Honeywell

Release Notes
Honeywell VoiceConsole 5.6.3

October 13 2023

What's in this Release

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

Database Support

Support is added for the Microsoft SQL Server 2022 database.

Operating System Support

Support is added for the following operating systems:

- Microsoft Windows Server 2022
- RedHat Enterprise Linux 8
- RedHat Enterprise Linux 9

Security Enhancements

The following security enhancements are included in this release:

- Apache Struts 2 framework 2.5.31
- Quartz 2.3.2
- Spring Security 5.8.5
- The Talkman Startup Tool (TST) and the VoiceConsole API now appropriately restrict a user's access to particular sites, device profiles, and VoiceClient files.

Server Platform Upgrade

VoiceConsole now includes Apache Tomcat 9.0.78.

Advanced Settings Special Character Support

Task Package advanced settings parameter values can now include any printable ASCII characters within the range of Decimal 33 to 125 (Hex 0x21 – 0x7D).

ECSs Included in this Release

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

Issue Description	Issue ID
5.6.1 ECS003 SAML/SSO integration replaced the default, expired certificate with an updated, self-signed certificate to encrypt SAML messages.	VVC-9427

Issues Resolved In this Release

The following issues were resolved in this release.

Issue Description	Issue ID
Export Profile Configuration Failure You can now import a device profile with VoiceConsole import/export functionality that includes data from an EAP-configured site if the site has EAP configured. If the site does not have EAP configured, the imported file is rejected.	VVC-939
Error Deleting Users by Number of Days The Disable Inactive Users After (n) Days feature no longer disables users in an administration role. This prevents VoiceConsole from incorrectly disabling *all* users.	VVC-3131
VoiceConsole Allows Invalid Operator Names Operators that were externally manipulated could include invalid characters in the spoken name, yet were still imported successfully. VoiceConsole was then unable to make changes to these operator without a correction to the spoken name.	VVC-6872
Creating Task Package When a user created a task package with invalid parameters, no validations occurred and no warning messages displayed during the Set Values step. When a user then completed the third page of the process, Honeywell VoiceConsole terminated with Error 500.	VVC-8081

Issue Description	Issue ID
Operator Number Validation Failure On the *Operator* page, the *Operator Number* field accepted single decimal and negative numbers.	VVC-8087
Software Upgrade Failure Upgrades with database schemes other than DBO sometimes failed.	VVC-9273
Delete User Failure When attempting to delete a user that had stored information regarding columns that were re-sized, added, removed, or shuffled, VoiceConsole would fail with a stack trace error.	VVC-9422
Installation Information Log Errors Illegible characters no longer display on the .installationinformation logs.	VVC-9425
REST API Service Failure Users with only specific site access are now able to create a list of operators correctly.	VVC-9442
Message During Device Assignment When a user assigns devices to selected operators and then attempts to change device names, the correct warning message now appears so the user knows that use of the Talkman should be discontinued during operator loads.	VVC-9450
Battery Validation Batteries reporting incorrect information may have caused performance issues. VoiceConsole stability in this situation has been improved.	VVC-9562
Library Incompatibility A number of login issues have been eliminated now that VoiceConsole uses the ESAPI 2.2.0.0 security library to ensure compatibility with the opensaml libraries.	VVC-9658
Check Box Failure in EAP Configuration The user can switch between LDAP (non-secured) and LDAPS when setting up the LDAP configuration for EAP site configuration. The LDAPS check box now accepts changes.	VVC-9691

Issue Description	Issue ID
Prevent LDAP Password Storage in Cleartext When VoiceConsole was configured for User Authentication with LDAP, the LDAP password could revert to cleartext after the first user was successfully logged into the application. The password now remains encrypted at all times.	VVC-9693

General Considerations and Limitations

Issues Reported with this Release

The following issues were observed in this release.

