



# Release Notes for Vocollect VoiceConsole® 4.0

[Installation](#)

[Release Highlights](#)

[System Requirements](#)

[General Considerations/Limitations](#)

## Installation

Refer to the *Vocollect VoiceConsole 4.0 Implementation Guide* provided on the software DVD for installation instructions for *VoiceConsole 4.0*.

## Release Highlights

### Support for New Talkman® Devices and Solutions

This release includes certified support for *Talkman A500* devices.

The Pidion BM-170 peripheral is also supported for use as a display with A500 devices running *Vocollect VoiceCatalyst™*, and can be paired with an A500 through *VoiceConsole*.

### Support for Vocollect VoiceArtisan™ Voice Applications

In addition to *Vocollect TaskBuilder™* tasks, this version of *VoiceConsole* supports *VoiceArtisan* voice applications. You can perform all the same actions on *VoiceArtisan* voice applications as you can on *TaskBuilder* tasks in *VoiceConsole*. Collectively, tasks and voice applications are referred to as tasks in *VoiceConsole*.

For more information on *VoiceArtisan*, see the *VoiceArtisan* release notes.

## Edit Phonetic Substitutions and Embedded Training Prompts

When creating or editing a task package that contains a VoiceArtisan voice application, you can add, edit and delete phonetic substitutions and embedded training prompts to the voice application in VoiceConsole.

## Support for Vocollect VoiceCatalyst

In addition to *Vocollect VoiceClient*®, this version of *VoiceConsole* supports *VoiceCatalyst*, which runs *VoiceArtisan* voice applications. You can perform all the same actions on *VoiceCatalyst* files as you can on *VoiceClient* files in *VoiceConsole*. Collectively, *VoiceClient* and *VoiceCatalyst* are referred to as *VoiceClient* in *VoiceConsole*.

For more information on *VoiceCatalyst*, see the *VoiceCatalyst* release notes.

## Support for Virtual Environments

VMware® version ESX 3.5 with Microsoft® Windows® Server 2008 and the embedded database are the only tested and supported platforms for this release.

## Microsoft Windows Server 2008 64-bit Support

Windows Server 2008 64-bit version is now supported with the following databases:

- Oracle 11g (Standard and Enterprise)
- Microsoft SQL Server 2005 with SP2 or SP3 (Standard and Enterprise)
- Microsoft SQL Server 2008 (Standard and Enterprise)
- embedded database

## Update Hardware Documentation

In this version, you can update your version of the Vocollect Hardware Documentation by importing a .zip file containing a more recent version of the documentation, if available, from a *Vocollect VoiceClient* CD/DVD, Hardware CD/DVD or other location, such as your computer.

## Localization of VoiceConsole Application

*VoiceConsole* 4.0 is available in the following languages:

- da\_DA (Danish)
- de\_DE (German)
- en\_US (US English)
- es\_ES (Spanish)
- es\_MX (Latin American Spanish)
- fi\_FI (Finnish)

- fr\_CA (Canadian French)
- fr\_FR (French)
- it\_IT (Italian)
- ja\_JA (Japanese)
- ko\_KO (Korean)
- nl\_NL (Dutch)
- no\_NO (Norwegian)
- pl\_PL (Polish)
- pt\_BR (Brazilian Portuguese)
- pt\_PT (Iberian Portuguese)
- ru\_RU (Russian)
- sv\_SE (Swedish)
- zh\_CN (Chinese [PRC])
- zh\_TW (Chinese [Taiwan])

## Fixed Issues

- Some *VoiceConsole* pages may not have been translated into your preferred language.
- When installing *VoiceConsole* into a clustered environment, the FILE\_BASE\_DIR value in VOC\_SYSTEM\_PROPERTIES was not properly updated during the installation, and an error occurred in the installation log. The installation completes but you were not able to import a *VoiceClient* to create a device profile. **[VVC-2878]**

The following issues were fixed in Emergency Customer Shipments (ECS) and included in this release:

### VoiceConsole 3.1.1 ECS 001

- When *VoiceConsole* 3.1.1 was configured for device-based EAP-TLS, the certificate and key were not uploaded to the FILE\_BASE\_DIR when you entered that information on *VoiceConsole*'s **Change Credentials** page. As a result, the changeCredential action item was not properly built and devices could not be used on the network. **[VVC-3352]**

### VoiceConsole 3.1.1 ECS 002

- If you previously upgraded from *VoiceConsole* 2.4 to 3.1.1 and then from 3.1.1 to 3.2, importing a license into *VoiceConsole* 3.2 resulted in an error stating the license was invalid for the installed application. **[VVC-3361]**

### VoiceConsole 3.1.1 ECS 003

- After upgrading from *VoiceConsole* 2.4 and successfully entering new device credentials for device-based EAP-TLS, upgrading from *VoiceClient* 3.5.1 to 3.7 resulted in the credentials no longer displaying in *VoiceConsole*, and some devices could not authenticate on the network. Devices that could authenticate still were not displaying credentials in *VoiceConsole*. **[VVC-3380]**

[back to top](#)

## System Requirements

The *VoiceConsole* system requirements are described in detail in the *Vocollect VoiceConsole* 4.0 Implementation Guide.

[back to top](#)

## General Considerations/Limitations

- If an operator is performing a task that contains words with multi-byte characters, for example, words containing accented letters, he/she may have to retrain templates before starting every shift even if the templates are viewable for the operator in *VoiceConsole*. **[VVC-3420]**  
**Workaround:** If your task must include non-English words, enter these in the task in English and edit the phonetic file to change the pronunciation to sound like the intended language. See *VoiceConsole* Online Help for information on how to edit phonetic files.
- When using Mozilla Firefox®, opening multiple languages of the Vocollect Hardware Documentation file within *VoiceConsole* results in an error. **[VVC-3335]**  
**Workaround:** If you must view the Hardware Documentation in multiple languages, increase Firefox's offline storage to 60MB.
- When upgrading from *VoiceConsole* 3.1, 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*. **[VVC-3231]**  
**Workaround:** Stop and restart Apache Tomcat before upgrading to this version of *VoiceConsole*.

## Previously Reported Issues

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

- 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]**

- 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. [VVC-277, VVC-3229]

**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.

- 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. [VVC-3158]

**Workaround:** Do not use a space for the database username.

- 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.
- 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-826, VVC-2212]
- When installing or upgrading, a database login error occurs if *VoiceConsole's* database username and password is set to blank or contains the symbol `$`. [VVC-2056, VVC-2071]

**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* 3.1.1.

- 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. [VVC-2102, VVC-2104]

**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.

- TaskBuilder task package information may not update if a task package is modified in *VoiceConsole*. [VVC-2245]

**Workaround:** Create a new task package with the correct information and delete the incorrect task package.

- 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. [VVC-2513]

**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 are 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.

- 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]**
- When an operator is loaded onto a device with an associated task package and the device is moved and the operator is added to a different site, 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]**
- 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]**
- You cannot upgrade from *VoiceConsole* versions 2.2 - 2.4 to *VoiceConsole* 3.x 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* 3.x. **[VVC-2622]**

**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.

- Reinstalling *VoiceConsole* on AIX with Oracle after you have uninstalled it may corrupt the database. **[VVC-2648]**

**Workaround:** Before reinstalling *VoiceConsole*, delete the database user associated with the previous *VoiceConsole* install, and create a new user for the reinstalled system.

- You cannot import a *VoiceConsole* 3.0 or 3.0.1 license into a *VoiceConsole* 3.1 or 3.1.1 system. However, if you have previously installed *VoiceConsole* 3.0 or 3.0.1 and upgrade to *VoiceConsole* 3.1 or 3.1.1, a previously imported 3.0 or 3.0.1 license will work in your upgraded system. **[VVC-2653]**
- 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 1 is in Site 1 and Operator Team 2 with Operator 2 is in Site 2. Operator Team 1 is added to Site 2 so now Operator 1 is in both sites. Then, Operator 1 is deleted from Site 2. Because of this issue, Operator 1 is removed from Operator Team 1 in Site 1, but is not deleted from Site 1. **[VVC-2685]**

**Workaround:** Add the operator back onto the operator team in the original site.

- If you are using *VoiceConsole* installed on a WebLogic machine with Java 1.5, the maximum number of operators you can import and export at one time is 550. **[VVC-2669]**
- 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]**
- When setting up EAP, the searchable attribute and password attribute are only validated if a user is specified. **[VVC-2720]**
- You cannot use the database schema created for *VoiceConsole* for another application.
- 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.

- 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.
- 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.
- 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. **[VVC-2000]**

**Workaround:** Choose a location other than the default for the log file directory when upgrading *VoiceConsole*.

- After removing a device from view and turning the device on, the device might not associate itself with the correct device profile when the device reconnects to *VoiceConsole*. **[VVC-2272]**

**Workaround:** Select **Force Full Profile** as the **Profile Load Type** when loading the profile to a device.

- 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. **[VVC-2410]**

**Workaround:** Clear the existing pairing before attempting to pair a device to a different Bluetooth device.

- When assigning devices to operators, the **Save Changes** button is disabled on the **Assign Devices** page. **[VVC-2456]**

**Workaround:** Change one of the device to operator assignments, and then change it back to the original (correct) assignment.

- 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. **[VVC-1984]**

**Workaround:** Create a new folder called **DeviceLogs** in the *VoiceConsole* folder located, by default, at <InstallDirectory>\VoiceConsole, in Windows, and <InstallDirectory>/VoiceConsole, in Linux.

- In Internet Explorer<sup>®</sup>, you can only apply up to six filters on one list at a time. In Mozilla<sup>®</sup> Firefox<sup>®</sup>, you can only apply up to 30 filters on one list at a time.
- You should not use the back button on the navigation bar of the web browser.
- When importing a task in Internet Explorer 6, if an invalid file name is entered, a message stating "Your request is being processed" is still displayed and all buttons on the page are disabled. **[VVC-1235]**

**Workaround:** Refresh the page, and select the correct file to upload.

- 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. **[VVC-1525]**

**Workaround:** Re-activate (check) these check boxes and click **Apply** on the **Device Properties** page.

- When installing, you cannot use a UNC path (ex. \\ComputerName\Path) as the Storage Directory for the application files. When installing into a clustered environment, you cannot use a UNC path as the Shared Cluster Folder. **[VVC-2878]**

Installing or upgrading *VoiceConsole* using Linux with *Vocollect VoiceLink* 3.0 or newer installed on same server causes permissions error for two directories. **[VVC-2025]**

**Workaround:** After you install or upgrade *VoiceConsole*, change the ownership of the storage directories to the vocollect user by running the command **chown -R vocollect <Install Directory>/Vocollect/VoiceConsole/VoiceConsole<version>/Files.**

**Note:** If you selected a user other than the default during installation, replace vocollect with the user you selected.

- If device logging is disabled and you delete a previously captured device log before the logging action item is canceled, an `NullPointerException` occurs when the device communicates with *VoiceConsole*. **[VVC-2808]**

**Workaround:** After logging is disabled the first time, remove the device from view.



## Upgrading

- While executing a *TMS* migration, if the same device exists in the *VoiceConsole* system and in the *TMS* you are migrating from, there will be an error in the log file stating the device cannot be migrated because the serial number already exists. This error is correct as you cannot have two devices with identical serial numbers in one site. **[VVC-1573]**
- 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.
- When upgrading from a previous version of *VoiceConsole* to this version of *VoiceConsole* on a different computer, the ReadMappingFileAction fails and you receive an installation error in the Install Complete window indicating some errors occurred during the install. This error results from the installer not outputting a status file when the installer attempts to verify that the existing *VoiceConsole* 2.x database is present. This error does not affect *VoiceConsole*. **[VVC-2012]**
- When using *VoiceClient* 3.4 and upgrading to this version of *VoiceConsole* on a different computer, the configuration file in *VoiceConsole* is not replaced during the upgrade.

**Workaround:** Load a *VoiceClient* version other than 3.4 to the device.

## When using both this version of *VoiceConsole* and *VoiceLink* 3.0 or newer

- When installing this version of *VoiceConsole* along with *VoiceLink* 3.0 or newer, use a different database for *VoiceConsole* than what you are using for *VoiceLink*.
- When installing this version of *VoiceConsole* with Linux and *VoiceLink* 3.0 or newer installed, you must change the permissions to the Device Logs and Files folders after installing *VoiceConsole*. Run the following commands in the terminal prompt to change the permissions:
  - o `chown -R vocollect:vocollect <location of Vocollect Storage Files>`
  - o `chown -R vocollect:vocollect <location of Vocollect Device Logs>`

- When this version of *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. **[VVC-1921]**

**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`.

- When this version of *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. **[VVC-1922]**

**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.

- 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.
- If a USB hub is being used to serial load multiple devices, intermittent lockups may occur. **[VVC-956, VVC-1899]**

**Workaround:** Close and reopen the browser to reinitialize the serial port.

- When comparing several operators or devices, the **Compare Operators** or **Compare Devices** pages display Loading indefinitely. **[VVC-1370]**

**Workaround:** When comparing operators or devices, you can only compare up to six operators or devices at a time.

- 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]**
- Display Dialog functionality is not available in *VoiceConsole* using WebLogic. **[VVC-2576]**

[back to top](#)

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# Notes to the System Administrator

This section of the release notes contains information your System Administrator needs for this release.

## Notes on Extensible Authentication Protocol (EAP)

*VoiceConsole* will be distributing credentials to devices in the device profile. Once these credentials are on the devices, the devices will use them to connect to the wireless network. Credentials only need to be entered once per site, operator or device until the credentials need to be changed. When necessary, *VoiceConsole* will manage the distribution of the new credentials.

### Restricted User

The restricted user credentials loaded onto the device allow the device to connect to the network with a restricted set of credentials, identifying itself as a Vocollect device able to connect to *VoiceConsole*. The restricted user can obtain the actual credentials for the device, therefore eliminating the need for serial loading each time credentials change.

The restricted user also has the following roles:

- When the device is in the charger, the restricted user is used to log onto the network.
- Credentials are distributed through the restricted user through the Talkman® T5 Combination Charger or over the network.
- A device authenticated on the network with restricted user credentials can load tasks and operators.

### Lightweight Directory Access Protocol (LDAP)

You can configure *VoiceConsole* to use LDAP to verify and change user credentials. That is, credentials entered in *VoiceConsole* will be sent to and stored on the Directory Server.

Network Administrators will still be responsible for creating network users. If an Administrator changes a network user's credentials outside of *VoiceConsole*, the changed credentials must be manually entered into *VoiceConsole*. These settings are required for the operator based configuration because each operator enters and changes his or her password and/or PIN in *VoiceConsole*. *VoiceConsole* must be able to communicate with and provide this information to the network.

## Important: What You Need

If you are configuring *VoiceConsole* for EAP, you will need the following:

Field	Description
EAP Type	Which type of EAP is used
Association	Which of the three options (site-based, device-based or operator-based) are to be used
Type	Which type of credentials the client wants the device to use to authenticate to the network
Use PINs?	Whether the user will need to enter a PIN to get onto the network
Device Behavior	Whether the device will log off when it goes into the charger
Restricted User	The username and password or certificate of the restricted user that the device will use when it is in the charger in order to communicate to <i>VoiceConsole</i>
Site-wide PIN	The PIN that the user must enter to log onto the network

LDAP settings are optional for site- and device-based association types. They are required for the operator-based association type. If you choose to use LDAP, you will also need the following:

Field	Description
LDAP Host	The hostname of the machine on which the LDAP server is running
LDAP Port	The port on which the LDAP server is listening
LDAP Search User Username	The username that <i>VoiceConsole</i> will use when attempting to find the distinguished name of an operator in the Directory Service
LDAP Search User Password	The password that <i>VoiceConsole</i> will use when attempting to find the distinguished name of an operator in the Directory Service
LDAP Search Base	The search base that <i>VoiceConsole</i> will use when trying to find a particular user in the Directory Service
LDAP Searchable Attribute	The attribute that <i>VoiceConsole</i> will search on when trying to find a particular user in the Directory Service
LDAP Password Attribute	The attribute that <i>VoiceConsole</i> will modify when changing the password of a user in the Directory Service

[back to top](#)

# Release Notes for Vocollect VoiceConsole® 3.2

[Installation](#)

[Release Highlights](#)

[System Requirements](#)

[General Considerations/Limitations](#)

## Installation

Refer to the *Vocollect VoiceConsole 3.2* Implementation Guide provided on the software DVD for installation instructions for *VoiceConsole 3.2*.

## Release Highlights

### Support for New Talkman Devices and Solutions

This release includes certified support for *Talkman T1* and *Talkman T5 VMT Mobile Computers*.

### Embedded Database Support

**Note: This feature is supported for new installations only and is not supported in clustered environments or during silent installation.**

To simplify setup, configuration, and administration, this version supports an embedded database option for new installations. A backend database (for example, SQL Server or Oracle) is no longer required when this option is selected.

### Display of Battery Information

**Note: Compatible only *Talkman T5, T5m* and *T5 VMT* devices.**

This version of *VoiceConsole* gives you the ability to view more information about batteries, such as manufacture date, last device it was used by, and approximate age, to aid in determining *Talkman* battery life maximization. You can also export data for a select battery or for all batteries and set up alerts and notifications to determine battery use to prompt battery rotation for maximum battery life.

## Entering a Host Name when Creating and Editing Task Packages

**Note: Compatible only with devices running *Vocollect VoiceClient 3.6.1* or newer.**

You can specify a host name or an IP address for the host settings of a new or existing task package.

[back to top](#)

## System Requirements

The *VoiceConsole* system requirements are described in detail in the *Vocollect VoiceConsole 3.2* Implementation Guide.

