



Release Notes

Honeywell VoiceConsole 6.2.1

January 14 2025

Help documentation is available to customers online at www.help.honeywellaidc.com.

IMPORTANT

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

VoiceConsole 6.2.1

- VoiceConsole 6.2.1 supersedes VoiceConsole 6.2 and corrects a bug found with non-GWS DevKit based licenses.
- In an On Prem deployment upgrading from VoiceConsole 6.2 to 6.2.1 is not supported. A clean installation or an upgrade installation from an earlier version is required. If you need assistance migrating from 6.2 to 6.2.1 in a production environment please contact Technical Support.
- All other changes noted below for VoiceConsole 6.2 are included in 6.2.1.

What's in This Release

Honeywell VoiceConsole 6.2.1 is a major generally available release of VoiceConsole for SaaS, On Prem, and Hybrid deployments.

IMPORTANT

With the release of VoiceConsole 6.2 and later, terminology has changed. This is reflected in the VoiceConsole 6.2 and later documentation.

- Customer managed deployments are still referred to as VoiceConsole On Prem deployments. These deployments may be on a customer's local server or in a customer-managed cloud environment.
- Honeywell managed deployments are now referred to as VoiceConsole SaaS deployments. In previous releases, the term VoiceConsole Cloud deployment was used.

Licensing

IMPORTANT

When VoiceConsole 6.2 or later is first accessed it is necessary to visit the Configure License page and select a license option. After a license option is selected, the appropriate license actions are displayed.

Licensing for VoiceConsole is now handled via the Honeywell Software Licensing Portal.

- For VoiceConsole SaaS deployments, a cloud connection to the Honeywell Software Licensing Portal is used. A Cloud Server ID is provided for entry on the Configure License page.
- For VoiceConsole On Prem deployments, a Local License Server is now installed. Requests to activate and deactivate licenses are made using Activation IDs. The requests are made from the local server to the Honeywell Software Licensing Portal and the Honeywell Software Licensing Portal provides a response for the local server.

License management is split between two functions.

1. The **License Administrator** accesses the Honeywell Software Licensing Portal to view license details. This person is generally a Honeywell Voice partner or a Honeywell direct customer. However, a Voice partner may elect to allow their customers access to the Honeywell Software Licensing Portal to perform this function.
2. The **VoiceConsole Administrator** is an end customer of VoiceConsole. The License Administrator provides this person the details (Cloud Server ID or Activation ID) to enter in VoiceConsole.

Legacy licensing (a license provided by Honeywell and imported into VoiceConsole in previous releases) is deprecated for VoiceConsole 6.2 and later. Use of legacy licensing system requires special approval from Honeywell.

IMPORTANT

When installing or upgrading in a clustered environment, contact Honeywell for assistance with licensing.

Database Support

For VoiceConsole On Prem:

The embedded database is no longer supported.

Support is added for the following databases:

- Oracle Database 21c Express Edition (XE)
- Microsoft SQL Server 2019 Express
- Microsoft SQL Server 2022 Express

IMPORTANT

The Express databases are recommended as a replacement for the embedded database.

- A tool is provided to migrate data from the embedded database to either of these Express databases. The VoiceConsole On Prem deployment installation routine has changed. Be sure to review that section in online help or the *Installation Guide* included with the software distribution before installing VoiceConsole 6.2 or later.
- There is no automatic backup function for these Express databases. The user is responsible for backing up these databases. See *Backup and Restore the VoiceConsole On Prem Deployment Database* in the online help and the database vendor's documentation.

The following databases continue to be supported:

- Oracle Database 19c
- Oracle Database 18c
- Oracle Database 21c - This database was first supported with VoiceConsole 6.1, but was not included in the documentation for that release
- Microsoft SQL Server 2022 Standard
- Microsoft SQL Server 2019 Standard

Deployment Modes

A new deployment mode is available. VoiceConsole Hybrid deployment combines the following features:

- VoiceConsole is installed in a customer-managed environment, the same as an On Prem deployment.
- Core VoiceConsole functionality is handled within the On Prem environment.
- Analytic features that were previously only available in SaaS deployments are available in Hybrid deployments.

