Honeywell

Release Notes
Honeywell VoiceConsole 6.3

September 10 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.

What's in This Release

Honeywell VoiceConsole 6.3 is a major generally available release of VoiceConsole for SaaS, On Prem, and Hybrid deployments.

Device Migration Config

A new Device Migration Config option has been added to VoiceConsole SaaS deployments for hands-off secure encrypted migration of devices to VoiceConsole SaaS instances. This is used to migrate devices from an On Prem deployment to an SaaS deployment or migrate devices between the two SaaS deployment instances.

Licensing

For VoiceConsole SaaS deployments the Cloud Server ID is prepopulated. Honeywell Customer Service enters the Cloud Server ID when onboarding the customer. Customer Service also updates the Cloud Server ID when necessary. It is no longer necessary or possible to enter the Cloud Server ID on the licensing screen within VoiceConsole.

REST API Support

REST APIs are now supported for VoiceConsole SaaS deployments.

For VoiceConsole REST API documentation, please contact technical support.

Operating System Support

Support is added for the following operating system:

- Microsoft Windows Server 2025

Support has ended for the following operating systems:

- CentOS Linux 6.x

- CentOS Linux 7.2 64-bit

- Red Hat Enterprise Linux 7

Database Support

Support is ended for the following database:

- Oracle Database 18c

Device Support

VoiceConsole continues to support the following devices:

- A500 (On Prem deployments only)

- A700 (On Prem deployments only)

- A700x

- Android devices

Device Compatibility Enhancements

Call Home Feature

In a VoiceConsoleOn Prem deployment devices are contacted by VoiceConsole to be notified of pending actions such as a request to start or stop logging, display device dialog, or operator messages.

In a VoiceConsoleSaaS deployment the device must "call home" to VoiceConsole to check for pending action items. This contact can occur when the device status changes or when the call home interval expires. Therefore there can be a delay, up to the configured call home interval, before the device receives the action item. Refer to the information below to configure the call home interval.

A700x

> **IMPORTANT**
> This parameter requires the A700x to be running VoiceCatalyst 4.8 or later. For earlier versions of VoiceCatalyst, the frequency is 5 minutes and cannot be changed.

The call home frequency is set by the VoiceConsolePollDelaySec parameter.

The default is 300 seconds (5 minutes). The range is 60 to 600 seconds.

Refer to the Configuration Parameter online help for more details.

Android Devices

> **IMPORTANT**
> This feature requires an application built from DevKit 2.1 or later.

The call home frequency is set by the VoiceConsoleCloudPeriodicPollingInterval setting.

The default is 120 seconds. The range is 60 to 120 seconds.

Refer to the help delivered with Honeywell DevKit for more details on this setting.

Display Dialog

Display dialog has been enabled for Android devices. Although nothing has changed within VoiceConsole this feature requires an application built from DevKit 2.1 or later.

Application Support

DevKit-Based Applications

DevKit based applications are built from DevKit 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.

- Applications must be built from DevKit 1.15 or later for VoiceConsole SaaS deployments, however DevKit 2.1 or later is recommended.

- Applications must be build from DevKit 1.5 or later for VoiceConsole On Prem deployments, however, DevKit 2.1 or later is recommended.

- 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.

Issues Resolved In This Release

The following issues were resolved in this release.

Issue Description	Issue ID
GWS App Licensing The GWS App was consuming two feature counts from VoiceConsole licensing.	VCNG-5021
Device Types In the **View Devices** table, listings in the **Type** column were showing with a 'GWS_ ' prefix and that has been removed.	VCNG-3858
HTTP 400 Error Exporting Operators 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
Edit Site Confirmation The Update Site confirmation cannot be dismissed with the X (close) icon.	VCNG-3500
Security Logs Security logs were not being shown on the View Logs page.	VCNG-4741
Unable to Get Feature License Upgrades using Oracle databases were unable to get feature licenses for devices.	VCNG-4653
Cannot Upgrade Install VoiceConsole upgrade installations may fail without manually stopping services.	VCNG-4181
Cannot Activate License with Software Support Subscription VoiceConsole On Prem deployments that include d software support expiration dates on non-English systems could not activate licenses.	VCNG-4848
Incorrect Label on Configure License Page VoiceConsole may display not display the **Configure License** page label correctly.	VCNG-4294
Cloud Licensing 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
Upgrade Installation Not Recognized When running the installation from a command prompt, the installation wizard may not recognize the installation as an upgrade. **Workaround**: Ensure the same installation directory is selected on the installation screen and the upgrade is performed.	VCNG-5275
Local License Service Not Removed 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. **Workaround**: Manually stop the **Flexnet License Server-honeywel** 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
Local License Server Installation Failure During VoiceConsole installation, the Local License Server installation can fail yet the installation appears successful. If this occurs the **Flexnet License Server-honeywel** service is not present and running after starting VoiceConsole. **Workaround**: Contact technical support for assitance.	VCNG-5272
Log Save as Zip Tooltip The proper tooltip is not displayed when using the Save as Zip button without selecting a log file.	VCNG-5269
Purge Job Failure The Purge Transactional Data function is System Configuration fails to purge audits and notifications data.	VCNG-5263
Data Labels Incorrect in Role Management When creating or viewing roles, raw data may be shown in the list of features under Device Management.	VCNG-5261

