Honeywell

Release Notes
Honeywell VoiceConsole 5.6.4

June 10 2025

What's in this Release

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

Library Updates

The following upgrades are included in this release:

- Apache Tomcat 9.0.102
- Apache Struts 2 framework 6.7.4
- Quartz 2.3.2
- Spring Framework 5.3.39
- Spring Security 5.8.16
- Amazon Corretto 8.442.06.1 JDK

Operating System Support

Support is 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 added for the following databases:

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

Support is ended for the following databases:

- Embedded

- Microsoft SQL Server 2016

- Microsoft SQL Server 2017

- Oracle Database 12, release 2

- Oracle Database 18c

Embedded Database not Supported

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 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 5.6.4.
>
> - There is no automatic backup function for these Express databases. The user is responsible for backing up these databases See Back Up and Restore the VoiceConsole Database and the database vendor's documentation.

Device Support

VoiceConsole continues to support the following devices:

- A500
- A700
- A700x

ECSs Included in this Release

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

Issue Description	Issue ID
5.6.3 ECS005	
The VoiceConsole mobile device display dialog page format is fixed.	VVC-9949
Option added to add DefaultDate parameter as part of a profile load so devices are not rejected for an invalid date in HTTPS communications.	VVC-9948
Audit and notification purge jobs not working properly.	VVC-9947
An option to show or hide the restart logging is added.	VVC-9946
Updating an operator via REST fails if operators in different sites share the same ID.	VVC-9942
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.	VVC-9943
5.6.3 ECS004	
A700/A700x battery with an invalid health code results in errors within VoiceConsole.	VVC-9296
Users could not be deleted from a clustered installation.	VVC-9908
Change password allowed entry of a password longer than 20 characters, then shortened the password to 20 characters with no warning.	VVC-9909
Unable to import sites created in VoiceConsole 5.1 to 5.4 into VoiceConsole 5.5 or later	VVC-9910
Dash (–) and underscore (_) not allowed as valid characters in an email address.	VVC-9907
Talkman dropped message was followed by a stack trace in logs.	VVC-6781
Users could not be deleted from a clustered installation.	VVC-9908

Issue Description	Issue ID
If an A700/A700x battery reports out of bound health code VoiceConsole allows the device to continue operations.	VVC-9296
5.6.3 ECS003 VoiceConsole could crash when trying to view a large log file, now a user is directed to save the log file if it is too large to view.	VVC-9902
5.6.3 ECS002 Moving devices by manually adding the VoiceConsole URL as an advanced setting resulted in the device showing in the target VoiceConsole instance, but showing with an unknown status as VoiceConsole cannot find the right device profile.	VVC-9964
5.6.3 ECS001 Installed security safeguards prevent a "blind" SQL injection. An attacker can-not manipulate VoiceConsole database queries and perform unauthorized read actions to retrieve database content.	VVC-9858
Installed security safeguards prevent persistent XSS attacks (this is when a web application stores user input and later delivers it to other users). An attacker cannot inject malicious scripts to be stored on the web server for later use.	VVC-9859

Issues Resolved In this Release

The following issues were resolved in this release.

Issue Description	Issue ID
Log Management Log management is updated to limit the total logs to no more than 30 total. Previously the limit only enforced a maximum of 30 to a particular day without any limits to the total number of logs that rolled over which could consume large amounts of disk space. This applies to log4j2, .err, security_ debug, and security_err logs.	VVC-10012

Issue Description	Issue ID
System Configuration Inaccessible A FreeMarker Template error may be displayed when trying to access the System Configuration page.	VVC-10010

General Considerations and Limitations

Issues Reported with this Release

The following issues were observed in this release.

Issue Description	Issue ID
Secondary Options Not Appearing In Task If a task contains a dropdown list and that dropdown list then has secondary choices (either another dropdown list or radio buttons) those secondary items are not showing when	VVC-10313
Error Creating Device Profile An error may be returned when creating a new configuration only profile that is copying from an existing profile. The error is "The application was unable to locate the resource you requested (/VoiceConsole/devices/profile/createProfileFlow.action)."	VVC-10278

Previously Reported Issues

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

Issue Description	Issue ID
Purge Archive Job Failure In VoiceConsole System Configuration, the Purge Archive Job fails to delete audits and notifications data. This happens for both manual and scheduled purges. **Workaround**: Restart the service and re-run the Purge Archive Job. For any issues that may be encountered, contact Honeywell Technical Support.	VVC-9833
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

Issue Description	Issue ID
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 greater do not sort operators based on Operator Teams, Devices, Operator Numbers, Task Packages, or Sites.	VVC-9482
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 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
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

Issue Description	Issue ID
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
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

Issue Description	Issue ID
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
REST Endpoint Mapping Failure	
If using a REST call to update operator team members, VoiceConsole sometimes moves an operator into a team where the operator has not been added. As such, the operator team would list the operator as a member of the team in future REST calls to the endpoint. However, the VoiceConsole user interface does not list the operator as a team member. The operator may not appear as a member of the team when using *Talkman Load Operator by Team*.

Workaround: Ensure that the operator is a member of the site operators, and use the *moveOrCopyAll* function to ensure that the operator is a member of the site; or only use the VoiceConsole interface to move and manage operator teams. | VVC-8088 |
Key Values Disallows Special Characters	
In *Operator Advanced Settings*, key values are not accepted with special characters.	VVC-3298
Mouse Focused Improperly	
When the user changes his/her password, the mouse focus does not land on the *Change PW* field.	VVC-3281
Cancel Button Failure	
When the user is forced to change the password, the Cancel button is inactive on the *Change PW* page.	VVC-3278
Task Package Creation Incomplete	
Creating a Task Package by uploading new task files in the *Device Management* pane re-displays the *Operator Management* pane.	VVC-3271
Edit Privileges Granted Incorrectly	
Users assigned edit privileges can also change the password for other users and administrators.	VVC-3269

Issue Description	Issue ID
Execution Bit Validation Failure On the VoiceConsole Linux version, the Software Update GUI function does not verify that the execution bit is set. **Workaround**: Manually set the +x permission to any deployed class files, and restart the service.	VVC-3254
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

Issue Description	Issue ID
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**
Incorrect Time Zone The time zone in the Device module is sever-specific, not site-specific.	**VVC-2603**
Dialog Prompts Display Issue If VoiceConsole is configured to connect to devices through HTTPS, the device dialogue does not appear. **Workaround**: Enable blocked content for your browser. For Mozilla Firefox: 1. If the site has been added as an exception in the browser, remove the site from the exception list. 2. Click the Shield icon that appears beside the website address. 3. Select the arrow next to *Keep Blocking* and select *Disable Protection on This Page.* 4. Click *Continue.* For Google Chrome: 1. Click the Shield icon that appears next to the website address. 2. Click *Load unsafe script.*	**VVC-2300**
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**

Issue Description	Issue ID
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 www.sps.honeywell.com

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Patents

For patent information, please refer to www.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**.