The availability of the additional Hybrid deployment functionality depends on the license tier selected.

Additional Availability for VoiceConsole SaaS Deployment

VoiceConsole SaaS deployments are now available in additional countries. See [VoiceConsole SaaS Deployment Availability](#) later in this document for details.

Additional Analytic Features

- Honeywell Operational Intelligence integration is expanded to VoiceConsole Hybrid deployments.
- Honeywell Forge Performance+ integration is added for VoiceConsole SaaS and Hybrid deployments using the GWS Connector.

- Honeywell Voice Log Analyzer is added for VoiceConsole SaaS and Hybrid deployments. The log analyzer works with device log files.

Device Support

VoiceConsole continues to support the following devices:

- A500 (On Prem deployments only)
- A700 (On Prem deployments only)
- A700x
- Android devices

Application Support

DevKit-Based Applications

- DevKit based applications are built from the DevKit 1.15 or later environment and may be referred to as Guided Work Solutions or branded for a specific solution such as a WMS. These applications run on multiple device types including A700x and Android devices.
- DevKit based applications are licensed through VoiceConsole. The license to run DevKit based applications is separate from the license to develop applications with DevKit. A separate license may be required for GWS Connector. The application is licensed with VoiceConsole 6.x. This allows any supported device to use the license. VoiceConsole 5.x licensed the device, so a different device required a new license.

VoiceArtisan and Task Builder Applications

- Directed work applications are built from TaskBuilder and VoiceArtisan. These applications run on A500, A700, and A700x.
- Honeywell continues to support TaskBuilder and VoiceArtisan based (directed work) solutions for A500, A700, and A700x. A DevKit based license is required to support these devices and applications on VoiceConsole 6.1 and later, even if the customer is not currently using a DevKit based application. Also, note that A500 and A700 are supported only in VoiceConsole On Prem deployments.

Server Platform Updates

VoiceConsole On Prem deployments include Apache Tomcat 9.0.86.

ECSs Included in This Release

The following issues were fixed in an Emergency Customer Shipment (ECS) and are included in this release.

Issue Description	Issue ID
6.1 ECS001	
VoiceConsole could crash when trying to view a large file, now a user is directed to save a file if it is too large to view.	VCNG-3128
Users could not be deleted from a clustered installation.	VCNG-3155
Dash (-) and underscore (_) not allowed as valid characters in an email address.	VCNG-3172
Unable to import sites created in VoiceConsole 5.1 to 5.4 into VoiceConsole 5.5 or later.	VCNG-3206
Change password allowed entry of a password longer than 20 characters, then sorted the password to 20 characters with no warning.	VCNG-3207
A700/A700x battery with an invalid health code results in errors within VoiceConsole.	VCNG-3208
Talkman dropped message was followed by a stack trace in logs.	VCNG-3209
Unable to import sites created in VoiceConsole 5.1 to 6.0.2 into VoiceConsole 6.2.	VCNG-3223
Unable to delete site in VoiceConsole SaaS deployment.	VCNG-3229
Audit and notification purge jobs not working properly	VCNG-3456
Updating an operator via REST fails if operators in different sites share the same ID	VCNG-3457
Option added to add DefaultDate parameter as part of a profile load so devices are not rejected for an invalid date in HTTPS communications.	VCNG-3458
The VoiceConsole mobile device display dialog page format is fixed for On Prem deployments.	VCNG-3459
For VoiceConsole On Prem deployments, an option to show or hide the restart logging is added.	VCNG-3461

Issues Resolved In This Release

The following issues were resolved in this release.