[back to top](#)

## General Considerations/Limitations

- Some *VoiceConsole* pages may not be translated into your preferred language.
- 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]**
- 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. **[VVC-3229]**

**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.

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. **[VVC-3158]**

**Workaround:** Do not use a space for the database username.

## Previously Reported Issues

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

- 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.
- 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-826, VVC-2212]**

- When installing or upgrading, a database login error occurs if *VoiceConsole*'s database username and password is set to blank or contains the symbol \$.  
[VVC-2056, VVC-2071]

**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*.

- 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. [VVC-2102, VVC-2104]

**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.

- Task package information may not update if a task package is modified in *VoiceConsole*. [VVC-2245]

**Workaround:** Create a new task package with the correct information and delete the incorrect task package.

- 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. [VVC-2513]

**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 are 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.

- 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]
- When an operator is loaded onto a device with an associated task package and the device is moved and the operator is added to a different site, 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]
- 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]

- You cannot upgrade from *VoiceConsole* versions 2.2 - 2.4 to *VoiceConsole* 3.x 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* 3.x. **[VVC-2622]**

**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.

- Reinstalling *VoiceConsole* on AIX with Oracle after you have uninstalled it may corrupt the database. **[VVC-2648]**

**Workaround:** Before reinstalling *VoiceConsole*, delete the database user associated with the previous *VoiceConsole* install, and create a new user for the reinstalled system.

- 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 1 is in Site 1 and Operator Team 2 with Operator 2 is in Site 2. Operator Team 1 is added to Site 2 so now Operator 1 is in both sites. Then, Operator 1 is deleted from Site 2. Because of this issue, Operator 1 is removed from Operator Team 1 in Site 1, but is not deleted from Site 1. **[VVC-2685]**

**Workaround: Add the operator back onto the operator team in the original site.**

- If you are using *VoiceConsole* installed on a WebLogic machine with Java 1.5, the maximum number of operators you can import and export at one time is 550. **[VVC-2669]**
- 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]**
- When setting up EAP, the searchable attribute and password attribute are only validated if a user is specified. **[VVC-2720]**
- You cannot use the database schema created for *VoiceConsole* for another application.
- 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.
- 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.



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.

- 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. **[VVC-2000]**

**Workaround:** Choose a location other than the default for the log file directory when upgrading *VoiceConsole*.

- After removing a device from view and turning the device on, the device might not associate itself with the correct device profile when the device reconnects to *VoiceConsole*. **[VVC-2272]**

**Workaround:** Select **Force Full Profile** as the **Profile Load Type** when loading the profile to a device.

- 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. **[VVC-2410]**

**Workaround:** Clear the existing pairing before attempting to pair a device to a different Bluetooth device.

- When assigning devices to operators, the **Save Changes** button is disabled on the **Assign Devices** page. **[VVC-2456]**

**Workaround:** Change one of the device to operator assignments, and then change it back to the original (correct) assignment.

- 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. **[VVC-1984]**

**Workaround:** Create a new folder called **DeviceLogs** in the *VoiceConsole* folder located, by default, at <InstallDirectory>\VoiceConsole, in Windows, and <InstallDirectory>/VoiceConsole, in Linux.

- In Internet<sup>®</sup> Explorer<sup>®</sup>, you can only apply up to six filters on one list at a time. In Mozilla<sup>®</sup> Firefox<sup>®</sup>, you can only apply up to 30 filters on one list at a time.
- You should not use the back button on the navigation bar of the web browser.
- When importing a task in Internet Explorer 6, if an invalid file name is entered, a message stating "Your request is being processed" is still displayed and all buttons on the page are disabled. **[VVC-1235]**

**Workaround:** Refresh the page, and select the correct file to upload.

- 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. **[VVC-1525]**

**Workaround:** Re-activate (check) these check boxes and click **Apply** on the **Device Properties** page.

- When installing, you cannot use a UNC path (ex. \\ComputerName\Path) as the Storage Directory for the application files. When installing into a clustered environment, you cannot use a UNC path as the Shared Cluster Folder. **[VVC-2878]**

Installing or upgrading *VoiceConsole* using Linux with *Vocollect VoiceLink 3.0* or newer installed on same server causes permissions error for two directories. **[VVC-2025]**

**Workaround:** After you install or upgrade *VoiceConsole*, change the ownership of the storage directories to the vocollect user by running the command **chown -R vocollect <Install Directory>/Vocollect/VoiceConsole/VoiceConsole<version>/Files.**

**Note: If you selected a user other than the default during installation, replace vocollect with the user you selected.**

- If device logging is disabled and you delete a previously captured device log before the logging action item is canceled, an `NullPointerException` occurs when the device communicates with *VoiceConsole*. **[VVC-2808]**

**Workaround:** After logging is disabled the first time, remove the device from view.

- If a USB hub is being used to serial load multiple devices, intermittent lockups may occur. **[VVC-956, VVC-1899]**

**Workaround:** Close and reopen the browser to reinitialize the serial port.

- When comparing several operators or devices, the **Compare Operators** or **Compare Devices** pages display Loading indefinitely. **[VVC-1370]**

**Workaround:** When comparing operators or device, you can only compare up to six operators or devices at a time.

- 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]**
- Display Dialog functionality is not available in *VoiceConsole* using WebLogic. **[VVC-2576]**

## Upgrading

- While executing a *TMS* migration, if the same device exists in the *VoiceConsole* system and in the *TMS* you are migrating from, an error in the log file stating the device cannot be migrated because the serial number already exists. This error is correct as you cannot have two devices with identical serial numbers in one site. **[VVC-1573]**

- 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.
- When upgrading from a previous version of *VoiceConsole* to this version of *VoiceConsole* on a different computer, the ReadMappingFileAction fails and you receive an installation error in the Install Complete window indicating some errors occurred during the install. This error results from the installer not outputting a status file when the installer attempts to verify that the existing *VoiceConsole* 2.x database is present. This error does not affect *VoiceConsole*. **[VVC-2012]**
- When using *VoiceClient* 3.4 and upgrading to this version of *VoiceConsole* on a different computer, the configuration file in *VoiceConsole* is not replaced during the upgrade.

**Workaround:** Load a *VoiceClient* version other than 3.4 to the device.

### When using both this version of *VoiceConsole* and *VoiceLink* 3.0 or newer

- When installing this version of *VoiceConsole* along with *VoiceLink* 3.0 or newer, use a different database for *VoiceConsole* than what you are using for *VoiceLink*.
- When installing this version of *VoiceConsole* with Linux and *VoiceLink* 3.0 or newer installed, you must change the permissions to the Device Logs and Files folders after installing *VoiceConsole*. Run the following commands in the terminal prompt to change the permissions:
  - o `chown -R vocollect:vocollect <location of Vocollect Storage Files>`
  - o `chown -R vocollect:vocollect <location of Vocollect Device Logs>`

- When this version of *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. **[VVC-1921]**

**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`.

- When this version of *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. **[VVC-1922]**

**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`.

- 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.

[back to top](#)

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# Release Notes for Vocollect VoiceConsole® 3.1.1

[Installation](#)

[Release Highlights](#)

[System Requirements](#)

[General Considerations/Limitations](#)

## Installation

Refer to the *Vocollect VoiceConsole 3.1.1 Implementation Guide* provided on the software DVD for installation instructions for *VoiceConsole 3.1.1*.

## Release Highlights

### Localization of VoiceConsole 3.1 Application

*VoiceConsole 3.1.1* is available in the following languages:

- cs\_CZ (Czech)
- da\_DA (Danish)
- de\_DE (German)
- el\_GR (Greek)
- en\_US (US English)
- es\_ES (Spanish)
- es\_MX (Latin American Spanish)
- fi\_FI (Finnish)
- fr\_CA (Canadian French)
- fr\_FR (French)
- hu\_HU (Hungarian)
- it\_IT (Italian)
- ja\_JA (Japanese)
- ko\_KO (Korean)
- nl\_NL (Dutch)
- no\_NO (Norwegian)
- pl\_PL (Polish)

- pt\_BR (Brazilian Portuguese)
- pt\_PT (Iberian Portuguese)
- ru\_RU (Russian)
- sv\_SE (Swedish)
- zh\_CN (Chinese [PRC])
- zh\_TW (Chinese [Taiwan])

## Fixed Issues

- When creating a task package, operator or operator team in *VoiceConsole* in some languages, you could not enter a space in some of the fields on these create pages. **[VVC-2256]**
- If a *VoiceClient* contains a voice that is the default voice for any device in the system, the *VoiceClient* could not be deleted. **[VVC-2300]**
- A user with any role other than Administrator could not assign operators on an operator team to devices from the **View Operator Team** page for a specific operator team. **[VVC-2340]**
- When upgrading on HP-UX from *VoiceConsole 2.2.2* to *VoiceConsole 3.x* using different operating system users, some migrated data was associated to the *VoiceConsole 2.2.2* operating system user instead of the *VoiceConsole 3.x* operating system user. This caused errors with the device logs and device profiles in *VoiceConsole 3.x*. **[VVC-2675]**
- An error occurred if you selected to filter with devices or operator criteria on the **View Operators** page. **[VVC-2730]**
- An error occurred if you clicked **Close and Apply** before clicking **Add to filter** when applying a filter on the **View Operators** page. **[VVC-2733]**
- If an operator who had trained the word "point" was imported into *VoiceConsole*, the "." may not have displayed on the **Manage Templates: <operator name>** page in the **Vocabulary Word** column. The version was also displayed incorrectly. The operator had to re-train the word "point," and the correct values displayed in *VoiceConsole* in addition to the incorrect information. If this operator was exported again, the export resulted in an error. **[VVC-2746]**
- When using multiple sites, if an operator was added to another site, the operator could not be loaded onto a device in the new site. **[VVC-2755]**
- A device group's default task package might not have loaded onto devices not in a charger even when you selected to load the task package to devices that enter the sleep state or devices placed in a charger. **[VVC-2761]**
- When using an Oracle database, editing the SMTP Configuration or User Authentication sections of the System Configuration resulted in a `NullPointerException`. **[VVC-2819]**

The following issues were fixed in Emergency Customer Shipments (ECS) and included in this release:

### VoiceConsole3.0.1\_001ECS

- If you did not enter a value for the Hosts when creating a task package, the property was sent to the database as blank string rather than NULL and the device would try to connect with the IP address 0.0.0.0. **[VVC-2763]**

[back to top](#)

## System Requirements

The *VoiceConsole* system requirements are described in detail in the *Vocollect VoiceConsole 3.1.1 Implementation Guide*.

[back to top](#)

## General Considerations/Limitations

- When installing, you cannot use a UNC path (ex. \\ComputerName\Path) as the Storage Directory for the application files. When installing into a clustered environment, you cannot use a UNC path as the Shared Cluster Folder. **[VVC-2878]**

Installing or upgrading *VoiceConsole* using Linux with *Vocollect VoiceLink 3.0* or newer installed on same server causes permissions error for two directories. **[VVC-2025]**

**Workaround:** After you install or upgrade *VoiceConsole*, change the ownership of the storage directories to the vocollect user by running the command **chown -R vocollect <Install Directory>/Vocollect/VoiceConsole/VoiceConsole<version>/Files**.

**Note:** If you selected a user other than the default during installation, replace vocollect with the user you selected.

- If device logging is disabled and you delete a previously captured device log before the logging action item is canceled, an `NullPointerException` occurs when the device communicates with *VoiceConsole*. **[VVC-2808]**

**Workaround:** After logging is disabled the first time, remove the device from view.

## Previously Reported Issues

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

- 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.
- 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-826, VVC-2212]**

- When installing or upgrading, a database login error occurs if *VoiceConsole*'s database username and password is set to blank or contains the symbol `$`. **[VVC-2056, VVC-2071]**

**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* 3.1.1.

- 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. **[VVC-2102, VVC-2104]**

**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.

- Task package information may not update if a task package is modified in *VoiceConsole*. **[VVC-2245]**

**Workaround:** Create a new task package with the correct information and delete the incorrect task package.

- 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. **[VVC-2513]**

**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 are 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.

- 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]**
- When an operator is loaded onto a device with an associated task package and the device is moved and the operator is added to a different site, 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]**



- 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]**
- You cannot upgrade from *VoiceConsole* versions 2.2 - 2.4 to *VoiceConsole* 3.x 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* 3.x. **[VVC-2622]**

**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.

- Reinstalling *VoiceConsole* on AIX with Oracle after you have uninstalled it may corrupt the database. **[VVC-2648]**

**Workaround:** Before reinstalling *VoiceConsole*, delete the database user associated with the previous *VoiceConsole* install, and create a new user for the reinstalled system.

- You cannot import a *VoiceConsole* 3.0 or 3.0.1 license into a *VoiceConsole* 3.1 or 3.1.1 system. However, if you have previously installed *VoiceConsole* 3.0 or 3.0.1 and upgrade to *VoiceConsole* 3.1 or 3.1.1, a previously imported 3.0 or 3.0.1 license will work in your upgraded system. **[VVC-2653]**
- 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 1 is in Site 1 and Operator Team 2 with Operator 2 is in Site 2. Operator Team 1 is added to Site 2 so now Operator 1 is in both sites. Then, Operator 1 is deleted from Site 2. Because of this issue, Operator 1 is removed from Operator Team 1 in Site 1, but is not deleted from Site 1. **[VVC-2685]**

**Workaround:** Add the operator back onto the operator team in the original site.

- If you are using *VoiceConsole* installed on a WebLogic machine with Java 1.5, the maximum number of operators you can import and export at one time is 550. **[VVC-2669]**
- 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]**
- When setting up EAP, the searchable attribute and password attribute are only validated if a user is specified. **[VVC-2720]**
- You cannot use the database schema created for *VoiceConsole* for another application.
- 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.

- 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.

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.

- 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. **[VVC-2000]**

**Workaround:** Choose a location other than the default for the log file directory when upgrading *VoiceConsole*.

- After removing a device from view and turning the device on, the device might not associate itself with the correct device profile when the device reconnects to *VoiceConsole*. **[VVC-2272]**

**Workaround:** Select **Force Full Profile** as the **Profile Load Type** when loading the profile to a device.

- 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. **[VVC-2410]**

**Workaround:** Clear the existing pairing before attempting to pair a device to a different Bluetooth device.

- When assigning devices to operators, the **Save Changes** button is disabled on the **Assign Devices** page. **[VVC-2456]**

**Workaround:** Change one of the device to operator assignments, and then change it back to the original (correct) assignment.

- 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. **[VVC-1984]**

**Workaround:** Create a new folder called **DeviceLogs** in the *VoiceConsole* folder located, by default, at <InstallDirectory>\VoiceConsole, in Windows, and <InstallDirectory>/VoiceConsole, in Linux.

- In Internet<sup>®</sup> Explorer<sup>®</sup>, you can only apply up to six filters on one list at a time. In Mozilla<sup>®</sup> Firefox<sup>®</sup>, you can only apply up to 30 filters on one list at a time.
- You should not use the back button on the navigation bar of the web browser.

- When importing a task in Internet Explorer 6, if an invalid file name is entered, a message stating "Your request is being processed" is still displayed and all buttons on the page are disabled. **[VVC-1235]**

**Workaround:** Refresh the page, and select the correct file to upload.

- 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. **[VVC-1525]**

**Workaround:** Re-activate (check) these check boxes and click **Apply** on the **Device Properties** page.

## Upgrading

- While executing a *TMS* migration, if the same device exists in the *VoiceConsole* system and in the *TMS* you are migrating from, an error in the log file stating the device cannot be migrated because the serial number already exists. This error is correct as you cannot have two devices with identical serial numbers in one site. **[VVC-1573]**
- 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.
- When upgrading from a previous version of *VoiceConsole* to this version of *VoiceConsole* on a different computer, the ReadMappingFileAction fails and you receive an installation error in the Install Complete window indicating some errors occurred during the install. This error results from the installer not outputting a status file when the installer attempts to verify that the existing *VoiceConsole* 2.x database is present. This error does not affect *VoiceConsole*. **[VVC-2012]**
- When using *VoiceClient* 3.4 and upgrading to this version of *VoiceConsole* on a different computer, the configuration file in *VoiceConsole* is not replaced during the upgrade.

**Workaround:** Load a *VoiceClient* version other than 3.4 to the device.

## When using both this version of *VoiceConsole* and *VoiceLink* 3.0 or newer

- When installing this version of *VoiceConsole* along with *VoiceLink* 3.0 or newer, use a different database for *VoiceConsole* than what you are using for *VoiceLink*.
- When installing this version of *VoiceConsole* with Linux and *VoiceLink* 3.0 or newer installed, you must change the permissions to the Device Logs and Files folders after installing *VoiceConsole*. Run the following commands in the terminal prompt to change the permissions:
  - o `chown -R vocollect:vocollect <location of Vocollect Storage Files>`
  - o `chown -R vocollect:vocollect <location of Vocollect Device Logs>`

- When this version of *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. **[VVC-1921]**

**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.

- When this version of *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. **[VVC-1922]**

**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.

- 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.

The following are known limitations in *VoiceConsole* 3.1.1:

<b>VVC-956, VVC-1899</b>	If a USB hub is being used to serial load multiple devices, intermittent lockups may occur.
	<b>Workaround:</b> Close and reopen the browser to reinitialize the serial port.
<b>VVC-1370</b>	When comparing several operators or devices, the <b>Compare Operators</b> or <b>Compare Devices</b> pages display Loading indefinitely.
	<b>Workaround:</b> When comparing operators or device, you can only compare up to six operators or devices at a time.
<b>VVC-1824</b>	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.
<b>VVC-2576</b>	Display Dialog functionality is not available in <i>VoiceConsole</i> using WebLogic.

