Honeywell

Release Notes
Honeywell VoiceConsole 5.5

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

What's in this Release

New Features in VoiceConsole 5.5

Automatic Disabling of Inactive User Accounts

> **NOTE**
> This feature was first included in VoiceConsole release 5.3, but was not noted in that release's documentation.

User accounts can be enabled via the VoiceConsole user interface (UI) under **Administration > Users > Edit user.** Change the status dropdown from **disabled** to **enabled**. These accounts can also be configured to be automatically disabled after a set period of inactivity. The default length is 35 days. Set the number to "0" if the limit should not be enforced.

> **NOTE**
> If all accounts are disabled, enable one account via <SQL>. Then log in, and re-enable the remaining accounts via the VoiceConsole UI.

> **TIP**
> Honeywell recommends configuring the *disable inactive users* setting under **Administration > System Configuration > Other Configuration > Disable inactive users after (in days).**

> **IMPORTANT**
> Honeywell does not recommend manipulating the code in the SQL database to update this parameter. However, if it becomes necessary to do so, please use the following sample code:
>
> ```
> UPDATE VOC_USER SET ENABLED = 1 WHERE NAME = 'admin'
> ```

Banner Page

An optional banner page is now available. This banner page displays before the login page. It includes a button that must be clicked before the user can continue to the log-in page.

The database setting DISPLAY_BANNER_PAGE controls banner page display. Values are "yes" (display banner page) or "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 it into the following section in {tomcat-home}/webapps/VoiceConsole/WEBINF/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.

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

Minimum Password Retention Period

This feature is optional and database entry `Min_Password_Change_Age_Days` located in the `voc_system_properties` table controls it.

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

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 database entry `Password_Age` located in the `voc_system_properties` table controls it.

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 the database entry `Password_Generations_Before_Repeat` located in the `voc_system_properties` table controls it.

The default is 3, meaning that there must be three new, unique passwords before the original password can be reused.

Feature-based Licensing

With this release, Honeywell sales/support can custom-configure individual VoiceConsole licenses to enable or disable one or more specific features according to customer desires.

Two methods are available to authorize a feature-based license product:

1. **Cloud licensing** – this a real-time and cloud-based method where the customer formally submits a request to Honeywell to add new (or reduced) features to their software license(s). Based on the feature design, VoiceCatalyst or the Voice Application submits a licensing check request to the licensing cloud server for validation. (The voice device must be connected to Wi-Fi with access to the VoiceConsole server.) Honeywell Customer Support generates a new `microservices.config` file at the customer's request and sends it to the customer to load. The customer then creates a new device profile in VoiceConsole that is loaded onto the device that will use the licensed feature(s).
2. **VoiceConsole licensing** – uses the existing VoiceConsole licensing framework to perform similar validation functions outlined in item #1 above.

> **NOTE**
> In VoiceCatalyst 4.3, this method was used to license Contact Tracing and Pick-up and Go (PnG) functionality. Both of these functions are now always licensed.

ProGlove Bluetooth Low Energy (BLE) Scanner Support

With this release, VoiceConsole now supports MARK Basic and MARK 2 BLE wearable scanners from ProGlove. Visit https://www.proglove.com/en/ for more information on ProGlove scanners. For information on using these scanners with Honeywell Voice devices, see help.honeywellaidc.com/peripherals.html.

Discontinued Operating System Support

With this release, VoiceConsole no longer supports the following operating systems:

- Windows Server 2012 64-bit
- Windows Server 2008 32-bit
- Linux 6.x 32- and 64-bit
- Linux 5.x 64-bit

- SUSE SLES12 64-bit
- SUSE SLES11 64-bit

New Database Support

With this release, VoiceConsole now supports the following Oracle database:

- Oracle 19c

Additionally, VoiceConsole no longer supports the following databases:

- Oracle 10g
- Oracle 11g
- SQL 2012
- SQL 2014

Core Library Upgrades

With this release, VoiceConsole now supports the following core libraries:

- Apache Tomcat 9.0.50
- Oracle Java JRE 1.8_301

General Considerations and Limitations

ECSs Included in this Release

The following issues were fixed in Emergency Customer Shipments (ECSs) and are included in this release.

