



Release Notes

Honeywell VoiceConsole 6.5.2

September 1 2026

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

What's in This Release

Honeywell VoiceConsole 6.5.2 is a general availability release of VoiceConsole for SaaS, On Prem, and Hybrid deployments.

New Features in VoiceConsole 6.5.2

Database Support

Support is added for the following database in a VoiceConsole On Prem deployment:

- Microsoft SQL Server 2025 Standard
- Microsoft SQL Server 2025 Express

Issues Resolved in This Release

The following issues were resolved in this release.

Issue Description	Issue ID
HVMA Licensing Failure with Empty Operator List When the VoiceConsole operator list was empty, Honeywell Voice for Manhattan Active (HVMA) displayed Application not licensed and did not acquire a license.	VCNG-11070
Incorrect Error Message When Creating New Operator Advanced Settings When creating a new operator advanced setting, an incorrect error message was displayed when the key or value exceeded the character limit. The error message now correctly reflects the actual character limits defined for operator advanced settings.	VCNG-10940
Incorrect Message for Duplicate Data Import In VoiceConsole On Prem deployments, importing the same ZIP file more than once for the same site incorrectly displayed a Data successfully imported message instead of an error message with a View Details link.	VCNG-10808
Operational Intelligence Site Sync Failed for an Organization Without Sites During Operational Intelligence site synchronization, the root parent could not be selected when an organization did not contain any sites, preventing site synchronization.	VCNG-10803
Missing Translations for Privacy Consent Actions When an operator responded to the privacy notice in a language other than English, the corresponding Privacy Notice Accepted or Privacy Notice Declined action item name was not translated in VoiceConsole.	VCNG-10798
User Deletion Unavailable in Non-English Interfaces In VoiceConsole On Prem deployments, the option to delete a user was unavailable when VoiceConsole was accessed through a browser configured for a language other than English.	VCNG-10786
Privacy Status Last Updated Column Non-Sortable in View Operator In VoiceConsole, the Privacy Status Last Updated column on the View Operator page could not be sorted. The column is now sortable, consistent with other sortable columns in VoiceConsole.	VCNG-10780

Issue Description	Issue ID
Export Data Failure in VoiceConsole SaaS Deployments In VoiceConsole SaaS deployments, the Export Data operation could fail and display an internal error page during a multi-site export, regardless of the selected data type.	VCNG-10777
License Discrepancy When Devices Acquire Licenses from Multiple Nodes When a device acquires multiple licenses from the License Server, a stale client record may remain permanently assigned after the device releases its active licenses, causing a feature count to never be returned to the pool. When the device releases its active licenses, only the last count is released and the original is marked as permanent.	VCNG-10655
Configuration Download Unavailable After Cancellation After cancelling an Android configuration download, selecting Android Device Config again did not start a new download.	VCNG-10654
Archived Log Files Could Not Be Viewed Opening an archived ZIP log file from VoiceConsole displayed an error instead of the log contents.	VCNG-10519
Duplicate Plug-In Names Caused Unexpected Errors VoiceConsole allowed more than one Plug-In with the same name to be associated with a site. This caused unexpected errors when uploading or using Plug-Ins.	VCNG-10517
Encoded Device Logs Were Not Decoded When Downloaded Downloading an encoded device log from the View Device Logs page saved the file in Base64-encoded form instead of decoding it to plain text.	VCNG-10137
HTTP 404 Error When Saving an EAP Configuration Saving an EAP-TLS configuration could display an HTTP 404 error on the final step. Credentials imported after the error were not applied correctly, which could prevent devices from connecting to the network. Devices moved between sites could be repeatedly prompted for credential changes.	VCNG-10136
Users and Tasks Not Displayed in Some Non-English Interfaces When certain non-English display languages were selected, the Users and Tasks pages did not display their contents. The Plug-In and Plug-In Actions pages also remained in English.	VCNG-9945

Issue Description	Issue ID
Validation Error Not Displayed When Updating a Task During an Update Task operation, a validation error message was not displayed when the user navigated away from a field. The message appeared only after the user selected Next .	VCNG-9796
Privacy Notice Messages Displayed Internal Message Codes After an operator accepted or rejected the privacy notice, the Device Messages panel displayed raw internal message codes instead of Privacy Notice Accepted or Privacy Notice Rejected .	VCNG-5779

Supported Environments

VoiceConsole Licensing

VoiceConsole supports multiple licensing options. Refer to the items below for details and updates.

