Honeywell

Release Notes
Honeywell VoiceConsole 6.1

March 22 2024

What's in This Release

Honeywell VoiceConsole 6.1 is a major generally available release of VoiceConsole for On Prem and Cloud deployments. Prior releases of VoiceConsole 6.0.x were Cloud only.

New Features for On Prem and Cloud Deployments

Multiple Deployment Modes Supported

VoiceConsole is available for both *On Prem* and *Cloud* deployments. A VoiceConsole On Prem deployment is installed only within a customer-managed environment. A VoiceConsole Cloud deployment is an installation that uses Honeywell SaaS for a Cloud-only solution.

New Licensing Model Updates

> **IMPORTANT**
> VoiceConsole 6.0 and greater uses a new application-level licensing architecture.

Application-level licensing requires the use of mobile (Talkman and Android) applications built with Honeywell's Devkit development environment such as the Honeywell pre-built Guided Work Solutions (GWS) App, Partner built applications, and specific Warehouse Management Systems (WMS) solutions such as Honeywell Voice for Manhattan Active (HVMA).

Honeywell recommends that customers upgrade to VoiceConsole 6.1 (and future versions) to avoid potential compatibility problems with future software releases.

Honeywell continues to support TaskBuilder-based and VoiceArtisan-based solutions with a GWS license.

Customers without a DevKit-based license are to continue using VoiceConsole 5.x where prior VoiceConsole and VoiceCatalyst product licenses are still valid.

Higher-tiered subscription licenses for VoiceConsole, such as VoiceConsole Professional, will be available to enable advanced features such as VoiceConsole Cloud Deployment.

For more information about VoiceConsole Professional contact your Honeywell representative.

Android Device Support

VoiceConsole now supports integration with Android devices. Guided Work applications and supported WMS-specific solutions now run on Android and A700x devices. For a comparison of features on Android and Talkman devices see www.help.honeywellaidc.com/AndroidSupport.html.

> **NOTE**
> Currently any action items (for example, Device Logging) that are sent to the Android device, require a user to sign out and sign back in to take effect. This is not required for the A700x.

For a list of supported Android devices see www.help.honeywellaidc.com/AndroidDevices.html.

Android support for VoiceConsole Cloud requires a mobile application update built from Honeywell DevKit 1.13.4 or greater. Customers must review their specific application documentation for compatibility. Refer to your DevKit Release Notes for more details.

> **NOTE**
> Android compatibility with VoiceConsole Cloud 6.1 is available as beta in this release. Testing of Android in VoiceConsole is ongoing.

Honeywell pre-built solution documentation is delivered with the application.

Security Enhancements for VoiceConsole On Prem Deployment

The following security enhancements are included in this release:

- Apache Struts 2 framework 2.5.33
- Quartz 2.3.2
- Spring Security 5.8.5

Server Platform Release for VoiceConsole On Prem Deployment

VoiceConsole includes Apache Tomcat 9.0.78.

Task Package Configuration Enhancement

For advanced DevKit-based solutions requiring special parameters, the Task Package may require advanced settings that can include certain special characters in the parameters.

VoiceConsole now accepts printable ASCII characters from 33 to 125 (Hex 0x21 - 0x7D).

New Features for Cloud Deployment Only

VoiceConsole now provides an integrated experience with Operational Intelligence.

> **NOTE**
> Contact your Honeywell account manager to enable Operational Intelligence for Voice.

Direct Access to Operational Intelligence Functionality

The VoiceConsole interface provides a new tab to access Operational Intelligence.

Operational Intelligence Configuration Upload

The **Upload cloud config file** action link is available in the **Device Profile Actions** section of VoiceConsole. An administrator can upload a configuration file that was generated within Operational Intelligence. The VoiceConsole Device Profile creation then receives this configuration file as part of the profile load, allowing Talkman devices to be configured and onboarded to

Operational Intelligence. The VoiceConsole user can then use the Operational Intelligence tab to access and view the onboarded devices in their organization.

Database Support for VoiceConsole On Prem Deployment

Support is removed for the following databases in VoiceConsole On Prem deployment:

- Microsoft SQL Server 2016
- Microsoft SQL Server 2017
- Oracle 12c

VoiceConsole Help documentation is available online at help.honeywellaidc.com.