Issue Description	Issue ID
Device Dialog Prompts Not Working Device dialog display relied on a separate keystore when using HTTPS. This feature now uses the existing keystore file in the VoiceConsole installation directory and requires no additional configuration if using the existing keystore. If using a custom keystore, refer to the VoiceConsole online help.	VCNG-2662
Device Logs Not Created Device logs were not being created in a VoiceConsole SaaS deployment. The root cause was that port 9091 was blocked. Ensure that ports 443 and 9091 are granted access through any firewalls.	VCNG-3541
skip	VCNG-3674
SSO Fails After Import Data Exporting data from VoiceConsole with SSO disabled then importing into a VoiceConsole instance with SSO enabled causes SSO to be disabled in the second instance.	VCNG-3340
skip	VCNG-3063
Device Log Purge Job Breaks In an SaaS deployment, when the log dialog to device log is enabled during device logging the device log purge job fails.	VCNG-3486
Embedded Database Performance Issues The embedded database option has been removed from VoiceConsole. The recommended databases for installations with 300 or less devices are Oracle Database 21c Express Edition (XE), Microsoft SQL Server 2019 Express, or Microsoft SQL Server 2022 Express.	VCNG-3442
Task Package Parameters Corrupted In a SaaS deployment, task package parameters were corrupted when being saved. This resulted in an "application terminating, device restart is required" on the device loading the vad file.	VCNG-3153
Device Log Purge Job In a SaaS deployment, logs for renamed devices were not being deleted with the purge job.	VCNG-3485

Issue Description	Issue ID
<p>Help for This Page Link</p> <p>VoiceConsole help displayed the main help screen rather than the topic for some screens.</p>	VCNG-3472
<p>System Data Job</p> <p>This job was enabled by default and generating multiple DataAggregationLastRun records in logs.</p>	VCNG-3023 VCNG-3349
<p>Voccollect Folder Ownership</p> <p>In an On Prem Linux installation, the ownership of the parent \Voccollect folder was not changed while the installation folders under it were changed.</p>	VCNG-2668
<p>Phonetic Substitutions Missing</p> <p>When a vad file contained a large number of phonetic substitutions the list was being truncated.</p>	VCNG-3043
<p>Deprecated Parameters</p> <p>In a Linux On Prem deployment installation, the following deprecated variables were removed: XX:PermSize and -XX:MaxPermSize from tomcat/bin/setenv.sh.</p>	VCNG-2667
<p>Changing VoiceConsole URL Does Not Work</p> <p>Moving devices by manually adding the VoiceConsole URL as an advanced setting did not work.</p>	VCNG-3650
<p>Corrupted database.properties File</p> <p>When disk space was low on the server and VoiceConsole was restarted, the database.properties file could be corrupted. If space is insufficient the server start up is aborted and a message written to the log file.</p>	VCNG-3316

VoiceConsole SaaS Deployment Availability

Data Centers (Hosting)

Data centers are currently located in the United States (US) and European Union (EU). Based on country laws we are storing your data in either US or EU region and some countries are blocked or restricted because of legality. The following restrictions apply:

- By default data is hosted in the US unless the order is from an EU country. Customers must notify Honeywell when enrolling for a VoiceConsoleSaaS deployment if they have sites or plan to have sites within the EU
- Customers in an EU country must use EU hosting. EU data centers are located in the Netherlands and Ireland.
- A customer deployment with multiple site locations must use EU hosting if any site locations are in the EU.
- Data cannot be transferred from the EU data center to the US data center.

Available Countries

VoiceConsole SaaS deployment is available in the following countries.

- United States - Not approved for use or access by Illinois users.
- All European Union Countries - See data center restrictions above.
- Argentina
- Australia
- Brazil
- Canada
- Chile
- Colombia
- Egypt
- Hong Kong
- India
- Indonesia
- Israel
- Japan
- Kuwait
- Malaysia
- Mexico
- New Zealand
- Nigeria
- Norway
- Peru
- Oman

- Pakistan
- Philippines
- Qatar
- Singapore
- South Africa
- South Korea
- Switzerland
- Taiwan
- Thailand
- Trinidad & Tobago
- Turkey
- United Arab Emirates
- United Kingdom
- Uruguay
- Vietnam

General Considerations and Limitations

Issues Reported with This Release

The following issues were observed in this release.