Issue Description	Issue ID
Purge Archive Job Failure In VoiceConsole System Configuration, the Purge Archive Job fails to delete audits and notifications data. This happens for both manual and scheduled purges. **Workaround**: Restart the service and re-run the Purge Archive Job. For any issues that may be encountered, contact Honeywell Technical Support.	VVC-9833
Search Password Decryption Failure In VoiceConsole 5.6.1 and higher, when an EAP LDAP configuration is saved in VoiceConsole, it cannot decrypt the search password. **NOTE** This defect was first found in an earlier version of VoiceConsole. **Workaround**: Use an EAP site configuration other than LDAP.	VVC-9692
Screen URL Display In VoiceConsole 5.5 and higher, if you have not established an active session (i.e. you are not currently logged into VoiceConsole), but you enable HTTPS support, VoiceConsole does not redirect the URL from HTTP to HTTPS. **NOTE** This defect was first found in an earlier version of VoiceConsole. **Workaround**: Always access VoiceConsole directly using the HTTPS address rather than relying on VoiceConsole to redirect from HTTP to HTTPS.	VVC-9830

Previously Reported Issues

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

Issue Description	Issue ID
Universally Unique Identifier (UUID) Access Issue The UUID used to identify the customer for an installation is available for admin-level VoiceConsole installs only.	VVC-868
Incorrect UUID Use VoiceConsole uses an established UUID in the proxy database when it creates a new topology with a new UUID.	VVC-1433
Upgrade Installation Failure An upgrade installation from VoiceConsole 3.x to VoiceConsole 4.x or 5.x may fail in a SQL Server 2008 environment. **Workaround**: Contact your Honeywell Representative for a script file to complete the upgrade.	VVC-1466
fetchVoiceClientByDevice Failure The *fetchVoiceClientByDevice* REST method is not returning the associated modular VoiceClient/VoiceCatalyst.	VVC-1475
Mode Switching Issue Automatic voice load by operator issues occur when switching between A700 and A700x.	VVC-1985

Issue Description	Issue ID
Dialog Prompts Display Issue If VoiceConsole is configured to connect to devices through HTTPS, the device dialogue does not appear. **Workaround**: Enable blocked content for your browser. For Mozilla Firefox: 1. If the site has been added as an exception in the browser, remove the site from the exception list. 2. Click the Shield icon that appears beside the website address. 3. Select the arrow next to *Keep Blocking* and select *Disable Protection on This Page*. 4. Click *Continue*. For Google Chrome: 1. Click the Shield icon that appears next to the website address. 2. Click *Load unsafe script*.	VVC-2300
Incorrect Time Zone The time zone in the Device module is sever-specific, not site-specific.	VVC-2603
API GET Time Error When the API request `http://<host>:<port>/VoiceConsole/services/operators/<operatorID>/templates` is called, the API returns the current server time for lastTrained instead of the actual time that the word was trained.	VVC-2751
Headset Response Error The headset name response from VoiceConsole to a terminal is incorrect.	VVC-2976
User Account Installation Failures On Linux systems, user account installation fails when the user account shell is set to usr/sbin/nologin.	VVC-2996
Linux Remapping Error In a Linux VoiceConsole installation, files do not completely remap to the Tomcat account.	VVC-3021
Installation Failure on Linux Systems VoiceConsole Linux installations fail with an unmask 077 setting.	VVC-3022

Issue Description	Issue ID
Zip Error Exporting Operator Teams An error message may occur when generating the export zip file. **Workaround**: Export the operator teams again.	**VVC-3106**
Profile Exported Error When SALT is configured, all profiles are exported with the encrypted key rather than the key that was used when the profile was created. This continues for exports, even if the SALT configuration is later removed.	**VVC-3107**
Log Function Inconsistency When running the WebSocket-based *Device Dialogue Display* with *Logging* enabled, the logs may not be frequently or consistently generated.	**VVC-3109**
Upgrade Installation Failure An upgrade installation from 32-bit to 64-bit may fail in a SQL Server 2014 environment. **Workaround**: Delete the C:/Program Files/Vocollect folder and retry the upgrade installation.	**VVC-3111**
Execution Bit Validation Failure On the VoiceConsole Linux version, the Software Update GUI function does not verify that the execution bit is set. **Workaround**: Manually set the +x permission to any deployed class files, and restart the service.	**VVC-3254**
Edit Privileges Granted Incorrectly Users assigned edit privileges can also change the password for other users and administrators.	**VVC-3269**
Task Package Creation Incomplete Creating a Task Package by uploading new task files in the *Device Management* pane re-displays the *Operator Management* pane.	**VVC-3271**
Cancel Button Failure When the user is forced to change the password, the Cancel button is inactive on the *Change PW* page.	**VVC-3278**