[back to top](#)

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# Release Notes for Vocollect VoiceConsole® 3.1

[Installation](#)

[Release Highlights](#)

[System Requirements](#)

[General Considerations/Limitations](#)

## Installation

Refer to the *Vocollect VoiceConsole 3.1 Implementation Guide* provided on the software DVD for installation instructions for *VoiceConsole 3.1*.

## Release Highlights

### Device Groups

You can place any number of devices within a device group, which allows you to work with devices as a unit, making any device-based actions easier to perform.

This feature was part of *Talkman Management System* and is introduced for *VoiceConsole* in this version.

### Preload Operators to Devices

By creating and importing operator lists, you can now preload operators onto devices, sometimes called staging. You can quickly and efficiently create these loads before each shift and operators can begin their work with their assigned device quicker.

### Ability to Load Task Packages, Operators and Voices onto Devices not in a Charger

**Note:** This feature is only supported on *Talkman T5m* and *T5* devices with *VoiceClient 3.6* or newer.

In previous releases of *VoiceConsole*, task packages, operators and voices were loaded onto a device when the device was placed in a charger. This version of *VoiceConsole* gives you the ability to load task packages, operators and voices onto devices when the devices are put to sleep rather than placed in a charger. This allows you to load task packages, operator data and voices onto devices before a shift starts so operators can begin a shift immediately rather than waiting for this information to load onto a device before they start working. This feature is enabled

by selecting an option available when you load task packages, operators or voices to devices.

## Load a Task Package to a Device Automatically

**Note: This feature is only supported on *Talkman T5m* and *T5* devices with *VoiceClient 3.6* or newer.**

A task package can be associated to an operator so when an operator is loaded onto *Talkman T5* or *T5m* device, in *VoiceConsole*, from the device menu or by connecting an associated headset to the device, the associated task package is loaded onto that device, and the operator can begin working without having to load a task by using the menu on the device.

If an operator does not have an associated task package, a task package is automatically loaded one of the following ways:

1. If the operator's device belongs to a device group, the default task package for the device group is loaded. However, if the operator has an associated task package, the operator's task package is loaded instead of the default task package for the device group.
2. If the device does not belong to a device group or the device group does not have a default task package, the last task package the operator loaded is loaded.

If a task package meeting one of these criteria is not available, a task package is not loaded automatically to the device and the operator must load a task using the device menu.

## New Web Services

Five new Web services, which automate processes that previously could only be performed in the user interface, are available with this release. Refer to the Web Services Interface Guide for *Vocollect VoiceConsole 3.1* for more information.

**Note: To use Web Services you should be familiar with object oriented concepts and have experience using web services in other applications.**

The following new Web Services are:

- Create device group
- Create device profile
- Import firmware
- Fetch all device profiles
- Fetch all firmware

## Configuring the Tomcat Log Directory Size

You can configure the number of log files and the maximum file size kept in the Tomcat log directory. This allows you to control how many Tomcat log files are stored on a server.

See the *Vocollect VoiceConsole 3.1 Implementation Guide* for details.

## Fixed Issues

- If a previously exported device profile was imported into another *VoiceConsole*, the UseSupplicant parameter set in the device profile would not be imported. **[VVC-1703]**
- Voice templates created on supported handheld devices with *SR-series* headsets and imported into *VoiceConsole* could not be successfully loaded onto the devices from *VoiceConsole* or newer because of file-naming limitations. **[VVC-2044]**
- A user with a role allowing the Device Management permissions was not able to move devices to a different site. **[VVC-2309]**
- A user with any role other than Administrator could not assign operators on an operator team to devices from the **View Operator Team** page for a specific operator team. **[VVC-2340]**

The following issues were fixed in Emergency Customer Shipments (ECS) and included in this release:

### **VoiceConsole3.0B\_001ECS (included in *VoiceConsole* 3.0.1 and newer)**

- Some drop-down lists in *VoiceConsole* 3.0 were not sorted properly. **[VVC-2054]**

### **VoiceConsole3.0B\_002ECS (included in *VoiceConsole* 3.0.1 and newer)**

- *VoiceConsole* 3.0 Revision B could not run on WebLogic 10.0 due to an incorrect version of JDK used by *VoiceConsole*. **[VVC-2139]**

### **VoiceConsole3.0B\_003ECS**

- The retrieval of descriptions of a selected device profile was failing in sites using EAP with an Oracle database. **[VVC-2175]**

### **VoiceConsole3.0B\_004ECS**

- Operators could not be loaded onto devices in sites using EAP with an Oracle database. **[VVC-2287]**

[back to top](#)

## System Requirements

The *VoiceConsole* system requirements are described in detail in the *Vocollect VoiceConsole 3.1 Implementation Guide*.

[back to top](#)

## General Considerations/Limitations

- 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.
- 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-826, VVC-2212]**
- 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. **[VVC-2102, VVC-2104]**

**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.

- Task package information may not update if a task package is modified in *VoiceConsole*. **[VVC-2245]**

**Workaround:** Create a new task package with the correct information and delete the incorrect task package.

- 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. **[VVC-2513]**

**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 are 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.

- 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]**
- Display Dialog functionality is not available in *VoiceConsole* using WebLogic. **[VVC-2576]**
- When an operator is loaded onto a device with an associated task package and the device is moved and the operator is added to a different site, 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]**

- 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]**
- You cannot upgrade from *VoiceConsole* versions 2.2 - 2.4 to *VoiceConsole* 3.1 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* 3.1. **[VVC-2622]**

**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.

- Reinstalling *VoiceConsole* on AIX with Oracle after you have uninstalled it may corrupt the database. **[VVC-2648]**

**Workaround:** Before reinstalling *VoiceConsole*, delete the database user associated with the previous *VoiceConsole* install, and create a new user for the reinstalled system.

- You cannot import a *VoiceConsole* 3.0 or 3.0.1 license into a *VoiceConsole* 3.1 system. However, if you have previously installed *VoiceConsole* 3.0 or 3.0.1 and upgrade to *VoiceConsole* 3.1, a previously imported 3.0 or 3.0.1 license will work in your upgraded system. **[VVC-2653]**
- When upgrading on HP-UX from *VoiceConsole* 2.2.2 to *VoiceConsole* 3.1 using different operating system users, some migrated data will be associated to the *VoiceConsole* 2.2.2 operating system user instead of the *VoiceConsole* 3.1 operating system user. This causes errors with the device logs and device profiles in *VoiceConsole* 3.1. **[VVC-2675]**

**Workaround:** Use the same operating system user when setting up *VoiceConsole* 3.1 that was used to set up *VoiceConsole* 2.2.2 during the upgrade or, after upgrading, change the permissions of the device logs and *VoiceConsole* files (located under **<Install**

**Directory>/vocollect/VoiceConsole31/DeviceLogs**, and **<Install Directory>/vocollect/VoiceConsole31/Firmware**) to be the same as the *VoiceConsole* 3.1 operating system user.

- 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 1 is in Site 1 and Operator Team 2 with Operator 2 is in Site 2. Operator Team 1 is added to Site 2 so now Operator 1 is in both sites. Then, Operator 1 is deleted from Site 2. Because of this issue, Operator 1 is removed from Operator Team 1 in Site 1, but is not deleted from Site 1. **[VVC-2685]**

**Workaround:** Add the operator back onto the operator team in the original site.

- If you are using *VoiceConsole* installed on a WebLogic machine with Java 1.5, the maximum number of operators you can import and export at one time is 550. **[VVC-2669]**
- 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]**
- When setting up EAP, the searchable attribute and password attribute are only validated if a user is specified. **[VVC-2720]**
- An error occurs if you select to filter with devices or operator criteria on the **View Operators** page. **[VVC-2730]**

**Workaround:** Remove the filter and refresh the page.

- An error occurs if you click **Close and Apply** before clicking **Add to filter** when applying a filter on the **View Operators** page. **[VVC-2733]**

**Workaround:** After selecting the filter criteria, click **Add to filter** and then **Close and Apply**.

- If an operator who has trained the word "point" is imported into *VoiceConsole*, the "." may not display on the **Manage Templates: <operator name>** page in the **Vocabulary Word** column. The version is also displayed incorrectly. The operator will have to re-train the word "point," and the correct values will display in *VoiceConsole* in addition to the incorrect information. If this operator is exported again, the export results in an error. **[VVC-2746]**

**Workaround:** Before you export the operator, delete the template with **Vocabulary Word** column that is blank. The operator will have to re-train the word if the operator is imported into *VoiceConsole* again.

- When using multiple sites, if an operator is added to another site, the operator cannot be loaded onto a device in the new site. **[VVC-2755]**

**Workaround:** Move the operator to the desired site (the operator will no longer be available in the original site).

If you want the operator to be available in two or more sites, you must export the operator from the original site and import him/her into the desired site(s) for the operator load to be successful in that site.

- A device group's default task package may not load onto devices not in a charger even when you selected to load the task package to devices that enter the sleep state or devices placed in a charger. **[VVC-2761]**

**Workaround:** Place all the devices in the device group into chargers and load the default task package. If you want the ability to load the default task package to devices not in a charger, select the device group and click **Common device group actions | Load task package to selected device groups** action. Select the default task package for the device group and select the **Load when the devices enter the Sleeping state or when placed in a charger** check box.

## Previously Reported Issues

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

- You cannot use the database schema created for *VoiceConsole* for another application.
- 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.

- 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.

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.

- 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. **[VVC-2000]**

**Workaround:** Choose a location other than the default for the log file directory when upgrading *VoiceConsole*.

- When installing or upgrading, a database login error occurs if *VoiceConsole*'s database username and password is set to blank or contains the symbol \$. **[VVC-2056, VVC-2071]**

**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*.

- After removing a device from view and turning the device on, the device might not associate itself with the correct device profile when the device reconnects to *VoiceConsole*. **[VVC-2272]**

**Workaround:** Select **Force Full Profile** as the **Profile Load Type** when loading the profile to a device.

- If a *VoiceClient* contains a voice that is the default voice for any device in the system, the *VoiceClient* cannot be deleted. **[VVC-2300]**

**Workaround:** Choose another voice not part of the *VoiceClient* as the default voice and then delete the *VoiceClient*.

- 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. **[VVC-2410]**

**Workaround:** Clear the existing pairing before attempting to pair a device to a different Bluetooth device.

- When assigning devices to operators, the **Save Changes** button is disabled on the **Assign Devices** page. **[VVC-2456]**

**Workaround:** Change one of the device to operator assignments, and then change it back to the original (correct) assignment.

- 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. **[VVC-1984]**

**Workaround:** Create a new folder called **DeviceLogs** in the *VoiceConsole* folder located, by default, at <InstallDirectory>\VoiceConsole, in Windows, and <InstallDirectory>/VoiceConsole, in Linux.

- In Internet<sup>®</sup> Explorer<sup>®</sup>, you can only apply up to six filters on one list at a time. In Mozilla<sup>®</sup> Firefox<sup>®</sup>, you can only apply up to 30 filters on one list at a time.
- You should not use the back button on the navigation bar of the web browser.
- When importing a task in Internet Explorer 6, if an invalid file name is entered, a message stating "Your request is being processed" is still displayed and all buttons on the page are disabled. **[VVC-1235]**

**Workaround:** Refresh the page, and select the correct file to upload.

- 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. **[VVC-1525]**

**Workaround:** Re-activate (check) these check boxes and click **Apply** on the **Device Properties** page.

## Upgrading

- While executing a *TMS* migration, if the same device exists in the *VoiceConsole* system and in the *TMS* you are migrating from, an error in the log file stating the device cannot be migrated because the serial number already exists. This error is correct as you cannot have two devices with identical serial numbers in one site. **[VVC-1573]**
- 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.

- When upgrading from a previous version of *VoiceConsole* to this version of *VoiceConsole* on a different computer, the ReadMappingFileAction fails and you receive an installation error in the Install Complete window indicating some errors occurred during the install. This error results from the installer not outputting a status file when the installer attempts to verify that the existing *VoiceConsole 2.x* database is present. This error does not affect *VoiceConsole*. **[VVC-2012]**
- When using *VoiceClient 3.4* and upgrading to this version of *VoiceConsole* on a different computer, the configuration file in *VoiceConsole* is not replaced during the upgrade.

**Workaround:** Load a *VoiceClient* version other than 3.4 to the device.

## When using both this version of VoiceConsole and VoiceLink 3.0 or newer

- When installing this version of *VoiceConsole* along with *VoiceLink 3.0* or newer, use a different database for *VoiceConsole* than what you are using for *VoiceLink*.
- When installing this version of *VoiceConsole* with Linux and *VoiceLink 3.0* or newer installed, you must change the permissions to the Device Logs and Files folders after installing *VoiceConsole*. Run the following commands in the terminal prompt to change the permissions:

- o `chown -R vocollect:vocollect <location of Vocollect Storage Files>`
- o `chown -R vocollect:vocollect <location of Vocollect Device Logs>`

- When this version of *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. **[VVC-1921]**

**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`.

- When this version of *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. **[VVC-1922]**

**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`.

- 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.

The following are known limitations in *VoiceConsole 3.1*:

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<b>VVC-956, VVC-1899</b>	<p>If a USB hub is being used to serial load multiple devices, intermittent lockups may occur.</p> <p><b>Workaround:</b> Close and reopen the browser to reinitialize the serial port.</p>
<b>VVC-1370</b>	<p>When comparing several operators or devices, the <b>Compare Operators</b> or <b>Compare Devices</b> pages display Loading indefinitely.</p> <p><b>Workaround:</b> When comparing operators or device, you can only compare up to six operators or devices at a time.</p>
<b>VVC-1824</b>	<p>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.</p>

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[back to top](#)

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# Release Notes for Vocollect VoiceConsole® 3.0.1

[Installation](#)

[Release Highlights](#)

[System Requirements](#)

[General Considerations/Limitations](#)

## Installation

Refer to the *Vocollect VoiceConsole 3.0.1 Implementation Guide* provided on the software DVD for installation instructions for *VoiceConsole 3.0.1*.

## System Requirements

This release introduces support for MySQL® Community Server 5.0 and CentOS Linux® 5.2. The *VoiceConsole* system requirements are described in detail in the *Vocollect VoiceConsole 3.0.1 Implementation Guide*.

[back to top](#)

## Release Highlights

### Localization of VoiceConsole 3.0 Application

*VoiceConsole 3.0.1* is available in the following languages:

- cs\_CZ (Czech)
- da\_DA (Danish)
- de\_DE (German)
- el\_GR (Greek)
- en\_US (US English)
- es\_ES (Spanish)
- es\_MX (Latin American Spanish)
- fi\_FI (Finnish)
- fr\_CA (Canadian French)
- fr\_FR (French)
- hu\_HU (Hungarian)

- it\_IT (Italian)
- ja\_JA (Japanese)
- ko\_KO (Korean)
- nl\_NL (Dutch)
- no\_NO (Norwegian)
- pl\_PL (Polish)
- pt\_BR (Brazilian Portuguese)
- pt\_PT (Iberian Portuguese)
- ru\_RU (Russian)
- sv\_SE (Swedish)
- zh\_CN (Chinese [PRC])
- zh\_TW (Chinese [Taiwan])

## Version Viewable in VoiceConsole

You can now view the version of *VoiceConsole* you are using on the About page by clicking the **About** link under **Need Some Help?** in the navigation bar.

## Fixed issues

The following previously reported general considerations and limitations in *VoiceConsole* 3.0 have been fixed in this release:

- If an invalid directory was entered when upgrading *VoiceConsole* 3.0 on non-local computer, the upgrade would appear as though it was successful when it was not. **[VVC-1995]**
- When upgrading from *VoiceConsole* 2.2 on a Linux machine using Oracle XE as your database to *VoiceConsole* 3.0, you had to first upgrade to *VoiceConsole* 2.4 and then to *VoiceConsole* 3.0 for your database to remain intact. **[VVC-1982]**
- When upgrading from *VoiceConsole* 2.4 to *VoiceConsole* 3.0 on Linux, *VoiceConsole* would not startup if the default directories were not used during the installation. **[VVC-2013]**
- When upgrading from *VoiceConsole* 2.4 to *VoiceConsole* 3.0 when *Vocollect VoiceLink®* 3.0 or newer is installed on the same machine, the upgrade would fail. **[VVC-2004]**
- When upgrading from *VoiceConsole* 2.4 to *VoiceConsole* 3.0, the admin password may have changed making the admin password used in the *VoiceConsole* 2.4 system invalid in the *VoiceConsole* 3.0 system. **[VVC-2019]**
- If you attempted to delete a *VoiceClient* that had been loaded to a device, you were incorrectly notified the *VoiceClient* was still loading and the *VoiceClient* could not be deleted. **[VVC-2021]**
- Missing keys reported in the drop-down boxes on the **Import Task** page have been fixed. **[VVC-2022]**



- In *VoiceConsole* 3.0, certain device-related records were not properly cleared from the database. This accumulation of data caused the server response to slow down over time. **[VVC-2036]** In this version of *VoiceConsole*, older records are now cleared when new records arrive.
- Some drop-down lists in *VoiceConsole* 3.0 were not sorted properly. **[VVC-2054]**
- After assigning operators to devices and returning to the **Assign Devices To Operators** page, previously assigned devices were not pre-selected in the corresponding operator drop-down list. **[VVC-2055]** In this version of *VoiceConsole*, devices previously assigned to an operator on the **Assign Devices To Operators** page are pre-selected when you return to the **Assign Device To Operators** page.
- After upgrading from *VoiceConsole* 2.4 to *VoiceConsole* 3.0, existing devices might not have been viewable and you may have received a message that data had stopped updating. **[VVC-2065]**
- When upgrading from *VoiceConsole* 2.4 to *VoiceConsole* 3.0, the existing database for a specific *VoiceConsole* 2.4 was not being upgraded to *VoiceConsole* 3.0. **[VVC-2068]**

[back to top](#)

## General Considerations/Limitations

- 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. **[VVC-2000]**

**Workaround:** Choose a location other than the default for the log file directory when upgrading *VoiceConsole*.

- When installing or upgrading, a database login error occurs if *VoiceConsole's* database username and password is set to blank or contains the symbol \$. **[VVC-2056, VVC-2071]**

**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* 3.0.1.
- After removing a device from view and turning the device on, the device might not associate itself with the correct device profile when the device reconnects to *VoiceConsole*. **[VVC-2272]**

**Workaround:** Select **Force Full Profile** as the **Profile Load Type** when loading the profile to a device.

- If a *VoiceClient* contains a Voice that is the default Voice for any device in the system, the *VoiceClient* cannot be deleted. **[VVC-2300]**

**Workaround:** Choose another Voice not part of the *VoiceClient* as the default Voice and then delete the *VoiceClient*.

