



# Release Notes

## Honeywell VoiceConsole 5.3

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VoiceConsole documentation is now available at [help.honeywellaidc.com](http://help.honeywellaidc.com).

## What's in this Release

### New Features in VoiceConsole 5.3

#### Common VoiceConsole Versions

VoiceConsole is now providing a single version for both mainline (traditional distribution center) installations and Maintenance & Inspection installations. All Maintenance & Inspection features are now integrated into this single version.

#### SRX3 Headset Support

VoiceConsole 5.3 provides support for the SRX3 Wireless Headset. The SRX3 headset is identified as **SRX3** in the accessories list. The SRX3 shares the SRX2 battery, so these batteries are now designated **SRX2/SRX3** in the accessories listing.

#### Hashing/Salt for Plain Text Keys

For enhanced security, plain text fields in the device profile (such as SSID, WEP/WPA/WPA2 keys) can be converted to encrypted text.

- After an encrypted key is generated, earlier device profiles without the encrypted key will not work.
- After a device profile is created with the encrypted key, an exported device profile now contains encrypted keys rather than plain text.
- A profile with encrypted keys can be imported back into VoiceConsole to create a new device profile.

#### REST API for Moving and Copying Operators

A new REST API is provided to move or copy operators across VoiceConsole sites.

## Device Profile Load Job added to Schedules

A new schedule option is provided to load device profiles onto devices. When this job runs, the default device profile is loaded onto any device within that site that does not have the site's default profile already loaded.

This job is disabled by default.

## Auditing

Auditing is added for critical user actions such as user login, session time capture, certain user operations, privilege updates, etc. Email notifications can be configured for these critical operations.

## Installation of Data Agent

The Data Agent can be installed automatically as part of the VoiceConsole installation. The Agent is used to provide operational data to other applications such as Honeywell Operational Acuity. After installation, the Data Agent service (displayed as Operational Acuity Agent) is not started. It must be configured as follows:

1. Ensure that the items below have the correct values for your installation. Edit the applications.properties file in the DataAgent/config folder.  
`vc.URL=http://<HostName>.<Port>`  
`vc.user=<UserName>`  
`vc.password=<Password>`
2. Contact customer support for the required keys and the steps to incorporate these keys in the Data Agent.

## Linux 5.x 32-bit Deprecated

Linux 5.x 32-bit has been removed from supported operating systems. Linux 5.x 64-bit remains supported.

## Issues Resolved in this Release

Issue Description	Issue ID
<b>Exception thrown</b> An exception was thrown when selecting Notifications	<b>VVC-1373</b>
<b>Printable version</b> Unreliable results when using the printable Version option in VoiceConsole 5.0.6.	<b>VVC-1459</b>
<b>Default profiles</b> Default profile for A700 was loading on A700x and vice versa.	<b>VVC-1761</b>

Issue Description	Issue ID
<p><b>Unable to send template</b></p> <p>When a lower case word (i.e.: "no") was trained, then the upper case version of that word trained (i.e.: "No") the template could not be sent to VoiceConsole.</p>	VVC-1819
<p><b>Unpack of install files slow</b></p> <p>Unpacking of installation files was slow on Linux OS.</p>	VVC-1878
<p><b>Incorrect time zone</b></p> <p>Time zone incorrect in the <b>View Action Items</b> screen.</p>	VVC-1924
<p><b>FreeMarker exception</b></p> <p>A FreeMarker exception caused the Device Management page to stop displaying.</p>	VVC-2031
<p><b>Time change incorrect</b></p> <p>When a time change occurred at time other than 2:00 AM, VoiceConsole still changed the time at 2:00 AM.</p>	VVC-2076
<p><b>Upgrade installation reports false success</b></p> <p>If an "unable to rename Tomcat directory" error message occurred during installation, it could appear the installation continued successfully after dismissing the message. However, a 404 error message was displayed starting VoiceConsole.</p> <p><b>Workaround:</b> Reinstall. The installer no longer will upgrade if a file is locked. To restore the previous installation:</p> <ol style="list-style-type: none"> <li>1. Kill the process locking the file (or retsart the machine).</li> <li>2. Delete the <b>tomcat</b> directory in the installation path.</li> <li>3. Rename the <b>tomcat_old</b> directory to <b>tomcat</b>.</li> <li>4. Restart the VoiceConsole service.</li> </ol>	VVC-2127
<p><b>Bad request creating operator list</b></p> <p>Creating operator lists with a large number of operators selected (i.e.: 5000 operators) would fail. Operation is now limited to 500 operators at once.</p>	VVC-2149
<p><b>Unable to move/add operators</b></p> <p>Moving or adding a large number of operators (i.e.: 5000 operators) from one site to another would fail.</p>	VVC-2150
<p><b>No error reported when email IDs not configured</b></p> <p>No error was generated when STMP is configured but email IDs are not configured for any user.</p>	VVC-2227