ECSs Included in This Release

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

Issue Description	Issue ID
5.6.2 ECS001 and 5.6.3 ECS001 Installed security safeguards prevent a "blind" SQL injection. An attacker cannot manipulate VoiceConsole database queries and perform unauthorized read actions to retrieve database content.	VVC-9858
5.6.2 ECS001 and 5.6.3 ECS001 Installed security safeguards prevent persistent XSS attacks (this is when a web application stores user input and later delivers it to other users). An attacker cannot inject malicious scripts to be stored on the web server for later use.	VVC-9859

Issues Resolved In This Release

The following issues were resolved in this release.

Issue Description	Issue ID
Additional Languages in Imports After a user imported a voice client file and selected a language, VoiceConsole added unselected languages to the import. This issue was reported in VoiceConsole 6.0.	VCNG-1624
Phonetic Substitution Restriction Starting in VoiceConsole 5.6.2 an unintentional limit of 255 was placed on Phonetic Substitutions in a Task Package. The limit was to restrict auto growth of a collection when the Task Package was created. This limit has been increased to 2048.	VCNG-2742
VoiceConsole-based Device Dialog Display Error A VoiceConsole-based Device Dialog Display did not show connected devices when HTTPS was enabled. This issue was reported in VoiceConsole 5.6.3.	VCNG-2764
VoiceConsole Failure with Log Message During an upgrade to VoiceConsole 5.6.2 or higher on Linux, VoiceConsole sometimes failed to start up and would report an IncompatibleClassChangeError message in the VoiceConsole log. This was related to a deprecated xwork library that had been removed.	VCNG-2768

General Considerations and Limitations

Issues Reported with This Release

The following issues were observed in this release.

Issue Description	Issue ID
Exported Device File Error Message For VoiceConsole Cloud customers, attempting to open an exported device data zip file fails with an Invalid File error message. **Workaround**: Make sure the client you are using can download files at a minimum speed of 8MB per second to successfully export a large file.	VCNG–2623
Last Login Location Value For VoiceConsole Cloud customers, VoiceConsole provides a local/internal address as the last login location. This should provide the actual user location instead, such as the client IP address.	VCNG–2635
Operator Number Error Message When VoiceConsole Cloud customers are creating a new operator, VoiceConsole displays an incorrect message if a user enters a decimal or a negative number in the Operator Number field. The message should be: "Operator Number must be a positive non decimal number".	VCNG–2647
Scheduling Job Failure When an administrator runs a selected schedule job, it sometimes fails to complete the scheduling even though VoiceConsole displays a message that the job started successfully.	VCNG–2681
Purge Job Failure The Purge Transactional Data function in System Configuration fails to purge audits and notifications data.	VCNG–2771

Previously Reported Issues

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

Issue Description	Issue ID
Universally Unique Identifier (UUID) Access Issue The UUID used to identify the customer for an installation is available for admin-level VoiceConsole installs only.	VVC-868
Incorrect UUID Use VoiceConsole uses an established UUID in the proxy database when it creates a new topology with a new UUID.	VVC-1433
Upgrade Installation Failure 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
fetchVoiceClientByDevice Failure The *fetchVoiceClientByDevice* REST method is not returning the associated modular VoiceClient/VoiceCatalyst.	VVC-1475
Mode Switching Issue Automatic voice load by operator issues occur when switching between A700 and A700x.	VVC-1985

Issue Description	Issue ID
Dialog Prompts Display Issue If VoiceConsole is configured to connect to devices through HTTPS, the device dialogue does not appear. **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*.	VVC-2300
Incorrect Time Zone The time zone in the Device module is sever-specific, not site-specific.	VVC-2603
API GET Time Error 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
Headset Response Error The headset name response from VoiceConsole to a terminal is incorrect.	VVC-2976
User Account Installation Failures On Linux systems, user account installation fails when the user account shell is set to usr/sbin/nologin.	VVC-2996
Linux Remapping Error In a Linux VoiceConsole installation, files do not completely remap to the Tomcat account.	VVC-3021
Installation Failure on Linux Systems VoiceConsole Linux installations fail with an unmask 077 setting.	VVC-3022

