



# Release Notes

## Honeywell VoiceConsole 6.3.1

December 23 2025

Help documentation is available to customers online at [help.honeywellaidc.com](https://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 6.3.1

- VoiceConsole 6.3.1 supersedes VoiceConsole 6.3 and corrects bugs in addition to those originally fixed for 6.3.
- All other changes noted below for VoiceConsole 6.3 are included in 6.3.1.

## What's in This Release

Honeywell VoiceConsole 6.3.1 is a major generally available release of VoiceConsole for SaaS, On Prem, and Hybrid deployments.

## Issues Resolved In This Release

The following issues were resolved in this release.

Issue Description	Issue ID
<b>Tables not Rendered in Browser</b>  Some browser display languages (originally observed in Italian) caused an error in VoiceConsole that resulted in tables not being rendered on pages such as Users and Tasks. This issue is fixed in VoiceConsole 6.3.1.	<b>VCNG-6432</b>

Issue Description	Issue ID
<b>VoiceConsole Not Saving Advanced Settings</b> When modifying a task package, VoiceConsole indicated it saved the Advanced Settings however when viewing the Task Package again the Advanced Settings are blank. This issue is fixed in VoiceConsole 6.3.1.	VCNG-6265
<b>Android Device not Licensed</b> After an upgrade from VoiceConsole 6.2.1, Android devices that were licensed in 6.2.1 were not getting licenses after the upgrade installation. This issue is fixed in VoiceConsole 6.3.1.	VCNG-6262
<b>GWS App Licensing</b> The GWS App was consuming two feature counts from VoiceConsole licensing.	VCNG-5021
<b>Device Types</b> In the <b>View Devices</b> table, listings in the <b>Type</b> column were showing with a 'GWS_ ' prefix and that has been removed.	VCNG-3858
<b>HTTP 400 Error Exporting Operators</b> When trying to export selected operators and a large number of operators are selected, the HTTP 400 error may be displayed. This is documented as a known limitation with workarounds included.	VCNG-3645
<b>Edit Site Confirmation</b> The Update Site confirmation cannot be dismissed with the X (close) icon.	VCNG-3500
<b>Security Logs</b> Security logs were not being shown on the View Logs page.	VCNG-4741
<b>Unable to Get Feature License</b> Upgrades using Oracle databases were unable to get feature licenses for devices.	VCNG-4653
<b>Cannot Upgrade Install</b> VoiceConsole upgrade installations may fail without manually stopping services.	VCNG-4181

Issue Description	Issue ID
<b>Cannot Activate License with Software Support Subscription</b> VoiceConsole On Prem deployments that include d software support expiration dates on non-English systems could not activate licenses.	VCNG-4848
<b>Incorrect Label on Configure License Page</b> VoiceConsole may display not display the <b>Configure License</b> page label correctly.	VCNG-4294
<b>Cloud Licensing</b> Cloud licensing is now the default choice on the Configure License screen.	VCNG-2993

## VoiceConsole SaaS Deployment Availability

### Data Centers (Hosting)

Data centers are currently located in the European Union (EU) and the United States (US). 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 EU unless the order is from the US or Canada.
- US and Canada customers must notify Honeywell when enrolling for a VoiceConsole SaaS deployment if they have sites or plan to have sites outside of the US and Canada. If this is the case, a separate instance must be created for those sites.
- Data cannot be transferred from the EU data center to the US data center.

### Data Center Locations

- **East US:** Richmond, Virginia (Primary US location)
- **West US:** San Francisco, California
- **West EU:** Amsterdam, Netherlands (Primary EU location)
- **North EU:** Dublin, Ireland