Issue Description	Issue ID
<p><b>VoiceConsole 5.2 not 64-bit</b></p> <p>In some cases, VoiceConsole was installing as a 32-bit application on 64-bit systems.</p>	VVC-2264
<p><b>Operator message sent twice</b></p> <p>An operator message can be sent twice if the first message is not processed (i.e.: the device is switched off) before acknowledgement is sent to VoiceConsole.</p>	VVC-2332
<p><b>Bluetooth scanner address not displayed</b></p> <p>When using scanner initiated pairing, the Bluetooth MAC address was not displayed.</p>	VVC-2364
<p><b>Incorrect behavior after EAP password change</b></p> <p>When user changes site wide user and Restricted user password details, VoiceConsole is reporting that credentials are not saved to the LDAP Server however credentials were saved to the LDAP server successfully</p>	VVC-2365
<p><b>Success message after manual pairing</b></p> <p>Success message only displayed briefly or not at all after manually pairing a wireless headset.</p>	VVC-2388
<p><b>Unable to send message to Operator Group</b></p> <p>Unable to send a message to the operator team when only one operator exists the in the group.</p>	VVC-2413
<p><b>HTTP 404 error</b></p> <p>HTTP 404 error displayed when clicking on Printable View in notification link.</p>	VVC-2420
<p><b>Warning message for other sites</b></p> <p>Warning messages are displayed for other sites even though those sites were not selected during task package creation.</p>	VVC-2487
<p><b>Sites not displayed</b></p> <p>Sites are not displayed in "Select Sites" screen when creating a profile type of Configuration Only.</p>	VVC-2490
<p><b>Password change screen not displayed</b></p> <p>Password change screen not displayed when upgrading from VoiceConsole 5.1 to 5.3</p>	VVC-2494

Issue Description	Issue ID
<p><b>No error when password does not meet rules</b></p> <p>When a new password did not meet the rules, a blank password change screen was displayed with no error message.</p>	<p><b>VVC-2495</b></p>
<p><b>Sort and filter not working on Site column</b></p> <p>Sorting and filtering options were not working on the <b>Site</b> column on the <b>View Devices</b> screen.</p>	<p><b>VVC-2496</b></p>
<p><b>Program list</b></p> <p>Upgrades and uninstalls were not properly updating the Programs list in the Windows Control Panel</p>	<p><b>VVC-2497</b></p>

# General Considerations and Limitations

## Issues Reported with This Release

Issue Description	Issue ID
<p><b>Dialog prompts not displayed correctly</b></p> <p>If VoiceConsole is configured to connect to devices through HTTPS, the device dialog display will not connect and will fail to show the dialog.</p> <p><b>Workaround:</b> Enable blocked content for your browser.</p> <p>For Firefox:</p> <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 address of the website.</li><li>3. Select the arrow next to <b>Keep Blocking</b> and select <b>Disable Protection on This Page</b>.</li><li>4. Click <b>Continue</b>.</li></ol> <p>For Chrome:</p> <ol style="list-style-type: none"><li>1. Click the Shield icon that appears next to the address of the website.</li><li>2. Click <b>Load unsafe script</b>.</li></ol> <p>For Internet Explorer and Edge:</p> <ol style="list-style-type: none"><li>1. At the bottom of the browser window you will see a message: "Only secure content is displayed."</li><li>2. Click <b>Show all content</b>.</li></ol>	<p>VVC-2300</p>
<p><b>Password change prompt</b></p> <p>When VoiceConsole 5.3 is installed, the user may be prompted to change the default password even if the default password was changed in VoiceConsole 5.0.8.</p> <p><b>Workaround:</b> Password security requirements have been enhanced. Enter a new password when prompted after VoiceConsole 5.3 upgrade.</p>	<p>VVC-2612</p>
<p><b>User interface display</b></p> <p>User interface may not display correctly after upgrading to VoiceConsole 5.3.</p> <p><b>Workaround:</b> Clear the web browser cache and reload the VoiceConsole url.</p>	<p>VVC-2611</p>

