Honeywell

Release Notes
Honeywell VoiceConsole 5.6

November 9, 2022

What's in this Release

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

Talkman Startup Tool

The Talkman Startup Tool is no longer bundled with the software install files and is a separate download available from Technical Support. Please contact your Honeywell Support representative if further assistance is needed.

VoiceConsole Upgrades

> **IMPORTANT**
> Contact Technical Support for assistance before upgrading from VoiceConsole earlier than 4.2. Additional files and instruction are required to complete this upgrade.

New Features in VoiceConsole 5.6

LDAPS Support for User Management

User Management security now supports LDAPS (LDAP TLS/SSL) security protocol. This is available after a certificate for the LDAP service is imported into the VoiceConsole truststore and LDAP configuration is set to use SSL.

Special Characters in Operator IDs

To accommodate the use of special characters within usernames, such as an email address for use with Single Sign On (SSO), the VoiceConsole Create Operator screen now supports special characters.

> **IMPORTANT**
> Use this feature with caution. Not all components of the solution may support these special characters. The setting impacts all IDs.

Installation Instructions for a Cloud Environment

This release provides support for installing VoiceConsole in a Cloud environment. The Implementation Guide contains new and updated information on tested environments and best practices when installing VoiceConsole to a cloud environment.

Logfile Changes

VoiceConsole now copies its created output files into the compressed folders as part of the log rollover plans. This functionality retains, compresses, and zips all files for the day within the directory.

> **NOTE**
> When VoiceConsole restarts, the active VoiceConsole.log is forced into the compressed folder and VoiceConsole starts using a new file for the active VoiceConsole.log file.

Security Enhancements

The following security enhancements are included in this release:

- The Create User function only accepts password characters that meet the requirements according to the on-screen instructions.
  - Minimum of 8 characters
  - At least 1 uppercase letter, 1 lowercase letter, 1 number, and 1 non-alphanumeric character are required
- The Create User function validates special characters in the user name and provides a tool tip listing special characters allowed.
- The Create New Site function validates the following in the Shift Start Time field when a new shift or a default site is created:
  - The field is in HH:mm format (02:30 is AM, 14:30 is PM)
  - The value is positive
  - The value does not contain any alphabetic or special characters, other than an optional single colon between HH and mm
- Security logs and audit information (audit data, settings, and reports) are protected from unauthorized deletion or modification.
- VoiceConsole validates account access with a limit of four failed login attempts before a user is locked out for a period of time (15 to 30 minutes). After the lockout time has passed, the user can make another four login attempts.
- VoiceConsole uses a distinctive output that increases protection from an outside attack, such as those that employ homographs, phishing, and other deception in an attempt to redirect a user to a malicious website.

Core Library Upgrades

With this release, VoiceConsole now supports the following core libraries:

- Apache Tomcat 9.0.60
- Java JRE 8.332.08.1 (Corretto)

ECSs Included in this Release

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

ECS Description	Issue ID
5.5-ECS-001 When loading large deployments with a high number of sites and devices onto a device profile, the Device Profile Load Job fails with a DataAccessException error. The failure occurs after only a few sites are scanned and an *Exception binding… Already value* log message also appears.	VVC-8360

Issues Resolved in this Release

The following issues were resolved in this release.

Issue Description	Issue ID
License Detail View Issue The license screen that provides detail information was not loading properly when a supported end date was missing from the license.	VVC-6948
Data Agent Service Removed From Installation Media The Data Agent and associated files are no longer included as part of the VoiceConsole installation media. The agent was discontinued as of the VoiceConsole 5.5 release. Contact Technical Support for assistance.	VVC-8051
New Site Shift Start Time Field Allowed Invalid Formats and Values An invalid format, negative values, and special characters were permited in the Shift Start Time field when a new shift or a default site was created.	VVC-8104
EAP LDAP Configuration Encryption Issue Newly configured LDAP connections for an EAP Site Configuration were being stored with passwords that were not encrypted.	VVC- 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.	VVC-8485
Selected Site Configuration Issue for EAP The site configuration functionality did not perform the proper configuration steps for EAP.	VVC-8646
Patent Information Link Issue The Patent Information link on the About screen opened mulitple tabs.	VVC-8672
Password Requirements When Creating Users The onscreen message explaining password requirements now includes the eight-character minimum and the requirement to include an uppercase letter, a lowercase letter, an integer, and a non-alphabetic character.	VVC-8711
VoiceConsole Installaltion Failure for MSSQL The VoiceConsole installation process failed if the install was attempted at a Named Instance for an MSSQL server.	VVC-8737

