Honeywell

Release Notes
Honeywell VoiceConsole 5.4

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

What's in this Release

New Features in VoiceConsole 5.4

Temporary license management

License management is enhanced to support temporary licenses.

Support for Microsoft SQL Server 2019 and Microsoft Windows Server 2019

Microsoft SQL Server 2019 is added to the supported databases.

Microsoft Windows Server 2019 is added to the supported operating systems.

Import and export function for Operator Teams

Import and export is available for operator teams.

Special characters allowed

Special characters are allowed in the **Advanced Settings** text box for the operator and task package profile pages. These special characters include **.** (period) **‑** (dash) **$** (dollar sign) **^** (carat) **;** (semi-colon) **,** (comma) ***** (asterisk) **_** (underscore).

Data Agent integration for Linux installations

The Data Agent (for Operational Acuity integration) can now be installed as part of the VoiceConsole installation on a Linux machine.

SAML based Single Sign On

A Single Sign On feature has been added using the SAML (Security Assertion Markup Language) protocol.

Scanner Options

The Scanner Options tab in Device Profiles has been updated for the A730x.

ECS's Included in this Release

Issue Description	Issue ID
Device not shown in VoiceConsole Enabling device logging through REST API caused the device to be removed from the list ion VoiceConsole GUI.	VVC-2980
Scroll issues Issues reported with scrolling DisplayDialog.	VVC-2979
Device profile URL listing When exporting a manually created device profile specifying the VoiceConsoleURL or VoiceConsoleSSLURL the profile creating added a second entry for the URL to the default location which caused VoiceConsole to ignore the custom URL setting.	VVC-2978
Improved Linux installer Issues found with non-root installer and long installation times.	VVC-2977

Issues Resolved in this Release

Issue Description	Issue ID
Session issues for restricted users After upgrading VoiceConsole, a user with access to only certain sites can experience web session issues. Users assigned to all sites did not experience the issue.	VOCECRT-4285
About page Updated copyright information.	VVC-3137
EAP cannot connect User cannot connect to the LDAP server on an EAP site due to certificate issues.	VVC-3135
Page not found error Page not found error when clicking on license link after upgrading VoiceConsole.	VVC-3118

Issue Description	Issue ID
Duplicate Operator Teams VoiceConsole allowed the creation of duplicate Operator Teams (duplicate Team Name and Spoken Name of another team).	VVC-3105
Duplicate Operator Team imported During an import, a duplicate Operator team may be imported even though the import process says the team is rejected during the import,	VVC-3099, VVC-3096
Duplicate Operator Team after move An Operator Team can be moved into a site even if it results in a duplicate.	VVC-3098
Special characters not accepted Operator profile was not allowing special characters where appropriate.	VVC-3024
Device profiles with same name Under some circumstances it was possible to create two device profiles with the same name.	VVC-2910
Non-root installation errors Use the generic installer VoiceConsole 5.4.	VVC-2896
Device profile URL listing When exporting a manually created device profile specifying the VoiceConsoleURL or VoiceConsoleSSLURL the profile creating added a second entry for the URL to the default location which caused VoiceConsole to ignore the custom URL setting.	VVC-2893
API returns duplicate operator listing The operators API returned duplicate entries for an operator.	VVC-2710
Silent installation permissions A user with non-root permissions could not perform a silent installation.	VVC-2584
Update task is disabled Importing a task and creating a task package from that task can leave the **Update task** feature disabled.	VVC-1764

General Considerations and Limitations

Issues Reported with This Release

Issue Description	Issue ID
Invalid zip file exporting Operator Teams An error message may occur generating the export zip file. **Workaround:** Export the Operator Teams again.	VVC-3106

Previously Reported Issues

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

Issue Description	Issue ID
Bluetooth and Pairing When double-byte characters are used in a Bluetooth pairing name for a device, the device's properties are not updated. **Workaround**: Use single-byte characters in pairing names.	VC-1297

Issue Description	Issue ID
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 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 Chrome: 1. Click the Shield icon that appears next to the address of the website. 2. Click **Load unsafe script**. For Internet Explorer and 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
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
User interface display User interface may not display correctly after upgrading to VoiceConsole 5.3. **Workaround:** Clear the web browser cache and reload the VoiceConsole url.	VVC-2611
Source IP display The Source IP field may display the local IPv6 address when the application is launched locally with hostname. **Workaround:** None. The IPv6 address is displayed by the web browser. Use the ipconfig command at a Command Prompt to verify IP addresses.	VVC-2881

Issue Description	Issue ID
User cannot login When using Mozilla Firefox or Google Chrome as your browser, if you configure a site for Operator-based EAP and you log into the Operator Login page to set or change the credentials of an operator, after finishing and clicking the link to return to the regular VoiceConsole login page, the user cannot log in. **Workaround:** Close the browser window and reopen it. You will be able to log in.	VVC-2333
Bluetooth and Pairing 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. **Workaround**: Create a new device profile, load the profile to that device, and restart it.	VVC-3496
Bluetooth and Pairing 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. **Workaround**: Clear the existing pairing before attempting to pair a device to a different Bluetooth device.	VVC-2410
Bluetooth and Pairing 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. **Workaround**: Re-activate (check) these check boxes and click **Apply** on the Device Properties page.	VVC-1525
Browser Honeywell recommends you use the Microsoft Edge browser instead of Internet Explorer.	
Browser When using Firefox 15 and newer, you cannot use the Copy Selection functionality to copy rows within VoiceConsole. **Workaround**: Use an earlier supported version of Firefox or another supported browser.	VVC-4281 VVC-4160

