



Release Notes

Honeywell VoiceConsole 5.6.1

March 22 2023

What's in this Release

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

Improvements in This Release

Version Number Visibility

To increase version number awareness, VoiceConsole provides the current version on the following user interface components.

- Logon screen
- Header
- Footer

VoiceConsole now records the version number at five-minute intervals as log files are being created.

ECSs Included in this Release

The following issue was fixed in Emergency Customer Shipment (ECSs) and is included in this release.

ECS Description	Issue ID
5.4 ECS024 and 5.5 ECS005 When loading large deployments with a high number of sites and devices onto a device profile, the Device Profile Load Job fails with a <code>DataAccessException</code> error. The failure occurs after only a few sites are scanned and an <code>Exception binding... Already value</code> log message also appears.	VVC-8360

Issues Resolved in this Release

The following issues were resolved in this release.

Issue Description	Issue ID
Talkman Display Error When a device was loaded to a Talkman headset, it initially displayed the Device Profile name correctly. If the device was later turned off and back on, it sometimes stopped displaying the Device Profile name.	VWC-9176
Edit Selected Task Package Issue When the VoiceConsole Edit Selected Task Package function encountered certain error conditions, the screen background displayed yellow instead of red and did not provide the 'Failed to read config.xml from simplevad.package.zip' message.	VWC-9371
EAP LDAP Configuration Encryption Issue Newly configured LDAP connections for an EAP Site Configuration were being stored with passwords that were not encrypted.	VWC- 8400
Accent Character Use When Creating User Operators When creating an operator, accented characters were not permitted in the Operator Name and Spoken Name fields.	VWC-8485
Selected Site Configuration Issue for EAP The site configuration functionality did not perform the proper configuration steps for EAP.	VWC-8646
Patent Information Link Issue The Patent Information link on the About screen opened multiple tabs.	VWC-8672
Password Requirements When Creating Users The onscreen message explaining password requirements were incorrect. It actually includes the eight-character minimum and the requirement to include an uppercase letter, a lowercase letter, an integer, and a non-alphabetic character.	VWC-8711
VoiceConsole Installation Failure for MSSQL The VoiceConsole installation process failed if the install was attempted at a Named Instance for an MSSQL server.	VWC-8737

Issue Description	Issue ID
<p>Permissions Required for Installing with an Existing Tomcat User Account</p> <p>A Tomcat installation using an existing account failed when no permissions were granted for starting the Tomcat service.</p>	VVC-9146

General Considerations and Limitations

Issues Reported with this Release

The following issues were observed in this release.

Issue Description	Issue ID
<p>Device Profile Set as Defaults</p> <p>Device profiles with a static IP configuration can be set as the default profile.</p> <p>Workaround: Always confirm that the IP configuration for a profile is not static before attempting to set it as the default profile.</p>	VVC-8412
<p>Plug-in Module Script Failures</p> <p>Plug-in modules (VOC_plugin_modules scripts) for creating and upgrading do not provide the created date. This can cause VoiceConsole to appear as though it was installed before the product release date.</p>	VVC-8422
<p>LDAP Authentication Failures</p> <p>LDAP authentication fails when accented characters are included in the password.</p>	VVC-8428
<p>SAML Login Error Page Information</p> <p>More specific error information is needed at SAML login. For example, if the user is not found in VoiceConsole, the error page should include instructions to contact a supervisor to correct a missing user.</p>	VVC-8483
<p>Licensing Open File Errors</p> <p>VoiceConsole creates excessive open file errors as licensing nears the expiration date.</p> <p>Workaround: Import a new license with a later expiration date.</p>	VVC-8484

Issue Description	Issue ID
<p>Create Default Profile Failure</p> <p>Creating a new default profile when there is already an existing default profile causes an error and no new profile can be created. This only occurs in an SQL environment.</p> <p>Workaround: Manually change the default setting from Yes to No for an existing profile before trying to create a new profile as the default.</p>	<p>VVC-8535</p>
<p>Device Name Duplication</p> <p>When device names are duplicated across multiple sites, viewing device messages can cause unpredictable results.</p> <p>Workaround: Always use unique names for devices, such as names with a site-specific prefix.</p>	<p>VVC-8586</p>
<p>REST Validation Failure on User Roles</p> <p>User roles are not validated during REST calls. The configured REST account has access to <i>all</i> sites and abilities regardless of the configured role within VoiceConsole.</p> <p>As a result, when the account accesses the Talkman Startup Tool, it can erroneously access <i>all sites</i> and load profiles from them.</p> <p>Workaround for the Talkman Startup Tool: Restrict deployment use of the Talkman Startup Tool to only computers that are <i>necessary</i> for the profile load to restrict access.</p>	<p>VVC-9172</p>
<p>Operator Deletion Failure</p> <p>If an operator is deleted from VoiceConsole after it has been loaded to a device, the operator remains loaded to the device. The operator may still be able to use the device for a task, such as training templates. In this example, template updates fail, which may create errors in VoiceConsole logs. (An operator undergoing training will be unable to complete training.)</p> <p>Workaround: Load another operator to clear the deleted operator from the device.</p>	<p>VVC-9241</p>
<p>If VoiceConsole has a default configuration set with an embedded database, VoiceConsole fails if the license expires at midnight or if it is near time for it to create a notification regarding the embedded database backup.</p>	<p>VVC-9313</p>