- A user with a role allowing the Device Management permissions is not able to move devices to a different site. **[VVC-2309]**

**Workaround:** Users with the role of Administrator can perform this action.

- A user with any role other than Administrator cannot assign operators on an operator team to devices from the **View Operator Team** page for a specific operator team. **[VVC-2340]**

**Workaround:** Perform this action by selecting the operator team from the list on the **View Operator Teams** page and, under **Operator Team Actions**, selecting **Common operator team actions | Assign selected operator teams to devices**.

- 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. **[VVC-2410]**

**Workaround:** Clear the existing pairing before attempting to pair a device to a different Bluetooth device.

- When assigning devices to operators, the **Save Changes** button is disabled on the **Assign Devices** page. **[VVC-2456]**

**Workaround:** Change one of the device to operator assignments, and then change it back to the original (correct) assignment.

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

- You cannot use the database schema created for *VoiceConsole* for another application.
- 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.

- 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.

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.

- 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. **[VVC-1984]**

**Workaround:** Create a new folder called **DeviceLogs** in the *VoiceConsole* folder located, by default, at <InstallDirectory>\VoiceConsole, in Windows, and <InstallDirectory>/VoiceConsole, in Linux.

- In Internet<sup>®</sup> Explorer<sup>®</sup>, you can only apply up to six filters on one list at a time. In Mozilla<sup>®</sup> Firefox<sup>®</sup>, you can only apply up to 30 filters on one list at a time.
- You should not use the back button on the navigation bar of the web browser.
- When importing a task in Internet Explorer 6, if an invalid file name is entered, a message stating "Your request is being processed" is still displayed and all buttons on the page are disabled. **[VVC-1235]**

**Workaround:** Refresh the page, and select the correct file to upload.

- 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. **[VVC-1525]**

**Workaround:** Re-activate (check) these check boxes and click **Apply** on the **Device Properties** page.

## Upgrading

- While executing a *TMS* migration, if the same device exists in the *VoiceConsole* system and in the *TMS* you are migrating from, an error in the log file stating the device cannot be migrated because the serial number already exists. This error is correct as you cannot have two devices with identical serial numbers in one site. **[VVC-1573]**
- 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.
- When upgrading from a previous version of *VoiceConsole* to this version of *VoiceConsole* on a different computer, the ReadMappingFileAction fails and you receive an installation error in the Install Complete window indicating some errors occurred during the install. This error results from the installer not outputting a status file when the installer attempts to verify that the existing *VoiceConsole* 2.x database is present. This error does not affect *VoiceConsole*. **[VVC-2012]**
- When using *VoiceClient* 3.4 and upgrading to this version of *VoiceConsole* on a different computer, the configuration file in *VoiceConsole* is not replaced during the upgrade.

**Workaround:** Load a *VoiceClient* version other than 3.4 to the device.

## When using both this version of VoiceConsole and VoiceLink 3.0 or newer

- When installing this version of *VoiceConsole* along with *VoiceLink* 3.0 or newer, use a different database for *VoiceConsole* than what you are using for *VoiceLink*.
- When installing this version of *VoiceConsole* with Linux and *VoiceLink* 3.0 or newer installed, you must change the permissions to the Device Logs and Files folders after installing *VoiceConsole*. Run the following commands in the terminal prompt to change the permissions:
  - o `chown -R vocollect:vocollect <location of Vocollect Storage Files>`
  - o `chown -R vocollect:vocollect <location of Vocollect Device Logs>`
- When this version of *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. **[VVC-1921]**

**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`.

- When this version of *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. **[VVC-1922]**

**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`.

- 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.

The following are known limitations in *VoiceConsole*:

<b>VVC-956, VVC-1899</b>	<p>If a USB hub is being used to serial load multiple devices, intermittent lockups may occur.</p> <p><b>Workaround:</b> Close and reopen the browser to reinitialize the serial port.</p>
<b>VVC-1370</b>	<p>When comparing several operators or devices, the <b>Compare Operators</b> or <b>Compare Devices</b> pages display Loading indefinitely.</p> <p><b>Workaround:</b> When comparing operators or device, you can only compare up to six operators or devices at a time.</p>
<b>VVC-</b>	<p>When viewing dialog between a device and an operator while the operator is</p>

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**1824** 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.

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[back to top](#)

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# Release Notes for Vocollect VoiceConsole® 3.0 Revision B

[Installation](#)

[Release Highlights](#)

[System Requirements](#)

[General Considerations/Limitations](#)

**Note:** This version of *VoiceConsole 3.0* has been updated to include enhancements to the installation application.

## Installation

Refer to the *Vocollect VoiceConsole 3.0* Implementation Guide provided on the software CD for installation instructions for *VoiceConsole 3.0*.

## Release Highlights

*VoiceConsole 3.0* has been redesigned! The user interface is completely different than *VoiceConsole 2.X*. As a web-based application, most of the features are accessed by navigation and action links displayed in a navigation bar on the left side of the page layout. Breadcrumb navigation is also available at the top of each page. Similar to previous versions, most of the data is displayed in lists.

In addition to a new look, *VoiceConsole 3.0* has all the features from *VoiceConsole 2.X* and the following new features:

### Vocollect Voice Integration Platform

*VoiceConsole 3.0* is now built on the *Vocollect Voice Integration Platform*. *VVIP* offers improved navigation and organization by displaying data in three sections, or application pages, called **Home**, **Administration** and **VoiceConsole**. You can view and manage data in these sections simply by clicking a tab.

*VVIP* also introduces many administration features and the **Home** page, which provides a dashboard of information on the status of your system.

### Home Page

The new design of the *VoiceConsole* application presents summaries of certain data on a **Home** page. Notifications, sites, devices, device profiles, peripheral pairings, operators and task packages are available to view on the **Home** page. The **Home**

page is configurable in that you can select from this data what you want to view on the **Home** page.

## Administration

### Licensing

Language and country code were removed from the license information for this release. Licensing is now based on device type and *VoiceClient* version only.

### Schedules

You can now specify when purging data should occur. You can also view the history of when this process has run and the results.

### Displaying and Emailing Critical Notifications

Notifications are displayed in *VoiceConsole* when errors occur. *VoiceConsole* can be set up to automatically e-mail specific users when critical notifications occur.

### Configurable Security Roles

You can create and customize roles based on your security needs. You determine the level of access and permissions users have within *VoiceConsole*. Almost every action in the user interface is secured separately. Users can be validated via LDAP eliminating the need for separate usernames and passwords for *VoiceConsole* and LDAP.

## VoiceConsole

### Segregation of Operator and Device Management

Data and actions related to operators, including operator information and operator teams, are displayed on the **Operator Management** tab. Those related to devices, including device information, device profiles, device logs, VoiceClients and Voices, are displayed on the **Device Management** tab. Task and task package data and actions are displayed on both tabs.

## Web Services

Web services, which automate processes that previously could only be performed in the user interface, are available with this release. Refer to the Web Services Interface Guide for *Vocollect VoiceConsole 3.0* for more information.

**Note: To use Web Services you should be familiar with object oriented concepts and have experience using web services in other applications.**

The following Web Services are available:

- Create operator
- Import templates
- Fetch operator by ID
- Fetch all operators
- Fetch templates by operator
- Create operator team
- Delete operator & templates
- Send message to operator(s) or operator team(s)
- Import task
- Create task package
- Fetch all tasks
- Fetch all task packages
- Fetch all devices
- Fetch all operator teams
- Modify operator ID

## Data Display

### List Views

List views are configurable in that you can easily add and remove columns, change the order in which columns are displayed, or apply filters to the data. You can also copy selected data rows and paste the data to a text editor and other applications.

All list views are searchable, refresh automatically and display the total number of rows in each list making it easy to determine the total number of certain data in a list.

### Dual-List Pages

Some related data, such as operator teams and operators that are members of those teams, is displayed on one page in a dual-list view rather than two separate pages.

## Voice Management

If you are running *VoiceConsole* 3.0 and *VoiceClient* 3.5, you can now select and deploy a preferred Voice to specific devices or associate a preferred Voice with an operator. Voices are a combination of a text-to-speech (TTS) engine, a language and country code, and a given person/gender. You can choose which Voice you prefer operators to hear when using devices or associate a specific operator with a preferred Voice that automatically loads when the operator's headset is connected to a *Talkman T5* or *T5m* device.

With this feature, you are no longer limited to one voice option per language/country code on *T5m*, *T5* and *T2x* devices and support from Vocollect to make these changes is no longer necessary. You have multiple voice options for most supported languages.

**Note: Vocollect recommends the choice of a default language be made at the IT or corporate level and be applied site wide.**



## Import/Export of Operator Templates

You can transfer operator data and operator templates from one installation of *VoiceConsole* to another. This process eliminates the need for operators to retrain templates when they're moved from one *VoiceConsole* system to another.

## Device Dialog Display

The Device Dialog Display feature displays the dialog between a device and an operator in real time for training and troubleshooting purposes. This feature is similar to a feature called Display Manager, which was part of *Talkman Management System*.

## Serial Loading Enhancements

In this release, you can:

- load a configuration only device profile to update parameter settings on a device, reducing the time it takes to connect devices to *VoiceConsole* from several minutes to seconds
- force the reload of a device profile to clear out the flash file memory on a device, which has been known to resolve some obscure issues
- force the reload of a configuration to clear out existing Voices associated with a device, which has also been known to resolve some obscure issues

These enhancements significantly reduce the time it takes to prepare devices for use.

## Task Update

You can replace an existing task across multiple sites more efficiently than in previous versions with the update task feature. You select which task should be updated and the new task. The system automatically searches for any task packages, across sites, containing the task that should be updated. You can then replace the task in all of the sites or select a subset of sites.

## Task Package Creation

To enhance speech recognition, the setting Enable Secondary Dot Wait Mechanism has been replaced with the Ideal Dot Wait Timer setting as a common setting when creating task packages. Enabling this setting causes the task to evaluate .wait conditions every 0.1 seconds, providing a more accurate timeout calculation.

## Move Data

Enhancements were made to make it easier and faster to move data, such as operators or devices, from one site to another. These actions are now performed in the context you are in, rather than segregated to a separate area. For example, you move an operator from the **View Operators** page, a device from the **View Devices** page, etc.

## Context-Sensitive Online Help

In addition to the full online help system, users can access context-sensitive help that applies to the page they are currently viewing.

[back to top](#)

## System Requirements

The *VoiceConsole* system requirements are described in detail in the *Vocollect VoiceConsole 3.0 Implementation Guide*.

[back to top](#)

## General Considerations/Limitations

- You cannot use the database schema created for *VoiceConsole* for another application.
- 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.

- You cannot use the Voice management features of *VoiceConsole 3.0* with *VoiceConsole 2.4*-compatible *VoiceClient 3.5* or newer firmware. You must use the *VoiceConsole 3.0*-compatible version of *VoiceClient 3.5* or newer.

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*-compatible version.

- After uninstalling *VoiceConsole 3.0* and choosing the option to keep data, device logs are not created when *VoiceConsole 3.0* is installed again on the same machine. **[VVC-1984]**

**Workaround:** Create a new folder called **DeviceLogs** in the *VoiceConsole 3.0* folder located, by default, at <InstallDirectory>\VoiceConsole, in Windows, and <InstallDirectory>/VoiceConsole, in Linux.

- In Internet<sup>®</sup> Explorer<sup>®</sup>, you can only apply up to six filters on one list at a time. In Mozilla<sup>®</sup> Firefox<sup>®</sup>, you can only apply up to 30 filters on one list at a time.
- You should not use the back button on the navigation bar of the web browser.
- When importing a task in Internet Explorer 6, if an invalid file name is entered, a message stating "Your request is being processed" is still displayed and all buttons on the page are disabled. **[VVC-1235]**

**Workaround:** Refresh the page, and select the correct file to upload.

- The setting Secondary Dot Wait Mechanism has been replaced by Ideal Dot Wait Timer within the task package common settings for *VoiceConsole* 3.0. The previous setting, which toggled the parameter `EnableSecondaryDotWaitMechanism`, will now permanently be enabled and the new common setting will toggle the parameter `UseLegacyDotWait`. Enabling the ideal dot wait timer improves recognition responsiveness, however could result in unexpected behavior depending on task design. It is strongly recommended you consult the *VoiceConsole* 3.0 help before enabling this setting. [VVC-1506]
- 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. [VVC-1525]  
**Workaround:** Re-activate (check) these check boxes and click **Apply** on the **Device Properties** page.
- If you enable Bluetooth in the user interface of *VoiceConsole* while a device is powered off and the device's current state has Bluetooth disabled, the Bluetooth settings will revert back to disabled when the device is powered on. This is an expected behavior. [VVC-1537]  
**Workaround:** Always enable Bluetooth for the device in the user interface of *VoiceConsole* when the device is powered on.
- 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]

## Upgrading

- While executing a *TMS* migration, if the same device exists in the *VoiceConsole* system and in the *TMS* you are migrating from, an error in the log file stating the device cannot be migrated because the serial number already exists. This error is correct as you cannot have two devices with identical serial numbers in one site. [VVC-1573]
- When upgrading from *VoiceConsole* 2.4 to *VoiceConsole* 3.0, *Vocollect* strongly recommends you backup the database you are using for *VoiceConsole* 2.4 before upgrading to *VoiceConsole* 3.0 in the event you may need to go back to version 2.4.
- When upgrading from *VoiceConsole* 2.2 on a Linux machine using Oracle XE as your database, you must first upgrade to *VoiceConsole* 2.4 and then to *VoiceConsole* 3.0 for your database to remain intact. For details on upgrading, refer to the *Vocollect VoiceConsole* 3.0 Implementation Guide. [VVC-1982]
- When upgrading from a previous version of *VoiceConsole* to *VoiceConsole* 3.0 on a different computer, the `ReadMappingFileAction` fails and you receive an installation error in the Install Complete window indicating some errors occurred during the install. This error results from the installer not outputting a

status file when the installer attempts to verify that the existing *VoiceConsole* 2.x database is present. This error does not affect *VoiceConsole* 3.0. **[VVC-2012]**

- When using *VoiceClient* 3.4 and upgrading to *VoiceConsole* 3.0 on a different computer, the configuration file in *VoiceConsole* is not replaced during the upgrade.

**Workaround:** Load a *VoiceClient* version other than 3.4 to the device.

## When using both VoiceConsole 3.0 and VoiceLink 3.0 or newer

- When installing *VoiceConsole* 3.0 along with *VoiceLink* 3.0 or newer, use a different database for *VoiceConsole* than what you are using for *VoiceLink*.
- When installing *VoiceConsole* 3.0 with Linux and *VoiceLink* 3.0 or newer installed, you must change the permissions to the Device Logs and Files folders after installing *VoiceConsole*. Run the following commands in the terminal prompt to change the permissions:

- o `chown -R vocollect:vocollect <location of Vocollect Storage Files>`
- o `chown -R vocollect:vocollect <location of Vocollect Device Logs>`

- When *VoiceConsole* 3.0 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. **[VVC-1921]**

**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`.

- When *VoiceConsole* 3.0 and *VoiceLink* 3.0 or newer are installed on the same machine, running the Vocollect Enterprise Products uninstaller only uninstalls *VoiceLink*. *VoiceConsole* remains installed. **[VVC-1922]**

**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`.

- If you are installing *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.

The following are known limitations in *VoiceConsole* 3.0:

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### **VVC-956, VVC-1899**

If a USB hub is being used to serial load multiple devices, intermittent lockups may occur.

**Workaround:** Close and reopen the browser to reinitialize the serial port.

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**VVC-1370**

When comparing several operators or devices, the **Compare Operators** or **Compare Devices** pages display Loading indefinitely.

**Workaround:** When comparing operators or device, you can only compare up to six operators or devices at a time.

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[back to top](#)

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# Release Notes for Vocollect VoiceConsole® 3.0

[Installation](#)

[Release Highlights](#)

[System Requirements](#)

[General Considerations/Limitations](#)

## Installation

Refer to the *Vocollect VoiceConsole 3.0* Implementation Guide provided on the software CD for installation instructions for *VoiceConsole 3.0*.

## Release Highlights

*VoiceConsole 3.0* has been redesigned! The user interface is completely different than *VoiceConsole 2.X*. As a web-based application, most of the features are accessed by navigation and action links displayed in a navigation bar on the left side of the page layout. Breadcrumb navigation is also available at the top of each page. Similar to previous versions, most of the data is displayed in lists.

