



Release Notes

Honeywell VoiceConsole 6.4

April 10 2026

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

Operator Privacy Consent

IMPORTANT

The customer must collect operator privacy consent for operators within a VoiceConsole SaaS deployment. Consent collection is optional in an On Prem deployment. VoiceConsole provides a method to collect and track consent. The Operator Privacy Notice can be viewed at help.honeywellaidc.com/privacy/Content/Privacy.htm.

VoiceConsole consent collection functions as follows:

- Consent collection is required for VoiceConsole SaaS deployments.
- Consent collection is optional for VoiceConsole On Prem deployments and can be enabled in System Configuration.
- Consent collection is optional for VoiceConsole Hybrid deployments. Customers may be required to collect consent if connecting devices to other solutions.
- Consent collection is tracked within VoiceConsole.
- Operators may provide consent via:
 - Kiosk: A link and One time Password (OTP) are provided from VoiceConsole. The operator uses this link and their OTP to provide consent.
 - Mobile Device: When implemented at device level, the operator is asked to provide consent on the mobile device if not already provided. See below for device support.

- Consent is valid for 18 months from the date of collection.
- VoiceConsole only tracks consent. VoiceConsole does not limit any operator functions based on consent. However, mobile voice devices may check that the operator has completed the privacy consent within VoiceConsole (when required) and can block the operator from certain functions until consent is provided. See below for device support.

Device Support for Privacy Consent

Device consent collection and enforcement requires software upgrades. This function is added with DevKit 2.4 for Android devices. Refer to DevKit Release Notes and online help for details. This function is to be included in a future Voice Catalyst release. Refer to VoiceCatalyst Release Notes for availability.

Log Analyzer and Performance+

- Log Analyzer 2.0 is a general availability release and can be accessed at: operationalintelligence.honeywell.com
- The Log Analyzer and Performance+ links within the VoiceConsole interface take you to the Beta PSS Productivity Hub. If you are interested in using Log Analyzer 3.0 or Performance+ as a beta user, sign into the PSS Productivity Hub using your Honeywell SSO and contact Voice Customer Service.

License Details

- VoiceConsole displays channel partner and customer names as part of the license information displayed on the upper right corner of the screen.
- The channel partner and customer information is also displayed on the Configure License screen for Local Licensing in VoiceConsole On Prem deployments after the license is imported.
- Additional details are displayed in the license table when using Local Licensing in VoiceConsole On Prem deployments.
 - Total, available, and used license counts are displayed in the table.
 - License that are not yet active or that have expired are now displayed in the license table.

Automatic Operator Creation

This feature creates a new operator within VoiceConsole when an Android application connects with an operator that does not currently exist in VoiceConsole.

This feature is only supported in a VoiceConsole SaaS deployment and for certain applications. When available with an application, this option can be enabled in System Configuration. To determine if this feature is supported in your environment, review the Release Notes for the specific Android app. Contact Honeywell Customer Support for further assistance.

IMPORTANT

This feature has limited availability. Honeywell recommends using REST APIs or other standard methods to create operators to ensure better control and integration.

Android Device Config

The previously labeled Device Config option is now Android Device Config.

This option generates a OnetimeStartupSettings.config file for the Android device.

Enhanced Template Display

The operator template display is enhanced to display additional template information including the Pick Up & Go (PnG) template type.

The information can also be sorted or filtered by:

- Language
- Recognizer
- Audio Path (device type)

This feature requires device software updates to provide full functionality:

- For Android devices, refer to future DevKit Release notes for details.
- For Talkman devices, refer to future VoiceCatalyst Release notes for details.

Log Files

The following log file enhancements are included.

- To provide parity with Enterprise Voice, log files from DevKit based applications are transferred from the DevKit application to VoiceConsole as a single zip file attachment rather than individual files. DevKit 2.5 is required for this functionality.
- When log files that are sent from a device VoiceConsole maintains the file name. Previously all log files were identified with a timestamp name.

User Agreements

New users added to a VoiceConsole On Prem deployment are presented with the following items:

- Honeywell Voice Automated Solutions - End User License Agreement
- Honeywell voice Automated Solutions - End User Privacy Notice

The user must accept/agree to each before continuing.

NOTE

This was implemented for users in a VoiceConsole SaaS deployment in VoiceConsole 6.3.2.

Device Support

Support is added for A700XP in On Prem and SaaS deployments. VoiceConsole supports configuring WPA3 and 6 GHz for this device. VoiceCatalyst 5.0 or later is required for A700XP.

VoiceConsole continues to support the following devices:

- A500 (On Prem deployments only)
- A700 (On Prem deployments only)
- A700x
- Android devices - Refer to DevKit documentation for details

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, A700XP, and Android devices.