Previously Reported Issues

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

Issue Description	Issue ID
<p>Admin Access Required to Retrieve VoiceConsole Customer Universally Unique Identifier (UUID)</p> <p>A read-only user of VoiceConsole cannot access the <code><consoleURL>/VoiceConsole/devices/device/gatherSystemInfo.action</code> page that the VoiceConsole Data Gatherer uses. This means that only admin-level user can retrieve the DataAggregationUUID (which is used to identify the customer installation).</p>	VVC-868
<p>Failure to Create New UUID</p> <p>Established UUID in proxy database is used when creating a new topology with new UUID.</p>	VVC-1433
<p>Upgrade Installation May Fail (from 3.x Installation)</p> <p>An upgrade installation from VoiceConsole 3.x to VoiceConsole 4.x or 5.x may fail in a SQL Server 2008 environment.</p> <p>Workaround: Contact your Honeywell Representative for a script file to complete the upgrade.</p>	VVC-1466
<p>Exception Message Thrown Using <i>fetchVoiceClientByDevice</i></p> <p>The <i>fetchVoiceClientByDevice</i> soap/rest method is not returning associated modular Voice client/VoiceCatalyst.</p>	VVC-1475
<p>VoiceClient to VoiceCatalyst Mode Switching Issue</p> <p>Automatic Voiceload By Operator issues occur when switching between modes.</p>	VVC-1985

Issue Description	Issue ID
<p>Dialog Prompts Not Displayed Correctly</p> <p>If VoiceConsole is configured to connect to devices through HTTPS, the device dialogue display will not connect and will fail to show the dialogue.</p> <p>Workaround: Enable blocked content for your browser.</p> <p>For Mozilla Firefox:</p> <ol style="list-style-type: none"> 1. If the site has been added as an exception in the browser, remove the site from the exception list. 2. Click the Shield icon that appears beside the website address. 3. Select the arrow next to <i>Keep Blocking</i> and select <i>Disable Protection on This Page</i>. 4. Click <i>Continue</i>. <p>For Google Chrome:</p> <ol style="list-style-type: none"> 1. Click the Shield icon that appears next to the website address. 2. Click <i>Load unsafe script</i>. <p>For Microsoft Edge:</p> <ol style="list-style-type: none"> 1. At the bottom of the browser window, you will see a message: "Only secure content is displayed." 2. Click <i>Show all content</i>. 	<p>VWC-2300</p>
<p>Incorrect Time zone in Device Module</p> <p>Time zone in Device module should be site-specific, not server-specific.</p>	<p>VWC-2603</p>
<p>Improper Site Field Sorting</p> <p>Sites beginning with upper case letters are sorted differently from sites beginning with lower case letters.</p>	<p>VWC-2605</p>
<p>Truncated Messages in VoiceConsole Logs</p> <p>Encrypted messages longer than 999 characters are truncated in VoiceConsole logs.</p>	<p>VWC-2724</p>
<p>API GET Returns Incorrect Value for lastTrained</p> <p>When the API request <code>http://<host>:<port>/VoiceConsole/services/operators/<operatorID>/templates</code> is called, the API returns the current server time for lastTrained instead of the actual time that the word was trained.</p>	<p>VWC-2751</p>