### 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

- 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
<b>Upgrade Installation Not Recognized</b> When running the installation from a command prompt, the installation wizard may not recognize the installation as an upgrade. <b>Workaround:</b> Ensure the same installation directory is selected on the installation screen and the upgrade is performed.	VCNG-5275
<b>Local License Service Not Removed</b> When VoiceConsole 6.3 is installed as an upgrade from 6.2.1, uninstalling VoiceConsole 6.3 does not remove the local license server components and the service continues running. <b>Workaround:</b> Manually stop the <b>Flexnet License Server-honeywel</b> service (note that Honeywell is truncated to just a single 'l'). The \flexera folder can then be deleted from the VoiceConsole installation directory.	VCNG-5273
<b>Local License Server Installation Failure</b> During VoiceConsole installation, the Local License Server installation can fail yet the installation appears successful. If this occurs the <b>Flexnet License Server-honeywel</b> service is not present and running after starting VoiceConsole. <b>Workaround:</b> Contact technical support for assistance.	VCNG-5272
<b>Log Save as Zip Tooltip</b> The proper tooltip is not displayed when using the Save as Zip button without selecting a log file.	VCNG-5269
<b>Purge Job Failure</b> The Purge Transactional Data function in System Configuration fails to purge audits and notifications data.	VCNG-5263
<b>Data Labels Incorrect in Role Management</b> When creating or viewing roles, raw data may be shown in the list of features under Device Management.	VCNG-5261

Issue Description	Issue ID
<p><b>Unable to Create Operator</b></p> <p>If the <b>Operator Name</b> or other mandatory fields are not completed when attempting to create an operator, clicking the <b>Create operator</b> or <b>Save and Create Another</b> button does not create the operator and does not display an error message.</p> <p><b>Workaround:</b> Manually verify all required fields are entered before clicking to create the operator.</p>	<p>VCNG-5243 VCNG-5221</p>
<p><b>Activation ID Required Message</b></p> <p>The on screen warning 'Activation id is a required filed' may be displayed on the Activate License screen for a VoiceConsole On Prem deployment even when the Activation ID has been entered.</p> <p><b>Workaround:</b> None needed. The activation process can be completed with the error message displayed.</p>	<p>VCNG-5209</p>

## Previously Reported Issues

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

Issue Description	Issue ID
<p><b>Create New User Page Navigation</b></p> <p>When creating a new user if using the Tab key to navigate the screen, the Name field box is skipped until all other items are visited.</p>	<p>VCNG-4527</p>
<p><b>Duplicate Operator Messages</b></p> <p>If a message is sent to an operator but the operator logs out before the message is played when the operator logs back in the message may be queued twice but with different statuses.</p>	<p>VCNG-4335</p>
<p><b>System Configuration Edits</b></p> <p>When an invalid entry is made on the Edit System Configuration page, clicking elsewhere on the screen, including clicking <b>Save Changes</b> can remove the warning that an invalid entry has been made making it appear the invalid entry has been accepted.</p>	<p>VCNG-4133</p>
<p><b>License End Date</b></p> <p>When using Cloud or Local licensing, the end date for licenses may display a date 7 days after the actual end date of the license.</p>	<p>VCNG-3918</p>

Issue Description	Issue ID
<p><b>Create, Edit, Delete User Error</b></p> <p>When creating, editing, or deleting users in a VoiceConsole On Prem deployment a FreeMarker template error may be displayed.</p> <p><b>Workaround:</b> Restart the VoiceConsole service, open the VoiceConsole interface again, and repeat the operation.</p>	VCNG-3904
<p><b>License Activation Unsuccessful</b></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><b>Workaround:</b> 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>	VCNG-3846
<p><b>No Licenses Activated</b></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><b>Workaround:</b> Repeat the activation process correcting any errors in the first request.</p>	VCNG-3802
<p><b>Mobile Device Dialog Display</b></p> <p>The mobile device dialog display may return an error when used with a VoiceConsole SaaS deployment.</p>	VCNG-3779
<p><b>Help For This Page Popup</b></p> <p>If the <b>Help For This Page</b> link is clicked on a page without a help topic associated, the popup bubble may be malformed.</p>	VCNG-3360



