



Release Notes

Honeywell VoiceLink 5.3

May 13, 2026

What's in this Release

Features and Improvements in this Release

Database Support

Support is added for the following databases:

- Microsoft SQL Server 2022 Standard

Support has ended for the following databases:

- Oracle Database 18c

Security Enhancements

Security enhancements and policies have been applied to VoiceLink 5.3 as part of the product requirements. Library updates include:

- Apache Tomcat 9.0.100
- Java 8.442.06.1

Issues Resolved in this Release

Issue Description	Issue ID
<p>Extraneous Reason Code Logged for Second UOM</p> <p>In Cycle Counting assignments where there are multiple UOMs to count, if the first UOM has a discrepancy (unexpected count) and the second UOM has the expected count the Reason Code for the first UOM is also attached to the second UOM.</p>	<p>VL-5977</p>

Issue Description	Issue ID
<p>LUT Request Not Retried After Communication Failure</p> <p>When the user requested a System-Directed Cycle Count assignment but the server did not respond (such as in poor WiFi coverage) the user gets the 'error contacting host" message, but when the users responds "ready" instead of retransmitting the failed request the app sends a followup request with invalid data that leads to a host error.</p>	<p>VL-5976</p>
<p>Copy Selection</p> <p>If more than one row is selected in the View Assignments the "Copy Selection" function is used, all data is placed in a single row instead of one row per record.</p>	<p>VL-5975</p>
<p>Skipping Slots does not Close Assignment Labor</p> <p>When skipping a slot in Cycle Counting did not close the corresponding Assignment Labor record, resulting in incorrect labor time reporting.</p>	<p>VL-5974</p>
<p>PVID Validation Not Performed with Multiple UOMs</p> <p>If an assignment has two or more UOMs, PVIDs verification is not accepted. The user was only able to verify using the location check digit.</p>	<p>VL-5973</p>
<p>Excess Dialog When Speaking Check Digit</p> <p>If user picked a PVID-verified item but used the location check digit instead, if the user responded "no" when asked "Is the location empty" the user was presented with excess Count dialog.</p>	<p>VL-5972</p>
<p>Inability to Validate Items Using Barcode Scan</p> <p>When the user performed system-directed cycle counting and was sent to a location containing a PVID-verified item the user could only uses a spoken PVID and not a scanned PVID.</p>	<p>VL-5971</p>
<p>Inconsistent Handling of Imported Assignments</p> <p>When a user chose a next location to cycle count and the server has an available imported assignment for that location, enter the location by voice resulted in the server issuing the imported assignment but entering the location by barcode scan resulted in a new ad hoc assignment for the location.</p>	<p>VL-5970</p>

UOMs Set to 0 for Ad Hoc Assignment

When a user chose the next location to cycle count, the operator could chose any valid location. If there wasn't an available assignment, the server created a new ad hoc assignment but set the expected quantity to 0 for each UOM. If the user enters a non-zero quantity then the user was forced to do a recount.

VL-5969

General Considerations and Limitations

Limitations

Dashboard and Alerts Language

Regardless of the language chosen and configured, the VoiceLink Dashboard and Alerts page always displays in English.

Operator References

When an operator is selected and loaded, and is followed by *another* operator selection (or followed by the device being taken out of idle status or being rebooted), a device prompt will sometimes reference the *previous operator name* rather than your most recent selection. This typically occurs in a message like "Welcome to the VoiceLink system, the current operator is <name>." This error is due to a VoiceCatalyst issue that causes no harm and can be ignored. The issue will be resolved in an upcoming VoiceCatalyst release.

For support and information about a customized task workaround regarding this issue, contact Honeywell Technical Support.

Filtration Roll Up

Viewing a large number of objects or records (typically 500,000 or more) with a screen such as the VoiceLink Items screen can result in out of memory errors.

A new workaround is available that can be enabled by your support representative. The workaround does not resolve the following:

- Default filtering is still required on the Items screen.
- At times the screen can go blank and display an incorrect message regarding the record match.

For more information on enabling the workaround, contact support at VoiceTechnicalSupport@honeywell.com.

