



# Release Notes

## Honeywell VoiceConsole 5.6.5

September 11 2025

### What's in this Release

VoiceConsole Help documentation is available online at [help.honeywellaidc.com](https://help.honeywellaidc.com).

### Defect Resolution

This release corrects issues discovered in the VoiceConsole 5.6.4 release. Refer to the *Issues Resolved in this Release* table later in this document for details. Honeywell recommends all VoiceConsole 5.6.4 users upgrade to VoiceConsole 5.6.5.

#### IMPORTANT

The remaining features and ECS items listed below were originally implemented in VoiceConsole 5.6.4 and are included here for reference.

### 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 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 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 has ended for the following databases:

- Embedded (see below)
- 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 as a replacement for the embedded database:

- 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 5.6.5.
- 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

## VoiceConsole Licensing

VoiceConsole 5.6.5 uses hardware-based licensing. Only customers who have a previous version of VoiceConsole 4.x or 5.x are eligible to upgrade to 5.6.5. VoiceConsole 5.6.5 only supports the Talkman devices mentioned above. Android devices are not supported nor are DevKit based applications such as Honeywell's GWS App or a branded WMS solution.

Honeywell strongly encourages an upgrade to VoiceConsole 6.3 as there are several advantages:

- Licensing is now application based. Previous licensing focused on a specific device type and set of features.
- Support is added for Android devices.
- Support is added for DevKit based applications. Directed work applications (applications built with TaskBuilder and VoiceArtisan) continue to be supported with VoiceConsole 6.3.

For more details, please see the VoiceConsole 6.3 online help.

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

Issue Description	Issue ID
If an A700/A700x battery reports out of bound health code VoiceConsole allows the device to continue operations.	WVC-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.

WVC-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.

WVC-9964

### 5.6.3 ECS001

Installed security safeguards prevent a "blind" SQL injection. An attacker cannot manipulate VoiceConsole database queries and perform unauthorized read actions to retrieve database content.

WVC-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.

WVC-9859

## Issues Resolved In this Release

The following issues were resolved in this release.

Issue Description	Issue ID
<b>SSO Fails</b> SAML Single Sign On (SSO) is not working.	WVC-10733
<b>Unable to Configure Device Profile Items</b> The options to configure the channel list or select 802.11ac are not available.	WVC-10740

Issue Description	Issue ID
<p><b>Secondary Options Not Appearing In Task</b></p> <p>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 configuring the task</p>	<p><b>VVC-10313</b></p>
<p><b>Log Management</b></p> <p>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.</p> <div data-bbox="142 762 1203 875"> <p><b>NOTE</b> This issue was fixed in VoiceConsole 5.6.4.</p> </div>	<p><b>VVC-10012</b></p>
<p><b>System Configuration Inaccessible</b></p> <p>A FreeMarker Template error may be displayed when trying to access the System Configuration page.</p> <div data-bbox="142 1056 1203 1169"> <p><b>NOTE</b> This issue was fixed in VoiceConsole 5.6.4.</p> </div>	<p><b>VVC-10010</b></p>

# General Considerations and Limitations

## Previously Reported Issues

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

Issue Description	Issue ID
<b>Error Creating Device Profile</b> 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
<b>Purge Archive Job Failure</b> In VoiceConsole System Configuration, the Purge Archive Job fails to delete audits and notifications data. This happens for both manual and scheduled purges. <b>Workaround:</b> Restart the service and re-run the Purge Archive Job. For any issues that may be encountered, contact Honeywell Technical Support.	VVC-9833
<b>Screen URL Display</b> 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. <b>Workaround:</b> Always access VoiceConsole directly using the HTTPS address rather than relying on VoiceConsole to redirect from HTTP to HTTPS.	VVC-9830
<b>Search Password Decryption Failure</b> In VoiceConsole 5.6.1 and higher, when an EAP LDAP configuration is saved in VoiceConsole, it cannot decrypt the search password. <b>Workaround:</b> Use an EAP site configuration other than LDAP.	VVC-9692
<b>Operators Sort Failure</b> VoiceConsole 5.4 and greater do not sort operators based on Operator Teams, Devices, Operator Numbers, Task Packages, or Sites.	VVC-9482

