Honeywell

Release Notes
Honeywell VoiceConsole 5.4.1

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VoiceConsole documentation is now available at help.honeywellaidc.com.

What's in this Release

New Features in VoiceConsole 5.4.1

Banner Page

An optional banner page is now available. The banner page is displayed before the login page. The banner page includes a button that must be clicked before the user can continue to the login page.

Display of the banner page is controlled by the database setting `DISPLAY_BANNER_PAGE`. Values are yes (display banner page) / no (do not display banner page).

A placeholder html banner page is included and must be customized. Create text content for the banner wording and insert into the following section in {tomcat-home}/webapps/VoiceConsole/WEB-INF/classes/page/banner.ftl. Edit the <td></td> line highlighted below and add additional <td></td> lines, if needed.

```
<div class="formdata">
  <table id="banner">
    <tr><th>${title}</th></tr>
    <tr>
      <td>This is the Banner Page.<br>Please update as you see fit.</td>
    </tr>
  </table>
</div>
```

Update the database and set voc_system_properties. DISPLAY_BANNER_PAGE from 'no' to 'yes'.

Database Encryption

VoiceConsole is certified to work with SQL Server database encryption. An automated performance test was executed on an encrypted SQL database. Encryption can be enabled through the SQL Server Database.

While not tested with other database encryption vendors, it is expected to work.

Minimum Password Retention Period

This feature is optional and controlled by database entry `Min_Password_Change_Age_Days`.

Setting this value to 0 means the minimum password retention period is not enforced.

> **NOTE**
> If the `Min_Password_Change_Age_Days` >= `Password_Age` the system logs an error and does not enforce the Minimum Password Retention Period. This prevents the system from making it impossible to change the password through the interaction of the password age limits, while preserving the original functionality of the system.

Maximum Password Retention Period

This feature is optional and controlled by database entry `Password_Age`.

Setting this value to 0 means the maximum password retention period is not enforced.

There is a configurable warning period during which the user is notified about the upcoming forced password change. This warning period is controlled by the database entry `Password_Expiry_Notification_Days`.

No Repeat Password Rule

This feature is optional and controlled by the database entry `Password_Genrations_Before_Repeat`. The default is 3, meaning there must be three new, unique passwords before the original password can be reused.

General Considerations and Limitations

Issues Reported with This Release

Issue Description	Issue ID
Cancel button does not work When the user is forced to change the password, the Cancel button is inactive on Change PW page.	VVC-3278
Mouse focus not on Change PW field When the user changes his/her password, the mouse focus does not land on the Change PW field.	VVC-3281
User can change other user passwords If a user is assigned edit privileges, the user can change the password for other users and administrators.	VVC-3269

Issue Description	Issue ID
Imported users in database, but not in VoiceConsole GUI When the data export file is imported, the users are not shown in the User tab from VoiceConsole, but can be seen in the database.	VVC-3299
Key values not accepted with special characters In Operator Advanced Settings, key values not accepted with special characters.	VVC-3298

Previously Reported Issues

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

Issue Description	Issue ID
Template Download Issue When only certain template types are requested, all template types are being downloaded.	VVC-3277
Exception Message Thrown Using fetchVoiceClientByDevice fetchVoiceClientByDevice soap/rest method not returning associated modular client/catalyst.	VVC-1475
Failure to Create New UUID Established UUID in proxy database is used when creating a new topology with new UUID.	VVC-1433
Truncated Messages in VoiceConsole logs. Encrypted messages longer than 999 characters are truncated in VoiceConsole logs.	VVC-2724
Delete AJP Remove or disable AJP to protect against Ghostcat vulnerability CVE-2020-1938.	VVC-3042
Manual Bluetooth Settings Revert to Default on Restart Manually changed Bluetooth settings do not persist after restarting the device.	VVC-2933
Files Not Completely Remapped in Linux In Linux install of VoiceConsole, files do not completely remap to tomcat account.	VVC-3021

Issue Description	Issue ID
Client to Catalyst Mode Switching Issues Automatic Voiceload By Operator issues when switching between A700/A700x. (Same as in A700.)	VVC-1985
Error Message Does Not Display During concurrency tests, a standard "HTTP 404" error displays instead of an error message specific to VoiceConsole.	VVC-3094
Task Package Creation Incomplete Creating a Task Package by uploading new task files in the "Device Management" pane reverts the user back to the "Operator Management" pane.	VVC-3271
Application Unusable After Non-Root Installation A non-root installation leaves the application in an unusable state because it fails to deploy the service file.	VVC-2897
Mask Passwords Passwords in CXF Interceptor should be masked (as they are in VoiceCheck).	VVC-2898
Headset Version Not Properly Updating Headset name response from VoiceConsole to terminal is incorrect.	VVC-2976
Implementation Guide Error Implementation Guide does not list all supported databases.	VVC-3197
Incorrect Timezone in Device Module Timezone in Device module should be site-specific, not server-specific.	VVC-2603
Internet Explorer Does Not Display VoiceConsole Dialog **Workaround:** Internet Explorer is no longer a supported browser.	VVC-2665
Improper Site Field Sorting Sites beginning with upper case letters are sorted differently from sites beginning with lower case letters.	VVC-2605
Installation Failures of Certain User Accounts On Linux systems, user account installation fails when user account shell is set to /usr/sbin/nologin.	VVC-2996