Previously Reported Issues

Issue Description	Issue ID
Operator Permissions Failure When line loading cartons that are imported for different regions and for the same spur number, an operator for one region can load cartons from a different region.	VL-5545
Performance Issue VoiceLink data takes longer to get into the database and to populate the user interface tables.	VL-5520
Operator Labor Summary Errors On the Operator Labor Summary for the loading workflow: <ul style="list-style-type: none">• Although the operator worked in two different regions, only one line prints on the summary• The total time reported under "Work" is lower than the actual value• The total reported under "Down" is higher than the actual value	VL-5510
Excel Report Error After generating an Excel format report in VoiceLink and opening it in Excel 365, the following warning dialog appears. "The file format and extension of 'Report.xls' don't match. The file could be corrupted or unsafe. Unless you trust its source, don't open it. Do you want to open it anyway?" Workaround: Click No on the warning dialog, rename the output file to change the file extension from XLS to XLSX, and then open the file in Excel 365.	VL-5509
Loading Carton Count Error After one route (6 containers) had been completed and loaded, one container loaded from the second route, and the "take a break" command was entered and confirmed, VoiceLink reported that the Total Quantity of loaded cartons was 1 instead of 7.	VL-5508
Unique Fields Not Enforced When two imports are attempted with matching Customer Number fields and matching Location Number fields, no error condition is raised for the second import. Customer Number/Location Identifier combination must be unique within a VoiceLink import.	VL-5507

Issue Description	Issue ID
<p>Unidentified Required Fields</p> <p>There are no asterisks on the Create User screen beside the Password and Confirm Password fields to indicate that they are mandatory.</p>	<p>VL-5506</p>
<p>User Name Field Edits</p> <p>When a user accessed the User Name field (Administration >> Users >> Edit User screen) the field can be edited. VoiceLink user names are intended to remain unchanged once they are saved in the Create User step.</p>	<p>VL-5505</p>
<p>Load Diagram Print Failure</p> <p>After completing a route in the Loading function and printing the Load Diagram with a voice command, there is no printed output. The VoiceLink logs contain no errors or stack traces,</p> <p>Workaround: Use the VoiceLink user interface task to reprint the Load Diagram.</p>	<p>VL-5504</p>
<p>Installation Failure</p> <p>The install.exe file does not run the installer and the following display:</p> <ul style="list-style-type: none"> • A Windows dialog message, " Windows cannot access the specified device, path, or file. You may not have the appropriate permissions to access the item." • A Windows Security Virus & threat protection "Action blocked" message with the text, "Your administrator caused Windows Security to block this action. Contact your help desk." <p>Workaround: Run installconsole.exe.</p>	<p>VL-5503</p>
<p>Blank/Invalid Field Entry</p> <p>When the user omits a mandatory field, such as Overpack, or enters invalid characters, the success message appears as if the entry is accepted and the record is being imported. There is no error message stating "allowOverpack: You must enter a value."</p>	<p>VL-5500</p>
<p>Character Count Message Error</p> <p>When the user enters a location with more than 50 characters, the response message omits the following. "The data entered for locationIdentifier exceeds the allowed length of 50 characters"</p>	<p>VL-5497</p>

Issue Description	Issue ID
<p>Character Count Message Error</p> <p>When the user enters a region number with more than 9 characters, the response message omits the following. The data entered for regionNumber exceeds the allowed length of 9 characters.</p>	VL-5496
<p>Field Requirement Not Enforced</p> <p>When the user is scheduling a report, the Email Address is marked as a mandatory field, but the user is able to save the schedule without an email address.</p>	VL-5495
<p>Carton Count Error</p> <p>Carton counts on the Line Loading Selection Region Summary display are incorrect when selection picks are going into totes (containers) rather than having individual carton identifiers.</p>	VL-5494
<p>Character Count Message Error</p> <p>When a user enters a location with more than 50 characters, the response message omits the following. "The data entered for locationIdentifier exceeds the allowed length of 50 characters."</p>	VL-5487
<p>Chrome Browser Failure</p> <p>Using a Google Chrome browser for continuous display of a dashboard over several days, may result in an error and a browser failure. This is due to the way Chrome allocates memory.</p>	VLINK-5308
<p>Graphics Editor Requirement</p> <p>Adding a Boolean field to the VoiceLink user interface can only be accomplished with a graphics editor.</p>	CSCPLG-12
<p>Scheduler Export Failure</p> <p>MS Windows cannot create a directory with UTF-8 encoded characters in the directory name. The result is the VoiceLink scheduler export jobs fail.</p> <p>Workaround: Do not include UTF-8 encoded characters in the directory name.</p>	EPP-730

Supported Environments

VoiceLink supports the combinations of the operating systems, databases, and browsers listed below that are certified as compatible by their manufacturers.

NOTE

The following conditions may cause unknown or unpredictable behavior within the Honeywell supported environments: newer browser versions, customer specific security requirements, and deployment environment conditions.

Support extends to all minor revisions and service packs produced for the product versions listed. VoiceLink is not guaranteed to be compatible with any legacy or new major releases of these products, unless noted.

NOTE

The VoiceLink software distribution includes certain Oracle database drivers. These files are covered under the Oracle Free Use Terms and Conditions (FUTC) License. Refer to the open source license file included with the VoiceLink software distribution.