Issue Description	Issue ID
<p>Application Unusable After Non-Root Installation</p> <p>A non-root installation leaves the application in an unusable state because it fails to deploy the service file.</p>	VVC-2897
<p>Manual Bluetooth Settings Revert to Default on Restart</p> <p>Manually changed Bluetooth settings do not persist after restarting the device.</p>	VVC-2933
<p>REST API Log Size</p> <p>When using REST API, the log files may grow large.</p> <p>Workaround: If files grow too large, manually delete the log files.</p>	VVC-2937
<p>Headset Version Not Properly Updating</p> <p>Headset name response from VoiceConsole to terminal is incorrect.</p>	VVC-2976
<p>Installation Failures of Certain User Accounts</p> <p>On Linux systems, user account installation fails when user account shell is set to usr/sbin/nologin.</p>	VVC-2996
<p>Files Not Completely Remapped in Linux</p> <p>In Linux VoiceConsole installation, files do not completely remap to Tomcat account.</p>	VVC-3021
<p>Installation Failure on Linux System</p> <p>VoiceConsole Linux installation fails with unmask 077 setting.</p>	VVC-3022
<p>Error Message Does Not Display</p> <p>When two instances of VoiceConsole attempt operations on the same user at the same time, a standard “HTTP 404” error displays instead of an error message specific to VoiceConsole.</p>	VVC-3094
<p>Invalid Zip File Exporting Operator Teams</p> <p>An error message may occur when generating the export zip file.</p> <p>Workaround: Export the Operator Teams again.</p>	VVC-3106
<p>With SALT Set, Profile Always Exported with Current Key</p> <p>The current encrypted key is always exported in the device profile rather than the key that was used when the profile was created.</p>	VVC-3107

Issue Description	Issue ID
<p>Clearing SALT May Expose Encrypted Key on Export of Profile</p> <p>The wireless key may be exposed as plain text under the following sequence:</p> <ol style="list-style-type: none"> 1. Set SALT. 2. Set input key. 3. Set encrypted key. 4. Create device profile with encrypted key. 5. Export profile and observe key is encrypted. 6. Clear SALT. 7. Export profile again. 8. Observe that the wireless key is no longer encrypted. 	<p>VWC-3108</p>
<p>Device Log Function Does Not Properly Log</p> <p>When running the WebSocket-based <i>Device Dialogue Display with Logging</i> enabled, the logs may not be frequently or consistently generated.</p>	<p>VWC-3109</p>
<p>Upgrade Installation May Fail (32-bit to 64-bit)</p> <p>An upgrade installation from 32-bit to 64-bit may fail in a SQL Server 2014 environment.</p> <p>Workaround: Delete the C:/Program Files/Vocollect folder and retry the upgrade installation.</p>	<p>VWC-3111</p>
<p>User Accounts Disabled</p> <p>The <i>Disable Inactive Users After (in days)</i> feature was added in VoiceConsole 5.3. This feature can disable all user accounts, including Admin accounts in a VoiceConsole server, thus rendering it unable to be accessed without database level access.</p> <p>Workaround: Refer to the VoiceConsole online help for configuration instructions.</p>	<p>VWC-3131</p>
<p>ECS File Not Working as Expected</p> <p>On VoiceConsole Linux version, the Software Update GUI function does not verify that the execution bit is set.</p> <p>Workaround: Manually set the +x permission to any deployed class files, and restart the service.</p>	<p>VWC-3254</p>
<p>User Can Change Other User Passwords</p> <p>If a user is assigned edit privileges, the user can change the password for other users and administrators.</p>	<p>VWC-3269</p>

Issue Description	Issue ID
<p>Task Package Creation Incomplete</p> <p>Creating a Task Package by uploading new task files in the <i>Device Management</i> pane reverts the user back to the <i>Operator Management</i> pane.</p>	VVC-3271
<p>Cancel Button Does Not Work</p> <p>When the user is forced to change the password, the Cancel button is inactive on the <i>Change PW</i> page.</p>	VVC-3278
<p>Mouse Focus Not on <i>Change PW</i> Field</p> <p>When the user changes his/her password, the mouse focus does not land on the <i>Change PW</i> field.</p>	VVC-3281
<p>Key Values Not Accepted with Special Characters</p> <p>In <i>Operator Advanced Settings</i>, key values not accepted with special characters.</p>	VVC-3298
<p>Error Message Does Not Display</p> <p>When the user enters an invalid parameter, the page should display an Error message informing the user that the parameter is invalid and not allow them to go any further.</p>	VVC-8081
<p><i>Operator Number</i> Field Does Not Accept Whole Numbers Only</p> <p>On the <i>Operator</i> page, the <i>Operator Number</i> field accepts both single decimal (more than one decimal is not accepted) and negative numbers.</p>	VVC-8087
<p>REST Endpoint <i>/operator/team</i> Lets You Map an Operator to a Team Where the Operator Does Not Exist</p> <p>If using a REST call to update an operator team's members, it could move an operator into a team where the operator has not been added. As such, the operator team would list the operator as a member of the team in future REST calls to the endpoint. However, the VoiceConsole User Interface does not list the operator as a team member. The operator may not appear as a member of the team when <i>Talkman Load Operator by Team</i> is used.</p> <p>Workaround: Ensure that the operator is a member of the site operators, and use the <i>moveOrCopyAll</i> function to ensure that the operator is a member of the site; or only use the VoiceConsole interface to move and manage operator teams.</p>	VVC-8088