Issue Description	Issue ID
DevKit Applications not Identified Properly DevKit based applications are identified as a VoiceArtisan application when viewing tasks within VoiceConsole.	VCNG-168
NOTE This defect was first found in an earlier version of VoiceConsole.	
EAP LDAP Once the EAP LDAP Configuration is saved to the database, the SearchPassword is unable to be decrypted. This prevents the administrator from being able to change anything about the configuration including the EAP Restricted/Nonrestricted usernames. Additionally, as the password cannot be decrypted, you cannot re-use the configuration in another site.	VCNG-2820
Uninstall Does Not Remove Service Uninstalling VoiceConsole on a CentOS does not remove the VoiceConsole service.	VCNG-2871
LDAP User Accounts Authenticating to VoiceConsole GUI with an LDAP user account, causes the DIRSERV_Search_Password to be stored in the database unencrypted, preventing some LDAP functions.	VCNG-2959
User Cannot View Created Site If a user does not have "all sites" the user can create sites but the user cannot view the newly created site nor is the site added to the available sites list. Workaround: Only users with all sites permission should create new sites.	VCNG-3071
Local License Server Password During installation, the password error message is truncated on screen. Workaround: Ensure the password meets the following conditions: Password must contain at least 8 characters, one digit, one upper-case character, one special character, no whitespace, and less than 20 characters.	VCNG-3098

Issue Description

Issue ID

SAML SSO User Account

Disabling a user account within VoiceConsole does not prevent that user from accessing VoiceConsole.

VCNG-3120

Workaround: The account must be completely deleted to remove access.

Licensing Server Limitations

- The **Test Connection To Licensing Server** button on the Configure License screen does not test the connection until a license has been activated.
- Only one Cloud ID can be issued per deployment. Hardware may be shipped to multiple locations but the Cloud ID only reflects a single location.
- License deactivation (full or partial) requires an extra request file to be generated.
- Failover is not directly supported. A second temporary license must be requested from customer service for the failover instance.
- Customers with a clustered environment must contact customer support for licensing assistance.
- The License detail screen in VoiceConsole does not show a license that:
 - has all features currently consumed by devices
 - starts at a future date
 - has expired
- The Honeywell Software Licensing Portal interface only supports English.

VCNG-3302

SSO Option During Upgrade

During an upgrade install, a user can select the **Enable SAML SSO** checkbox. Even though the user may check this box, SSO is not enabled during an upgrade installation.

Workaround: If SSO support is desired, then a new installation of VoiceConsole must be performed.

VCNG-3314

NOTE

This defect was first found in an earlier version of VoiceConsole.

Issue Description	Issue ID
<p>Edit Site Confirmation</p> <p>The Update Site confirmation cannot be dismissed with the X (close) icon.</p> <p>Workaround: Use the Agree, Update Site or Cancel button as applicable to close.</p>	<p>VCNG-3500</p>
<p>HTTP 400 Error Exporting Operators</p> <p>When trying to export selected operators and a large number of operators are selected, the HTTP 400 error may be displayed.</p> <p>Workaround: If exporting all operators, use the "Export all operators" feature rather than selecting all operators and using "Export selected operators". If exporting a large number of operators, but not all operators, export the operators in multiple batches.</p> <div data-bbox="142 835 1203 947" style="border: 1px solid blue; padding: 5px;"> <p>NOTE This defect was first found in an earlier version of VoiceConsole.</p> </div>	<p>VCNG-3645</p>
<p>Mobile Device Dialog Display</p> <p>The mobile device dialog display may return an error when used with a VoiceConsole SaaS deployment.</p>	<p>VCNG-3779</p>
<p>No Licenses Activated</p> <p>In a VoiceConsole On Prem deployment, if an invalid license request is sent to the Honeywell Software Licensing Portal (i.e., invalid Activation ID, more copies requested than available) and the warning is ignored in the portal, the response file contains an error but VoiceConsole displays a "successfully activated license file" message but no license copies are activated.</p> <p>Workaround: Repeat the activation process correcting any errors in the first request.</p>	<p>VCNG-3802</p>