Issue Description	Issue ID
Zip Error Exporting Operator Teams	VVC-3106
An error message may occur when generating the export zip file.	
Workaround: Export the operator teams again.	
Profile Exported Error	VVC-3107
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.	
Log Function Inconsistency	VVC-3109
When running the WebSocket-based *Device Dialogue Display* with *Logging* enabled, the logs may not be frequently or consistently generated.	
Upgrade Installation Failure	VVC-3111
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.	
Execution Bit Validation Failure	VVC-3254
On the 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.	
Edit Privileges Granted Incorrectly	VVC-3269
Users assigned edit privileges can also change the password for other users and administrators.	
Task Package Creation Incomplete	VVC-3271
Creating a Task Package by uploading new task files in the *Device Management* pane re-displays the *Operator Management* pane.	
Cancel Button Failure	VVC-3278
When the user is forced to change the password, the Cancel button is inactive on the *Change Password*page.	

Issue Description	Issue ID
Mouse Focused Improperly When the user changes his/her password, the mouse focus does not land on the *Update Password* button.	**VVC-3281**
Key Values Disallows Special Characters In *Operator Advanced Settings*, key values are not accepted with special characters.	**VVC-3298**
REST Endpoint Mapping Failure 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 *Talkman Load Operator by Team*. **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**
Linux Installation Run Time 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.	**VVC-8259**
Task Export Failure When exporting tasks, the data zip file does not contain the proper files. (Each .vad task should have its own .vad file in the *Tasks* folder).	**VVC-8351**
Delete Failure 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**

Issue Description	Issue ID
Display Dialog Failure	
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".	VVC-8359
Invalid Characters Create Internal Server Error	
If the user enters invalid characters on 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 to the *Create Task Package* page, where an "invalid characters" message appears.	VVC-8363
Device Profile Allowed as Default	
Device profiles with a static IP configuration are being accepted as the default profile. **Workaround:** Always confirm that the IP configuration for a profile is not static before attempting to set it as the default profile.	VVC-8412
Plug-in Module Script Failures	
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.	VVC-8422
Authentication Failures	
LDAP authentication fails when accented characters are included in the password.	VVC-8428
SAML Login Error Page Information	
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.	VVC-8483
Device Name Duplication	
When device names are duplicated across multiple sites, viewing device messages can cause unpredictable results. **Workaround**: Always use unique names for devices, such as names with a site-specifc prefix.	VVC-8586

Issue Description	Issue ID
REST Validation Failure User roles were not validated during REST calls. The configured REST account had access to *all* sites and abilities regardless of the configured role within VoiceConsole. As a result, when the account accessed the Talkman Startup Tool, it erroneously accessed *all* sites and load profiles.	VVC-9172
Operator Deletion Failure 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.) **Workaround**: Load another operator to clear the deleted operator from the device.	VVC-9241
VoiceConsole Default Configuration Failure 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.	VVC-9313
Operators Sort Failure VoiceConsole 5.4 and greater do not sort operators based on Operator Teams, Devices, Operator Numbers, Task Packages, or Sites.	VVC-9482
Search Password Decryption Failure In VoiceConsole 5.6.1 and higher, when an EAP LDAP configuration is saved in VoiceConsole, it cannot decrypt the search password. **NOTE** This defect was first found in an earlier version of VoiceConsole. **Workaround**: Use an EAP site configuration other than LDAP.	VVC-9692

Issue Description	Issue ID
Screen URL Display In VoiceConsole 5.5 and higher, if you have not established an active session (i.e. you are not currently logged into VoiceConsole), but you enable HTTPS support, VoiceConsole does not redirect the URL from HTTP to HTTPS. > **NOTE** > This defect was first found in an earlier version of VoiceConsole. **Workaround**: Always access VoiceConsole directly using the HTTPS address rather than relying on VoiceConsole to redirect from HTTP to HTTPS.	VVC-9830
Purge Archive Job Failure In VoiceConsole System Configuration, the Purge Archive Job fails to delete audits and notifications data. This happens for both manual and scheduled purges. **Workaround**: Restart the service and re-run the Purge Archive Job. For any issues that may be encountered, contact Honeywell Technical Support.	VVC-9833

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 with all other matters, contact your Honeywell Licensed Reseller or Honeywell directly at www.sps.honeywell.com

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Patents

For patent information, please refer to 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**.