



# Release Notes

## Honeywell VoiceConsole 5.6.2

July 6 2023

### What's in this Release

VoiceConsole Help documentation is available online at [help.honeywellaidc.com](http://help.honeywellaidc.com).

#### Increased LDAP Timeout Threshold

Previously VoiceConsole enforced a five second timeout between a Lightweight Directory Access Protocol (LDAP) logon and the multifactor acknowledgment that followed. The timeout is now 60 seconds.

#### Security Enhancements

The following security enhancements are included in this release:

- Apache Struts framework 2.5.30
- Spring Framework 5.3.27
- Spring Security 5.8.2
- jQuery 2.2.4

#### Core Library Upgrades

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

- Apache Tomcat 9.0.73
- Java JRE 1.8.372.07.1 (Corretto)
- JDOM 2.0.6.1
- jQuery 2.2.4

#### ECSs Included in this Release

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

ECS Description	Issue ID
<b>5.6 ECS002</b> Batteries reporting incorrect information caused performance issues. VoiceConsole stability has been improved in these conditions.	<b>WVC-9562</b>

## Issues Resolved In this Release

The following issues were resolved in this release.

Issue Description	Issue ID
<b>Enrollment Training Issue</b> The Enrollment Training display dialog provided the words to be trained instead of the training percentage bar.	<b>VWC-9152</b>
<b>License Upgrade Failure</b> When upgrading from VoiceConsole 5.5 to VoiceConsole 5.6, the license is not marked as inactive or invalid.	<b>VWC-9294</b>
<b>Integration Certificate Selection</b> SAML/SSO no longer encounters SAML authentication failures due to an invalid third party certificate. A new Honeywell-generated certificate is provided for this authentication.	<b>VWC-9427</b>
<b>Device Dialog Failure</b> The Device Management Device dialog failed when using certain versions of Google Chrome.	<b>VWC-9428</b>
<b>Installation Failure</b> Upgrades from VoiceConsole 5.1 or lower to VoiceConsole 5.6.1 would fail and result in an HTTP 404 error on startup. This error could occur even when the installation was <i>periodically updated over time</i> (for example, 5.0 to 5.1 to 5.4). Upgrading from VoiceConsole 5.1 or lower directly to 5.6.2 no longer exhibits this issue.	<b>VWC-9443</b>
<b>Device Management Language Display</b> Sichuanese (China) is identified as <i>sz (China) 12</i> rather than the language name. This occurs by design, as this language does not have an ISO-639 code.	<b>VWC-9444</b>
<b>Message Interpretation</b> VoiceConsole previously misinterpreted operator and device messages containing accented characters, such as “Å”, “Ä” and “Ö”.	<b>VWC-9448</b>

# General Considerations and Limitations

## Issues Reported with this Release

The following issue was observed in this release.

Issue Description	Issue ID
<b>Operators Sort Failure</b> VoiceConsole 5.4 and 5.5 do not sort operators based on Operator Teams, Devices, Operator Numbers, Task Packages, or Sites.	<b>VWC-9482</b>

## Previously Reported Issues

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

Issue Description	Issue ID
<b>Universally Unique Identifier (UUID) Access Issue</b> A read-only user of VoiceConsole cannot access the <code>&lt;consoleURL&gt;/VoiceConsole/devices/device/gatherSystemInfo.action</code> page that the VoiceConsole Data Gatherer uses. This means that only admin-level users can retrieve the DataAggregationUUID (which is used to identify the customer installation).	<b>VWC-868</b>
<b>Incorrect UUID Use</b> VoiceConsole uses an established UUID in the proxy database when it creates a new topology with a new UUID.	<b>VWC-1433</b>
<b>Upgrade Installation Failure</b> An upgrade installation from VoiceConsole 3.x to VoiceConsole 4.x or 5.x may fail in a SQL Server 2008 environment. <b>Workaround:</b> Contact your Honeywell Representative for a script file to complete the upgrade.	<b>VWC-1466</b>
<b>fetchVoiceClientByDevice Failure</b> The <code>fetchVoiceClientByDevice</code> soap/rest method is not returning the associated modular Voiceclient/VoiceCatalyst.	<b>VWC-1475</b>