Issue Description	Issue ID
Installation Failure on Linux System VoiceConsole Linux installation fails with umask 077 setting.	VVC-3022
HTTP 404 Error on User Login On logging in to the application, "normal" users sometimes observe an "HTTP 404" error.	VVC-3043
ECS File Not Working as Expected On VoiceConsole Linux version, the Software Update GUI function does not verify that the execution bit is set. **Workaround**: Manually set the +x permission to any deployed class files, and restart the service.	VVC-3254
Dialog prompts not displayed correctly If VoiceConsole is configured to connect to devices through HTTPS, the device dialog display will not connect and will fail to show the dialog. **Workaround:** Enable blocked content for your browser. For Mozilla Firefox: 1. If the site has been added as an exception in the browser, remove the site from the exception list. 2. Click the Shield icon that appears beside the address of the website. 3. Select the arrow next to **Keep Blocking** and select **Disable Protection on This Page**. 4. Click **Continue**. For Google Chrome: 1. Click the Shield icon that appears next to the address of the website. 2. Click **Load unsafe script**. For Microsoft Edge: 1. At the bottom of the browser window you will see a message: "Only secure content is displayed." 2. Click **Show all content**.	VVC-2300
User Accounts Disabled The disable inactive users after (in days) feature was added in VoiceConsole 5.3. This feature can disable all user accounts including Admin accounts in a VoiceConsole server thus rendering it unable to be accessed without database level access.	VVC-3131

Issue Description	Issue ID
REST API Log Size When using REST API the log files may grow large. **Workaround:** If files grow too large, manual delete the log files.	VVC-2937
API GET Returns Incorrect Value for lastTrained When the API request `http://<host>:<port>/VoiceConsole/services/operators/<operator ID>/templates` is called, the API returns the current server time for lastTrained instead of the actual time the word was trained.	VVC-2751
Password change prompt When VoiceConsole 5.3 is installed, the user may be prompted to change the default password even if the default password was changed in VoiceConsole 5.0.8. **Workaround:** Password security requirements have been enhanced. Enter a new password when prompted after VoiceConsole 5.3 upgrade.	VVC-2612
Clearing SALT May Expose Encrypted Key on Export of Profile The wireless key may be exposed as plain text under the following sequence: 1. Set SALT. 2. Set Input Key. 3. Obtain encrypted key. 4. Create device profile with encrypted key. 5. Export profile and observe key is encrypted. 6. Clear SALT. 7. Export profile again. 8. Observe wireless key is no longer encrypted.	VVC-3108
Tomcat Vulnerability The version of Apache Tomcat installed with VoiceConsole has WWebSocket DOS vulnerability, according to CVE-2020-13935.	VVC-3234
Invalid zip file exporting Operator Teams An error message may occur generating the export zip file. **Workaround:** Export the Operator Teams again.	VVC-3106
Device Log Function Does Not Properly Log When running the WebSocket based Device Dialog Display with Logging enabled, the logs may not be frequently or consistently generated.	VVC-3109

Issue Description	Issue ID

Upgrade Installation May Fail (32-bit to 64 bit)

An upgrade installation from 32-bit to 64-bit may fail if the Vocollect folder already exists in the C:/Program Files folder.

Workaround: Delete the C:/Program File/Vocollect folder and retry the upgrade installation.

VVC-3111

Upgrade Installation May Fail (from 3.x Installation)

An upgrade installation from VoiceConsole 3.x to VoiceConsole 4.x or 5.x may fail in a SQL Server 2008 environment.

Workaround: Contact your Honeywell Representative for a script file to complete the upgrade.

VVC-1466

Installation Issue with NT Authentication

VoiceConsole 5.4 installation may fail with NT authentication as the installer fails to set up or enable the authentication properly.

Workaround: Follow these steps:

1. Install the `mssql-jdbc_auth-8.2.1.x64.dll` (for VoiceConsole 5.3/5.4) in the `<install>/jre/bin` folder. Contact your Honeywell Representative for this file.
2. In the database.properties file, clear the username and password field. The password will be repopulated when installation is restarted.
3. You can add or change the user by adjusting the Logon As user account in the services.msc panel and then modifying your system files (remember to make backups!).
4. If you use cleartext values and then restart the service, it will generate the ENC (encrypted) values that you can then use in the configProperties.json file to obfuscate them so that this software will continue to remain normal for any future VoiceConsole upgrades. The configProperties file can be modified without restarting the service as it only affects future upgrades. Any changes to the database.properties file will require a service restart to take effect.

VVC-3261

With SALT Set, Profile Always Exported with Current Key

The current encrypted key is always exported in the device profile rather than they key that was used when the profile when created.

VVC-3107

Admin Access Required to Retrieve VoiceConsole Customer UUID

A read-only user of VoiceConsole cannot access the <consoleURL>/VoiceConsole/devices/device/gatherSystemInfo.action page used by the VoiceConsole Data Gatherer. This means that only admin-level user can retrieve the DataAggregationUUID (which is used to identify the customer installation).

VVC-868

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:

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Third Party Software

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