Cloud Licensing

There are no changes to Cloud Licensing in this release.

- Cloud Licensing is automatically selected in a VoiceConsole SaaS deployment.
- A single Cloud ID is associated with the entitlement and entered by Honeywell Customer Service.
- The user cannot change the licensing type. The user cannot add additional Cloud IDs or change the Cloud ID.
- The user can purchase additional license quantities under the active Cloud ID (entitlement).
- Contact Honeywell Customer Support for license issues.
- Cloud Licensing is DevKit based licensing and handled through the Honeywell Software Licensing Portal.

Local Licensing

There are no changes to Local Licensing in this release.

- Local Licensing is used in a VoiceConsole On Prem deployment. Local Licensing is DevKit based licensing and handled through the Honeywell Software Licensing Portal.
- The Local License process continues to use the Honeywell Software Licensing Portal for license activation.
- The user can purchase additional license quantities under entitlement.

- Contact Honeywell Customer Support for license issues.
- Local Licensing is DevKit based licensing and handled through the Honeywell Software Licensing Portal.

Legacy Licensing

There are no changes to Legacy Licensing in this release.

- Legacy Licensing is importing a license file provided by Honeywell into VoiceConsole. It is only supported in a VoiceConsole On Prem deployment.
- Legacy Licensing licenses the device type and features. When using Legacy Licensing, VoiceConsole operates in Direct Work mode and some features are not available, including:
 - Android devices are not supported.
 - Operational Intelligence integration is not available.
 - Plug-Ins are not supported.
- A new license is required to add additional devices or to support additional device types or features.

Device Support

VoiceConsole supports the following devices:

- Android devices (not available with Legacy Licensing)
- A700XP
- A700x
- A700 (On Prem deployments only)
- A500 (On Prem deployments only)

Application Support

- DevKit based applications are built from DevKit and may be referred to as Guided Work Solutions or third-party solutions such as a WMS. These applications run on multiple device types, including A700x, A700XP, and Android devices.
 - Applications must be built from DevKit 1.15 or later. DevKit 2.1 or later is recommended.
- Directed Work applications are built from TaskBuilder and VoiceArtisan. These applications run on A500, A700, A700x, and A700XP.

Cloud Licensing and Local Licensing support both DevKit based and Directed Work applications.

Legacy Licensing supports both DevKit based and Directed Work applications. DevKit based application support is limited.

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
- Costa Rica
- 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

For countries not included in the approved list, please engage your Honeywell representative to begin the process of adding the country.

General Considerations and Limitations

This section describes known issues and limitations in VoiceConsole 6.5.2.

Issues Reported with This Release

The following issues were observed in this release.

Issue Description	Issue ID
Change Credentials Actions May Not Appear For an A700x device configured with EAP, the Change Credentials action items may not appear after the device is removed and reconnected from the View Device page. Workaround: Do not remove an active EAP-configured device from the View Device page while credential changes are pending.	VCNG-10237
Device May Not Reacquire a License After Charging A device may not immediately reacquire a license after it is removed from a charger, preventing it from resuming the application. Workaround: Reload an operator or task on the device to initiate a new license request.	VCNG-10132

Previously Reported Issues

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

Issue Description	Issue ID
REST Validation Failure VoiceConsole did not enforce user role restrictions for system accounts. As a result, these accounts could access all sites and load profiles regardless of their assigned role.	WVC-9172
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.	WVC-8483
Partner not Shown in License Info The Channel Partner name is not displayed in the licensing information shown in the upper right corner of the screen and on the Configure License screens. Workaround: This is a cosmetic issue and does not affect licensing.	VCNG-7894

Issue Description	Issue ID
Feature Leases May Be Stuck After Cloud Server ID Change In a VoiceConsole SaaS deployment, changing the Cloud Server ID while devices still hold unreleased feature leases can cause those devices to remain locked to the previous license tier. For example, when a customer upgrades from a GWS Core to a GWS Pro license, devices that held a GWS Core lease at the time of the change may fail to acquire a GWS Pro license. Workaround: Contact Honeywell Technical Support for assistance.	VCNG-7862
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
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

Issue Description

Issue ID

Local License 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 Server ID can be issued per deployment. Hardware may be shipped to multiple locations but the Cloud Server 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 a VoiceConsole SaaS deployment 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

DevKit Based Applications Not Identified Properly

DevKit based applications are identified as a VoiceArtisan application when viewing tasks within VoiceConsole.

VCNG-168

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**.