In addition to a new look, *VoiceConsole 3.0* has all the features from *VoiceConsole 2.X* and the following new features:

### Vocollect Voice Integration Platform

*VoiceConsole 3.0* is now built on the *Vocollect Voice Integration Platform*. *VVIP* offers improved navigation and organization by displaying data in three sections, or application pages, called **Home**, **Administration** and **VoiceConsole**. You can view and manage data in these sections simply by clicking a tab.

*VVIP* also introduces many administration features and the **Home** page, which provides a dashboard of information on the status of your system.

### Home Page

The new design of the *VoiceConsole* application presents summaries of certain data on a **Home** page. Notifications, sites, devices, device profiles, peripheral pairings, operators and task packages are available to view on the **Home** page. The **Home** page is configurable in that you can select from this data what you want to view on the **Home** page.

## Administration

### Licensing

Language and country code were removed from the license information for this release. Licensing is now based on device type and *VoiceClient* version only.

### Schedules

You can now specify when purging data should occur. You can also view the history of when this process has run and the results.

### Displaying and Emailing Critical Notifications

Notifications are displayed in *VoiceConsole* when errors occur. *VoiceConsole* can be set up to automatically e-mail specific users when critical notifications occur.

### Configurable Security Roles

You can create and customize roles based on your security needs. You determine the level of access and permissions users have within *VoiceConsole*. Almost every action in the user interface is secured separately. Users can be validated via LDAP eliminating the need for separate usernames and passwords for *VoiceConsole* and LDAP.

## VoiceConsole

### Segregation of Operator and Device Management

Data and actions related to operators, including operator information and operator teams, are displayed on the **Operator Management** tab. Those related to devices, including device information, device profiles, device logs, VoiceClients and Voices, are displayed on the **Device Management** tab. Task and task package data and actions are displayed on both tabs.

## Web Services

Web services, which automate processes that previously could only be performed in the user interface, are available with this release. Refer to the Web Services Interface Guide for *Vocollect VoiceConsole 3.0* for more information.

**Note: To use Web Services you should be familiar with object oriented concepts and have experience using web services in other applications.**

The following Web Services are available:

- Create operator
- Import templates
- Fetch operator by ID
- Fetch all operators
- Fetch templates by operator
- Create operator team
- Delete operator & templates
- Send message to operator(s) or operator team(s)
- Import task
- Create task package
- Fetch all tasks
- Fetch all task packages
- Fetch all devices
- Fetch all operator teams
- Modify operator ID

## Data Display

### List Views

List views are configurable in that you can easily add and remove columns, change the order in which columns are displayed, or apply filters to the data. You can also copy selected data rows and paste the data to a text editor and other applications.

All list views are searchable, refresh automatically and display the total number of rows in each list making it easy to determine the total number of certain data in a list.

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## Voice Management

If you are running *VoiceConsole* 3.0 and *VoiceClient* 3.5, you can now select and deploy a preferred Voice to specific devices or associate a preferred Voice with an operator. Voices are a combination of a text-to-speech (TTS) engine, a language and country code, and a given person/gender. You can choose which Voice you prefer operators to hear when using devices or associate a specific operator with a preferred Voice that automatically loads when the operator's headset is connected to a *Talkman T5* or *T5m* device.

With this feature, you are no longer limited to one voice option per language/country code on *T5m*, *T5* and *T2x* devices and support from Vocollect to make these changes is no longer necessary. You have multiple voice options for most supported languages.

**Note: Vocollect recommends the choice of a default language be made at the IT or corporate level and be applied site wide.**



## Import/Export of Operator Templates

You can transfer operator data and operator templates from one installation of *VoiceConsole* to another. This process eliminates the need for operators to retrain templates when they're moved from one *VoiceConsole* system to another.

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The Device Dialog Display feature displays the dialog between a device and an operator in real time for training and troubleshooting purposes. This feature is similar to a feature called Display Manager, which was part of *Talkman Management System*.

## Serial Loading Enhancements

In this release, you can:

- load a configuration only device profile to update parameter settings on a device, reducing the time it takes to connect devices to *VoiceConsole* from several minutes to seconds
- force the reload of a device profile to clear out the flash file memory on a device, which has been known to resolve some obscure issues
- force the reload of a configuration to clear out existing Voices associated with a device, which has also been known to resolve some obscure issues

These enhancements significantly reduce the time it takes to prepare devices for use.

## Task Update

You can replace an existing task across multiple sites more efficiently than in previous versions with the update task feature. You select which task should be updated and the new task. The system automatically searches for any task packages, across sites, containing the task that should be updated. You can then replace the task in all of the sites or select a subset of sites.

## Task Package Creation

To enhance speech recognition, the setting Enable Secondary Dot Wait Mechanism has been replaced with the Ideal Dot Wait Timer setting as a common setting when creating task packages. Enabling this setting causes the task to evaluate .wait conditions every 0.1 seconds, providing a more accurate timeout calculation.

## Move Data

Enhancements were made to make it easier and faster to move data, such as operators or devices, from one site to another. These actions are now performed in the context you are in, rather than segregated to a separate area. For example, you move an operator from the **View Operators** page, a device from the **View Devices** page, etc.

## Context-Sensitive Online Help

In addition to the full online help system, users can access context-sensitive help that applies to the page they are currently viewing.

[back to top](#)

## System Requirements

The *VoiceConsole* system requirements are described in detail in the *Vocollect VoiceConsole 3.0 Implementation Guide*.

[back to top](#)

## General Considerations/Limitations

- 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.
- When upgrading from *VoiceConsole 2.4* to *VoiceConsole 3.0*, Vocollect strongly recommends you backup the database you are using for *VoiceConsole 2.4* before upgrading to *VoiceConsole 3.0* in the event you may need to go back to version 2.4.
- When upgrading from *VoiceConsole 2.2* on a Linux machine using Oracle XE as your database, you must first upgrade to *VoiceConsole 2.4* and then to *VoiceConsole 3.0* for your database to remain intact. For details on upgrading, refer to the *Vocollect VoiceConsole 3.0 Implementation Guide*. **[VVC-1982]**
- After uninstalling *VoiceConsole 3.0* and choosing the option to keep data, device logs are not created when *VoiceConsole 3.0* is installed again on the same machine. **[VVC-1984]**  
**Workaround:** Create a new folder called **DeviceLogs** in the *VoiceConsole 3.0* folder located, by default, at <InstallDirectory>\VoiceConsole, in Windows, and <InstallDirectory>/VoiceConsole, in Linux.
- When installing *VoiceConsole 3.0* along with *VoiceLink 3.0* and newer, use a different database for *VoiceConsole* than what you are using for *VoiceLink*.
- In Internet<sup>®</sup> Explorer<sup>®</sup>, you can only apply up to six filters on one list at a time. In Mozilla<sup>®</sup> Firefox<sup>®</sup>, you can only apply up to 30 filters on one list at a time.
- You should not use the back button on the navigation bar of the web browser.
- When importing a task in Internet Explorer 6, if an invalid file name is entered, a message stating "Your request is being processed" is still displayed and all buttons on the page are disabled. **[VVC-1235]**

**Workaround:** Refresh the page, and select the correct file to upload.

- The setting Secondary Dot Wait Mechanism has been replaced by Ideal Dot Wait Timer within the task package common settings for *VoiceConsole* 3.0. The previous setting, which toggled the parameter `EnableSecondaryDotWaitMechanism`, will now permanently be enabled and the new common setting will toggle the parameter `UseLegacyDotWait`. Enabling the ideal dot wait timer improves recognition responsiveness, however could result in unexpected behavior depending on task design. It is strongly recommended you consult the *VoiceConsole* 3.0 help before enabling this setting. **[VVC-1506]**

- 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. **[VVC-1525]**

**Workaround:** Re-activate (check) these check boxes and click **Apply** on the **Device Properties** page.

- If you enable Bluetooth in the user interface of *VoiceConsole* while a device is powered off and the device's current state has Bluetooth disabled, the Bluetooth settings will revert back to disabled when the device is powered on. This is an expected behavior. **[VVC-1537]**

**Workaround:** Always enable Bluetooth for the device in the user interface of *VoiceConsole* when the device is powered on.

- While executing a *TMS* migration, if the same device exists in the *VoiceConsole* system and in the *TMS* you are migrating from, an error in the log file stating the device cannot be migrated because the serial number already exists. This error is correct as you cannot have two devices with identical serial numbers in one site. **[VVC-1573]**
- 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]**
- When *VoiceConsole* 3.0 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. **[VVC-1921]**

**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`.

- When *VoiceConsole* 3.0 and *VoiceLink* 3.0 or newer are installed on the same machine, running the Vocollect Enterprise Products uninstaller only uninstalls *VoiceLink*. *VoiceConsole* remains installed. **[VVC-1922]**

**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.

The following are known limitations in *VoiceConsole* 3.0:

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**VVC-956,  
VVC-1899** If a USB hub is being used to serial load multiple devices, intermittent lockups may occur.

**Workaround:** Close and reopen the browser to reinitialize the serial port.

---

**VVC-1370** When comparing several operators or devices, the **Compare Operators** or **Compare Devices** pages display Loading indefinitely.

**Workaround:** When comparing operators or device, you can only compare up to six operators or devices at a time.

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[back to top](#)

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# Release Notes for Vocollect VoiceConsole® 2.4 Revision B

[Installation](#)

[Release Highlights](#)

[System Requirements](#)

[Limitations/General Considerations](#)

## Installation

Refer to the *Implementation Guide* provided on the software CD for installation instructions for Vocollect *VoiceConsole* 2.4.

## Release Highlights

### EAP Support for T2x Devices

The Extensible Authentication Protocol support that was available in version 2.3 is now also available for T2x devices.

### Support for WPA-2

The 2.4 release of *VoiceConsole* provides support for WiFi Protected Access 2 (WPA-2).

Advanced Encryption Standard (AES) is used in WPA-2. AES provides the following:

- A stronger encryption algorithm than used in WPA
- A calculated checksum to verify integrity
- Encryption that occurs at the hardware level

To use this feature, edit the device profile to use WPA-2 by selecting that option in the **Create Profile: Configure Profile** page, which is the third step of the **Create Profile** wizard.

If you have devices using WPA-2 encryption and your network uses both WPA and WPA-2 encryption, activate the check box labeled **Mixed Mode** in the **Advanced Settings** section of the **Create Profile: Configure Profile** page.

In a mixed WPA/WPA-2 network, the device will accept *group messages* from the access point using WPA/TKIP encryption and messages that are *only between the access point and the device* using WPA-2/AES encryption

**Warning: Do not activate this check box if the access points are configured to use only one or the other. Some devices will fail to connect to the network.**

Load the WPA-2-enabled profile onto the devices.

[back to top](#)

## System Requirements

The *VoiceConsole* system requirements are described in detail in the *VoiceConsole Implementation Guide*.

[back to top](#)

## Limitations/General Considerations

The following are known limitations in *VoiceConsole 2.4*:

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The Vocollect Hardware Online Help is now included in the *VoiceConsole* Online Help.

If you are running the Portuguese or Brazilian versions of *VoiceConsole*, you can access this help when you open the help from within the *VoiceConsole* application. If, however, you access the help from outside of the application, some of the Table of Contents entries for the Vocollect Hardware Online Help may not open the expected topic when you click on them.

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If you attempt to run the Talkman Management System (TMS) migration after upgrading to *VoiceConsole 2.4* and you receive a runtime error, do the following:

1. Close your browser window.
2. Navigate to **C:\WINDOWS\Downloaded Program Files** and delete the following file:
  - CopyTMS.ctlCopyTMS
3. Navigate to **C:\WINDOWS\SYSTEM32** and delete the following files, if they exist:
  - CopyTMSctl.ocx
  - PocketHttp.dll
  - psDime.dll
  - pSOAP.dll
  - soapTypes.dll

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[back to top](#)

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# Release Notes for Vocollect VoiceConsole® 2.3.1 Revision B

[Installation](#)

[Release Highlights](#)

[System Requirements](#)

[Limitations/General Considerations](#)

## Installation

Refer to the *Implementation Guide* provided on the software CD for installation instructions for Vocollect *VoiceConsole* 2.3.1.

## Release Highlights

### Support for WPA-2

The 2.3.1 release of *VoiceConsole* provides support for WiFi Protected Access 2 (WPA-2).

Advanced Encryption Standard (AES) is used in WPA-2. AES provides the following:

- A stronger encryption algorithm than used in WPA
- A calculated checksum to verify integrity
- Encryption that occurs at the hardware level

To use this feature, edit the device profile to use WPA-2 by selecting that option in the **Create Profile: Configure Profile** page, which is the third step of the **Create Profile** wizard.

If you have devices using WPA-2 encryption and your network uses both WPA and WPA-2 encryption, activate the check box labeled **Mixed Mode** in the **Advanced Settings** section of the **Create Profile: Configure Profile** page.

In a mixed WPA/WPA-2 network, the device will accept *group messages* from the access point using WPA/TKIP encryption and messages that are *only between the access point and the device* using WPA-2/AES encryption

**Warning: Do not activate this check box if the access points are configured to use only one or the other. Some devices will fail to connect to the network.**



Load the WPA-2-enabled profile onto the devices.

## New Supported Language

*VoiceConsole* now supports traditional Chinese.

[back to top](#)

## System Requirements

The *VoiceConsole* system requirements are described in detail in the *VoiceConsole Implementation Guide*.

[back to top](#)

## Limitations/General Considerations

The following are known limitations in *VoiceConsole 2.3.1*:

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If you upgrade to Version 2.3.1 from Version 2.3, an **UninstallVoiceConsole 2.3.1** folder will be created in the installation directory, but the upgrade procedure will not remove the existing **UninstallVoiceConsole 2.3** directory. If you upgrade from Version 2.3 and need to uninstall the application, be sure to use the uninstaller in the **UninstallVoiceConsole 2.3.1** folder.

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The Vocollect Hardware Online Help is now included in the *VoiceConsole* Online Help.

If you are running the Portuguese or Brazilian versions of *VoiceConsole*, you can access this help when you open the help from within the *VoiceConsole* application. If, however, you access the help from outside of the application, some of the Table of Contents entries for the Vocollect Hardware Online Help may not open the expected topic when you click on them.

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If you attempt to run the Talkman Management System (TMS) migration after upgrading to *VoiceConsole 2.3.1* Revision B and you receive a runtime error, do the following:

1. Close your browser window.
  2. Navigate to **C:\WINDOWS\Downloaded Program Files** and delete the following file:
    - CopyTMS.ctlCopyTMS
  3. Navigate to **C:\WINDOWS\SYSTEM32** and delete the following files, if they exist:
    - CopyTMSctl.ocx
    - PocketHttp.dll
    - psDime.dll
    - pSOAP.dll
-

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- soapTypes.dll
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[back to top](#)

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# Release Notes for Vocollect VoiceConsole® 2.3.1

[Installation](#)

[Release Highlights](#)

[System Requirements](#)

[Limitations/General Considerations](#)

## Installation

Refer to the *Implementation Guide* provided on the software CD for installation instructions for Vocollect *VoiceConsole* 2.3.1.

## Release Highlights

### Support for WPA-2

The 2.3.1 release of *VoiceConsole* provides support for WiFi Protected Access 2 (WPA-2).

Advanced Encryption Standard (AES) is used in WPA-2. AES provides the following:

- A stronger encryption algorithm than used in WPA
- A calculated checksum to verify integrity
- Encryption that occurs at the hardware level

To use this feature, edit the device profile to use WPA-2 by selecting that option in the **Create Profile: Configure Profile** page, which is the third step of the **Create Profile** wizard.

If you have devices using WPA-2 encryption and your network uses both WPA and WPA-2 encryption, activate the check box labeled **Mixed Mode** in the **Advanced Settings** section of the **Create Profile: Configure Profile** page.

In a mixed WPA/WPA-2 network, the device will accept *group messages* from the access point using WPA/TKIP encryption and messages that are *only between the access point and the device* using WPA-2/AES encryption

**Warning: Do not activate this check box if the access points are configured to use only one or the other. Some devices will fail to connect to the network.**

Load the WPA-2-enabled profile onto the devices.

[back to top](#)

## System Requirements

The *VoiceConsole* system requirements are described in detail in the *VoiceConsole Implementation Guide*.

[back to top](#)

## Limitations/General Considerations

The following are known limitations in *VoiceConsole 2.3.1*:

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If you upgrade to Version 2.3.1 from Version 2.3, an **UninstallVoiceConsole 2.3.1** folder will be created in the installation directory, but the upgrade procedure will not remove the existing **UninstallVoiceConsole 2.3** directory. If you upgrade from Version 2.3 and need to uninstall the application, be sure to use the uninstaller in the **UninstallVoiceConsole 2.3.1** folder.

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[back to top](#)

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# Release Notes for Vocollect VoiceConsole™ 2.3

[Installation](#)

[Release Highlights](#)

[Fixes and Enhancements](#)

[System Requirements](#)

[Limitations/General Considerations](#)

## Installation

Refer to the *Implementation Guide* provided on the software CD for installation instructions for Vocollect *VoiceConsole* 2.3.

## Release Highlights

The 2.3 version of *VoiceConsole* includes the following new features and enhancements. These features are described in depth in the *VoiceConsole* online help. To open the online help, select **Contents and Overview** in *VoiceConsole*'s navigation bar.

### Extensible Authentication Protocol

To meet increasing security requirements, we added the ability to configure one of five different Extensible Authentication Protocol methods on a site, operator or device basis. The supported methods are:

- EAP-TLS
- EAP-TTLS/MSCHAPv2
- PEAPv0/EAP-MSCHAPv2
- PEAPv1/EAP-GTC
- LEAP

See the topic *Configuring Extensible Authentication Protocol Settings* under **Administration | Manage Sites** in the online help for more information on this feature.