Issue Description	Issue ID
<p><b>Source IP display</b></p> <p>The Source IP field may display the local IPv6 address when the application is launched locally with hostname.</p> <p><b>Workaround:</b> None. The IPv6 address is displayed by the web browser. Use the ipconfig command at a Command Prompt to verify IP addresses.</p>	VVC-2881
<p><b>User cannot login</b></p> <p>When using Mozilla Firefox or Google Chrome as your browser, if you configure a site for Operator-based EAP and you log into the Operator Login page to set or change the credentials of an operator, after finishing and clicking the link to return to the regular VoiceConsole login page, the user cannot log in.</p> <p><b>Workaround:</b> Close the browser window and reopen it. You will be able to log in.</p>	VVC-2333

## Previously Reported Issues

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

Issue Description	Issue ID
<p><b>Bluetooth and Pairing</b></p> <p>When double-byte characters are used in a Bluetooth pairing name for a device, the device's properties are not updated.</p> <p><b>Workaround:</b> Use single-byte characters in pairing names.</p>	VC-1297
<p><b>Bluetooth and Pairing</b></p> <p>If Bluetooth is enabled for a device in VoiceConsole while the device is powered off, the setting may reset to disabled when the device is turned on.</p> <p><b>Workaround:</b> Create a new device profile, load the profile to that device, and restart it.</p>	VVC-3496
<p><b>Bluetooth and Pairing</b></p> <p>If you attempt to pair a device that was previously paired with a Bluetooth device to a different Bluetooth device, the pairing is not successful.</p> <p><b>Workaround:</b> Clear the existing pairing before attempting to pair a device to a different Bluetooth device.</p>	VVC-2410

Issue Description	Issue ID
<p><b>Bluetooth and Pairing</b></p> <p>If you activate the <b>Discoverable</b> and <b>Enable manual pairings</b> of headsets check boxes in the <b>Bluetooth</b> section on the Device Properties page and create a pairing with any device, these check boxes do not remain active (checked) when you return to the Device Properties page.</p> <p><b>Workaround:</b> Re-activate (check) these check boxes and click <b>Apply</b> on the Device Properties page.</p>	<p><b>VVC-1525</b></p>
<p><b>Browser</b></p> <p>Honeywell recommends you use the Microsoft Edge browser instead of Internet Explorer.</p>	
<p><b>Browser</b></p> <p>When using Firefox 15 and newer, you cannot use the Copy Selection functionality to copy rows within VoiceConsole.</p> <p><b>Workaround:</b> Use an earlier supported version of Firefox or another supported browser.</p>	<p><b>VVC-4281</b> <b>VVC-4160</b></p>
<p><b>Database</b></p> <p>When non-VoiceConsole tables exist in the same schema, upgrading from VoiceConsole 2.3 and earlier with SQL Server results in a database permission error.</p> <p><b>Workaround:</b> Ensure only VoiceConsole tables exist in the VoiceConsole database. Also, system tables should not be present in the database in which VoiceConsole is installed.</p>	<p><b>VVC-3229</b> <b>VVC-277</b></p>
<p><b>Database</b></p> <p>When a database username for SQL Server contains a space, the installation continues even if an error is received. Additionally, only the text before the space is sent to the server.</p> <p><b>Workaround:</b> Do not use a space for the database username.</p>	<p><b>VVC-3158</b></p>
<p><b>Database</b></p> <p>If the SQL Server database collation is not set to be case-insensitive, VoiceConsole may not work properly. When creating a new SQL Server database, ensure you choose the proper collation for the language the system is in with <code>_CI</code> included in the collation name.</p>	<p><b>VVC-2212</b> <b>VVC-826</b></p>