Issue Description	Issue ID
<p><b>SSO Option During Upgrade</b></p> <p>During an upgrade install, a user can select the <b>Enable SAML SSO</b> checkbox. Even though the user may check this box, SSO is not enabled during an upgrade installation.</p> <p><b>Workaround:</b> If SSO support is desired, then a new installation of VoiceConsole must be performed.</p>	VCNG-3314
<p><b>Licensing Server Limitations</b></p> <ul style="list-style-type: none"> <li>• The <b>Test Connection To Licensing Server</b> button on the Configure License screen does not test the connection until a license has been activated.</li> <li>• 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.</li> <li>• License deactivation (full or partial) requires an extra request file to be generated.</li> <li>• Failover is not directly supported. A second temporary license must be requested from customer service for the failover instance.</li> <li>• Customers with a clustered environment must contact customer support for licensing assistance.</li> <li>• The License detail screen in VoiceConsole does not show a license that: <ul style="list-style-type: none"> <li>◦ has all features currently consumed by devices</li> <li>◦ starts at a future date</li> <li>◦ has expired</li> </ul> </li> <li>• The Honeywell Software Licensing Portal interface only supports English.</li> </ul>	VCNG-3302
<p><b>Multiple Browser Tabs</b></p> <p>Clicking a second time on links to additional features such as Operational Intelligence, Performance+, and Log Analyzer continues to open new browser tabs rather than returning to the already open page for that feature.</p>	VCNG-3294
<p><b>SAML SSO User Account</b></p> <p>Disabling a user account within VoiceConsole does not prevent that user from accessing VoiceConsole.</p> <p><b>Workaround:</b> The account must be completely deleted to remove access.</p>	VCNG-3120

Issue Description	Issue ID
<p><b>Local License Server Password</b></p> <p>During installation, the password error message is truncated on screen.</p> <p><b>Workaround:</b> 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.</p>	VCNG-3098
<p><b>Local License Service Name</b></p> <p>The local licensing service is named Flexnet License Server-honeywel. Note that the final l is truncated from Honeywell.</p>	VCNG-3096
<p><b>User Cannot View Created Site</b></p> <p>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.</p> <p><b>Workaround:</b> Only users with all sites permission should create new sites.</p>	VCNG-3071
<p><b>LDAP User Accounts</b></p> <p>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.</p>	VCNG-2959
<p><b>EAP LDAP</b></p> <p>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.</p>	VCNG-2820
<p><b>Uninstall Does Not Remove Service</b></p> <p>Uninstalling VoiceConsole on a CentOS does not remove the VoiceConsole service.</p>	VCNG-2781
<p><b>Scheduling Job Failure</b></p> <p>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.</p>	VCNG-2681

Issue Description	Issue ID
<p><b>Operator Number Error Message</b></p> <p>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".</p>	VCNG-2647
<p><b>Last Login Location Value</b></p> <p>For VoiceConsole SaaS deployment 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.</p>	VCNG-2635
<p><b>DevKit Applications not Identified Properly</b></p> <p>DevKit based applications are identified as a VoiceArtisan application when viewing tasks within VoiceConsole.</p>	VCNG-168
<p><b>Purge Archive Job Failure</b></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><b>Workaround:</b> Restart the service and re-run the Purge Archive Job. For any issues that may be encountered, contact Honeywell Technical Support.</p>	WVC-9833
<p><b>Screen URL Display</b></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><b>Workaround:</b> Always access VoiceConsole directly using the HTTPS address rather than relying on VoiceConsole to redirect from HTTP to HTTPS.</p>	WVC-9830
<p><b>Search Password Decryption Failure</b></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><b>Workaround:</b> Use an EAP site configuration other than LDAP.</p>	WVC-9692
<p><b>Operators Sort Failure</b></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

Issue Description	Issue ID
<b>VoiceConsole Default Configuration Failure</b> <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>	<b>WVC-9313</b>
<b>Operator Deletion Failure</b> <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><b>Workaround:</b> Load another operator to clear the deleted operator from the device.</p>	<b>WVC-9241</b>
<b>REST Validation Failure</b> <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>	<b>WVC-9172</b>
<b>Device Name Duplication</b> <p>When device names are duplicated across multiple sites, viewing device messages can cause unpredictable results.</p> <p><b>Workaround:</b> Always use unique names for devices, such as names with a site-specific prefix.</p>	<b>WVC-8586</b>
<b>SAML Login Error Page Information</b> <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>	<b>WVC-8483</b>
<b>Authentication Failures</b> <p>LDAP authentication fails when accented characters are included in the password.</p>	<b>WVC-8428</b>
<b>Plug-in Module Script Failures</b> <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>	<b>WVC-8422</b>

Issue Description	Issue ID
<p><b>Device Profile Allowed as Default</b></p> <p>Device profiles with a static IP configuration are being accepted as the default profile.</p> <p><b>Workaround:</b> 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><b>Invalid Characters Create Internal Server Error</b></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>	VVC-8363
<p><b>Display Dialog Failure</b></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>	VVC-8359
<p><b>Delete Failure After Removing VoiceClient</b></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><b>Workaround:</b> Stop the service to delete the file.</p>	VVC-8352
<p><b>Task Export Failure</b></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>	VVC-8351
<p><b>Linux Installation Run Time</b></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>	VVC-8259

