



Release Notes

Honeywell VoiceConsole 6.5.1

September 1 2026

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

What's in This Release

Honeywell VoiceConsole 6.5.1 is a limited availability release of VoiceConsole for SaaS, On Prem, and Hybrid deployments.

New Features in VoiceConsole 6.5.1

VoiceConsole Licensing

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

Cloud Licensing

Cloud licensing is now preselected in all VoiceConsole SaaS Deployments.

- 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

Updates: 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

Updates: Legacy Licensing is used to allow VoiceConsole 5.x users to migrate to a VoiceConsole 6.5.1 On Prem deployment.

- 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.

Linux Ubuntu OS Support

VoiceConsole On Prem deployments now support Linux Ubuntu 22.04 LTS and 24.04 LTS as deployment platforms. This lets you migrate VoiceConsole infrastructure from SUSE Linux Enterprise Server to Ubuntu. The scope includes fresh installation, database migration from legacy embedded HSQLDB to Oracle, and upgrade continuity on Ubuntu going forward.

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 Direct Work applications.

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

Operational Intelligence Configuration Expiration

VoiceConsole automates monitoring of Operational Intelligence configuration files to prevent expiration.

- Expiration dates are monitored to prevent uploading expired configuration files.
- One device onboarding file is supported per site.
- Critical notifications are generated before configuration file expiration.
- The Operational Intelligence Configuration File Expiration Notification can be configured in System Configuration.
- VoiceConsole automatically retrieves updated onboarding XML files from Operational Intelligence before they expire. The system logs successful updates and failures.
- Works with VoiceConsole/Operational Intelligence Site Sync to maintain consistent site data.

VoiceConsole Operational Intelligence Site Sync

VoiceConsole synchronizes site information with Operational Intelligence to maintain consistency across both platforms. This eliminates the need for manual updates and ensures that device and site data remain aligned.

A new Sync Operational Intelligence Sites action is added to **Site Actions**.

Plug-In Support

Plug-In management is part of the VoiceConsole interface when using DevKit based licensing. This provides a user interface within VoiceConsole for the functions formerly only available using the ToolVad utility at a command prompt. For more information on ToolVad, see the documentation at http://help.honeywellaidc.com/Software/GWS_App/Content/Web/GWS_App.htm

ToolVad 2.1 is built into VoiceConsole.

Plug-In support includes:

- Plug-Ins can be imported into VoiceConsole and managed there.
- Plug-Ins and any resource files can be embedded in tasks such as the GWS App using the VoiceConsole interface.
- The Tasks table displays additional information about the task and Plug-In:
 - **Compatible:** The task is compatible with Plug-Ins, but no Plug-In has been embedded.
 - **Embedded:** The task has a Plug-In embedded.
 - **Not Compatible:** The task does not support Plug-Ins.
- Plug-Ins and tasks containing Plug-Ins can be exported.
- A selection to include Plug-Ins has been added to the **Export Data** screen.
- If an export data file includes Plug-Ins, the **Import Data** function imports those Plug-Ins along with the other data.

The functionality varies slightly between the ToolVad utility command and VoiceConsole.

- ToolVad can embed a Plug-In into a task. This feature is available in VoiceConsole.
- ToolVad can embed a Plug-In and related resource files into a task. This feature is available in VoiceConsole.
- ToolVad can embed resources into a task that already contains a Plug-In. This feature is not available in VoiceConsole. A new task must be created to embed the Plug-In and resources at the same time if using VoiceConsole.
- When embedding, VoiceConsole expects separate zip files, one containing the Plug-In and the other containing the resource files. ToolVad embeds these items from folders rather than zip files.

Android Device State

This feature displays the state for Android devices so users can quickly determine the status of the Android device.

NOTE

Some Android device states were previously supported, but are refined in DevKit 3.0 and later.

The following states are supported in VoiceConsole:

State	Description
Ready	The device is connected to VoiceConsole and ready to receive work assignments. This state requires an application built from DevKit 3.0 or later.

State	Description
In Use	The device is running an active workflow session. This state requires an application built from DevKit 3.0 or later.
Not Licensed	The device does not have a valid license and cannot receive work assignments. This state is to be supported in a future DevKit release.
Lease Released	The device has released its license lease and is no longer active in the system. This state is to be supported in a future DevKit release.
In SmartTalk Call	The device is participating in an active SmartTalk voice call. This state requires an application built from DevKit 3.0 or later.

NOTE

These state changes apply only to Android devices. Talkman devices use their existing terminal state values.

Credential-Based REST API Auth Token Retrieval

Third-party applications authenticate and access VoiceConsole REST APIs using dedicated API credentials. These credentials are created and managed from the REST API Credentials screen, available under **System Configuration > System Configuration Actions > REST API Credentials**.