Issue Description	Issue ID
<p><b>Database</b></p> <p>You cannot use the database schema created for VoiceConsole for another application.</p>	
<p><b>Devices</b></p> <p>When assigning devices to operators, the <b>Save Changes</b> button is disabled on the Assign Devices page.</p> <p><b>Workaround:</b> Change one of the device-to-operator assignments, and then change it back to the original (correct) assignment.</p>	<p><b>VVC-2456</b></p>
<p><b>Devices</b></p> <p>When loading a newly created or edited operator to a device from View Device page, the operator may not immediately appear in the list of operators or the updated operator information may not be displayed immediately in the drop-down list in the <b>Load Operator</b> dialog box.</p> <p><b>Workaround:</b> Select the operator in the View Operators list. Select <b>Common Operator Actions &gt; Assign devices to selected operator</b> and click the <b>change</b> link on the Assign Devices page to select a device.</p>	<p><b>VVC-2104</b></p>
<p><b>Devices</b></p> <p>If a USB hub is being used to serial load multiple devices, intermittent lockups may occur.</p> <p><b>Workaround:</b> Close and reopen the browser to reinitialize the serial port.</p>	<p><b>VVC-1899</b> <b>VVC-956</b></p>
<p><b>Devices</b></p> <p>When loading device profiles serially to multiple devices at once, you may receive an error stating the COM port you are loading through is in use. Vocollect has seen this occur when loading to 15 or more devices.</p> <p><b>Workaround:</b> Ensure that you have set up the serial load correctly in VoiceConsole and that the port is not in use. If this issue still occurs, close and reopen all browser windows to reinitialize the serial port.</p>	
<p><b>Device Profiles</b></p> <p>If only a configuration file (.cci) is loaded onto a device through TouchConfig or serial loading, the device profile displayed in VoiceConsole is not updated. The displayed information is only updated if a full device profile is loaded.</p> <p><b>Workaround:</b> Load a full device profile onto the device.</p>	<p><b>VVC-4471</b></p>

Issue Description	Issue ID
<p><b>Dialog Display</b></p> <p>Display Dialog functionality is not available in VoiceConsole using WebLogic.</p>	<p>VVC-2576</p>
<p><b>Dialog Display</b></p> <p>When viewing dialog between a device and an operator while the operator is template training, the progress bar may display the training time incorrectly. The progress bar may indicate the training has not started, when it has, or indicate training is complete, when it has not completed. This does not affect training. The device will alert the operator when training is complete.</p>	<p>VVC-1824</p>
<p><b>EAP</b></p> <p>When setting up EAP, the searchable attribute and password attribute are only validated if a user is specified.</p>	<p>VVC-2720</p>
<p><b>EAP</b></p> <p>In an operator-based site, regardless of the EAP type used, the operator cannot change his/her credentials the first time on the Change Network Credentials page, even though the page prompts the user to change his/her credentials.</p> <p><b>Workaround:</b> The operator must enter the initial set of credentials given to him/her as they exist on the LDAP server. This is because the credentials for that operator must be entered into VoiceConsole before they can be changed. So, after the initial set of credentials is entered into VoiceConsole the first time, the operator can re-enter the Change Network Credentials page via the operator login screen and change his/her credentials.</p>	<p>VVC-2513</p>
<p><b>Installing and Upgrading</b></p> <p>While the installation of this release on Windows only takes approximately 5 minutes, the Linux installation may take up to 2 hours. This is due to the inclusion of different versions of the JRE and Tomcat and verifying that the proper version is installed.</p>	
<p><b>Installing and Upgrading</b></p> <p>While installing VoiceConsole in a Linux, non-English environment, you may not be able to enter data into certain fields in the installer interface. The cause of this issue is a known issue within JAVA <a href="#">reported by Oracle</a>.</p> <p><b>Workaround:</b> Select a different field or click a different tab, return to the field, and try to the enter data again.</p>	<p>VVC-4134</p>

