

New Features in VoiceConsole 5.2

Support for A700x Series Devices

This version of VoiceConsole supports the newest Vocollect devices, the A700x series.

Talkman Startup Tool

The Talkman Startup Tool is a new utility that lets you load profiles to Talkman devices through a cable. It replaces the Java applet that is no longer supported by many browsers and is sometimes disabled due to security concerns.

New REST Service for Gathering System Information

The new REST service gathers information about your VoiceConsole installation, such as device, accessory, and site information, for troubleshooting purposes. This information is also collected when the System Data Job runs and is sent to a secure server at Honeywell to provide you better support for your Vocollect Voice system. This process does not collect any personal information about your users or operators.

Updated Java and Tomcat

With this release, Java and Tomcat have been updated to:

- Java 1.8.0_192
- Apache Tomcat 9.0.12

NOTE

Due to the Tomcat upgrade, when you view the dialog between a device and an operator, the appearance will be somewhat different. However, the functionality is the same.

Support for Additional Operating Systems and Databases

This release supports the following additional operating systems and databases:

Client OS

- Microsoft Windows 10

Server OS

- SUSE Version 15
- Microsoft Windows Server 2016

NOTE

AIX was not tested with this release.

Database

- Oracle 18c
- Oracle 12 Release 2
- SQL Server 2016
- SQL Server 2017

Browser

- Microsoft Edge
- Latest version of Mozilla Firefox
- Latest version of Google Chrome

Fixes and Improvements

Issue with Unresponsiveness

VoiceConsole will not become unresponsive requiring a restart due to a Java issue. This was fixed in 5.1014ECS.

LDAP Server Login Working

The LDAP password is being sent correctly to the LDAP server, allowing LDAP authentication to work. This was fixed in 5.1001ECS.

VoiceConsole Shutdown in Clustered Environment

5.1004 ECS included changes to the Oracle ojdbc versions to prevent VoiceConsole shutting down unexpectedly when installed in a clustered environment.

Same License for A700 and A700x Devices

A700- and A700x-series devices can be licensed through VoiceConsole as a single product. This was fixed in 5.1016ECS.

Multiple Default Profiles

To support the different OSs on A700- and A700x-series devices, multiple default profiles can now be created. This was fixed in 5.1018ECS.

Operator Number Increased to 10 Digits

The operator number was increased to a maximum of 10 digits in 5.1013ECS.

Out of Memory Errors

5.1015 disabled the query timeout because the SQL Server JDBC driver was creating a thread to track each query timeout leading to out of memory errors. In 5.2, this is fixed by installing a newer version of the JDBC driver.

Logging for REST API Disabled by Default

Logging for the REST API is now disabled by default, to reduce space usage and enhance security.

Email Notifications for License Expiry

Email notifications will now be sent as part of alerts that the license is due to expire. This was fixed in 5.1012ECS.

<Div> Tags No Longer Appear in Accessories

In the Accessories page, if you selected **Printable View**, HTML <div> tags would appear in some columns. These will no longer appear.

General Considerations and Limitations

Issues Reported with This Release

Honeywell recommends you use the Microsoft Edge browser instead of Internet Explorer.

While the installation of this release on Windows only takes approximately 5 minutes, the Linux installation may take up to 2 hours. This is due to the inclusion of different versions of the JRE and Tomcat and verifying that the proper version is installed.

The upgrade will fail if you are upgrading from a previous version using a SQL Server database with NT authentication.

Workaround: When you are at the Configuration and Installation panel in the installer wizard, copy the sqljdbc_auth.dll file from the tools folder in the installation directory and paste it into the tools_x64 folder in the installation directory. Replace the file that already exists.

VVC-2022

After pasting the sqljdbc_auth.dll file, the installation will proceed as expected and the application will be successfully upgraded.

When you select operators in the View Operators page, then select Send Message to Selected Operators, not all of the operators selected will receive the message.

Performance decreases when multiple users are viewing large amounts of data in the View Devices or View Operators page. VOCECRT-3863

Snapshot logs are sent repeatedly and can result in database deadlocks. ECRT-3858, ECRT-3940

Multiple schedule and action items can cause database deadlocks. VVC-4760

If you cancel from the Display Dialog window, the cancellation does not take effect immediately and can cause the device being viewed to become disabled. VVC-4764

Device Logging when set to Restart Logging does not restart if the device is in the charger when the restart occurs. VOCECRT-4107

VoiceConsole does not allow you to set a sender email address for SMTP messages. VOCECRT-4130

There is currently no method to allow testing of critical notifications and email alerts. VVC-1469

Loading a task package to a large number of devices can cause VoiceConsole to become unresponsive. VVC-4752

Certain JDBC drivers can cause statement cache locks, which can degrade VoiceConsole performance.

Previously Reported Issues

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

Bluetooth and Pairing

When double-byte characters are used in a Bluetooth pairing name for a device, the device's properties are not updated. VC-1297

Workaround: Use single-byte characters in pairing names.