ECS Description	Issue ID
5.4-ECS-001 The *Upload* button is now disabled when no new `.config` file is loaded.	**VVC-6952**
5.4-ECS-002 Hex characters—such as the percent symbol (%) and opening and closing brackets([ ])—were not permitted to be entered when creating a task package.	**VVC-6942**
5.4-ECS-003 Importing users would fail because of an implementation issue.	**VVC-6954**

ECS Description	Issue ID
5.4-ECS-004 Display node hostname information appears on the page header when the VoiceConsole cluster is installed.	**VVC-6958**
5.4-ECS-005 With the salt value set, exporting a profile with an encrypted key reveals a cleartext wireless key when the salt is cleared, and the profile is exported.	**VVC-6959**

5.4-ECS-006
 	
The following instructions are for customers who don't have a log-out endpoint in an identity provider-initiated single sign-on (IdP SSO) metadata file, but do have an external URL for logout:
 	
1. Stop the VoiceConsole service.
2. Open the following file:
`<install diectory>\<tomcat-directory>webapps \VoiceConsole\WEB-INF \classes\struts-epp.xml`
3. Search for the following entry:
`<result name= "samlsso" type="redirect"> /saml/logout</result>`
4. Replace *:/saml/logout* with customer-provided logout URL like
`https://sso.ite.com/login/logout.jsp`
`<result name= "samlsso" type= "redirect"> https://sso.ite.com/ login/logout.jsp</result>`
5. Save file `struts-epp.xml` **with administrator.**
6. Start VoiceConsole service.
	VVC-6961

5.4-ECS-010 Added an additional filter to escape contents of a few URI extensions to mitigate XSS.	**VVC-6962**
5.4-ECS-011 Added hyperlink on IP address on devices list page for display dialog feature.	**VVC-6964**
5.4-ECS-012 VoiceConsole cannot view sites with accented characters in their name (such as those in French) when viewing in a non-English region.	**VVC-6941**

ECS Description	Issue ID
5.4-ECS-014 VoiceConsole periodically switches operators associated with Text-to-Speech version TTS_6 to version TTS_3 or lower, thus affecting operator experience.	**VVC-6940**
5.4-ECS-020 VoiceConsole sends all template types to operators when they only request certain template types.	**VVC-6937**
5.4-ECS-015 The default English language VoiceConsole Application Help page fails to load successfully when a non-English Application Help page does not load.	**VVC-6939**
5.4-ECS-016 VoiceConsole now uses a method that clears an old Bluetooth or Bluetooth Low Energy (BLE) pairing before adding a new one.	**VVC-6897**
5.4-ECS-017 The A700x *Report a Problem* feature enables automatic decoding of Honeywell Voice Device snapshot logs via VoiceConsole into appropriate zip files. The base64 encoded logs contain additional platform data such as Linux syslogs, application logs (VocollectVoice), and tcpdumps (if enabled). Other logs may be added in future VoiceCatalyst releases, if ever needed. These files are automatically generated or can be generated manually via the "report problem" feature and can be useful for Technical Support in troubleshooting more advanced issues with the Honeywell Voice A700x devices.	**VVC-6946**
5.4-ECS-018 User can only log a single device when using Device Dialog Display (DDD).	**VVC-6944**
5.4-ECS-019 LDAP search user does not appear to properly save system configuration data.	**VVC-6945**
5.4-ECS-021 Some browsers may attempt to upgrade non-HTTPS connections to HTTPS when VoiceConsole is installed with the HTTPS checkbox enabled. This can prevent the Device Dialog Display function from working as expected. With some additional configuration post-install, a certificate can be set up to enable the device dialog feature to utilize HTTPS.	**VVC-6943**

Issues Resolved in this Release

The following issues were resolved in this release.