Issue Description	Issue ID
<p><b>Installing and Upgrading</b></p> <p>During a silent install of VoiceConsole in a Linux/Unix environment, the TOMCAT_USER is set to null rather than the default VoiceConsole user account. If a silent upgrade is then performed on this installation, the directory security is set for the root user rather than for the expected VoiceConsole user account. The upgraded VoiceConsole will not start properly.</p> <p><b>Workaround:</b> Reset the directory permissions after the upgrade is complete. See the Implementation Guide section on silent installation for more assistance.</p>	VVC-3845
<p><b>Installing and Upgrading</b></p> <p>When upgrading, if the IP address of the machine running VoiceConsole has changed, the previous IP address may still be used during installation regardless of the IP address you enter during installation. Installation appears to be successful, but an error displays when you open VoiceConsole.</p> <p><b>Workaround:</b> Stop and restart Apache Tomcat before upgrading to this version of VoiceConsole.</p>	VVC-3231
<p><b>Installing and Upgrading</b></p> <p>You cannot import a VoiceConsole 3.0 or 3.0.1 license into a newer VoiceConsole system. However, if you have previously installed VoiceConsole 3.0 or 3.0.1 and upgrade VoiceConsole, a previously imported 3.0 or 3.0.1 license will work in your upgraded system.</p>	VVC-2653
<p>Reinstalling VoiceConsole on AIX with Oracle after you have uninstalled it may corrupt the database.</p> <p><b>Workaround:</b> Before reinstalling VoiceConsole, delete the database user associated with the previous VoiceConsole install, and create a new user for the reinstalled system.</p>	VVC-2648
<p>You cannot upgrade from VoiceConsole versions 2.2 - 2.4 to a newer version of VoiceConsole on a different machine if you used localhost or 127.0.0.1 as the database server name for your previous installation. Errors occur and you are unable to log into VoiceConsole.</p> <p><b>Workaround:</b> If you used localhost or 127.0.0.1 as the database server name for your previous installation, modify the <b>installvariables.properties</b> file and <b>jdbc</b> file before running the upgrade to indicate a different database server name.</p>	VVC-2622

### Installing and Upgrading

When installing or upgrading, a database login error occurs if VoiceConsole's database username and password is set to blank or contains the symbol \$.

**Workaround:**

1. Set the VoiceConsole database username and password to a non-blank value that does not contain the symbol \$.
2. If you are upgrading, update the jdbc.properties file in the system you are upgrading from and restart that system.

**VVC-2056**  
**VVC-2071**

- If you are installing, skip this step.
3. Install VoiceConsole.

### Installing and Upgrading

When upgrading from a previous version of VoiceConsole when VoiceLink 3.0 or newer is installed on the same computer using the default log directory causes the default logging directories for each application to merge. Therefore, VoiceConsole and VoiceLink logs are visible in each application.

**VVC-2000**

**Workaround:** Choose a location other than the default for the log file directory when upgrading VoiceConsole.

### Installing and Upgrading

When upgrading from VoiceConsole 2.4 to this version of VoiceConsole, Vocollect strongly recommends you backup the database you are using for VoiceConsole 2.4 before upgrading to this version of VoiceConsole in the event you may need to go back to version 2.4.

### Licensing

#### License

**VVC-3790**

VoiceConsole will only accept a license for the same major and minor release. Newer licenses will not work with earlier versions of the product.

### Logging

If device logging is disabled and you delete a previously captured device log before the logging action item is canceled, a NullPointerException occurs when the device communicates with VoiceConsole.

**VVC-2808**

**Workaround:** After logging is disabled the first time, remove the device from view.

Issue Description	Issue ID
<p><b>Logging</b></p> <p>When viewing a printable version of the <b>View Device Logs</b> page for one site, the device logs in other sites in the system are also viewable.</p>	<p><b>VVC-2615</b></p>
<p><b>Operators and Operator Teams</b></p> <p>When importing large operator lists, you may receive an error.</p> <p><b>Workaround:</b> Split the large operator list into smaller lists of fewer than 100 operators and import each one separately.</p>	<p><b>VVC-4550</b></p>
<p><b>Operators and Operator Teams</b></p> <p>While importing operator lists with 246 or more operators, you cannot manually add operators to the list via the <b>Add operators to this list</b> link.</p>	<p><b>VVC-3237</b></p>
<p><b>Operators and Operator Teams</b></p> <p>If an operator message is sent to an operator before he/she had turned on his/her device or the device reboots before the operator hears the message, the operator will hear the message more than once.</p>	<p><b>VVC-2700</b></p>
<p><b>Operators and Operator Teams</b></p> <p>If an operator team from one site is added to another site and an operator on the operator team in both sites is deleted from the second site, that operator is removed from the operator team in the original site. The operator is not deleted from the original site, though, just removed from the team. For example, Operator Team 1 with Operator Bob is in Site A and Operator Team 2 with Operator Mike is in Site B. Operator Team 1 is added to Site B so now Operator Bob is in both sites. Then, Operator Bob is deleted from Site B. Because of this issue, Operator Bob is removed from Operator Team 1 in Site A, but is not deleted from Site A.</p> <p><b>Workaround:</b> Add the operator back onto the operator team in the original site.</p>	<p><b>VVC-2685</b></p>
<p><b>Operators and Operator Teams</b></p> <p>When an operator is loaded onto a device with an associated task package and the device is moved to a different site and the operator is added, the task package remains associated to the device in the new site even though the task package does not exist in that site. Also, the task package is still associated to the device in the first site when the device does not exist in that site.</p>	<p><b>VVC-2593</b></p>