If Bluetooth is enabled for a device in VoiceConsole while the device is powered off, the setting may reset to disabled when the device is turned on. VVC-3496

Workaround: Create a new device profile, load the profile to that device, and restart it.

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.

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.

Browser

When using Firefox 15 and newer, you cannot use the Copy Selection functionality to copy rows within VoiceConsole.

VVC-4281, VVC-4160

Workaround: Use an earlier supported version of Firefox or another supported browser.

Database

When non-VoiceConsole tables exist in the same schema, upgrading from VoiceConsole 2.3 and earlier with SQL Server results in a database permission error.

VVC-3229, VVC-277

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.

If the SQL Server database collation is not set to be case-insensitive, VoiceConsole may not work properly. When creating a new SQL Server database, ensure you choose the proper collation for the language the system is in with `_CI` included in the collation name.

VVC-2212, VVC-826

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

Devices

When assigning devices to operators, the **Save Changes** button is disabled on the **Assign Devices** page.

VVC-2456

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

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-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.

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

VVC-1899, VVC-956

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

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. Vocol-lect has seen this occur when loading to 15 or more devices.

Workaround: Ensure that you have set up the serial load correctly in VoiceConsole and that the port is not in use. If this issue still occurs, close and reopen all browser windows to reinitialize the serial port.

Device Profiles

If only a configuration file (.cci) is loaded onto a device through TouchConfig or serial loading, the device profile displayed in VoiceConsole is not updated. The displayed information is only updated if a full device profile is loaded.

VVC-4471

Workaround: Load a full device profile onto the device.

Dialog Display

Display Dialog functionality is not available in VoiceConsole using WebLogic.

VVC-2576

When viewing dialog between a device and an operator while the operator is template training, the progress bar may display the training time incorrectly. The progress bar may indicate the training has not started, when it has, or indicate training is complete, when it has not completed. This does not affect training. The device will alert the operator when training is complete.

VVC-1824

EAP

When setting up EAP, the searchable attribute and password attribute are only validated if a user is specified. VVC-2720

In an operator-based site, regardless of the EAP type used, the operator cannot change his/her credentials the first time on the **Change Network Credentials** page, even though the page prompts the user to change his/her credentials.

Workaround: The operator must enter the initial set of credentials given to him/her as they exist on the LDAP server. This is because the credentials for that operator must be entered into VoiceConsole before they can be changed. So, after the initial set of credentials is entered into VoiceConsole the first time, the operator can re-enter the **Change Network Credentials** page via the operator login screen and change his/her credentials. VVC-2513

Installing and Upgrading

While installing VoiceConsole in a Linux, non-English environment, you may not be able to enter data into certain fields in the installer interface. The cause of this issue is a known issue within JAVA [reported by Oracle](#). VVC-4134

Workaround: Select a different field or click a different tab, return to the field, and try to enter data again.

During a silent install of VoiceConsole in a Linux/Unix environment, the TOMCAT_USER is set to null rather than the default VoiceConsole user account. If a silent upgrade is then performed on this installation, the directory security is set for the root user rather than for the expected VoiceConsole user account. The upgraded VoiceConsole will not start properly. VVC-3845

Workaround: Reset the directory permissions after the upgrade is complete. See the Implementation Guide section on silent installation for more assistance.

When upgrading, if the IP address of the machine running VoiceConsole has changed, the previous IP address may still be used during installation regardless of the IP address you enter during installation. Installation appears to be successful, but an error displays when you open VoiceConsole. VVC-3231

Workaround: Stop and restart Apache Tomcat before upgrading to this version of VoiceConsole.

You cannot import a VoiceConsole 3.0 or 3.0.1 license into a newer VoiceConsole system. However, if you have previously installed VoiceConsole 3.0 or 3.0.1 and upgrade VoiceConsole, a previously imported 3.0 or 3.0.1 license will work in your upgraded system. VVC-2653

Reinstalling VoiceConsole on AIX with Oracle after you have uninstalled it may corrupt the database.

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

VVC-2648

You cannot upgrade from VoiceConsole versions 2.2 - 2.4 to a newer version of VoiceConsole on a different machine if you used localhost or 127.0.0.1 as the database server name for your previous installation. Errors occur and you are unable to log into VoiceConsole.

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.

When installing or upgrading, a database login error occurs if VoiceConsole's database username and password is set to blank or contains the symbol \$.

Workaround:

1. Set the VoiceConsole database username and password to a non-blank value that does not contain the symbol \$.
2. If you are upgrading, update the jdbc.properties file in the system you are upgrading from and restart that system.

VVC-2056, VVC-2071

If you are installing, skip this step.

3. Install VoiceConsole.

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 upgrading from VoiceConsole2.4 to this version of VoiceConsole, Vocollect strongly recommends you backup the database you are using for VoiceConsole2.4 before upgrading to this version of VoiceConsole in the event you may need to go back to version 2.4.