Issue Description	Issue ID
<p>License Activation Unsuccessful</p> <p>In a VoiceConsole On Prem deployment, if multiple servers are making license requests to the Honeywell Software Licensing Portal (either a partner with multiple customers or a customer with multiple servers), each server sends request files with similar names (requestfile.bin) and the license portal generates response files with similar names (capabilityResponse.bin). The names of the request and response files do not identify the customer or server . If the wrong response file is provided to a server, the customer gets a "license activation failed" message.</p> <p>Workaround: Partners and customers must implement procedures to ensure the request and response files are not mixed between customers or servers. These files can be renamed after they are generated to prevent mix ups.</p>	<p>VCNG-3846</p>
<p>Create, Edit, Delete User Error</p> <p>When creating, editing, or deleting users in a VoiceConsole On Prem deployment a FreeMarker template error may be displayed.</p> <p>Workaround: Restart the VoiceConsole service, open the VoiceConsole interface again, and repeat the operation.</p>	<p>VCNG-3904</p>

Previously Reported Issues

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

Issue Description	Issue ID
Last Login Location Value For VoiceConsole Cloud customers, VoiceConsole provides a local/internal address as the last login location. This should provide the actual user location instead, such as the client IP address.	VCNG-2635
Operator Number Error Message When VoiceConsole Cloud customers are creating a new operator, VoiceConsole displays an incorrect message if a user enters a decimal or a negative number in the Operator Number field. The message should be: "Operator Number must be a positive non decimal number".	VCNG-2647
Scheduling Job Failure When an administrator runs a selected schedule job, it sometimes fails to complete the scheduling even though VoiceConsole displays a message that the job started successfully.	VCNG-2681
Purge Job Failure The Purge Transactional Data function in System Configuration fails to purge audits and notifications data.	VCNG-2771
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

Issue Description	Issue ID
<p>fetchVoiceClientByDevice Failure</p> <p>The <i>fetchVoiceClientByDevice</i> REST method is not returning the associated modular VoiceClient/VoiceCatalyst.</p>	VWC-1475
<p>Mode Switching Issue</p> <p>Automatic voice load by operator issues occur when switching between A700 and A700x.</p>	VWC-1985
<p>Incorrect Time Zone</p> <p>The time zone in the Device module is sever-specific, not site-specific.</p>	VWC-2603
<p>API GET Time Error</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>	VWC-2751
<p>Headset Response Error</p> <p>The headset name response from VoiceConsole to a terminal is incorrect.</p>	VWC-2976
<p>User Account Installation Failures</p> <p>On Linux systems, user account installation fails when the user account shell is set to <code>usr/sbin/nologin</code>.</p>	VWC-2996
<p>Linux Remapping Error</p> <p>In a Linux VoiceConsole installation, files do not completely remap to the Tomcat account.</p>	VWC-3021
<p>Installation Failure on Linux Systems</p> <p>VoiceConsole Linux installations fail with an <code>unmask 077</code> setting.</p>	VWC-3022
<p>Zip Error 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>	VWC-3106
<p>Profile Exported Error</p> <p>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.</p>	VWC-3107