Issue Description	Issue ID
<p><b>Operators and Operator Teams</b></p> <p>When comparing several operators or devices, the <b>Compare Operators</b> or <b>Compare Devices</b> pages display Loading indefinitely.</p> <p><b>Workaround:</b> When comparing operators or devices, you can only compare up to six operators or devices at a time.</p>	VVC-1370
<p><b>Task Packages</b></p> <p>When using Internet Explorer 8 and creating a task package using a Vocollect VoiceArtisan task, filtering on <b>All locales</b> on the <b>Phonetic Sub</b> tab and then selecting only one locale from the filter drop-down list may cause the browser to unexpectedly close.</p> <p><b>Workaround:</b> Do not filter on <b>All locales</b>. If the browser closes, open VoiceConsole again.</p>	VVC-4396
<p><b>Task Packages</b></p> <p>Task package information for VoiceClient-based tasks may not update if a task package is modified in VoiceConsole.</p> <p><b>Workaround:</b> Create a new task package with the correct information and delete the incorrect task package.</p>	VVC-2245
<p><b>Uninstalling</b></p> <p>After uninstalling this version of VoiceConsole and choosing the option to keep data, device logs are not created when VoiceConsole 3.0 or newer is installed again on the same machine.</p> <p><b>Workaround:</b> Create a new folder called <b>DeviceLogs</b> in the VoiceConsole folder located, by default, at <i>InstallDirectory</i>\VoiceConsole, in Windows, and <i>InstallDirectory</i>\VoiceConsole, in Linux.</p>	VVC-1984
<p><b>Voices</b></p> <p>You cannot use the voice management features of this version of VoiceConsole with VoiceConsole 2.4-compatible VoiceClient 3.5 or newer firmware. You must use the VoiceConsole 3.0 or newer-compatible version of VoiceClient 3.5 or newer.</p>	
<p><b>VoiceClient</b></p> <p>After importing a VoiceClient 3.5 or newer file and selecting to import all voices in one site, the voices may appear in another site after you import another VoiceClient file. The voices cannot be used in the second site if the VoiceClient you imported in that site is earlier than version 3.5.</p>	VVC-2523

Issue Description	Issue ID
<p><b>VoiceClient</b></p> <p>Only one version of VoiceClient 3.5 can exist in the system. If the VoiceConsole 2.4-compatible version is present, you must remove it and import the VoiceConsole 3.0 or newer-compatible version.</p>	
<p><b>VoiceConsole Differences</b></p> <p>In VoiceConsole 2.4 and earlier, an idle session would timeout after 30 minutes. This timeout has been changed to four hours in VoiceConsole 3.0 and newer.</p>	
<p><b>Web Browsers</b></p> <p>When accessing certain VoiceConsole pages, such as <b>Create Device Profile</b>, <b>Edit Device Profile</b> and <b>Edit Hostname</b>, using HTTPS and Internet Explorer, a warning may display indicating a certificate error.</p> <p><b>Workaround:</b> Continue to the page. This error is not relevant and does not affect VoiceConsole.</p>	VVC-4011
<p><b>Web Browsers</b></p> <p>When using Firefox, opening multiple languages of the Vocollect Hardware Documentation file within VoiceConsole results in an error.</p> <p><b>Workaround:</b> If you must view the Hardware Documentation in multiple languages, increase Firefox's offline storage to 60MB.</p>	VVC-3335
<p><b>Web Browsers</b></p> <p>In Internet Explorer, you can only apply up to six filters on one list at a time. In Firefox, you can only apply up to 30 filters on one list at a time.</p>	
<p><b>Web Browsers</b></p> <p>You should not use the back button on the navigation bar of the web browser when using VoiceConsole.</p>	
<p><b>Web Services</b></p> <p>When using web services to delete an operator, the service fails if the operator exists in multiple sites. The Delete Operator service works as expected when the operator only exists in a single site.</p> <p><b>Workaround:</b> If an operator exists in multiple sites, delete the operator using the user interface rather than web services.</p>	VVC-3847