Issue Description	Issue ID
Mouse Focused Improperly When the user changes his/her password, the mouse focus does not land on the *Change PW* field.	VVC-3281
Key Values Disallows Special Characters In *Operator Advanced Settings*, key values are not accepted with special characters.	VVC-3298
REST Endpoint Mapping Failure If using a REST call to update operator team members, VoiceConsole sometimes moves an operator into a team where the operator has not been added. As such, the operator team would list the operator as a member of the team in future REST calls to the endpoint. However, the VoiceConsole user interface does not list the operator as a team member. The operator may not appear as a member of the team when using *Talkman Load Operator by Team*. **Workaround**: Ensure that the operator is a member of the site operators, and use the *moveOrCopyAll* function to ensure that the operator is a member of the site; or only use the VoiceConsole interface to move and manage operator teams.	VVC-8088
Linux Installation Run Time This release of VoiceConsole typically requires approximately five minutes to install on Microsoft Windows. In testing, Linux run times for these installs have improved to approximately 25 minutes.	VVC-8259
Task Export Failure When exporting tasks, the data zip file does not contain the proper files. (Each .vad task should have its own .vad file in the *Tasks* folder).	VVC-8351
Delete Failure After Removing VoiceClient The .VOS file should be deleted from the following folder when the VoiceClient is removed from the GUI: `C:\Program Files\Vocollect\VoiceConsole\Files` While the folder with all the modules gets deleted, the .vos file itself does not. When you try to manually delete the file from the *Files* folder, an error message appears, saying that the VoiceConsole service is using the file. **Workaround**: Stop the service to delete the file.	VVC-8352

Issue Description	Issue ID
Display Dialog Failure The display dialog can fail in a clustered environment. While you can start the dialog on node 1, following several prompts it displays "Dialog Disabled".	VVC-8359
Invalid Characters Create Internal Server Error If the user enters invalid characters on the *Advanced Settings* tab while creating a new task package, VoiceConsole returns an Internal Server (HTTP 500) error. Pressing the Back button twice after receiving the error returns to the *Create Task Package* page, where an "invalid characters" message appears.	VVC-8363
Device Profile Allowed as Default Device profiles with a static IP configuration are being accepted as the default profile. **Workaround:** Always confirm that the IP configuration for a profile is not static before attempting to set it as the default profile.	VVC-8412
Plug-in Module Script Failures Plug-in modules (VOC_plugin_modules scripts) for creating and upgrading do not provide a created date value. This can cause VoiceConsole to appear as though it was installed before the product release date.	VVC-8422
Authentication Failures LDAP authentication fails when accented characters are included in the password.	VVC-8428
SAML Login Error Page Information Specific error information is missing from SAML login errors. For example, if the user is not found in VoiceConsole, the error page should include instructions to contact a supervisor to correct the missing user.	VVC-8483
Device Name Duplication When device names are duplicated across multiple sites, viewing device messages can cause unpredictable results. **Workaround**: Always use unique names for devices, such as names with a site-specifc prefix.	VVC-8586

Issue Description	Issue ID
REST Validation Failure User roles were not validated during REST calls. The configured REST account had access to *all* sites and abilities regardless of the configured role within VoiceConsole. As a result, when the account accessed the Talkman Startup Tool, it erroneously accessed *all* sites and load profiles.	VVC-9172
Operator Deletion Failure If an operator is deleted from VoiceConsole after it has been loaded to a device, the operator remains loaded to the device. The operator may be able to use the device for a task, such as training templates. Template updates will fail, which may create errors in VoiceConsole logs. (An operator undergoing training will be unable to complete training.) **Workaround**: Load another operator to clear the deleted operator from the device.	VVC-9241
VoiceConsole Default Configuration Failure If VoiceConsole has a default configuration set with an embedded database, it fails if the license expires at midnight or if it is near time for it to create a notification regarding the embedded database backup.	VVC-9313
Operators Sort Failure VoiceConsole 5.4 and greater do not sort operators based on Operator Teams, Devices, Operator Numbers, Task Packages, or Sites.	VVC-9482

Getting Help

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

Technical Support Email: voicetechnicalsupport@honeywell.com
Technical Support Phone (US): +1 866 862 7877
Technical Support Phone (Rest of the World): +1 412 376 9384
Technical Support Phone (EMEA): +44 (0) 1344 65 6123

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

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Patents

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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**.