- Applications must be built from DevKit 1.15 or later. 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, A700x, and A700XP.
- Honeywell continues to support TaskBuilder and VoiceArtisan based (directed work) solutions for A500, A700, A700x, and A700XP. 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.

Operator Privacy Consent Exceptions

While the solution provides built-in tools to support operator consent collection, customers may choose to collect operator consent using their own processes instead.

If a customer prefers not to use the Honeywell-provided consent collection method, they may request an exception and manage consent independently. In these cases, operators must still be informed about how their personal data is collected and used, and the customer remains the data controller.

For more information or to request an exception, customers should contact their Honeywell representative.

Issues Resolved In This Release

The following issues were resolved in this release.

Issue Description	Issue ID
Incorrect License Type Displayed The View Licenses table sometimes showed the incorrect license type. The table displayed Perpetual whenever there was a Support Contract Expiry Date shown and Subscription whenever the Support Contract Expiry Date was blank.	VCNG-7916
Install Allowed Invalid License Server Password The installation procedure now displays an error message when a user enters an invalid character in the Password field on the Local License Server Configuration screen. The installation does not continue until the password is corrected. Invalid characters include ampersand (&), pipe (), less than (<), greater than (>), and double quote (").	VCNG-6892
SSO Login not Working In a VoiceConsole On Prem deployment, after a user correctly entered the SSO credentials, there was an error after clicking Continue SAML Single Sign On .	VCNG-5445
Operator Import Blocked When Operator ID Field type was set to Email the validation process blocked operator imports.	VCNG-5326
Bookmark Filters on this Page The Bookmark the filters on this page links have been removed from VoiceConsole. Modern browsers do not support this functionality so bookmarks must be created manually.	VCNG-5325
Imported Users cannot Log In When a Site was imported in a VoiceConsole SaaS deployment the imported users would get a Null Pointer error when trying to log in.	VCNG-5321

Issue Description	Issue ID
<p>License Server Uninstall</p> <p>When VoiceConsole was uninstalled, the Flexera folder was left and the service Flexnet license server-honeywell was still running.</p>	VCNG-5273
<p>Licensing Server Installation</p> <p>If the licensing server installation failed during a VoiceConsole installation there was no warning message displayed for the failure and the installer reported a successful installation.</p>	VCNG-5272
<p>Missing Error Message</p> <p>If an operator is created with the Operator Name field as blank, the error message that the field was blank was not displayed.</p>	VCNG-5243
<p>Activation ID Error Message</p> <p>The "Activation ID is a required field" error message was always shown on the Activate License screen even when it was not appropriate.</p>	VCNG-5209
<p>Create New User Page Navigation</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>	VCNG-4527
<p>System Config Warning Messages</p> <p>Warning messages for an invalid entry on the System Configuration screen did not always persist making it appear the screen accepted an incorrect value.</p>	VCNG-4133
<p>License End Date</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>	VCNG-3918
<p>Error Viewing Dialog on Mobile Device</p> <p>In a VoiceConsole SaaS deployment an error may be displayed on the mobile device when using the View Dialog on Mobile Device option.</p>	VCNG-3779
<p>Invalid Salt Message</p> <p>When a profile is exported (vrg file) and the Salt value is later updated, an error message was not displayed when trying to export the vrg file with the old Salt value.</p>	VCNG-3724

Issue Description	Issue ID
<p>Logging Duration</p> <p>When logging was enabled for a device, the logging duration selected was not the actual logging duration applied.</p>	VCNG-3711
<p>Expired Token Log Messages</p> <p>In an VoiceConsole SaaS deployment, when a device's JWT token expired the log file contained extraneous stack trace messages.</p>	VCNG-3537
<p>Help For This Page Popup</p> <p>If the Help For This Page link is clicked on a page without a help topic associated, the popup bubble was malformed.</p>	VCNG-3360
<p>Upgrade Installations</p> <p>The installation routine allowed a user to check the Enable SAML SSO option during an upgrade installation although enabling SSO is only applicable during an initial installation.</p>	VCNG-3314
<p>Multiple Tabs Open</p> <p>If the user clicked the links for Operational Intelligence, Performance⁺, or Log Analyzer multiple times, VoiceConsole opened new tabs rather than directing to the first open tab.</p>	VCNG-3294
<p>Disabled User Accounts</p> <p>Disabling a user account that uses SAML SSO within VoiceConsole still allowed the user to access VoiceConsole after the SSO authentication.</p>	VCNG-3120
<p>Local License Server Password</p> <p>During installation, the password error message was truncated on screen.</p>	VCNG-3098
<p>Flexnet License Server</p> <p>The Flexnet License Server service name was improperly truncated and "Honeywell" was missing the last "l".</p>	VCNG-3096
<p>Site Creation</p> <p>If a user created a site and did not have the permission to view all sites, the site this user created is not shown to them.</p>	VCNG-3071