Issue Description	Issue ID
Unable to Create Operator If the **Operator Name** or other mandatory fields are not completed when attempting to create an operator, clicking the **Create operator** or **Save and Create Another** button does not create the operator and does not display an error message. **Workaround**: Manually verify all required fields are entered before clicking to create the operator.	VCNG-5243 VCNG-5221
Activation ID Required Message 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. **Workaround**: None needed. The activation process can be completed with the error message displayed.	VCNG-5209

Previously Reported Issues

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

Issue Description	Issue ID
Create New User Page Navigation 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.	VCNG-4527
Duplicate Operator Messages 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.	VCNG-4335
System Configuration Edits When an invalid entry is made on the Edit System Configuration page, clicking elsewhere on the screen, including clicking **Save Changes** can remove the warning that an invalid entry has been made making it appear the invalid entry has been accepted.	VCNG-4133
License End Date 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.	VCNG-3918

Issue Description	Issue ID
Create, Edit, Delete User Error When creating, editing, or deleting users in a VoiceConsole On Prem deployment a FreeMarker template error may be displayed. **Workaround**: Restart the VoiceConsole service, open the VoiceConsole interface again, and repeat the operation.	VCNG–3904
License Activation Unsuccessful In a VoiceConsole On Prem deployment, if multiple servers are making license requests to the Honeywell Software Licensing Portal (either a partner with mulitple 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. **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.	VCNG–3846
No Licenses Activated 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. **Workaround**: Repeat the activation process correcting any errors in the first request.	VCNG–3802
Mobile Device Dialog Display The mobile device dialog display may return an error when used with a VoiceConsole SaaS deployment.	VCNG–3779
Help For This Page Popup If the **Help For This Page** link is clicked on a page without a help topic associated, the popup bubble may be malformed.	VCNG–3360

Issue Description	Issue ID
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

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

Multiple Browser Tabs 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.	VCNG-3294
SAML SSO User Account Disabling a user account within VoiceConsole does not prevent that user form accessing VoiceConsole. **Workaround**: The account must be completely deleted to remove access.	VCNG-3120

Issue Description	Issue ID
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
Local License Service Name The local licensing service is named Flexnet License Server-honeywel. Note that the final l is truncated from Honeywell.	VCNG-3096
User Cannot View Created Site If a use 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
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
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-2781
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

Issue Description	Issue ID
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
Last Login Location Value 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.	VCNG-2635
DevKit Applications not Identified Properly DevKit based applications are identified as a VoiceArtisan application when viewing tasks within VoiceConsole.	VCNG-168
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
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. **Workaround**: Always access VoiceConsole directly using the HTTPS address rather than relying on VoiceConsole to redirect from HTTP to HTTPS.	VVC-9830
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. **Workaround**: Use an EAP site configuration other than LDAP.	VVC-9692
Operators Sort Failure VoiceConsole 5.4 and later do not sort operators based on Operator Teams, Devices, Operator Numbers, Task Packages, or Sites.	VVC-9482

Issue Description	Issue ID
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
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 fail, which may create errors in VoiceConsole logs. (An operator undergoing training is unable to complete training.) **Workaround**: Load another operator to clear the deleted operator from the device.	VVC-9241
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
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
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
Authentication Failures LDAP authentication fails when accented characters are included in the password.	VVC-8428
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

Issue Description	Issue ID
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
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
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
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
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
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

Issue Description	Issue ID
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*.	VVC-8088
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.	
Key Values Disallows Special Characters	VVC-3298
In *Operator Advanced Settings*, key values are not accepted with special characters.	
Mouse Focused Improperly	VVC-3281
When the user changes the password, the mouse focus does not land on the *Update Password* button.	
Cancel Button Failure	VVC-3278
When the user is forced to change the password, the Cancel button is inactive on the *Change Password* page.	
Task Package Creation Incomplete	VVC-3271
Creating a Task Package by uploading new task files in the *Device Management* pane re-displays the *Operator Management* pane.	
Edit Privileges Granted Incorrectly	VVC-3269
Users assigned edit privileges can also change the password for other users and administrators.	
Execution Bit Validation Failure	VVC-3254
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.	

Issue Description	Issue ID
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
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
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
Zip Error Exporting Operator Teams An error message may occur when generating the export zip file. **Workaround**: Export the operator teams again.	VVC-3106
Installation Failure on Linux Systems VoiceConsole Linux installations fail with an unmask 077 setting.	VVC-3022
Linux Remapping Error In a Linux VoiceConsole installation, files do not completely remap to the Tomcat account.	VVC-3021
User Account Installation Failures On Linux systems, user account installation fails when the user account shell is set to usr/sbin/nologin.	VVC-2996
Headset Response Error The headset name response from VoiceConsole to a terminal is incorrect.	VVC-2976
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

Issue Description	Issue ID
Incorrect Time Zone The time zone in the Device module is sever-specific, not site-specific.	**VVC-2603**
Mode Switching Issue Automatic voice load by operator issues occur when switching between A700 and A700x.	**VVC-1985**
fetchVoiceClientByDevice Failure The *fetchVoiceClientByDevice* REST method is not returning the associated modular VoiceClient/VoiceCatalyst.	**VVC-1475**
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**
Incorrect UUID Use VoiceConsole uses an established UUID in the proxy database when it creates a new topology with a new UUID.	**VVC-1433**
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**

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

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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**.