Issue Description	Issue ID
Password in CXF Interceptor Should be Masked If logging is enabled for the CXF interceptor, the user password is passed along in Base64 encoding. VoiceCheck masks the password in `VILoggingInInterceptorRoot.java`. VoiceConsole should do the same so that if developers wants to enable logging, they do not create a security risk.	VVC-2898
Handling Ghostcat Vulnerability (CVE-2020-1938) The AJP port can be safely commented out or removed from the `server.xml` file to protect against the Ghostcat vulnerability. This disables the risk vector entirely for the Ghostcat vulnerability and has no effect on VoiceConsole's general operation. The `server.xml` file is located, by default, here: `<install dir>\Vocollect\VoiceConsole\tomcat\conf\server.xml`	VVC-3042
Issue Installing VoiceConsole 5.4 with Windows NT Authentication When setting up VoiceConsole 5.4 with Windows NT authentication, it does not appear to properly pass everything through the installer to completely set it up or enable it. This prevents the installer from successfully installing with Windows NT authentication for SQL server auth or service setup.	VVC-3261
ProGlove Printer Page Redirect Bluetooth printer page somehow redirects to BLE printer page and Bluetooth printer does not get added.	VVC-7733
Irregular *View Details* Window Display If an invalid parameter is added to the VoiceCatalyst Task Package, the warning message displays with the link *View Details*. If the user clicks on this link, the window displays irregularly. This message displays differently in a VoiceClient task.	VVC-8015
Wrong Header and Warning Message On VoiceConsole version 5.4, the Upload config (EV Licensing) screen in the Device Profile Actions has the wrong header and warning message.	VVC-8016
The Word "Remove" Does Not Display in VoiceClient Task Packages For VoiceClient Task Packages, the word "Remove" did not appear in the *Advanced Settings* option. This does not happen with the Operators, where it is possible to see the word "Remove".	VVC-8017

Issues Reported with this Release

The following issues were observed in this release.

Issue Description	Issue ID
Error Message Does Not Display When the user enters an invalid parameter, the page should display an Error message informing the user that the parameter is invalid and not allow them to go any further.	VVC-8081
***Operator Number* Field Does Not Accept Whole Numbers Only** On the *Operator* page, the *Operator Number* field accepts both single decimal (more than one decimal is not accepted) and negative numbers.	VVC-8087
REST Endpoint/operatorteam Lets You Map an Operator to a Team Where the Operator Does Not Exist If using a REST call to update an operator team's members, it could move an operator into a team where the operator has not been added. As such, the operator team would list the operator as a member of the team in future REST calls to the endpoint. However, the VoiceConsole User Interface does not list the operator as a team member. The operator may not appear as a member of the team when *Talkman Load Operator by Team* is used. **Workaround**: Ensure that the operator is a member of the site operators, and use the *moveOrCopyAll* function to ensure that the operator is a member of the site; or only use the VoiceConsole interface to move and manage operator teams	VVC-8088
Importing a License that Already Exists Duplicates that License If a user attempts to import a feature license when that feature license was already imported, it creates a duplicate entry in the licenses grid. VoiceConsole should check the license name to see if it has already been imported; and if so, the license being imported should replace the existing license.	VVC-8113
Long Linux Installation Times While this release takes approximately five minutes to install on Microsoft Windows operating systems, Linux installations may take up to two hours to complete. This is because of the process used to verify that the proper version was installed and the different versions of Tomcat and JRE that are included.	VVC-8259

Issue Description	Issue ID
.vrg File Not Correctly Formatted When Exported Exported .vrg files are not formatted correctly when adding advanced settings. So all the settings are not activated on the A700x. The settings that were added on the advanced settings should be located only under the following Registry Key: `[HKEY_LOCAL_MACHINE\Vocollect\CONFIG_PARAMS\DIAG_FILE]`	**VVC-8350**
No .vad File for Each .vad Task on Export Each .vad task doesn't have its own .vad file in the *Tasks* folder in the exported data zip file.	**VVC-8351**
.vos File Not Deleted from *Files* Directory After Removing VoiceClient The .vos file should be deleted from the following folder when the VoiceClient is removed from the GUI: `C:\Program Files\Vocollect\VoiceConsole\Files` While the folder with all the modules gets deleted, the .vos file itself does not. When you try to manually delete the file from the *Files* folder, an error message appears, saying that the VoiceConsole service is using the file. **Workaround**: Stop the service to delete the file.	**VVC-8352**
Cannot Delete Device Profile from *Edit Device* Profile View When you are in the *Edit Device* profile view and try to delete a profile, an error screen displays. Looks like a CSRF Token issue.	**VVC-8353**
Cannot Export VRG from *Edit Device Profile* Page Clicking the "Export the configuration of this device profile" link on the *Edit Device Profile* page does nothing. No file is downloaded, and no error message appears. This may be an issue with all three Device Profile Actions on that screen. "Load profile with a cable link" also does not seem to pull up the Talkman Startup Tool.	**VVC-8355**