Issue Description	Issue ID
<p><b>Operator Deletion Failure</b></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 will fail, which may create errors in VoiceConsole logs. (An operator undergoing training will be unable to complete training.)</p> <p><b>Workaround:</b> Load another operator to clear the deleted operator from the device.</p>	VWC-9241
<p><b>REST Validation Failure</b></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>	VWC-9172
<p><b>Device Name Duplication</b></p> <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>	VWC-8586
<p><b>SAML Login Error Page Information</b></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>	VWC-8483
<p><b>Authentication Failures</b></p> <p>LDAP authentication fails when accented characters are included in the password.</p>	VWC-8428
<p><b>Plug-in Module Script Failures</b></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>	VWC-8422



Issue Description	Issue ID
<b>Device Profile Allowed as Default</b> <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
<b>Invalid Characters Create Internal Server Error</b> <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
<b>Display Dialog Failure</b> <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
<b>Delete Failure After Removing VoiceClient</b> <p>The .VOS file should be deleted from the following folder when the VoiceClient is removed from the GUI:</p> <p>C:\Program Files\Vocollect\VoiceConsole\Files</p> <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
<b>Task Export Failure</b> <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
<b>Linux Installation Run Time</b> <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 his/her password, the mouse focus does not land on the <i>Change PW</i> field.</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 PW</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
<p><b>Upgrade Installation Failure</b></p> <p>An upgrade installation from 32-bit to 64-bit may fail in a SQL Server 2014 environment.</p> <p><b>Workaround:</b> Delete the C:/Program Files/Vocollect folder and retry the upgrade installation.</p>	VVC-3111
<p><b>Log Function Inconsistency</b></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>	VVC-3109
<p><b>Profile Exported Error</b></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>	VVC-3107
<p><b>Zip Error Exporting Operator Teams</b></p> <p>An error message may occur when generating the export zip file.</p> <p><b>Workaround:</b> Export the operator teams again.</p>	VVC-3106
<p><b>Installation Failure on Linux Systems</b></p> <p>VoiceConsole Linux installations fail with an unmask 077 setting.</p>	VVC-3022
<p><b>Linux Remapping Error</b></p> <p>In a Linux VoiceConsole installation, files do not completely remap to the Tomcat account.</p>	VVC-3021
<p><b>User Account Installation Failures</b></p> <p>On Linux systems, user account installation fails when the user account shell is set to usr/sbin/nologin.</p>	VVC-2996
<p><b>Headset Response Error</b></p> <p>The headset name response from VoiceConsole to a terminal is incorrect.</p>	VVC-2976
<p><b>API GET Time Error</b></p> <p>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.</p>	VVC-2751

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>Dialog Prompts Display Issue</b> If VoiceConsole is configured to connect to devices through HTTPS, the device dialogue does not appear. <b>Workaround:</b> Enable blocked content for your browser. For Mozilla Firefox: <ol style="list-style-type: none"> <li>1. If the site has been added as an exception in the browser, remove the site from the exception list.</li> <li>2. Click the Shield icon that appears beside the website address.</li> <li>3. Select the arrow next to <i>Keep Blocking</i> and select <i>Disable Protection on This Page</i>.</li> <li>4. Click <i>Continue</i>.</li> </ol> For Google Chrome: <ol style="list-style-type: none"> <li>1. Click the Shield icon that appears next to the website address.</li> <li>2. Click <i>Load unsafe script</i>.</li> </ol>	VWC-2300
<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

Issue Description	Issue ID
<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.	<b>VVC-868</b>

# 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 [www.sps.honeywell.com](http://www.sps.honeywell.com)

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