**Web Services**

In a VoiceConsole implementation with a single site, a REST request for a list of sites will return just the properties of that site rather than a list. When multiple sites are present, REST returns the list as expected.

**VVC-3767**

**Workaround:** Developers must account for this difference when using REST services to avoid getting an error.

**When Using Both VoiceConsole and VoiceLink 3.0 or newer**

When upgrading from VoiceConsole 3.0, and VoiceConsole and VoiceLink 3.0 or newer are installed on the same machine, running the Vocollect Enterprise Products uninstaller only uninstalls VoiceLink. VoiceConsole remains installed.

**VVC-1922**

**Workaround:** To uninstall VoiceConsole, in Windows, run the uninstall application at *InstallDirectory\VoiceConsole\Uninstall\_Vocollect Enterprise Products*. In Linux, run the uninstall application at *InstallDirectory/VoiceConsole/Uninstall\_Vocollect Enterprise Products*.

**When Using Both VoiceConsole and VoiceLink 3.0 or newer**

When upgrading from VoiceConsole 3.0, and VoiceConsole and VoiceLink 3.0 or newer are installed on the same machine, only the first application installed can be uninstalled by Windows Add or Remove Programs utility.

**VVC-1921**

**Workaround:** To uninstall VoiceConsole, in Windows, run the uninstall application at *InstallDirectory\VoiceConsole\Uninstall\_Vocollect Enterprise Products*. In Linux, run the uninstall application at *InstallDirectory/VoiceConsole/Uninstall\_Vocollect Enterprise Products*.

**When Using Both VoiceConsole and VoiceLink 3.0 or newer**

When upgrading this version of VoiceConsole along with VoiceLink 3.0 or newer, use a different database for VoiceConsole than that you are using for VoiceLink.

**When Using Both VoiceConsole and VoiceLink 3.0 or newer**

If you are installing this version of VoiceConsole after VoiceLink 3.0 or newer has been installed, log files for VoiceConsole are stored in *InstallDirectory\Vocollect\Logs* in Windows and *InstallDirectory/Vocollect/Logs* in Linux by default.

# Getting Help

Product documentation is available at <https://help.honeywellaidc.com>.

## NOTE

If you purchased Vocollect equipment from a reseller, please contact the reseller.

**For order placement or customer service inquiries, contact Honeywell – Vocollect Customer Service at:**

Customer Service Email: [acshsmvocollectrequests@vocollect.com](mailto:acshsmvocollectrequests@vocollect.com)

Customer Service Phone (US): +1-866-862-6553

Customer Service Phone (Outside the US): +1 412-829-8145

**For returns or to check the status of an RMA, contact Honeywell – Vocollect Customer Service at:**

Email (US): [acshsmvocollectrma@honeywell.com](mailto:acshsmvocollectrma@honeywell.com)

**To report Vocollect system support incidents or related technical issues, contact the Honeywell – Technical Support Center at:**

Technical Support Email: [workflowsolutionsupport@honeywell.com](mailto:workflowsolutionsupport@honeywell.com)

Technical Support Phone (US): +1 866-862-7877

Technical Support Phone (Outside the US): +1 412-829-8145

**To contact Vocollect Europe, Middle East, and Africa:**

Customer Service Email: [acshsmvocollectcustomerservicesemea@honeywell.com](mailto:acshsmvocollectcustomerservicesemea@honeywell.com)

Customer Service Phone: +44(0) 1628.55.2903

Technical Support Email: [workflowsolutionsupport@honeywell.com](mailto:workflowsolutionsupport@honeywell.com)

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**For sales or any other inquiry, please contact Vocollect at [ACSHSMVocollectInfo@honeywell.com](mailto:ACSHSMVocollectInfo@honeywell.com) or 412.829.8145.**

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