Issue Description	Issue ID
<p>Importing a License that Already Exists Duplicates that License</p> <p>If a user attempts to import a feature license when that feature license was already imported, it creates a duplicate entry in the licenses grid. VoiceConsole should check the license name to see if it has already been imported; and if so, the license being imported should replace the existing license.</p>	<p>WVC-8113</p>
<p>Long Linux Installation Times</p> <p>While this release takes approximately five minutes to install on Microsoft Windows operating systems, Linux installations may take up to two hours to complete. This is because of the process used to verify that the proper version was installed and the different versions of Tomcat and JRE that are included.</p>	<p>WVC-8259</p>
<p>No .vad File for Each .vad Task on Export</p> <p>Each .vad task doesn't have its own .vad file in the <i>Tasks</i> folder in the exported data zip file.</p>	<p>WVC-8351</p>
<p>.vos File Not Deleted from <i>Files</i> Directory After Removing VoiceClient</p> <p>The .vos file should be deleted from the following folder when the VoiceClient is removed from the GUI:</p> <pre>C:\Program Files\Vocollect\VoiceConsole\Files</pre> <p>While the folder with all the modules gets deleted, the .vos file itself does not. When you try to manually delete the file from the <i>Files</i> folder, an error message appears, saying that the VoiceConsole service is using the file.</p> <p>Workaround: Stop the service to delete the file.</p>	<p>WVC-8352</p>
<p>Cannot Delete Device Profile from <i>Edit Device Profile View</i></p> <p>When you are in the <i>Edit Device</i> profile view and try to delete a profile, an error screen displays. Looks like a CSRF Token issue.</p>	<p>WVC-8353</p>
<p>Cannot Export VRG from <i>Edit Device Profile Page</i></p> <p>Clicking the “Export the configuration of this device profile” link on the <i>Edit Device Profile</i> page does nothing. No file is downloaded, and no error message appears.</p> <p>This may be an issue with all three Device Profile Actions on that screen. “Load profile with a cable link” also does not seem to pull up the Talkman Startup Tool.</p>	<p>WVC-8355</p>

Issue Description	Issue ID
<p>Display Dialog Stops in a Clustered Environment</p> <p>The display dialog works unreliably in a clustered environment. While you can start the dialog on node 1, it receives a few prompts and then says “Dialog Disabled”. Opening dialogs on both nodes and/or closing dialog displays and reopening them can get it to work. However, the dialog gets disabled again shortly thereafter. At this point, getting the “Dialog Disabled” message seems random; but it seems like something is getting confused about what node has the dialog display open. If you have dialog display open on both nodes, everything seems to work.</p>	VVC-8359
<p>Device Profile Load Job Issue</p> <p>When working to get devices automatically onto a device profile, the Device Profile Load Job crashes after only a few sites are scanned over. It happens regardless of which node triggers the job and in a lab with only one node against the same database backup. It seems to create the action items for the devices, but a <code>DataAccessException</code> error always occurs, followed by a “binding” message.</p>	VVC-8360
<p>Task Package Name Unavailable When Task Package Loads with a VoiceArtisan Task Type</p> <p>When the user loads a task package - with a VoiceArtisan task type - from the <i>View Task Package</i> page, the name of the selected task package is not displayed on the next screen (<i>Load Task Package</i>). However, the name is displayed with a Task Builder task type.</p>	VVC-8362
<p>Invalid Characters in <i>Advanced Settings</i> > <i>Create Task Package</i> Causes Internal Server Error</p> <p>If the user inserts invalid characters in the <i>Advanced Settings</i> tab while creating a new task package, VoiceConsole returns an Internal Server (HTTP 500) error. Pressing the “Back” button twice after receiving the error returns the user to the <i>Create Task Package</i> page, displays a message that “invalid characters” are present in <i>Advanced Settings</i>, but does not give any additional details.</p>	VVC-8363
<p>Error Upgrading from 5.1 to 5.5 with Embedded Database</p> <p>After upgrading from VoiceConsole version 5.1 to version 5.5, the browser immediately produces a 404 error and does not go to the log in page.</p>	VVC-8384