Issue Description	Issue ID
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. **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.	VVC-3229 VVC-277
Database 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. **Workaround**: Do not use a space for the database username.	VVC-3158
Database 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
Database 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. **Workaround**: Change one of the device-to-operator assignments, and then change it back to the original (correct) assignment.	VVC-2456
Devices 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. **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.	VVC-2104

Issue Description	Issue ID
Devices	**VVC-1899**
If a USB hub is being used to serial load multiple devices, intermittent lockups may occur.	**VVC-956**
Workaround: Close and reopen the browser to reinitialize the serial port.	
Devices	
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	**VVC-2576**
Display Dialog functionality is not available in VoiceConsole using WebLogic.	
Dialog Display	
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	**VVC-2720**
When setting up EAP, the searchable attribute and password attribute are only validated if a user is specified.	

Issue Description	Issue ID
EAP 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. **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.	VVC-2513
Installing and Upgrading 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.	
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. **Workaround**: Select a different field or click a different tab, return to the field, and try to the enter data again.	VVC-4134
Installing and Upgrading 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. **Workaround**: Reset the directory permissions after the upgrade is complete. See the Implementation Guide section on silent installation for more assistance.	VVC-3845
Installing and Upgrading 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. **Workaround**: Stop and restart Apache Tomcat before upgrading to this version of VoiceConsole.	VVC-3231

Issue Description	Issue ID
Installing and Upgrading 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 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.	VVC-2622
Installing and Upgrading 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. If you are installing, skip this step. 3. Install VoiceConsole.	VVC-2056 VVC-2071
Installing and Upgrading 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. **Workaround**: Choose a location other than the default for the log file directory when upgrading VoiceConsole.	VVC-2000

Issue Description	Issue ID
Installing and Upgrading	
When upgrading from VoiceConsole 2.4 to this version of VoiceConsole, Vocollect strongly recommends you backup the database you are using for VoiceConsole 2.4 before upgrading to this version of VoiceConsole in the event you may need to go back to version 2.4.	
Licensing	
License	VVC-3790
VoiceConsole will only accept a license for the same major and minor release. Newer licenses will not work with earlier versions of the product.	
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.	
Logging	
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.	VVC-4550
Workaround: Split the large operator list into smaller lists of fewer than 100 operators and import each one separately.	
Operators and Operator Teams	
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
Operators and Operator Teams	
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

Issue Description	Issue ID
Operators and Operator Teams 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. **Workaround**: Add the operator back onto the operator team in the original site.	VVC-2685
Operators and Operator Teams 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
Operators and Operator Teams When comparing several operators or devices, the **Compare Operators** or **Compare Devices** pages display Loading indefinitely. **Workaround**: When comparing operators or devices, you can only compare up to six operators or devices at a time.	VVC-1370
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. **Workaround**: Do not filter on **All locales**. If the browser closes, open VoiceConsole again.	VVC-4396
Task Packages Task package information for VoiceClient-based tasks may not update if a task package is modified in VoiceConsole. **Workaround**: Create a new task package with the correct information and delete the incorrect task package.	VVC-2245

Issue Description	Issue ID
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. **Workaround**: Create a new folder called **DeviceLogs** in the VoiceConsole folder located, by default, at *InstallDirectory*\VoiceConsole, in Windows, and *InstallDirectory*/VoiceConsole, in Linux.	VVC-1984
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
VoiceClient 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. **Workaround**: Continue to the page. This error is not relevant and does not affect VoiceConsole.	VVC-4011

Issue Description	Issue ID
Web Browsers When using Firefox, opening multiple languages of the Vocollect Hardware Documentation file within VoiceConsole results in an error. **Workaround**: If you must view the Hardware Documentation in multiple languages, increase Firefox's offline storage to 60MB.	**VVC-3335**
Web Browsers 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.	
Web Browsers 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. **Workaround**: If an operator exists in multiple sites, delete the operator using the user interface rather than web services.	**VVC-3847**
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. **Workaround**: Developers must account for this difference when using REST services to avoid getting an error.	**VVC-3767**
When Using Both VoiceConsole and VoiceLink 3.0 or newer When upgrading from VoiceConsole 3.0, and VoiceConsole and VoiceLink 3.0 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**

Issue Description	Issue ID
When Using Both VoiceConsole and VoiceLink 3.0 or newer When upgrading from VoiceConsole 3.0, and VoiceConsole and VoiceLink 3.0 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 Using Both VoiceConsole and VoiceLink 3.0 or newer 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.	
When Using Both VoiceConsole and VoiceLink 3.0 or newer 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.	

Getting Help

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

> **NOTE**
> If you purchased Vocollect equipment from a reseller, please contact the reseller.

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

Customer Service Email: acshsmvocollectrequests@vocollect.com
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For returns or to check the status of an RMA, contact Honeywell – Vocollect Customer Service at:

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

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Patents

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Third Party Software

The information for software packages included in this version of VoiceCatalyst are located at https://help.honeywellaidc.com/Content/ThirdPartyLicenseAgreements.htm.