**This feature requires that you are running VoiceClient version 3.2.**

**This feature is only available with Talkman® T5 devices.**

**Note that this configuration requires a complete IT infrastructure outside of the standard VoiceConsole installation to support it. For information on what you need to configure EAP, see [Notes to the System Administrator](#).**

## Clustered Server Support

*VoiceConsole* can now be installed into server environments that have been clustered for failover or load balancing purposes.

See the *VoiceConsole 2.3 Implementation Guide* for more information on how to install into a clustered server environment.

## Device Messaging

You can send spoken messages to operators through their devices. You can enter a message and specify how long the device will retain the unheard message before it expires, and then you can send it to any number of operator teams and operators.

**This feature requires that you are running VoiceClient version 3.2.**

See the topics *Sending Messages to Operators* and *Sending Messages to Operator Teams* under **Operators** and **Operator Teams** in the online help for more information on this feature.

## Network Printing

You can now pair printers on the wireless network to a device, either manually through the user interface, or in bulk by importing a flat file. This expands on the Bluetooth® functionality available as of the last release.

**This feature requires that you are running VoiceClient version 3.2.**

See the topic *Pairing a Device With Peripheral Hardware* under **Devices** in the online help for more information on this feature.

## Modifiable Operator ID

The **Operator Properties** page was modified so the **Operator ID** field is editable. To change an operator ID, enter the new value in this field.

**Warning: Use caution when changing operator IDs. Applications used at your site other than *VoiceConsole* may depend on the operator ID, and changing it may have serious consequences, resulting in work delays.**

[back to top](#)

## Fixes and Enhancements

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VVC-202

In the previous release, if you migrated a *VoiceConsole* database that contained per items, it was possible to receive Java errors related to action items not being found.

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	been fixed.
VVC-345	With this release, the <i>VoiceConsole</i> installer checks that ports 9080, 8009, 8443 are available. If they are not, a message to this effect appears, and you will not be able with the installation until the ports become available.
VVC-486 VVC-179	With this release, we made changes to improve performance when loading device profiles on devices.

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[back to top](#)

## System Requirements

The *VoiceConsole* system requirements are described in detail in the *VoiceConsole Implementation Guide*.

[back to top](#)

## Limitations/General Considerations

The following are known limitations in *VoiceConsole 2.3*:

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VVC-58	If a device's configuration (.cci) file is distributed to the device via the T5 Combinator when you view that device's profile in <i>VoiceConsole</i> , it will display the old profile and not the new one. Note that this is only a display issue; the device will function according to the configuration file loaded on it.
VVC-114	When you import tasks, you should import them into all sites to which you have access. Do not import a task into a site other than the one you are currently viewing, and that site will create a task with the same name as the one being imported, two tasks with the same name will exist at that site.
VVC-284	If your browser has cookies disabled or the <i>VoiceConsole</i> hostname does not adhere to the standard TCP/IP naming standard (for example, the hostname contains an underscore), when you attempt to run the TMS migration tool from within the online help, a <i>VoiceConsole</i> login window will appear rather than the migration window. If you intend to migrate TMS data into <i>VoiceConsole</i> , you must enable cookies in your browser.
VVC-288	When you install <i>VoiceConsole</i> , if you enter a named instance of a database in the <b>Database Server Settings</b> window, you must enter two backslashes in front of the named instance in the <code>Server</code> field in order for <i>VoiceConsole</i> to connect. Note that the installer will not detect an error with a single backslash, so you must verify that the string is entered correctly, as in the example below:  <code>jdbc:sqlserver://&lt;host&gt;\\&lt;named_instance&gt;:&lt;port&gt;;DatabaseName=&lt;database_name&gt;</code>
VVC-318	If you install into a clustered server environment in which the nodes are in different

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	<p>the following issues will occur:</p> <ul style="list-style-type: none"><li>• Data Maintenance will run at different times on the different nodes</li><li>• Devices will resync their clocks each time they are serviced by the different nodes</li></ul>
VVC-545	<p>If you have configured a site to use EAP-TLS in an Operator Based configuration, after logging into <i>VoiceConsole</i> initially, they can enter certificates that do not match their user credentials. Operators must use the same certificate files they used when logging in when they enter their credentials on the <b>Change Credentials</b> page.</p>
VVC-547	<p>If you enter a single quote ( ' ) in the <b>Search Base</b> field in the <b>Set Up EAP: Directories</b> page, then return to that page, none of the settings will appear in that page. Note that this is only a display issue; the settings entered will be used by the application and they will appear on the <b>Summary</b> page.</p>
VVC-253	<p>If you create a pairing of a device and network printer in <i>VoiceConsole</i> and attempt to print a test page, if that print job fails for any reason, the only error you will receive is <i>Connection to printer failed</i>. You must do further research to determine the exact cause of the problem.</p>
VVC-254	<p>If you create a pairing of a device and network printer in <i>VoiceConsole</i> and attempt to print a test page, you are prompted to select a file to send. <i>VoiceConsole</i> does not validate the file type, so you must select a valid type for your printer, so you must select the correct type.</p>
VVC-373	<p>If you are using Lightweight Directory Access Protocol (LDAP) with an Extensible Authentication Protocol configuration and you attempt to change the password, you may see the following message:</p> <p><i>EAP Settings have been saved to VoiceConsole but some credentials may not have been saved to the LDAP Server due to errors.</i></p> <p>In spite of the message, the device does obtain the new credentials. The device is able to log back onto the network with these new credentials.</p>

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[back to top](#)

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# Release Notes for Vocollect VoiceConsole™ 2.2

[Installation](#)

[Release Highlights](#)

[System Requirements](#)

[Limitations/General Considerations](#)

## Installation

Refer to the *Implementation Guide* for installation instructions for *Vocollect VoiceConsole™ 2.2*.

## Release Highlights

The 2.2 version of *VoiceConsole* includes the following new features and enhancements:

- One installation of *VoiceConsole* can now be used to remotely manage voice system components and multiple sites. This change results in the following:
  - Sites can be created, modified, and deleted from *VoiceConsole*. When administering sites, you can specify the time zone in which a site is located, and you can associate voice system components, such as operators, and *Vocollect Voice Clients*, to multiple sites.
  - There are now three user roles: Administrator, Site Administrator, and User. Only Administrators can create, modify, or delete sites. Site Administrators can create Users or other Site Administrators at the sites they are allowed to view. Users can be assigned access rights to view more than one site.
  - Data, such as operator, operator team, and device data, that previously had to be unique in the system now only has to be unique within a site. Individual data items, such as operators, are created for a single site; however, once created, data items can be assigned to multiple sites.
  - The user can now elect to import tasks and *Voice Clients* into multiple sites. Note that the user can only select sites that the user is allowed to view.
  - Searches are now performed across all sites that a user is allowed to view. If a search returns results from multiple sites, the results are segregated by site.

- *VoiceConsole* now facilitates pairing between a Bluetooth®-enabled voice device and the SRX Vocollect® Wireless Headset with Bluetooth® Wireless Technology. Pairing between a device and the SRX headset may be performed via the *VoiceConsole* user interface or manually by pairing the hardware.
- *VoiceConsole* now features expanded database support to include Microsoft SQL Server 2000®, SQL Server 2005®, Oracle® 10g Enterprise, and Oracle® 10g Express.
- The application now uses flat file-based logging, which reduces the time it takes to export log files. This feature also enables logging to be enabled for a number of devices without affecting system performance.
- *VoiceConsole* now supports the following languages:
  - French-Canadian
  - Czech
  - Greek
  - Hungarian
  - Polish
  - Japanese
  - Simplified Chinese
- With this release, if you have Bluetooth®-enabled devices paired to peripherals in *VoiceConsole*, then later perform Bluetooth configurations in bulk by importing a file, if that file contains no Bluetooth pairings for the currently paired devices, those pairings will be cleared within *VoiceConsole*.
- When you upgrade to this version from an earlier version, the database settings of the installer will be populated with the settings for the existing version. If you choose to change this information, you will now be warned that changing these settings will delete existing data.

[back to top](#)

## System Requirements

The system requirements necessary for optimal voice system management performance with *VoiceConsole* include the following areas:

- [Hardware Requirements](#)
- [Software Requirements](#)
- [Network Bandwidth Requirements](#) (when managing voice system components remotely)
- [VoiceConsole Client Requirements](#)

## Hardware Requirements

*VoiceConsole* requires the following hardware components to operate effectively.

Total Number of Devices Being Managed	Minimum Requirements
300	CPU - 2.6GHz Memory - 1GB DDR Hard Drive - 40 GB
300-600	CPU - 3.4GHz Memory - 2GB DDR Hard Drive - 80 GB
600-2500	CPU - 3.4GHz Memory - 4GB DDR Hard Drive - 120 GB

**Note: A fully functioning VoiceConsole system requires at least 700MB of disk space on the installation drive. The actual installation requires approximately 300MB, and another 400MB is needed for system setup and regular use. When logging is enabled for a particular device, debug output is captured at a rate of approximately 500KB to 1.5MB per hour, depending on the task. The average size of the debug output is typically 800KB to 1MB per hour. It is important to allocate an appropriate amount of disk space based upon the amount of debug output you expect to collect.**

## Software Requirements

The following Operating Systems are supported with *VoiceConsole*:

- Microsoft® Windows® Server 2003 with service pack 1
- Microsoft Windows 2000 Server with service pack 4
- Red Hat® Enterprise Linux® version 4

The following Database Configurations are supported with *VoiceConsole*:

- Oracle 10g Express Edition (Windows and Linux)
- Oracle 10g Enterprise Editions (Windows and Linux)
- SQL Server 2000 with Service Pack 4 (Windows only)
- SQL Server 2005 (Windows Only)

**Note: The Oracle 10g Express Edition Database is available for installation from the VoiceConsole 2.2 CD.**

## Network Bandwidth Requirements (when managing voice system components remotely)

Bandwidth Required from Site(s)		
Number of Active Devices per Site (or Shift)	Minimum Bandwidth Required (Mb/sec)	Minimum Line Type Required
10	.076Mb	Partial T1
50	.384Mb	Partial T1
100	.768Mb	T1
200	1.536Mb	T3
300(+)	2.304Mb	T3

**Note: VoiceConsole bandwidth requirements depend on the network traffic generated during peak times. The peak times for VoiceConsole are characterized by shift startup activities such as, Operators and Voice Applications loading to devices. Bandwidth requirements can be estimated by using the following data multiplied by the number of devices per shift:**

Typical Operator Load Transfer = 232KB (1856kbits) of data per device

Typical Voice Application Load Transfer = 288KB (2304 kbits) of data per device

## VoiceConsole Client Requirements

The following Operating Systems are supported for *VoiceConsole* clients:

- Microsoft Windows 98, 2000, XP service pack 1, XP service pack 2;
- Red Hat Linux Workstation ES for Intel processors

The following Browsers are supported for *VoiceConsole* clients:

- Microsoft Internet Explorer 5.5, 6.0 with service pack 2
- Mozilla Firefox® 1.5

[back to top](#)

## Limitations/General Considerations

The following are known limitations in *VoiceConsole 2.2*.

*VoiceConsole 2.2* upgrade limitations:

- An upgrade install for Linux Operating System is not provided with this release. If you are using *VoiceConsole 2.0* or *2.1* and want to upgrade to Linux, there are some special steps you must do to achieve this. See the *Implementation Guide* for these steps.
- A data migration utility for customers who are currently running *VoiceConsole* in a decentralized architecture to install *2.2* and migrate the data from their disparate instances of *VoiceConsole* into *2.2* is not provided with this release.
- [SPR 16236] When the **Operator Name** in **Operators** page is alphabetically sorted, Japanese names get sorted in descending order while English names get sorted in ascending order.
- [SPR 16232] Time zone will always be displayed in *VoiceConsole* in the **Date Created** column of the **Device Profiles** page, even in cases where a country does not have time zones. This information is populated by JAVA and not the *VoiceConsole* application itself.
- [SPR 15334] Removing a device from view with logging enabled, then changing the state of the device by powering on or putting it in a charger, results in an active log with logging not enabled. You must disable logging before removing a device from view.
- [SPR 15619] If your browser is configured to display text in an unsupported language code, the language in which *VoiceConsole* will be controlled is by the server's operating system configuration.
- [SPR 15086] Daylight Savings Time is always applied by default even when it is turned off on the host or when the host is set to a non-DST time zone. In order for non-DST time zone settings to take effect, you must stop and restart the **VoiceConsole 2.2** service.
- [SPR 14417] If a user attempts to install multiple instances of the same version of *VoiceConsole* onto a Linux server, the subsequent installation attempts (that is, all installation attempts after the first installation) will fail to uninstall the previous instance of the application. The previous instance must be uninstalled manually before the application is installed on the server again.
- [SPR 13627] If a space is inadvertently placed before the IP Address in the URL that enables devices to connect to *VoiceConsole* (for example, "VoiceConsoleURL"="http://<inadvertent space here>10.1.2.345:8080/VoiceConsole"), the devices will be able to connect to the application, however, they will not be able to send log data to the application in the event that logging is enabled.
- [SPR 13238] When creating a device profile using a .cci file that contains multiple radio types with different settings, users may experience an error if the browser's **Back** button is used to navigate back to step 2 of the device profile creation process after the specific radio type has been chosen.

- [SPR 11733] When importing a task into *VoiceConsole*, the user may experience an error when browsing to the task file if the path to the folder into which the task file has been placed is extremely long.
- [SPR 10955] If a user is viewing a properties page (for example, a particular operator's properties page) in *VoiceConsole*, and then that user opens the same properties page in another browser (so that the user now has two browsers pointing to the same page), an error may occur when attempting to go back to the main view in the original browser.
- [SPR 10494] When using *VoiceConsole* with Microsoft® Internet Explorer 6.0 running on Windows® XP, the scroll bars associated with text areas, description fields, and note fields may exhibit some unexpected behavior. Users may experience erratic results when clicking the up arrow on those types of scroll bars (for example, the cursor may jump to the bottom of the text or the cursor may simply fail to scroll up).
- [WC-81] When a user is associated with more than one site and you perform the procedure for deleting that user, the user is deleted only from the site you are currently viewing, but the application incorrectly reports that the user was deleted. Before a user can be completely deleted, he must be removed from all sites.
- [WC-111] If you create a site in *VoiceConsole* then attempt to view that site from another open instance of a web browser, that web browser will not display the new site. You must log out of and back into *VoiceConsole* in that browser to see the added site.
- [WC-208] When *VoiceConsole* is installed on a server running a native Japanese or Chinese operating system and only Japanese or Chinese is selected in Internet Explorer, the date and time stamp at the bottom right of the window is displayed twice and the month is shown in English.
- [WC-216] The **Browse** button on the **Manage License**, **Import Task** and **Import Voice Client** pages will only be translated properly if they are viewed from a native operating system.

[back to top](#)

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# Release Notes for Vocollect VoiceConsole 2.1

[Release Highlights](#)

[Supported Product Configurations](#)

[Installation Details](#)

[Limitations/General Considerations](#)

## Release Highlights

The 2.1 version of Vocollect *VoiceConsole*<sup>™</sup> includes the following new features and enhancements:

- This version of *VoiceConsole* is the first version of Vocollect's device management software that supports the latest and greatest hardware device offering from Vocollect, the Talkman<sup>®</sup> T5.
- This version of *VoiceConsole* supports the use of voice on the Symbol<sup>®</sup> MC9060 hardware device.
- *VoiceConsole* now supports the ability to associate an operator with a Vocollect SR-series headset for the purpose of having that operator's templates automatically load onto a T5 device when the headset is connected to the device. For information about this feature, refer to the **Automatic Operator Loading** topic in the *VoiceConsole* online help.
- *VoiceConsole* now supports wireless connectivity between T5 devices and certain peripheral devices. For information about this feature, refer to the **Bluetooth Functionality** topic in the *VoiceConsole* online help.
- Information about the battery that is connected to a T5 device is now displayed in *VoiceConsole* on the device's properties page.
- This version of *VoiceConsole* includes a feature that enables operators to load their templates onto devices by using the device's keypad to enter an operator number. An operator number is simply a user-defined or system-generated number that is assigned to an operator (either on a per-operator basis or in bulk) within *VoiceConsole*.
- This version of *VoiceConsole* enables users to view the application in the following languages: English, French, German, Italian, Spanish, Latin American Spanish, Dutch, Finnish, Portuguese, Swedish, and Danish. Users can change the language in which the application is viewed by changing the locale in their Web browser.