Issue Description	Issue ID
<p>Device Profile Set as Defaults</p> <p>Device profiles with a static IP configuration can be set as the default profile.</p> <p>Workaround: Always confirm that the IP configuration for a profile is not static before attempting to set it as the default profile.</p>	VVC-8412
<p>Plug-in Module Script Failures</p> <p>Plug-in modules (VOC_plugin_modules scripts) for creating and upgrading do not provide a created date value. This can cause VoiceConsole to appear as though it was installed before the product release date.</p>	VVC-8422
<p>Authentication Failures</p> <p>LDAP authentication fails when accented characters are included in the password.</p>	VVC-8428
<p>SAML Login Error Page Information</p> <p>More specific error information is needed at SAML login. For example, if the user is not found in VoiceConsole, the error page should include instructions to contact a supervisor to correct a missing user.</p>	VVC-8483
<p>Licensing Open File Errors</p> <p>VoiceConsole creates excessive open file errors as licensing nears the expiration date.</p> <p>Workaround: Import a new license with a later expiration date.</p>	VVC-8484
<p>Create Default Profile Failure</p> <p>Creating a new default profile when there is already an existing default profile causes an error and no new profile can be created. This only occurs in an SQL environment.</p> <p>Workaround: Manually change the default setting from Yes to No for an existing profile before trying to create a new profile as the default.</p>	VVC-8535
<p>Device Name Duplication</p> <p>When device names are duplicated across multiple sites, viewing device messages can cause unpredictable results.</p> <p>Workaround: Always use unique names for devices, such as names with a site-specific prefix.</p>	VVC-8586

Issue Description	Issue ID
<p>REST Validation Failure on User Roles</p> <p>User roles are not validated during REST calls. The configured REST account has access to <i>all</i> sites and abilities regardless of the configured role within VoiceConsole.</p> <p>As a result, when the account accesses the Talkman Startup Tool, it can erroneously access <i>all</i> sites and load profiles from them.</p> <p>Workaround for the Talkman Startup Tool: Restrict deployment use of the Talkman Startup Tool to only computers <i>necessary</i> for the profile load to restrict access.</p>	<p>VVC-9172</p>
<p>Operator Deletion Failure</p> <p>If an operator is deleted from VoiceConsole after it has been loaded to a device, the operator remains loaded to the device. The operator may be able to use the device for a task, such as training templates. Template updates will fail, which may create errors in VoiceConsole logs. (An operator undergoing training will be unable to complete training.)</p> <p>Workaround: Load another operator to clear the deleted operator from the device.</p>	<p>VVC-9241</p>

Getting Help

To report Voice system support incidents or related technical issues, contact the Honeywell Technical Support Center at:

Technical Support Email: voicetechnicalsupport@honeywell.com

Technical Support Phone (US): +1 866 862 7877

Technical Support Phone (Rest of the World): +1 412 376 9384

Technical Support Phone (EMEA): +44 (0) 1344 65 6123

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

Disclaimer

IMPORTANT

Honeywell International Inc. (“HII”) reserves the right to make changes in specifications and other information contained in this document without prior notice, and the reader should in all cases consult HII to determine whether any such changes have been made. HII makes no representation or warranties regarding the information provided in this publication.

CAUTION

HII shall not be liable for technical or editorial errors or omissions contained herein; nor for incidental or consequential damages resulting from the furnishing, performance, or use of this material.

This document contains proprietary information that is protected by copyright. All rights are reserved. No part of this document may be photocopied, reproduced, or translated into another language without the prior written consent of HII.

©2023 Honeywell Group of Companies. All rights reserved.

Google, Android, Chrome, and other marks are trademarks of Google LLC.

Microsoft, Microsoft Edge, Windows, and the Windows logo are registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.

The Bluetooth word mark and logos are owned by the Bluetooth SIG, Inc.

Apple, iPad, and iPhone are trademarks of Apple Inc., registered in the U.S. and other countries and regions. IOS is a trademark or registered trademark of Cisco in the U.S. and other countries and is used under license.

Other product names or marks mentioned in this document may be trademarks or registered trademarks of other companies and are the property of their respective owners.

Web Address: www.sps.honeywell.com

Other product names or marks mentioned in this document may be trademarks or registered trademarks of other companies and are the property of their respective owners.

Patents

For patent information, please refer to www.hsmpats.com.

Third Party Software

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