Licensing

VoiceConsole will only accept a license for the same major and minor release. Newer licenses will not work with earlier versions of the product.

VVC-3790

Logging

If device logging is disabled and you delete a previously captured device log before the logging action item is canceled, a `NullPointerException` occurs when the device communicates with VoiceConsole.

VVC-2808

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

When viewing a printable version of the **View Device Logs** page for one site, the device logs in other sites in the system are also viewable.

VVC-2615

Operators and Operator Teams

When importing large operator lists, you may receive an error.

Workaround: Split the large operator list into smaller lists of fewer than 100 operators and import each one separately.

VVC-4550

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

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

If an operator team from one site is added to another site and an operator on the operator team in both sites is deleted from the second site, that operator is removed from the operator team in the original site. The operator is not deleted from the original site, though, just removed from the team. For example, Operator Team 1 with Operator Bob is in Site A and Operator Team 2 with Operator Mike is in Site B. Operator Team 1 is added to Site B so now Operator Bob is in both sites. Then, Operator Bob is deleted from Site B. Because of this issue, Operator Bob is removed from Operator Team 1 in Site A, but is not deleted from Site A.

VVC-2685

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

When an operator is loaded onto a device with an associated task package and the device is moved to a different site and the operator is added, the task package remains associated to the device in the new site even though the task package does not exist in that site. Also, the task package is still associated to the device in the first site when the device does not exist in that site.

VVC-2593

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.

Task Packages

When using Internet Explorer 8 and creating a task package using a Vocollect VoiceArtisan task, filtering on **All locales** on the **Phonetic Sub** tab and then selecting only one locale from the filter drop-down list may cause the browser to unexpectedly close.

VVC-4396

Workaround: Do not filter on **All locales**. If the browser closes, open VoiceConsole again.

Task package information for VoiceClient-based tasks 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.

Uninstalling

After uninstalling this version of VoiceConsole and choosing the option to keep data, device logs are not created when VoiceConsole 3.0 or newer is installed again on the same machine.

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.

Voices

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

VoiceClient

After importing a VoiceClient 3.5 or newer file and selecting to import all voices in one site, the voices may appear in another site after you import another VoiceClient file. The voices cannot be used in the second site if the VoiceClient you imported in that site is earlier than version 3.5.

VVC-2523

Only one version of VoiceClient 3.5 can exist in the system. If the VoiceConsole 2.4-compatible version is present, you must remove it and import the VoiceConsole 3.0 or newer-compatible version.

VoiceConsole Differences

In VoiceConsole 2.4 and earlier, an idle session would timeout after 30 minutes. This timeout has been changed to four hours in VoiceConsole 3.0 and newer.

Web Browsers

When accessing certain VoiceConsole pages, such as **Create Device Profile**, **Edit Device Profile** and **Edit Hostname**, using HTTPS and Internet Explorer, a warning may display indicating a certificate error.

VVC-4011

Workaround: Continue to the page. This error is not relevant and does not affect VoiceConsole.

When using 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.

In Internet Explorer, you can only apply up to six filters on one list at a time. In Firefox, you can only apply up to 30 filters on one list at a time.

You should not use the back button on the navigation bar of the web browser when using VoiceConsole.

Web Services

When using web services to delete an operator, the service fails if the operator exists in multiple sites. The Delete Operator service works as expected when the operator only exists in a single site.

VVC-3847

Workaround: If an operator exists in multiple sites, delete the operator using the user interface rather than web services.

In a VoiceConsole implementation with a single site, a REST request for a list of sites will return just the properties of that site rather than a list. When multiple sites are present, REST returns the list as expected.

VVC-3767

Workaround: Developers must account for this difference when using REST services to avoid getting an error.

When Using Both VoiceConsole and VoiceLink 3.0 or newer

When upgrading from VoiceConsole 3.0, and VoiceConsole and VoiceLink3.0 or newer are installed on the same machine, running the Vocollect Enterprise Products uninstaller only uninstalls VoiceLink. VoiceConsole remains installed.

Workaround: To uninstall VoiceConsole, in Windows, run the uninstall application at *InstallDirectory\VoiceConsole\Uninstall_Vocollect Enterprise Products*. In Linux, run the uninstall application at *InstallDirectory/VoiceConsole/Uninstall_Vocollect Enterprise Products*.

VVC-1922

When upgrading from VoiceConsole 3.0, and VoiceConsole and VoiceLink3.0 or newer are installed on the same machine, only the first application installed can be uninstalled by Windows Add or Remove Programs utility.

Workaround: To uninstall VoiceConsole, in Windows, run the uninstall application at *InstallDirectory\VoiceConsole\Uninstall_Vocollect Enterprise Products*. In Linux, run the uninstall application at *InstallDirectory/VoiceConsole/Uninstall_Vocollect Enterprise Products*.

VVC-1921

When upgrading this version of VoiceConsole along with VoiceLink 3.0 or newer, use a different database for VoiceConsole than that you are using for VoiceLink.

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.