Issue Description	Issue ID
<p>EAP LDAP</p> <p>Once the EAP LDAP Configuration was saved to the database, the SearchPassword was unable to be decrypted. This prevented 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>	<p>VCNG-2820</p>
<p>Uninstall Does Not Remove Service</p> <p>Uninstalling VoiceConsole on a CentOS did not remove the VoiceConsole service.</p>	<p>VCNG-2781</p>
<p>Purge Archive Job</p> <p>After an install the purge job was not always deleting audits and notifications.</p>	<p>VCNG-2771</p>
<p>Scheduling Job Failure</p> <p>When an administrator ran a selected schedule job, it sometimes failed to complete the scheduling even though VoiceConsole displayed a message that the job started successfully.</p>	<p>VCNG-2681</p>
<p>File not Found: version.txt</p> <p>The version.txt file was moved from the logs folder to prevent accidental deletion that results in messages about the file not found.</p>	<p>VCNG-2664</p>
<p>Operator Number Error Message</p> <p>When VoiceConsole SaaS deployment customers were creating a new operator, VoiceConsole displayed an incorrect message if a user entered a decimal or a negative number in the Operator Number field.</p>	<p>VCNG-2647</p>
<p>Site cannot be Deleted</p> <p>Sites were sometimes not able to be deleted from the user interface.</p>	<p>VCNG-2321</p>

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
Purge Transactional Data VoiceConsole SaaS deployment instances may show a Purge transactional data after x days with a value larger than 30. This value is now limited to 30 days.	VCNG-8415
License Server not Started After Reboot In a VoiceConsole On Prem deployment installed on Red Hat Enterprise Linux the local license service (flexnetls-honeywell) does not start automatically. Workaround: Use the command below to manually start the service <pre>systemctl start flexnetls-honeywell</pre>	VCNG-8315
Operator Privacy Consent When upgrading a VoiceConsole On Prem deployment, the Requires Operator Privacy Consent checkbox is getting checked when any other changes are made on the System Configuration page. New installations correctly default to unchecked. Workaround: If not using VoiceConsole to track operator privacy consent, uncheck the box in System Configuration .	VCNG-8304
License Server Configuration When upgrading a VoiceConsole On Prem deployment, the HTTPS Port and Password fields on the License Server Configuration screen can be edited. If these items are changed on this tab, a licensing failure occurs. Workaround: Do not edit these items during an upgrade installation. Contact Customer Support if these items were edited.	VCNG-8303
Installation Certificate Warning Installing VoiceConsole may result in a warning for an expired certificate. Workaround: Contact Technical Support for updated installation files.	VCNG-8302

Issue Description	Issue ID
<p>User cannot Load Device Profile</p> <p>A user with the Device Management role is unable to use the Load Device Profile with Cable option.</p> <p>Workaround: User must have Administrator role.</p>	VCNG-8171
<p>Breadcrumb Links not Working</p> <p>The breadcrumb links do not work in VoiceConsole.</p> <p>Workaround: Use the tabs at the top of the screen or the navigation links on the left side. Do not use the browser's back button.</p>	VCNG-7904
<p>Partner not Shown in License Info</p> <p>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.</p> <p>Workaround: This is a cosmetic issue and does not affect licensing.</p>	VCNG-7894
<p>Operator Task Package not Loaded</p> <p>When an operator with an existing task package is loaded to a device, only the operator is loaded and not the task package or any associated action items.</p> <p>Workaround: Load the task package separately.</p>	VCNG-6704

Previously Reported Issues

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

Issue Description	Issue ID
<p>Duplicate Operator Messages</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>	VCNG-4335

Issue Description	Issue ID
<p>No Licenses Activated</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>Workaround: Repeat the activation process correcting any errors in the first request.</p>	<p>VCNG-3802</p>
<p>Licensing Server Limitations</p> <ul style="list-style-type: none"> • 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 a VoiceConsole SaaS deployment does not show a license that: <ul style="list-style-type: none"> ◦ has all features currently consumed by devices ◦ starts at a future date ◦ has expired • The Honeywell Software Licensing Portal interface only supports English. 	<p>VCNG-3302</p>
<p>DevKit Applications not Identified Properly</p> <p>DevKit based applications are identified as a VoiceArtisan application when viewing tasks within VoiceConsole.</p>	<p>VCNG-168</p>

Issue Description**Issue ID****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.

WC-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.

WC-8483

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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Web Address: 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**.