Issue Description	Issue ID
<p>Log Function Inconsistency</p> <p>When running the WebSocket-based <i>Device Dialogue Display</i> with <i>Logging</i> enabled, the logs may not be frequently or consistently generated.</p>	<p>WVC-3109</p>
<p>Upgrade Installation Failure</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>WVC-3111</p>
<p>Execution Bit Validation Failure</p> <p>On the 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>WVC-3254</p>
<p>Edit Privileges Granted Incorrectly</p> <p>Users assigned edit privileges can also change the password for other users and administrators.</p>	<p>WVC-3269</p>
<p>Task Package Creation Incomplete</p> <p>Creating a Task Package by uploading new task files in the <i>Device Management</i> pane re-displays the <i>Operator Management</i> pane.</p>	<p>WVC-3271</p>
<p>Cancel Button Failure</p> <p>When the user is forced to change the password, the Cancel button is inactive on the <i>Change Password</i> page.</p>	<p>WVC-3278</p>
<p>Mouse Focused Improperly</p> <p>When the user changes the password, the mouse focus does not land on the <i>Update Password</i> button.</p>	<p>WVC-3281</p>
<p>Key Values Disallows Special Characters</p> <p>In <i>Operator Advanced Settings</i>, key values are not accepted with special characters.</p>	<p>WVC-3298</p>

Issue Description	Issue ID
<p>REST Endpoint Mapping Failure</p> <p>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 <i>Talkman Load Operator by Team</i>.</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>	<p>WVC-8088</p>
<p>Linux Installation Run Time</p> <p>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.</p>	<p>WVC-8259</p>
<p>Task Export Failure</p> <p>When exporting tasks, the data zip file does not contain the proper files. (Each .vad task should have its own .vad file in the <i>Tasks</i> folder).</p>	<p>WVC-8351</p>
<p>Delete Failure 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>Display Dialog Failure</p> <p>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”.</p>	<p>WVC-8359</p>

Issue Description	Issue ID
<p>Invalid Characters Create Internal Server Error</p> <p>If the user enters invalid characters on 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 to the <i>Create Task Package</i> page, where an “invalid characters” message appears.</p>	<p>WC-8363</p>
<p>Device Profile Allowed as Default</p> <p>Device profiles with a static IP configuration are being accepted 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>	<p>WC-8412</p>
<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>	<p>WC-8422</p>
<p>Authentication Failures</p> <p>LDAP authentication fails when accented characters are included in the password.</p>	<p>WC-8428</p>
<p>SAML Login Error Page Information</p> <p>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.</p>	<p>WC-8483</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>WC-8586</p>
<p>REST Validation Failure</p> <p>User roles were not validated during REST calls. The configured REST account had access to <i>all</i> sites and abilities regardless of the configured role within VoiceConsole. As a result, when the account accessed the Talkman Startup Tool, it erroneously accessed <i>all</i> sites and load profiles.</p>	<p>WC-9172</p>

Issue Description	Issue ID
<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 fail, which may create errors in VoiceConsole logs. (An operator undergoing training is unable to complete training.)</p> <p>Workaround: Load another operator to clear the deleted operator from the device.</p>	WVC-9241
<p>VoiceConsole Default Configuration Failure</p> <p>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.</p>	WVC-9313
<p>Operators Sort Failure</p> <p>VoiceConsole 5.4 and later do not sort operators based on Operator Teams, Devices, Operator Numbers, Task Packages, or Sites.</p>	WVC-9482
<p>Search Password Decryption Failure</p> <p>In VoiceConsole 5.6.1 and higher, when an EAP LDAP configuration is saved in VoiceConsole, it cannot decrypt the search password.</p> <p>Workaround: Use an EAP site configuration other than LDAP.</p>	WVC-9692
<p>Screen URL Display</p> <p>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.</p> <p>Workaround: Always access VoiceConsole directly using the HTTPS address rather than relying on VoiceConsole to redirect from HTTP to HTTPS.</p>	WVC-9830
<p>Purge Archive Job Failure</p> <p>In VoiceConsole System Configuration, the Purge Archive Job fails to delete audits and notifications data. This happens for both manual and scheduled purges.</p> <p>Workaround: Restart the service and re-run the Purge Archive Job. For any issues that may be encountered, contact Honeywell Technical Support.</p>	WVC-9833

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 automation.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.

©2025 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: automation.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 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**.

