

**Workaround:** Continue to the page. This error is not relevant and does not affect VoiceConsole.

When using Firefox, opening multiple languages of the Vocollect Hardware Documentation file within VoiceConsole results in an error.

VVC-3335

**Workaround:** If you must view the Hardware Documentation in multiple languages, increase Firefox's offline storage to 60MB.

In Internet Explorer, you can only apply up to six filters on one list at a time. In Firefox, you can only apply up to 30 filters on one list at a time.

You should not use the back button on the navigation bar of the web browser when using VoiceConsole.

## Web Services

When using web services to delete an operator, the service fails if the operator exists in multiple sites. The Delete Operator service works as expected when the operator only exists in a single site.

VVC-3847

**Workaround:** If an operator exists in multiple sites, delete the operator using the user interface rather than web services.

In a VoiceConsole implementation with a single site, a REST request for a list of sites will return just the properties of that site rather than a list. When multiple sites are present, REST returns the list as expected.

VVC-3767

**Workaround:** Developers must account for this difference when using REST services to avoid getting an error.

## When Using Both VoiceConsole and VoiceLink 3.0 or newer

When upgrading from VoiceConsole 3.0, and VoiceConsole and VoiceLink3.0 or newer are installed on the same machine, running the Vocollect Enterprise Products uninstaller only uninstalls VoiceLink. VoiceConsole remains installed.

**Workaround:** To uninstall VoiceConsole, in Windows, run the uninstall application at *InstallDirectory\VoiceConsole\Uninstall\_Vocollect Enterprise Products*. In Linux, run the uninstall application at *InstallDirectory/VoiceConsole/Uninstall\_Vocollect Enterprise Products*.

VVC-1922

When upgrading from VoiceConsole 3.0, and VoiceConsole and VoiceLink3.0 or newer are installed on the same machine, only the first application installed can be uninstalled by Windows Add or Remove Programs utility.

**Workaround:** To uninstall VoiceConsole, in Windows, run the uninstall application at *InstallDirectory\VoiceConsole\Uninstall\_Vocollect Enterprise Products*. In Linux, run the uninstall application at *InstallDirectory/VoiceConsole/Uninstall\_Vocollect Enterprise Products*.

VVC-1921

When upgrading this version of VoiceConsole along with VoiceLink 3.0 or newer, use a different database for VoiceConsole than that you are using for VoiceLink.

If you are installing this version of VoiceConsole after VoiceLink 3.0 or newer has been installed, log files for VoiceConsole are stored in *InstallDirectory\Vocollect\Logs* in Windows and *InstallDirectory/Vocollect/Logs* in Linux by default.