Issue Description	Issue ID
<p><b>Mode Switching Issue</b></p> <p>Automatic Voiceload By Operator issues occur when switching between A700 and A700x.</p>	<p><b>WVC-1985</b></p>
<p><b>Dialog Prompts Display Issue</b></p> <p>If VoiceConsole is configured to connect to devices through HTTPS, the device dialogue does not appear.</p> <p><b>Workaround:</b> Enable blocked content for your browser.</p> <p>For Mozilla Firefox:</p> <ol style="list-style-type: none"> <li>1. If the site has been added as an exception in the browser, remove the site from the exception list.</li> <li>2. Click the Shield icon that appears beside the website address.</li> <li>3. Select the arrow next to <i>Keep Blocking</i> and select <i>Disable Protection on This Page</i>.</li> <li>4. Click <i>Continue</i>.</li> </ol> <p>For Google Chrome:</p> <ol style="list-style-type: none"> <li>1. Click the Shield icon that appears next to the website address.</li> <li>2. Click <i>Load unsafe script</i>.</li> </ol>	<p><b>WVC-2300</b></p>
<p><b>Incorrect Time Zone</b></p> <p>The time zone in the Device module is sever-specific, not site-specific.</p>	<p><b>WVC-2603</b></p>
<p><b>VoiceConsole Log Truncations</b></p> <p>Encrypted messages longer than 999 characters are truncated in VoiceConsole logs.</p>	<p><b>WVC-2724</b></p>
<p><b>API GET Time Error</b></p> <p>When the API request <code>http://&lt;host&gt;:&lt;port&gt;/VoiceConsole/services/operators/&lt;operatorID&gt;/templates</code> is called, the API returns the current server time for <code>lastTrained</code> instead of the actual time that the word was trained.</p>	<p><b>WVC-2751</b></p>
<p><b>Non-Root Installation Error</b></p> <p>A non-root installation leaves the application in an unusable state because it fails to deploy the service file.</p>	<p><b>WVC-2897</b></p>
<p><b>REST API Log Size</b></p> <p>When using REST API, the log files may grow large.</p> <p><b>Workaround:</b> If files grow too large, manually delete the log files.</p>	<p><b>WVC-2937</b></p>

Issue Description	Issue ID
<p><b>Headset Response Error</b></p> <p>The headset name response from VoiceConsole to a terminal is incorrect.</p>	<p><b>WVC-2976</b></p>
<p><b>User Account Installation Failures</b></p> <p>On Linux systems, user account installation fails when the user account shell is set to usr/sbin/nologin.</p>	<p><b>WVC-2996</b></p>
<p><b>Linux Remapping Error</b></p> <p>In a Linux VoiceConsole installation, files do not completely remap to the Tomcat account.</p>	<p><b>WVC-3021</b></p>
<p><b>Installation Failure on Linux Systems</b></p> <p>VoiceConsole Linux installations fail with an unmask 077 setting.</p>	<p><b>WVC-3022</b></p>
<p><b>Zip Error Exporting Operator Teams</b></p> <p>An error message may occur when generating the export zip file.</p> <p><b>Workaround:</b> Export the operator teams again.</p>	<p><b>WVC-3106</b></p>
<p><b>Profile Exported Error</b></p> <p>When SALT is configured, all profiles are exported with the encrypted key rather than the key that was used when the profile was created. This continues for exports, even if the SALT configuration is later removed.</p>	<p><b>WVC-3107</b></p>
<p><b>Log Function Inconsistency</b></p> <p>When running the WebSocket-based <i>Device Dialogue Display</i> with <i>Logging</i> enabled, the logs may not be frequently or consistently generated.</p>	<p><b>WVC-3109</b></p>
<p><b>Upgrade Installation Failure</b></p> <p>An upgrade installation from 32-bit to 64-bit may fail in a SQL Server 2014 environment.</p> <p><b>Workaround:</b> Delete the C:/Program Files/Vocollect folder and retry the upgrade installation.</p>	<p><b>WVC-3111</b></p>