Issue Description	Issue ID
Display Dialog Stops in a Clustered Environment The display dialog works unreliably in a clustered environment. While you can start the dialog on node 1, it receives a few prompts and then says "Dialog Disabled". Opening dialogs on both nodes and/or closing dialog displays and reopening them can get it to work. However, the dialog gets disabled again shortly thereafter. At this point, getting the "Dialog Disabled" message seems random; but it seems like something is getting confused about what node has the dialog display open. If you have dialog display open on both nodes, everything seems to work.	VVC-8359
Device Profile Load Job Issue When working to get devices automatically onto a device profile, the Device Profile Load Job crashes after only a few sites are scanned over. It happens regardless of which node triggers the job and in a lab with only one node against the same database backup. It seems to create the action items for the devices, but a DataAccessException error always occurs, followed by a "binding" message.	VVC-8360
Task Package Name Unavailable When Task Package Loads with a VoiceArtisan Task Type When the user loads a task package—with a VoiceArtisan task type—from the *View Task Package* page, the name of the selected task package is not displayed on the next screen (*Load Task Package*). However, the name is displayed with a Task Builder task type.	VVC-8362
Invalid Characters in *Advanced Settings > Create Task Package* Causes Internal Server Error If the user inserts invalid characters in the *Advanced Settings* tab while creating a new task package, VoiceConsole returns an Internal Server (HTTP 500) error. Pressing the "Back" button twice after receiving the error returns the user to the *Create Task Package* page, displays a message that "invalid characters" are present in *Advanced Settings*, but does not give any additional details.	VVC-8363

Fixes and Improvements in 5.5

Issue Description	Issue ID
User Names and Passwords for Lightweight Directory Access Protocol (LDAP) Server Encrypted If you authenticate against an LDAP server, the user names and passwords in the database are now encrypted.	VVC–1
Export After Upgrade If you upgrade an installation that uses the embedded database, then export data, the device's export is properly formatted.	VVC–1418
Last Message for Current Device Visible If you click on the *Last Message* link on the *Devices* page, you will now be able to see the message, and no exceptions will occur.	VVC–1758
Import with Compressed File File extension checks ensure that you can now only import operators using a ZIP file.	VVC–1767
Change EAP Credentials Now Available in View Site Page Previously, you could only change EAP credentials for a site by selecting the site in the list of sites. Now, you can also perform this task from the *View Site* page.	VVC–1991
Site Name Can Include Hyphen Including a hyphen (–) in a site name caused the site name to be displayed improperly. This is now fixed.	VVC–2100 VVC–2105
A700x Has Link to Display Dialog Now, in the device list, you can click on an A700x serial number to view the dialog between the device and the operator.	VVC–6964

Data Agent Service Removed

In previous versions of VoiceConsole, the *Operational Acuity Agent* data agent service could be installed. If the agent was not properly configured, the service goes into a start/stop loop, consuming memory and CPU time. This service is no longer supported and is no longer installed with VoiceConsole 5.5. For customers who installed the service and are upgrading to VoiceConsole 5.5, Honeywell recommends either disabling or removing it. Use the service manager (services.msc) or applicable Linux service management system to disable it. To completely remove the service in Windows, run the Windows command in an elevated command prompt: *sc delete 'opacuity-agent'*. For Linux, Honeywell recommends consulting with the server's Linux Administrator because of Service Management differences.