VoiceLink Web Application Server

Component	Specifications
Operating Systems	<ul style="list-style-type: none"> • Microsoft Windows Server 2022 • Microsoft Windows Server 2019 • Microsoft Windows Server 2016 • Red Hat Enterprise Linux 8
Databases	<ul style="list-style-type: none"> • Microsoft SQL Server 2022 Standard • Microsoft SQL Server 2019 Standard • Microsoft SQL Server 2017 Standard • Microsoft SQL Server 2016 Standard • Oracle Database 21c • Oracle Database 19c
Web Server	Apache Tomcat™ version 9.0.100 and Java 8.442.06.1 (installed by VoiceLink installation)

Client Workstation

Component	Specifications
Operating Systems	<ul style="list-style-type: none"> • Windows 11 or later

Component	Specifications
Browsers	<ul style="list-style-type: none"> • Microsoft Edge, with JavaScript enabled • Mozilla Firefox v.20.0 and greater with JavaScript enabled • Google Chrome v. 25.0 and greater with JavaScript enabled

NOTE

The application is best viewed with a screen resolution of 1280 x 1024.

Mobile Dashboards

Component	Specifications
Device, Operating System, Browser	<p>Mobile Safari version 7 and greater for Apple® iPad® running iOS version 7.1.1 and greater (mobile alerts and dashboard viewing only)</p> <p>Mobile Chrome® version 35.0 and greater for Android tablet (mobile alerts and dashboard viewing only)</p>

NOTE

VoiceLink version 4.3 dashboards and alerts have been tested on Apple iPad 4 running iOS 7.1 and using a Mobile Safari 7 browser and tested on a Samsung tablet running Android 4.2.2 and using a Google Mobile Chrome 35.0 browser, although they can be run on other tablet environments with VoiceLink-supported browsers.

Compatibility

For device and Vocollect Voice Software compatibility with your version of VoiceLink, refer to Product Ordering Guidelines.

Language Support

VoiceLink is localized to support the following languages. Note that the features introduced with the VoiceLink versions 4.2 or later are available only in English at this time.

- da_DK = Danish
- nL_NL = Dutch
- en_AU = English, Australian
- en_GB = English, United Kingdom
- en_US = English, United States
- fi_FI = Finnish

- fr_FR = French
- ja_JA = Japanese
- ko_KR = Korean
- es_MX = Latin American Spanish
- pt_BR = Portuguese, Brazilian
- zh_CN = Simplified Chinese
- sv_SE = Swedish

NOTE

The features introduced with the VoiceLink 4.2 and later releases are available only in English at this time.

Getting Help

Find most Honeywell Voice technical documentation at help.honeywellaidc.com.

Honeywell Voice Reseller Services

If you purchased equipment or services through a Honeywell Voice reseller, please contact your reseller first for support or to purchase a support plan.

Honeywell Voice Technical Support

Submit incidents or questions to honeywell.custhelp.com or contact Honeywell Technical Support Center:

Americas

Email: VoiceTechnicalSupport@Honeywell.com

Phone: +1(866) 862-7877

- **Europe, Middle East, Africa**

Email: VoiceTechnicalSupport@Honeywell.com

Phone: +44 (0) 1344-65-6123

- **Rest of World**

Email: VoiceTechnicalSupport@Honeywell.com

Phone: +1 (412) 376-9384

To report support incidents or ask technical questions for other Honeywell devices, visit honeywell.com/PSStechnicalsupport.

Honeywell Voice Customer Service

For order placement or customer service inquiries:

- **North America, Latin America**
Email: VoiceCustomerServiceAmericas@Honeywell.com
Phone: +1(866)862-6553
- **Europe, Middle East, Africa, Turkey**
Email: voicecustomerserviceEMEA@honeywell.com
Phone: +44 (0) 1698-915777
- **Japan**
Email: csjapan.pss@honeywell.com
Phone: +81-3-6730-7344
- **Brazil**
Email: ACSHSMCentraldepedidos@honeywell.com
Phone: +55 (31) 2391-5600
- **Asia Pacific**
Email: VoiceCustomerServiceAPAC@honeywell.com
Phone: +44 16989 15777

Honeywell Voice Hardware Repair

For returns or to check the status of a Return Material Authorization (RMA) for Voice hardware products:

- **Americas**
Email: VoiceRMA@Honeywell.com
Phone: +1 (866) 417-6988
- **Europe, Middle East, Africa**
Email: VoiceEMEARMA@honeywell.com
Phone: +1 (866) 417-6988
- **Rest of World**
Email: VoiceRMA@Honeywell.com

For returns or to check the status of an RMA for other Honeywell hardware products, visit the SPS RMA portal: sps-support.honeywell.com/s/pss/pss-rma

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Web Address: www.honeywell.com.

Patents

For patent information, please refer to hsmpats.com.

Third Party Software

The information for software packages included in this version of VoiceLink can be viewed in the user interface by selecting **Administration > About > License Text File**.