Issue Description	Issue ID
<p><b>REST Endpoint Mapping Failure</b></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><b>Workaround:</b> 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>	WVC-8088
<p><b>Key Values Disallows Special Characters</b></p> <p>In <i>Operator Advanced Settings</i>, key values are not accepted with special characters.</p>	WVC-3298
<p><b>Mouse Focused Improperly</b></p> <p>When the user changes the password, the mouse focus does not land on the <i>Update Password</i> button.</p>	WVC-3281
<p><b>Cancel Button Failure</b></p> <p>When the user is forced to change the password, the Cancel button is inactive on the <i>Change Password</i> page.</p>	WVC-3278
<p><b>Task Package Creation Incomplete</b></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>	WVC-3271
<p><b>Edit Privileges Granted Incorrectly</b></p> <p>Users assigned edit privileges can also change the password for other users and administrators.</p>	WVC-3269
<p><b>Execution Bit Validation Failure</b></p> <p>On the VoiceConsole Linux version, the Software Update GUI function does not verify that the execution bit is set.</p> <p><b>Workaround:</b> Manually set the +x permission to any deployed class files, and restart the service.</p>	WVC-3254

Issue Description	Issue ID
<b>Upgrade Installation Failure</b> An upgrade installation from 32-bit to 64-bit may fail in a SQL Server 2014 environment. <b>Workaround:</b> Delete the C:/Program Files/Vocollect folder and retry the upgrade installation.	<b>WVC-3111</b>
<b>Log Function Inconsistency</b> When running the WebSocket-based <i>Device Dialogue Display</i> with <i>Logging</i> enabled, the logs may not be frequently or consistently generated.	<b>WVC-3109</b>
<b>Profile Exported Error</b> 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.	<b>WVC-3107</b>
<b>Zip Error Exporting Operator Teams</b> An error message may occur when generating the export zip file. <b>Workaround:</b> Export the operator teams again.	<b>WVC-3106</b>
<b>Installation Failure on Linux Systems</b> VoiceConsole Linux installations fail with an unmask 077 setting.	<b>WVC-3022</b>
<b>Linux Remapping Error</b> In a Linux VoiceConsole installation, files do not completely remap to the Tomcat account.	<b>WVC-3021</b>
<b>User Account Installation Failures</b> On Linux systems, user account installation fails when the user account shell is set to usr/sbin/nologin.	<b>WVC-2996</b>
<b>Headset Response Error</b> The headset name response from VoiceConsole to a terminal is incorrect.	<b>WVC-2976</b>
<b>API GET Time Error</b> When the API request <code>http://&lt;host&gt;:&lt;port&gt;/VoiceConsole/services/operators/&lt;operatorID&gt;/templates</code> is called, the API returns the current server time for lastTrained instead of the actual time that the word was trained.	<b>WVC-2751</b>

Issue Description	Issue ID
<b>Incorrect Time Zone</b> The time zone in the Device module is sever-specific, not site-specific.	VWC-2603
<b>Mode Switching Issue</b> Automatic voice load by operator issues occur when switching between A700 and A700x.	VWC-1985
<b>fetchVoiceClientByDevice Failure</b> The <i>fetchVoiceClientByDevice</i> REST method is not returning the associated modular VoiceClient/VoiceCatalyst.	VWC-1475
<b>Upgrade Installation Failure</b> An upgrade installation from VoiceConsole 3.x to VoiceConsole 4.x or 5.x may fail in a SQL Server 2008 environment. <b>Workaround:</b> Contact your Honeywell Representative for a script file to complete the upgrade.	VWC-1466
<b>Incorrect UUID Use</b> VoiceConsole uses an established UUID in the proxy database when it creates a new topology with a new UUID.	VWC-1433
<b>Universally Unique Identifier (UUID) Access Issue</b> The UUID used to identify the customer for an installation is available for admin-level VoiceConsole installs only.	VWC-868



# 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](mailto: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](https://automation.honeywell.com)

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## Patents

For patent information, please refer to [hsmpats.com](https://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**.