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

General Considerations and Limitations

Issues Reported with this Release

The following issues were observed in this release.

Issue Description	Issue ID
Device Profile Set as Defaults Device profiles with a static IP configuration can be set 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
LDAP Authentication Failures LDAP authentication fails when accented characters are included in the password.	VVC-8428
SAML Login Error Page Information 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.	VVC-8483
Licensing Open File Errors VoiceConsole creates excessive open file errors as licensing nears the expiration date. **Workaround**: Import a new license with a later expiration date.	VVC-8484

Issue Description	Issue ID
Create Default Profile Failure 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. **Workaround**: Manually change the default setting from Yes to No for an existing profile before trying to create a new profile as the default.	VVC-8535
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
REST Validation Failure on User Roles User roles are not validated during REST calls. The configured REST account has access to *all* sites and abilities regardless of the configured role within VoiceConsole. As a result, when the account accesses the Talkman Startup Tool, it can erroneously access *all sites* and load profiles from them. **Workaround for the Talkman Startup Tool**: Restrict deployment use of the Talkman Startup Tool to only computers *necessary* for the profile load to restrict access.	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

Previously Reported Issues

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

Issue Description	Issue ID
Error Message Does Not Display 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.	VVC-8081
Operator Number Field Does Not Accept Whole Numbers Only On the _Operator_ page, the _Operator Number_ field accepts both single decimal (more than one decimal is not accepted) and negative numbers.	VVC-8087
REST Endpoint /operatorteam Lets You Map an Operator to a Team Where the Operator Does Not Exist 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 _Talkman Load Operator by Team_ is used. **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
Importing a License that Already Exists Duplicates that License 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.	VVC-8113
Long Linux Installation Times 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.	VVC-8259
No .vad File for Each .vad Task on Export Each .vad task doesn't have its own .vad file in the _Tasks_ folder in the exported data zip file.	VVC-8351

Issue Description	Issue ID
.vos File Not Deleted from *Files* Directory 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
Cannot Delete Device Profile from *Edit Device* Profile View When you are in the *Edit Device* profile view and try to delete a profile, an error screen displays. Looks like a CSRF Token issue.	VVC-8353
Cannot Export VRG from *Edit Device Profile* Page Clicking the "Export the configuration of this device profile" link on the *Edit Device Profile* page does nothing. No file is downloaded, and no error message appears. 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.	VVC-8355
Display Dialog Stops in a Clustered Environment 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.	VVC-8359
Device Profile Load Job Issue 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 DataAccessException error always occurs, followed by a "binding" message.	VVC-8360

Issue Description	Issue ID
Task Package Name Unavailable When Task Package Loads with a VoiceArtisan Task Type When the user loads a task package – with a VoiceArtisan task type – from the *View Task Package* page, the name of the selected task package is not displayed on the next screen (*Load Task Package*). However, the name is displayed with a Task Builder task type.	VVC-8362
Invalid Characters in *Advanced Settings > Create Task Package* Causes Internal Server Error If the user inserts invalid characters in 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 the user to the *Create Task Package* page, displays a message that "invalid characters" are present in *Advanced Settings*, but does not give any additional details.	VVC-8363
Error Upgrading from 5.1 to 5.5 with Embedded Database After upgrading from VoiceConsole version 5.1 to version 5.5, the browser immediately produces a 404 error and does not go to the login page.	VVC-8384
Admin Access Required to Retrieve VoiceConsole Customer Universally Unique Identifier (UUID) A read-only user of VoiceConsole cannot access the `<consoleURL>/VoiceConsole/devices/device/gatherSystemInfo.action` 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).	VVC-868
Failure to Create New UUID Established UUID in proxy database is used when creating a new topology with new UUID.	VVC-1433
Upgrade Installation May Fail (from 3.x Installation) 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
Exception Message Thrown Using *fetchVoiceClientByDevice* The *fetchVoiceClientByDevice* soap/rest method is not returning associated modular Voice client/VoiceCatalyst.	VVC-1475