Issue Description	Issue ID
<p><b>User Accounts Disabled</b></p> <p>The <i>Disable Inactive Users After (in days)</i> feature was added in VoiceConsole 5.3. This feature can disable all user accounts, including Admin accounts in a VoiceConsole server, rendering it unable to be accessed without database level access.</p> <p><b>Workaround:</b> Refer to the <a href="#">VoiceConsole online help</a> for configuration instructions.</p>	<p><b>WVC-3131</b></p>
<p><b>Execution Bit Validation Failure</b></p> <p>On the VoiceConsole Linux version, the Software Update GUI function does not verify that the execution bit is set.</p> <p><b>Workaround:</b> Manually set the +x permission to any deployed class files, and restart the service.</p>	<p><b>WVC-3254</b></p>
<p><b>Edit Privileges Granted Incorrectly</b></p> <p>Users assigned edit privileges can also change the password for other users and administrators.</p>	<p><b>WVC-3269</b></p>
<p><b>Task Package Creation Incomplete</b></p> <p>Creating a Task Package by uploading new task files in the <i>Device Management</i> pane re-displays the <i>Operator Management</i> pane.</p>	<p><b>WVC-3271</b></p>
<p><b>Cancel Button Failure</b></p> <p>When the user is forced to change the password, the Cancel button is inactive on the <i>Change PW</i> page.</p>	<p><b>WVC-3278</b></p>
<p><b>Mouse Focused Improperly</b></p> <p>When the user changes his/her password, the mouse focus does not land on the <i>Change PW</i> field.</p>	<p><b>WVC-3281</b></p>
<p><b>Key Values Disallows Special Characters</b></p> <p>In <i>Operator Advanced Settings</i>, key values are not accepted with special characters.</p>	<p><b>WVC-3298</b></p>
<p><b>Invalid Parameter Message Failure</b></p> <p>No message displays when the user enters an invalid parameter.</p>	<p><b>WVC-8081</b></p>

Issue Description	Issue ID
<p><b>Operator Number Validation Failure</b></p> <p>On the <i>Operator</i> page, the <i>Operator Number</i> field accepts single decimal and negative numbers.</p>	VWC-8087
<p><b>REST Endpoint Mapping Failure</b></p> <p>If using a REST call to update operator team members, VoiceConsole sometimes moves 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 using <i>Talkman Load Operator by Team</i>.</p> <p><b>Workaround:</b> Ensure that the operator is a member of the site operators, and use the <i>moveOrCopyAll</i> function to ensure that the operator is a member of the site; or only use the VoiceConsole interface to move and manage operator teams.</p>	VWC-8088
<p><b>Feature License Duplication</b></p> <p>If a user attempts to import a feature license when that feature license was already imported, VoiceConsole 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.</p>	VWC-8113
<p><b>Linux Installation Run Time</b></p> <p>This release of VoiceConsole typically requires approximately five minutes to install on Microsoft Windows. In testing, Linux run times for these installs have improved to approximately 25 minutes.</p>	VWC-8259
<p><b>Task Export Failure</b></p> <p>When exporting tasks, the data zip file does not contain the proper files. (Each .vad task should have its own .vad file in the <i>Tasks</i> folder).</p>	VWC-8351
<p><b>Delete Failure After Removing VoiceClient</b></p> <p>The .VOS file should be deleted from the following folder when the VoiceClient is removed from the GUI:</p> <pre>C:\Program Files\Vocollect\VoiceConsole\Files</pre> <p>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 <i>Files</i> folder, an error message appears, saying that the VoiceConsole service is using the file.</p> <p><b>Workaround:</b> Stop the service to delete the file.</p>	VWC-8352