VoiceConsole SaaS Deployment Performance Upgrades

A VoiceConsole 6.5.1 SaaS deployment optimizes database queries and adds table pagination for operator and device tables. These changes reduce load times by up to 50% compared to a VoiceConsole 6.2.1 SaaS deployment when loading tables with 1000 entries.

Library Updates

The following upgrades are included in this release:

- Java 17.0.13.11.1
- Apache Tomcat 10.1.55
- Apache Struts 2 Framework 7.1.1
- Spring Framework 6.2.17

- Spring Security 6.5.9
- Jakarta EE (updated from the legacy javax.* namespace)

Issues Resolved In This Release

The following issues were resolved in this release.

Issue Description	Issue ID
Multiple Licenses per Device Multiple VoiceConsole SaaS deployment customers found that devices were consuming license leases after upgrading to VoiceConsole 6.4. Even devices that had not been online for an extended period showed multiple licenses. This has been fixed.	VCNG-10552
Notification Not Generated for Expired Operational Intelligence XML: On Prem Only If you upload two or more Operational Intelligence XML files, and one or more of them has an expiration date within the time period where the administrator would be notified of the coming expiration, the proper notifications are generated during the nightly system checks.	VCNG-10109
DevKit Based Application Licensing Failure During Task Load Loading a DevKit based Application task package to an A700x device in a charger prevented the app from acquiring a license. The device displayed the message: "DevKit based Application not licensed. See your supervisor", prompting the administrators to reload the task package manually.	VCNG-9987
Android Profile Edit Permissions Error Non-admin users with full profile permissions received an "unauthorized" error when trying to uncheck Include Site ID or use the Reset Config option when using Android Device Config .	VCNG-9978
Printable Version Not Rendering The Printable Version link in VoiceConsole failed to load correctly, causing the pop-out window to hang on the "Loading data..." screen and preventing data tables from displaying.	VCNG-9977
Sorting Device Groups Column Removes Devices with No Device Group On the Devices page, sorting the Device Groups column caused devices without an assigned device group to disappear from the table.	VCNG-9196
Operator ID Field Rejects Valid Characters During SSO Login When the Operator ID Field Type was set to Extended, VoiceConsole did not accept certain valid special characters in operator IDs.	VCNG-9195

Issue Description	Issue ID
Licensing Server Not Functional When upgrading a VoiceConsole On Prem deployment to 6.4, VoiceConsole failed to restart the Local License Server because of an incorrect Java executable path.	VCNG-9021
License Import Unauthorized Error for Custom Roles Users assigned custom roles with full permissions were unable to import legacy licenses and received an "unauthorized" error.	VCNG-8876
License Server Settings Editable During an Upgrade When upgrading from an earlier version of VoiceConsole users could modify the Local License Server settings (port and password) because the fields were not disabled. Changing these values during the upgrade caused licensing failures after the upgrade completed.	VCNG-8303
Local License Server Installation Failure on Linux In a Red Hat Enterprise Linux environment, the VoiceConsole On Prem deployment installation, the process would fail when trying to start the licensing server process.	VCNG-8297
Breadcrumb Links Not Clickable Breadcrumb links were disabled, preventing users from navigating back to parent pages such as Device Management, Devices, and Action Items.	VCNG-7904
Imported Operator Templates Not Setting Recognizer and Audio Path Fields When importing operator templates, VoiceConsole did not correctly populate the recognizer and audio path fields, resulting in incomplete or incorrect template configurations.	VCNG-7433
Template Creation Fails for Duplicate Vocabulary Words VoiceConsole prevented users from creating a voice template for a vocabulary word if a template for that word already existed in a different language or template type.	VCNG-6977
Microsoft Visual C++ 2015-2022 Redistributable Error During Installation The VoiceConsole installer previously required specific versions of the Microsoft Visual C++ 2015–2022 Redistributable, failing installation even when newer compatible versions were present.	VCNG-6822

Issue Description	Issue ID
Infinite EULA Loop During Password Change In On Prem deployments, enabling Forced Change Password on a user account previously caused the EULA acceptance screen to enter an infinite loop, preventing the user from logging in.	VCNG-6708
Task Package Not Loaded When Loading Operator VoiceConsole failed to load the associated task package to the device when users loaded an operator.	VCNG-6704
Move Tasks Action Reports Failure Despite Successful Move VoiceConsole displayed a failure message when moving tasks, even though the tasks were moved successfully.	VCNG-6702

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 6.5.1.

Issues Reported with This Release

The following issues were observed in this release.

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
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. Workaround: A potential workaround has been identified and is pending product team confirmation before publication.	VCNG-10655

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
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**.