Issue Description	Issue ID
VoiceClient to VoiceCatalyst Mode Switching Issue Automatic Voiceload By Operator issues occur when switching between modes.	VVC-1985
Dialog Prompts Not Displayed Correctly If VoiceConsole is configured to connect to devices through HTTPS, the device dialogue display will not connect and will fail to show the dialogue. **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*. For Microsoft Edge: 1. At the bottom of the browser window, you will see a message: "Only secure content is displayed." 2. Click *Show all content*.	VVC-2300
Incorrect Time zone in Device Module Time zone in Device module should be site-specific, not server-specific.	VVC-2603
Improper Site Field Sorting Sites beginning with upper case letters are sorted differently from sites beginning with lower case letters.	VVC-2605
Truncated Messages in VoiceConsole Logs Encrypted messages longer than 999 characters are truncated in VoiceConsole logs.	VVC-2724

Issue Description	Issue ID
API GET Returns Incorrect Value for lastTrained 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
Application Unusable After Non-Root Installation A non-root installation leaves the application in an unusable state because it fails to deploy the service file.	VVC-2897
Manual Bluetooth Settings Revert to Default on Restart Manually changed Bluetooth settings do not persist after restarting the device.	VVC-2933
REST API Log Size When using REST API, the log files may grow large. **Workaround**: If files grow too large, manually delete the log files.	VVC-2937
Headset Version Not Properly Updating Headset name response from VoiceConsole to terminal is incorrect.	VVC-2976
Installation Failures of Certain User Accounts On Linux systems, user account installation fails when user account shell is set to usr/sbin/nologin.	VVC-2996
Files Not Completely Remapped in Linux In Linux VoiceConsole installation, files do not completely remap to Tomcat account.	VVC-3021
Installation Failure on Linux System VoiceConsole Linux installation fails with unmask 077 setting.	VVC-3022
Error Message Does Not Display During concurrency tests, a standard "HTTP 404" error displays instead of an error message specific to VoiceConsole.	VVC-3094
Invalid Zip File Exporting Operator Teams An error message may occur when generating the export zip file. **Workaround**: Export the Operator Teams again.	VVC-3106

Issue Description	Issue ID
With SALT Set, Profile Always Exported with Current Key The current encrypted key is always exported in the device profile rather than the key that was used when the profile was created.	**VVC-3107**
Clearing SALT May Expose Encrypted Key on Export of Profile The wireless key may be exposed as plain text under the following sequence: 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.	**VVC-3108**
Device Log Function Does Not Properly Log When running the WebSocket-based *Device Dialogue Display* with *Logging* enabled, the logs may not be frequently or consistently generated.	**VVC-3109**
Upgrade Installation May Fail (32-bit to 64-bit) 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**
User Accounts Disabled The *Disable Inactive Users After (in days)* 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. **Workaround**: Refer to the VoiceConsole online help for configuration instructions.	**VVC-3131**
ECS File Not Working as Expected On 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**

Issue Description	Issue ID
User Can Change Other User Passwords If a user is assigned edit privileges, the user can 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 reverts the user back to the *Operator Management* pane.	VVC-3271
Cancel Button Does Not Work When the user is forced to change the password, the Cancel button is inactive on the *Change PW* page.	VVC-3278
Mouse Focus Not on *Change PW* Field When the user changes his/her password, the mouse focus does not land on the *Change PW* field.	VVC-3281
Key Values Not Accepted with Special Characters In *Operator Advanced Settings*, key values not accepted with special characters.	VVC-3298

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 https://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.

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 hsmpats.

Third Party Software

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