Issue Description	Issue ID
<p><b>Delete Failure in the <i>Edit Device Profile View</i></b></p> <p>When deleting a profile in the <i>Edit Device</i> profile view, an error screen appears. This is possibly related to a CSRF token issue.</p>	WVC-8353
<p><b>Export Failure on the <i>Edit Device Profile Page</i></b></p> <p>On the <i>Edit Device Profile</i> page the “Export the configuration of this device profile” link does not download any files and no error message appears. This may be an issue with all three Device Profile Actions on that screen. The “Load profile with a cable link” also fails to start the Talkman Startup Tool.</p>	WVC-8355
<p><b>Display Dialog Failure</b></p> <p>The display dialog can fail in a clustered environment. While you can start the dialog on node 1, following several prompts it displays “Dialog Disabled”.</p>	WVC-8359
<p><b>Task Package Name Fails to Display</b></p> <p>When loading a task package with a VoiceArtisan task type from the <i>View Task Package</i> page, the name of the selected task package does not display on the <i>Load Task Package</i> screen that follows.</p>	WVC-8362
<p><b>Invalid Characters Create Internal Server Error</b></p> <p>If the user enters invalid characters on the <i>Advanced Settings</i> 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 to the <i>Create Task Package</i> page, where an “invalid characters” message appears.</p>	WVC-8363
<p><b>Device Profile Allowed as Default</b></p> <p>Device profiles with a static IP configuration are being accepted as the default profile.</p> <p><b>Workaround:</b> Always confirm that the IP configuration for a profile is not static before attempting to set it as the default profile.</p>	WVC-8412
<p><b>Plug-in Module Script Failures</b></p> <p>Plug-in modules (VOC_plugin_modules scripts) for creating and upgrading do not provide a created date value. This can cause VoiceConsole to appear as though it was installed before the product release date.</p>	WVC-8422
<p><b>Authentication Failures</b></p> <p>LDAP authentication fails when accented characters are included in the password.</p>	WVC-8428



Issue Description	Issue ID
<p><b>SAML Login Error Page Information</b></p> <p>Specific error information is missing from SAML login errors. For example, if the user is not found in VoiceConsole, the error page should include instructions to contact a supervisor to correct the missing user.</p>	<p><b>WVC-8483</b></p>
<p><b>Licensing Open File Errors</b></p> <p>VoiceConsole creates excessive open file errors as licensing nears the expiration date.</p> <p><b>Workaround:</b> Import a new license with a later expiration date.</p>	<p><b>WVC-8484</b></p>
<p><b>Create Default Profile Failure</b></p> <p>Creating a new default profile when there is already an existing default profile causes an error and no new profile can be created. This only occurs in an SQL environment.</p> <p><b>Workaround:</b> Manually change the default setting from Yes to No for an existing profile before trying to create a new profile as the default.</p>	<p><b>WVC-8535</b></p>
<p><b>Device Name Duplication</b></p> <p>When device names are duplicated across multiple sites, viewing device messages can cause unpredictable results.</p> <p><b>Workaround:</b> Always use unique names for devices, such as names with a site-specific prefix.</p>	<p><b>WVC-8586</b></p>
<p><b>REST Validation Failure</b></p> <p>User roles were not validated during REST calls. The configured REST account had access to <i>all</i> sites and abilities regardless of the configured role within VoiceConsole. As a result, when the account accessed the Talkman Startup Tool, it erroneously accessed <i>all</i> sites and load profiles.</p>	<p><b>WVC-9172</b></p>
<p><b>Operator Deletion Failure</b></p> <p>If an operator is deleted from VoiceConsole after it has been loaded to a device, the operator remains loaded to the device. The operator may be able to use the device for a task, such as training templates. Template updates will fail, which may create errors in VoiceConsole logs. (An operator undergoing training will be unable to complete training.)</p> <p><b>Workaround:</b> Load another operator to clear the deleted operator from the device.</p>	<p><b>WVC-9241</b></p>

Issue Description	Issue ID
<b>VoiceConsole Default Configuration Failure</b>	
If VoiceConsole has a default configuration set with an embedded database, it fails if the license expires at midnight or if it is near time for it to create a notification regarding the embedded database backup.	<b>WVC-9313</b>
<b>Linux Installation Requirement</b>	
When installing with Linux, the installer must be run as root. Any attempt at a non-root installation results in the install process failing.	<b>WVC-9406</b>
<b>Workaround:</b> Complete the installation with a root account.	

# 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](mailto: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 with all other matters, contact your Honeywell Licensed Reseller or Honeywell directly at [www.sps.honeywell.com](http://www.sps.honeywell.com)

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## Patents

For patent information, please refer to [www.hsmpats.com](http://www.hsmpats.com).

## Third Party Software

The information for software packages included in this version of VoiceConsole can be viewed in the user interface by selecting **Administration > About > License Text File**.