## Supported Product Configurations

### Microsoft® Windows® Configuration

- Operating System: Microsoft® Windows® Server 2000 with service pack 4; Microsoft® Windows® Server 2003 with current service pack
- Recommended Hardware: Intel Pentium processor at 2.4GHz or faster; 1GB RAM
- Minimum Disk Space Requirement: 700MB\*
- Installation Process: CD with standard Windows ® installer
- Client Workstations: Windows ® 98, 2000, XP service pack 1, XP service pack 2
- Web Browsers: Internet Explorer 5.0, 5.5, 6.0; Netscape 7.0
- Talkman ® Mobile Computers: Talkman OPEN, T2, T2 x , T5
- Third-party Devices: Symbol ® MC9060

### Red Hat ® Linux ® Configuration

- Operating System: Red Hat ® Linux ® version 3.0 with update 1
- Recommended Hardware: Intel Pentium processor at 2.4GHz or faster; 1GB RAM
- Minimum Disk Space Requirement: 700MB\*
- Installation Process: CD with Linux RPM installer
- Client Workstations: Windows ® 98, 2000, XP service pack 1, XP service pack 2; Red Hat ® Linux ® Workstation for Intel processors
- Web Browsers: Internet Explorer 5.0, 5.5, 6.0; Netscape 7.0
- Talkman ® Mobile Computers: Talkman OPEN, T2, T2 x , T5
- Third-party Devices: Symbol ® MC9060

\* A fully functioning *VoiceConsole* system requires at least 700MB of disk space on the installation drive. The actual installation requires approximately 300MB, and another 400MB is needed for system setup and regular use. This disk space requirement is meant to accommodate a system that has 500 operators with 100 vocabulary word templates per operator. This requirement also assumes that only a limited amount of terminal debug is being collected at any point in time. When logging is enabled for a particular terminal, debug output is captured at a rate of approximately 500KB to 1.5MB per hour, depending on the task. The average size of the debug output is typically 800KB to 1MB per hour. It is important to allocate an appropriate amount of disk space based upon the amount of debug output you expect to collect. It should also be noted that once the *VoiceConsole* database reaches a size of 1GB, an internal database maintenance feature will begin cleaning out older debug output (terminal logs) in order to keep the size of the database from utilizing all available disk space.



## Permissions for New Windows ® User

A new Windows ® user, **vocollect-db**, is created during the installation of *VoiceConsole*. This user, created in conjunction with the installation of PostgreSQL, is used to initialize the database and run the PostgreSQL service. The **vocollect-db** user is created as a restricted Windows ® user, and its creation is required in order for PostgreSQL to function properly. The **vocollect-db** user MUST HAVE ACCESS to the drive where *VoiceConsole* is being installed. If that user is unable to access that drive, the installation of PostgreSQL will fail.

[back to top](#)

## Installation Details

The following information details the changes that are made to your computer/server when *VoiceConsole* 2.1 is installed.

### Microsoft ® Windows ® Installation

- A new Windows ® registry key is created. This key is as follows:

HKEY\_LOCAL\_MACHINE\SOFTWARE\Vocollect\VoiceConsole

This key contains information about the current *VoiceConsole*, JBoss, and PostgreSQL versions and installation paths as well as a timestamp for the current installation.

- The Sun Microsystems Java Development Kit (JDK) 1.4.2 is installed in the following directory:

<installation directory>/jre

- A new Windows user, **vocollect-db**, is created.

PostgreSQL is installed in the following directories:

- <installation directory>/tools/PostgreSQL
- <installation directory>/tools/PostgresData

The following additional file is installed in the PostgresData directory

- PostgresData/data/pg\_hba.conf
- The JBoss 3.2.5 archive is expanded and stored in the following directory:

<installation directory>/tools/jboss-3.2.5

- The following *VoiceConsole*-specific file is installed in the jboss-3.2.5 directory:

jboss-3.2.5/server/default/deploy/VoiceConsole2.1.ear

- Installation logs and the *VoiceConsole*uninstall program are stored in the <installation directory>.
- Shortcuts to *VoiceConsole* are created on the desktop and in the Start/Programs/Vocollect/VoiceConsole menu.
- A standalone copy of the US-English version of the *VoiceConsole*online help is installed in the <installation directory>.

A shortcut to the standalone online help is created in the Start/Programs/Vocollect/VoiceConsole menu.

## Red Hat ® Linux ® Installation

- A file called `voiceconsole.version` is placed into the following directory:

`/etc/Vocollect`

This file contains information about the current *VoiceConsole*, JBoss, and PostgreSQL versions and installation paths as well as a timestamp for the current installation.

- The Sun Microsystems Java Development Kit (JDK) 1.4.2 is installed in the following directory:

<installation directory>/jre

- The *VoiceConsole* database is created in the following directory:

<installation directory>/tools/pgsql/data

- The following additional files are installed with PostgreSQL:
  - `postgres/data/pg_hba.conf`
  - `postgres/init/postgres_create_voice_console_db.sql`
  - `postgres/init/postgres_populate_voice_console_db.sql`
  - `postgres/init/populate_voice_console_db.sql`
  - `postgres/init/updateSettings.sql`
- The following JBoss and PostgreSQL Daemon files are installed:
  - `/etc/rc.d/init.d/jboss`
  - `/etc/rc.d/init.d/postgres`
  - `/etc/init.d/postgres /etc/rc3.d/S83postgres`
  - `/etc/init.d/postgres /etc/rc5.d/S83postgres`
  - `/etc/init.d/postgres /etc/rc4.d/S83postgres`
  - `/etc/init.d/postgres /etc/rc6.d/K16postgres`
  - `/etc/init.d/postgres /etc/rc0.d/K16postgres`
  - `/etc/init.d/postgres /etc/rc1.d/K16postgres`
  - `/etc/init.d/postgres /etc/rc2.d/K16postgres`

- /etc/init.d/jboss /etc/rc3.d/S84jboss
  - /etc/init.d/jboss /etc/rc5.d/S84jboss
  - /etc/init.d/jboss /etc/rc4.d/S84jboss
  - /etc/init.d/jboss /etc/rc6.d/K15jboss
  - /etc/init.d/jboss /etc/rc0.d/K15jboss
  - /etc/init.d/jboss /etc/rc1.d/K15jboss
  - /etc/init.d/jboss /etc/rc2.d/K15jboss
- The JBoss 3.2.5 archive is expanded and stored in the following directory:

<installation directory>/tools/jboss-3.2.5

- The following *VoiceConsole*-specific files are also installed:

jboss-3.2.5/server/default/deploy/VoiceConsole2.1

.ear /root/.vocollect

- Installation logs and the *VoiceConsole* uninstall program are stored in the <installation directory>.
- A standalone copy of the US-English version of the *VoiceConsole* online help is installed in the <installation directory>.

[back to top](#)

## Limitations/General Considerations

The following is \IMPORTANT INFORMATION for sites that are upgrading from *VoiceConsole* 2.0 to *VoiceConsole* 2.1 :

If you have upgraded to *VoiceConsole* 2.1 and you are experiencing any problems with that version of the product, DO NOT uninstall 2.1 in an attempt to revert to the 2.0 version of the product. Instead, use the following instructions to revert to *VoiceConsole* 2.0 :

1. Go to: **Start >> Settings >> Control Panel >> Administrative Tools >> Services**
2. In the **Services** window, locate the JBOSSVC2.1 service.
3. Right-click on the JBOSSVC2.1 service, and select **Stop** from the pop-up menu.
4. In the **Services** window, locate the JBOSS service.
5. Right-click on the JBOSS service, and select **Start** from the pop-up menu. Note that it may take a few minutes for the JBOSS service to start.

You can now use *VoiceConsole* 2.0 just as it was being used before the upgrade to *VoiceConsole* 2.1 . However, please contact your *VoiceConsole* vendor to resolve the problems with the 2.1 installation.

The following are known limitations in *VoiceConsole* 2.1 .

- During the upgrade process from *VoiceConsole* 2.0 to *VoiceConsole* 2.1 , if the installation of the PostgreSQL database fails, certain DLLs that are shared between the 2.0 database and the 2.1 database are automatically removed from the system. This situation presents a problem because the removal of those DLLs renders *VoiceConsole* 2.0 inoperable (and you are going to need to use the 2.0 version of the application due to the failure during the installation of *VoiceConsole* 2.1 ). To account for this situation, copies of the DLLs are placed into a directory called BackupDlls. This directory can be found in the install location that was chosen during the installation of *VoiceConsole* 2.1 . To restore these DLLs and get *VoiceConsole* 2.0 running again, copy the DLLs from the BackupDlls directory into the operating system's system32 directory.
- [SPR 15324] When creating a device profile for Talkman ® OPEN, T2, T2 x , or T5, an application error will occur if, on the second step of the creation wizard, the user selects to copy the configuration from an existing profile, and the profile that is selected is a configuration-only profile (that is, a profile that was created for use with third-party devices).
- [SPR 14756] When entering operator numbers in *VoiceConsole*, the application allows the user to enter a number that is up to 64 digits in length. However, the terminal can only handle numbers up to 11 digits in length.
- [SPR 14417] If a user attempts to install multiple instances of the same version of *VoiceConsole* onto a Linux server, the subsequent installation attempts (that is, all installation attempts after the first installation) will fail to uninstall the previous instance of the application. The previous instance must be uninstalled manually before the application is installed on the server again.
- [SPR 14311] When using *VoiceConsole* with Microsoft ® Windows ® 2000 server and XP, the instructions that appear on the page when using a serial cable to load a profile onto a device are cut off because all of the instructions appear in bold text (only the page header is supposed to be bold).
- [SPR 14260] *VoiceConsole* is not able to be installed over Windows ® 2000 Remote Desktop Connection due to a known limitation with the PostgreSQL database.
- [SPR 13779] When using *VoiceConsole* with Microsoft ® Windows ® 2000 and Internet Explorer 5.0, users are unable to load firmware onto devices via the serial loading feature because the ActiveX™ control associated with that feature does not work on that system configuration.
- [SPR 15428] When using *VoiceConsole* with Microsoft ® Windows ® XP, the information on the serial load page is displayed in the language of the installed operating system, regardless of the locale set in your Web browser. For example, if you have an English version of Windows ® XP, but your Web browser's locale is set to French, the information on the serial load page will be displayed in English, as opposed to the rest of the application, which will be displayed in French.
- [SPR 13627] If a space is inadvertently placed before the IP Address in the URL that enables devices to connect to *VoiceConsole*(for example, "VoiceConsoleURL"="http://<inadvertent space here>10.1.2.345:8080/VoiceConsole"), the devices will be able to connect to

the application, however, they will not be able to send log data to the application in the event that logging is enabled.

- [SPR 13291] When assigning terminals to operators, users will notice that the terminals that have already been selected on the **Assign Terminals: Set Assignments** page will be shaded in gray in the terminal drop-down list boxes on that page. However, when using *VoiceConsole* with Microsoft® Internet Explorer, users may notice some erratic behavior with regard to the gray shading. It is possible that the selected terminals may not be shaded when a drop-down is selected the first time.
- [SPR 13238] When creating a terminal profile using a .cci file that contains multiple radio types with different settings, users may experience an error if the browser's **Back** button is used to navigate back to step 2 of the terminal profile creation process after the specific radio type has been chosen.
- [SPR 12624] In the event of a browser session timeout when using *VoiceConsole*, the user is presented with the main login page when any button or link is clicked after the timeout has occurred. When the user logs back into the application, he is presented with the page that was being viewed when the timeout occurred. The application functions in this manner for all pages except for those associated with creating an entity (such as the **Create Operator** page, the **Create Task Package** page, etc). If the user is viewing one of those pages when the timeout occurs, he will be presented with the application's default home page (**Operator Team View**) upon logging in after the timeout.
- [SPR 12548] When using *VoiceConsole* with Microsoft® Internet Explorer 5.0, the plus (+) icons on the navigation bar do not function properly. In order to expand the different sections of the navigation bar, the user must click directly on the menu item name rather than clicking the plus icon.
- [SPR 12535] If a user is creating a terminal profile using a .cci file that contains multiple radio types with different settings, and the user decides to cancel the creation process after the specific radio type has been chosen, the particular *Vocollect Voice™ Client* that was being used to create the profile may not be able to be deleted from the application at a later time. The application may report that the *Voice Client* cannot be deleted because it is being used in the creation of a terminal profile.
- [SPR 11733] When importing a task into the application, the user may experience an error when browsing to the task file if the path to the folder into which the task file has been placed is extremely long.
- [SPR 11483] When using *VoiceConsole* with Microsoft® Internet Explorer 5.0 running on Windows® 98 or 2000, the application's JavaScript functionality does not work properly. For example, the application's navigation bar will not expand and contract as expected (rather, it will always appear fully expanded).
- [SPR 10955] If a user is viewing a properties page (for example, a particular operator's properties page) in the application, and then that user opens the same properties page in another browser (so that the user now has two browsers pointing to the same page), an error may occur when attempting to go back to the main view in the original browser.
- [SPR 10876] When the display name of a task package that has already been loaded onto one or more devices is changed, the display of that name in relation to the devices (that is, the display of the task package name on the

main device view page and on a device's properties page) is not updated to the new name. The application displays the old name with an asterisk that states that the task package is not found in the system.

- [SPR 10733] It is possible to create multiple operators who appear to have the same spoken name. When creating operators in the application, validation is done to make sure that two operators do not have the same spoken name. However, it is possible, via the use of creative phonetic spellings, to create two different spoken names that sound exactly the same when spoken by the terminal. If this situation occurs, an operator may have trouble selecting the correct operator name when performing an operator load from the terminal.
- [SPR 10494] When using *VoiceConsole* with Microsoft ® Internet Explorer 6.0 running on Windows ® XP, the scroll bars associated with text areas, description fields, and note fields may exhibit some unexpected behavior. Users may experience erratic results when clicking the up arrow on those types of scroll bars (for example, the cursor may jump to the bottom of the text or the cursor may simply fail to scroll up).
- [SPR 15627] If you are installing the application on Linux and a desktop shortcut is not created during the installation, you may receive the following error: "...some warnings have occurred during the install. Please see the installation log at for details."
- [SPR 15619] If your browser is configured to display text in an unsupported language code, the language in which *VoiceConsole* is controlled by the server's operating system configuration.
- [SPR 15632] If your browser is configured to a non-supported country code (regardless of the language code specified), the online help will be displayed in English.

[back to top](#)

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# Release Notes for Vocollect VoiceConsole™ 2.0.1

[Release Highlights](#)

[Supported Product Configurations](#)

[Installation Details](#)

[Limitations/General Considerations](#)

## Release Highlights

The 2.0.1 version of Vocollect *VoiceConsole*™ is not vastly different from the 2.0 version of the product (which was the initial market offering of the product).

The one major enhancement to the 2.0.1 version of *VoiceConsole* is the inclusion of a feature that enables operators to load their templates onto terminals by using the terminal's keypad to enter an operator number. An operator number is simply a user-defined or system-generated number that is assigned to an operator (either on a per-operator basis or in bulk) within *VoiceConsole*.

## Supported Product Configurations

### Microsoft® Windows® Configuration

- Web Application Server: JBOSS v3.2.5
- Operating System: Microsoft® Windows® Server 2000 with service pack 4; Microsoft® Windows® Server 2003 with current service pack
- Recommended Hardware: Intel Pentium processor at 2.4GHz or faster; 1GB RAM
- Minimum Disk Space Requirement: 700MB\*
- Database: PostgreSQL 8.0
- Installation Process: CD with standard Windows® installer
- Client Workstations: Windows® 98, 2000, XP service pack 1, XP service pack 2
- Web Browsers: Internet Explorer 5.0, 5.5, 6.0; Netscape 7.0
- Talkman® Mobile Computers: Talkman OPEN, T2, T2 x

### Red Hat® Linux® Configuration

- Web Application Server: JBOSS v3.2.5

- Operating System: Red Hat ® Linux ® version 3.0 with update 1
- Recommended Hardware: Intel Pentium processor at 2.4GHz or faster; 1GB RAM
- Minimum Disk Space Requirement: 700MB\*
- Database: PostgreSQL 7.3.6
- Installation Process: CD with Linux RPM installer
- Client Workstations: Windows ® 98, 2000, XP service pack 1, XP service pack 2; Red Hat ® Linux ® Workstation for Intel processors
- Web Browsers: Internet Explorer 5.0, 5.5, 6.0; Netscape 7.0
- Talkman ® Mobile Computers: Talkman OPEN, T2, T2 x

\* A fully functioning *VoiceConsole* system requires at least 700MB of disk space on the installation drive. The actual installation requires approximately 300MB, and another 400MB is needed for system setup and regular use. This disk space requirement is meant to accommodate a system that has 500 operators with 100 vocabulary word templates per operator. This requirement also assumes that only a limited amount of terminal debug is being collected at any point in time. When logging is enabled for a particular terminal, debug output is captured at a rate of approximately 500KB to 1.5MB per hour, depending on the task. The average size of the debug output is typically 800KB to 1MB per hour. It is important to allocate an appropriate amount of disk space based upon the amount of debug output you expect to collect. It should also be noted that once the *VoiceConsole* database reaches a size of 1GB, an internal database maintenance feature will begin cleaning out older debug output (terminal logs) in order to keep the size of the database from utilizing all available disk space.

## Permissions for New Windows ® User

A new Windows ® user, **vocollect-db**, is created during the installation of *VoiceConsole*. This user, created in conjunction with the installation of PostgreSQL, is used to initialize the database and run the PostgreSQL service. The **vocollect-db** user is created as a restricted Windows ® user, and its creation is required in order for PostgreSQL to function properly. The **vocollect-db** user MUST HAVE ACCESS to the drive where *VoiceConsole* is being installed. If that user is unable to access that drive, the installation of PostgreSQL will fail.

[back to top](#)

## Installation Details

The following information details the changes that are made to your computer/server when *VoiceConsole* 2.0.1 is installed.

### Microsoft ® Windows ® Installation

- A new Windows ® registry key is created. This key is as follows:



HKEY\_LOCAL\_MACHINE\SOFTWARE\Vocollect\VoiceConsole

This key contains information about the current *VoiceConsole*, JBoss, and PostgreSQL versions and installation paths as well as a timestamp for the current installation.