VVC-8051

Previously Reported Issues

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

Issue Description	Issue ID
Admin Access Required to Retrieve VoiceConsole Customer Universally Unique Identifier (UUID) A read-only user of VoiceConsole cannot access the `<consoleURL>/VoiceConsole/devices /device/gatherSystemInfo.action` page that the VoiceConsole Data Gatherer uses. This means that only admin-level user can retrieve the DataAggregationUUID (which is used to identify the customer installation).	**VVC-868**
Failure to Create New UUID Established UUID in proxy database is used when creating a new topology with new UUID.	**VVC-1433**
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**
Exception Message Thrown Using *fetchVoiceClientByDevice* *fetchVoiceClientByDevice* soap/rest method not returning associated modular Voice client/VoiceCatalyst.	**VVC-1475**
VoiceClient to VoiceCatalyst Mode Switching Issue Automatic Voiceload By Operator issues when switching between modes.	**VVC-1985**

Issue Description	Issue ID
Dialog Prompts Not Displayed Correctly If VoiceConsole is configured to connect to devices through HTTPS, the device dialogue display will not connect and will fail to show the dialogue. **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 website address. 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 website address. 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
Incorrect Timezone in Device Module Timezone in Device module should be site-specific, not server-specific.	VVC-2603
Improper Site Field Sorting Sites beginning with upper case letters are sorted differently from sites beginning with lower case letters.	VVC-2605
Truncated Messages in VoiceConsole Logs Encrypted messages longer than 999 characters are truncated in VoiceConsole logs.	VVC-2724
API GET Returns Incorrect Value for lastTrained When the API request `http://<host>:<port>/VoiceConsole/services/operators/<operatorID>/templates` is called, the API returns the current server time for lastTrained instead of the actual time that the word was trained.	VVC-2751

Issue Description	Issue ID
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**
Manual Bluetooth Settings Revert to Default on Restart Manually changed Bluetooth settings do not persist after restarting the device.	**VVC-2933**
REST API Log Size When using REST API, the log files may grow large. **Workaround**: If files grow too large, manually delete the log files.	**VVC-2937**
Headset Version Not Properly Updating Headset name response from VoiceConsole to terminal is incorrect.	**VVC-2976**
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**
Files Not Completely Remapped in Linux In Linux VoiceConsole installation, files do not completely remap to Tomcat account.	**VVC-3021**
Installation Failure on Linux System VoiceConsole Linux installation fails with unmask 077 setting.	**VVC-3022**
Error Message Does Not Display During concurrency tests, a standard "HTTP 404" error displays instead of an error message specific to VoiceConsole.	**VVC-3094**
Invalid Zip File Exporting Operator Teams An error message may occur when generating the export zip file. **Workaround**: Export the Operator Teams again.	**VVC-3106**
With SALT Set, Profile Always Exported with Current Key The current encrypted key is always exported in the device profile rather than the key that was used when the profile was created.	**VVC-3107**

Issue Description	Issue ID
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. Set 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 that the wireless key is no longer encrypted.	VVC-3108
Device Log Function Does Not Properly Log When running the WebSocket-based *Device Dialogue Display* with *Logging* enabled, the logs may not be frequently or consistently generated.	VVC-3109
Upgrade Installation May Fail (32-bit to 64-bit) An upgrade installation from 32-bit to 64-bit may fail in a SQL Server 2014 environment. **Workaround**: Delete the C:/Program Files/Vocollect folder and retry the upgrade installation.	VVC-3111
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. **Workaround**: See the New Features section.	VVC-3131
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
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
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**
Cancel Button Does Not Work When the user is forced to change the password, the Cancel button is inactive on the *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**
Key Values Not Accepted with Special Characters In *Operator Advanced Settings*, key values not accepted with special characters.	**VVC–3298**

Getting Help

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 (Rest of the World): +1 412 376 9384
Technical Support Phone (EMEA): +44 (0) 1344 65 6123

For assistance on all other matters, contact your Honeywell Certified Reseller or Honeywell directly at https://sps.honeywell.com/

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