- The Sun Microsystems Java Development Kit (JDK) 1.4.2 is installed in the following directory:

<installation directory>/jre

- A new Windows user, **vocollect-db**, is created.
- PostgreSQL is installed in the following directories:

<installation directory>/tools/PostgreSQL

<installation directory>/tools/PostgresData

The following additional file is installed in the PostgresData directory:

PostgresData/data/pg\_hba.conf

- The JBoss 3.2.5 archive is expanded and stored in the following directory:

<installation directory>/tools/jboss-3.2.5

- The following *VoiceConsole*-specific file is installed in the jboss-3.2.5 directory:

jboss-3.2.5/server/default/deploy/VoiceConsole2.0.1.ear

- Installation logs and the *VoiceConsole*uninstall program are stored in the <installation directory>.
- Shortcuts to VoiceConsole are created on the desktop and in the Start/Programs/Vocollect/VoiceConsole menu.
- A standalone version of the *VoiceConsole*online help is installed in the <installation directory>.
- A shortcut to the standalone online help is created in the Start/Programs/Vocollect/VoiceConsole menu.

## Red Hat ® Linux ® Installation

- A file called voiceconsole.version is placed into the following directory:

/etc/Vocollect

This file contains information about the current *VoiceConsole*, JBoss, and PostgreSQL versions and installation paths as well as a timestamp for the current installation.

- The Sun Microsystems Java Development Kit (JDK) 1.4.2 is installed in the following directory:

<installation directory>/jre

- The *VoiceConsole* database is created in the following directory:

<installation directory>/tools/pgsql/data

The following additional files are installed with PostgreSQL:

- postgres/data/pg\_hba.conf
- postgres/init/postgres\_create\_voice\_console\_db.sql
- postgres/init/postgres\_populate\_voice\_console\_db.sql
- postgres/init/populate\_voice\_console\_db.sql
- postgres/init/updateSettings.sql
- The following JBoss and PostgreSQL Daemon files are installed:
  - /etc/rc.d/init.d/jboss
  - /etc/rc.d/init.d/postgres
  - /etc/init.d/postgres /etc/rc3.d/S83postgres
  - /etc/init.d/postgres /etc/rc5.d/S83postgres
  - /etc/init.d/postgres /etc/rc4.d/S83postgres
  - /etc/init.d/postgres /etc/rc6.d/K16postgres
  - /etc/init.d/postgres /etc/rc0.d/K16postgres
  - /etc/init.d/postgres /etc/rc1.d/K16postgres
  - /etc/init.d/postgres /etc/rc2.d/K16postgres
  - /etc/init.d/jboss /etc/rc3.d/S84jboss
  - /etc/init.d/jboss /etc/rc5.d/S84jboss
  - /etc/init.d/jboss /etc/rc4.d/S84jboss
  - /etc/init.d/jboss /etc/rc6.d/K15jboss
  - /etc/init.d/jboss /etc/rc0.d/K15jboss
  - /etc/init.d/jboss /etc/rc1.d/K15jboss
  - /etc/init.d/jboss /etc/rc2.d/K15jboss
- The JBoss 3.2.5 archive is expanded and stored in the following directory:  
<installation directory>/tools/jboss-3.2.5
- The following *VoiceConsole*-specific files are also installed: jboss-3.2.5/server/default/deploy/VoiceConsole2.0.1.ear/root/.vocollect
- Installation logs and the *VoiceConsole*uninstall program are stored in the <installation directory>.
- A standalone version of the *VoiceConsole*online help is installed in the <installation directory>.

[back to top](#)

## Limitations/General Considerations

The following are known limitations in *VoiceConsole* 2.0.1 .

- [SPR 14756]When entering operator numbers in *VoiceConsole*, the application allows the user to enter a number that is up to 64 digits in length. However, the terminal can only handle numbers up to 11 digits in length.
- [SPR 14260]*VoiceConsole* is not able to be installed over Windows ® 2000 Remote Desktop Connection due to a known limitation with the PostgreSQL database.
- [SPR 10494]When using *VoiceConsole* with Microsoft ® Internet Explorer 6.0 running on Windows ® XP, the scroll bars associated with text areas, description fields, and note fields may exhibit some unexpected behavior. Users may experience erratic results when clicking the up arrow on those types of scroll bars (for example, the cursor may jump to the bottom of the text or the cursor may simply fail to scroll up).
- [SPR 10733]It is possible to create multiple operators who appear to have the same spoken name. When creating operators in the application, validation is done to make sure that two operators do not have the same spoken name. However, it is possible, via the use of creative phonetic spellings, to create two different spoken names that sound exactly the same when spoken by the terminal. If this situation occurs, an operator may have trouble selecting the correct operator name when performing an operator load from the terminal.
- [SPR 10955]If a user is viewing a properties page (for example, a particular operator's properties page) in the application, and then that user opens the same properties page in another browser (so that the user now has two browsers pointing to the same page), an error may occur when attempting to go back to the main view in the original browser.
- [SPR 11483]When using *VoiceConsole* with Microsoft ® Internet Explorer 5.0 running on Windows ® 98 or 2000, the application's JavaScript functionality does not work properly. For example, the application's navigation bar will not expand and contract as expected (rather, it will always appear fully expanded).
- [SPR 11733]When importing a task into the application, the user may experience an error when browsing to the task file if the path to the folder into which the task file has been placed is extremely long.
- [SPR 12535]If a user is creating a terminal profile using a .cci file that contains multiple radio types with different settings, and the user decides to cancel the creation process after the specific radio type has been chosen, the particular Vocollect Voice Client that was being used to create the profile may not be able to be deleted from the application at a later time. The application may report that the VoiceClient cannot be deleted because it is being used in the creation of a terminal profile.

- [SPR 12548]When using *VoiceConsole* with Microsoft ® Internet Explorer 5.0, the plus (+) icons on the navigation bar do not function properly. In order to expand the different sections of the navigation bar, the user must click directly on the menu item name rather than clicking the plus icon.
- [SPR 12624]In the event of a browser session timeout when using *VoiceConsole*, the user is presented with the main login page when any button or link is clicked after the timeout has occurred. When the user logs back into the application, he is presented with the page that was being viewed when the timeout occurred. The application functions in this manner for all pages except for those associated with creating an entity (such as the **Create Operator** page, the **Create Task Package** page, etc). If the user is viewing one of those pages when the timeout occurs, he will be presented with the application's default home page (**Operator Team View**) upon logging in after the timeout.
- [SPR 13238]When creating a terminal profile using a .cci file that contains multiple radio types with different settings, users may experience an error if the browser's **Back** button is used to navigate back to step 2 of the terminal profile creation process after the specific radio type has been chosen.
- [SPR 13291]When assigning terminals to operators, users will notice that the terminals that have already been selected on the **Assign Terminals: Set Assignments** page will be shaded in gray in the terminal drop-down list boxes on that page. However, when using *VoiceConsole* with Microsoft ® Internet Explorer, users may notice some erratic behavior with regard to the gray shading. It is possible that the selected terminals may not be shaded when a drop-down is selected the first time.

[back to top](#)

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# Release Notes for Vocollect VoiceConsole 2.0

[Release Highlights](#)

[Supported Product Configurations](#)

[Installation Details](#)

[Limitations/General Considerations](#)

## Release Highlights

This release is the initial product and market offering of Vocollect *VoiceConsole*.

*VoiceConsole* is Vocollect's next-generation, web-based enterprise management solution for the Vocollect voice system. *VoiceConsole* provides comprehensive voice system setup and management in an easy to use, web-based interface. *VoiceConsole* enables quick and easy voice system implementation and management to reduce the total cost of ownership of the voice system.

The following is a high-level overview of the *VoiceConsole* application:

- Java®-enabled and Web-based application architecture.
- Runs on the Microsoft® Windows® and Red Hat® Linux® operating systems.
- Extensive feature set that includes complete operator and terminal management functionality, role-based user login security, and robust sorting and searching functionality.
- Elegantly simple and intuitive graphical user interface.
- Installation on client workstations is not necessary; application is accessible using only a standard Web browser and appropriate network access.

## Supported Product Configurations

### Microsoft® Windows® Configuration

- Web Application Server: JBOSS v3.2.5
- Operating System: Microsoft® Windows® Server 2000 with service pack 4; Microsoft® Windows® Server 2003 with current service pack
- Recommended Hardware: Intel Pentium processor at 2.4GHz or faster; 1GB RAM
- Minimum Disk Space Requirement: 700MB\*

- Database: PostgreSQL 8.0
- Installation Process: CD with standard Windows® installer
- Client Workstations: Windows® 98, 2000, XP service pack 1, XP service pack 2
- Web Browsers: Internet Explorer 5.0, 5.5, 6.0; Netscape 7.0
- Talkman® Mobile Computers: Talkman OPEN, T2, T2x

## Red Hat® Linux® Configuration

- Web Application Server: JBOSS v3.2.5
- Operating System: Red Hat® Linux® version 3.0 with update 1
- Recommended Hardware: Intel Pentium processor at 2.4GHz or faster; 1GB RAM
- Minimum Disk Space Requirement: 700MB\*
- Database: PostgreSQL 7.3.6
- Installation Process: CD with Linux RPM installer
- Client Workstations: Windows® 98, 2000, XP service pack 1, XP service pack 2; Red Hat® Linux® Workstation for Intel processors
- Web Browsers: Internet Explorer 5.0, 5.5, 6.0; Netscape 7.0
- Talkman® Mobile Computers: Talkman OPEN, T2, T2x

\* A fully functioning VoiceConsole system requires at least 700MB of disk space on the installation drive. The actual installation requires approximately 300MB, and another 400MB is needed for system setup and regular use. This disk space requirement is meant to accommodate a system that has 500 operators with 100 vocabulary word templates per operator. This requirement also assumes that only a limited amount of terminal debug is being collected at any point in time. When logging is enabled for a particular terminal, debug output is captured at a rate of approximately 500KB to 1.5MB per hour, depending on the task. The average size of the debug output is typically 800KB to 1MB per hour. It is important to allocate an appropriate amount of disk space based upon the amount of debug output you expect to collect. It should also be noted that once the *VoiceConsole* database reaches a size of 1GB, an internal database maintenance feature will begin cleaning out older debug output (terminal logs) in order to keep the size of the database from utilizing all available disk space.

## Permissions for New Windows® User

A new Windows® user, **vocollect-db**, is created during the installation of *VoiceConsole*. This user, created in conjunction with the installation of PostgreSQL, is used to initialize the database and run the PostgreSQL service. The **vocollect-db** user is created as a restricted Windows® user, and its creation is required in order for PostgreSQL to function properly. The **vocollect-db** user MUST HAVE ACCESS to the drive where *VoiceConsole* is being installed. If that user is unable to access that drive, the installation of PostgreSQL will fail.

[back to top](#)

## Installation Details

The following information details the changes that are made to your computer/server when *VoiceConsole* 2.0 is installed.

### Microsoft® Windows® Installation

- A new Windows® registry key is created. This key is as follows:

HKEY\_LOCAL\_MACHINE\SOFTWARE\Vocollect\VoiceConsole

This key contains information about the current *VoiceConsole*, JBoss, and PostgreSQL versions and installation paths as well as a timestamp for the current installation.

- The Sun Microsystems Java Development Kit (JDK) 1.4.2 is installed in the following directory:

<installation directory>/jre

- A new Windows user, vocollect-db, is created.
- PostgreSQL is installed in the following directories:
  - <installation directory>/tools/PostgreSQL
  - <installation directory>/tools/PostgresData
- The following additional file is installed in the PostgresData directory:

PostgresData/data/pg\_hba.conf

- The JBoss 3.2.5 archive is expanded and stored in the following directory:

<installation directory>/tools/jboss-3.2.5

- The following *VoiceConsole*-specific file is installed in the jboss-3.2.5 directory:

jboss-3.2.5/server/default/deploy/VoiceConsole2.0.ear

- Installation logs and the *VoiceConsole* uninstall program are stored in the <installation directory>.
- Shortcuts to *VoiceConsole* are created on the desktop and in the Start/Programs/Vocollect/VoiceConsole menu.
- A standalone version of the *VoiceConsole* online help is installed in the <installation directory>.
- A shortcut to the standalone online help is created in the Start/Programs/Vocollect/VoiceConsole menu.

### Red Hat® Linux® Installation

- A file called voiceconsole.version is placed into the following directory:

/etc/Vocollect

This file contains information about the current VoiceConsole , JBoss, and PostgreSQL versions and installation paths as well as a timestamp for the current installation.

- The Sun Microsystems Java Development Kit (JDK) 1.4.2 is installed in the following directory:

<installation directory>/jre

- The *VoiceConsole* database is created in the following directory:

<installation directory>/tools/pgsql/data

- The following additional files are installed with PostgreSQL:
  - postgres/data/pg\_hba.conf
  - postgres/init/postgres\_create\_voice\_console\_db.sql
  - postgres/init/postgres\_populate\_voice\_console\_db.sql
  - postgres/init/populate\_voice\_console\_db.sql
  - postgres/init/updateSettings.sql
- The following JBoss and PostgreSQL Daemon files are installed:
  - /etc/rc.d/init.d/jboss
  - /etc/rc.d/init.d/postgres
  - /etc/init.d/postgres /etc/rc3.d/S83postgres
  - /etc/init.d/postgres /etc/rc5.d/S83postgres
  - /etc/init.d/postgres /etc/rc4.d/S83postgres
  - /etc/init.d/postgres /etc/rc6.d/K16postgres
  - /etc/init.d/postgres /etc/rc0.d/K16postgres
  - /etc/init.d/postgres /etc/rc1.d/K16postgres
  - /etc/init.d/postgres /etc/rc2.d/K16postgres
  - /etc/init.d/jboss /etc/rc3.d/S84jboss
  - /etc/init.d/jboss /etc/rc5.d/S84jboss
  - /etc/init.d/jboss /etc/rc4.d/S84jboss
  - /etc/init.d/jboss /etc/rc6.d/K15jboss
  - /etc/init.d/jboss /etc/rc0.d/K15jboss
  - /etc/init.d/jboss /etc/rc1.d/K15jboss
  - /etc/init.d/jboss /etc/rc2.d/K15jboss
- The JBoss 3.2.5 archive is expanded and stored in the following directory:

<installation directory>/tools/jboss-3.2.5



- The following *VoiceConsole*-specific files are also installed:

jboss-3.2.5/server/default/deploy/VoiceConsole2.0.ear /root/.vocollect

- Installation logs and the *VoiceConsole* uninstall program are stored in the <installation directory>.
- A standalone version of the *VoiceConsole* online help is installed in the <installation directory>.

[back to top](#)

## Limitations/General Considerations

The following are known limitations in *VoiceConsole* 2.0 .

- [SPR 14260] *VoiceConsole* is not able to be installed over Windows® 2000 Remote Desktop Connection due to a known limitation with the PostgreSQL database.
- [SPR 10494]When using *VoiceConsole* with Microsoft® Internet Explorer 6.0 running on Windows® XP, the scroll bars associated with text areas, description fields, and note fields may exhibit some unexpected behavior. Users may experience erratic results when clicking the up arrow on those types of scroll bars (for example, the cursor may jump to the bottom of the text or the cursor may simply fail to scroll up).
- [SPR 10733]It is possible to create multiple operators who appear to have the same spoken name. When creating operators in the application, validation is done to make sure that two operators do not have the same spoken name. However, it is possible, via the use of creative phonetic spellings, to create two different spoken names that sound exactly the same when spoken by the terminal. If this situation occurs, an operator may have trouble selecting the correct operator name when performing an operator load from the terminal.
- [SPR 10955]If a user is viewing a properties page (for example, a particular operator's properties page) in the application, and then that user opens the same properties page in another browser (so that the user now has two browsers pointing to the same page), an error may occur when attempting to go back to the main view in the original browser.
- [SPR 11483]When using *VoiceConsole* with Microsoft® Internet Explorer 5.0 running on Windows® 98 or 2000, the application's JavaScript functionality does not work properly. For example, the application's navigation bar will not expand and contract as expected (rather, it will always appear fully expanded).
- [SPR 11733]When importing a task into the application, the user may experience an error when browsing to the task file if the path to the folder into which the task file has been placed is extremely long.

- [SPR 12535]If a user is creating a terminal profile using a .cci file that contains multiple radio types with different settings, and the user decides to cancel the creation process after the specific radio type has been chosen, the particular *Vocollect Voice Client* that was being used to create the profile may not be able to be deleted from the application at a later time. The application may report that the Voice Client cannot be deleted because it is being used in the creation of a terminal profile.
- [SPR 12548]When using *VoiceConsole* with Microsoft® Internet Explorer 5.0, the plus (+) icons on the navigation bar do not function properly. In order to expand the different sections of the navigation bar, the user must click directly on the menu item name rather than clicking the plus icon.
- [SPR 12624]In the event of a browser session timeout when using *VoiceConsole*, the user is presented with the main login page when any button or link is clicked after the timeout has occurred. When the user logs back into the application, he is presented with the page that was being viewed when the timeout occurred. The application functions in this manner for all pages except for those associated with creating an entity (such as the **Create Operator** page, the **Create Task Package** page, etc). If the user is viewing one of those pages when the timeout occurs, he will be presented with the application's default home page (**Operator Team View**) upon logging in after the timeout.
- [SPR 13238]When creating a terminal profile using a .cci file that contains multiple radio types with different settings, users may experience an error if the browser's **Back** button is used to navigate back to step 2 of the terminal profile creation process after the specific radio type has been chosen.
- [SPR 13291]When assigning terminals to operators, users will notice that the terminals that have already been selected on the **Assign Terminals: Set Assignments** page will be shaded in gray in the terminal drop-down list boxes on that page. However, when using *VoiceConsole* with Microsoft® Internet Explorer, users may notice some erratic behavior with regard to the gray shading. It is possible that the selected terminals may not be shaded when a drop-down is selected the first time.

[back to top](#)

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