



Release Notes

Guided Work Solutions

Generic Integration Accelerator 2.4

August 1 2025

These release notes cover the 2.4 release of the Guided Work Solutions (GWS) Generic Integration Accelerator.

New Features in this Release

Template

Project creation based on a NuGet template is enabled.

GWS SDK 2.3

New features have been added to GWS SDK in this version. As the GWS Generic Integration Accelerator is built on top of this library, you can start using all these new features included. Refer to the *Guided Work Solutions Developer Guide* to learn more about new features included in this release, including support for creating user interfaces on Android devices and additional hints for better speech recognition.

REST Integration

A new set of features for the REST integration mechanism allows using this integration in broader scenarios and more securely:

- Added support for secured REST endpoints using Basic or NTLM authentication.
- Added support for logging communications with the REST endpoint through the use of the 'Log:Server' setting.
- Added support for handling BadRequest responses (those with error code 400), including support for understanding standard Problem Details responses to provide richer error messages to the user.

Please refer to the *Guided Work Solutions Generic Integration Accelerator Developer Guide* to learn more about these new features.

Issues Fixed in this Release

- Added missing version checking when running in Server Mode

Components in this Release

GWS Generic Integration Accelerator 2.4

The Guided Work Solutions (GWS) Generic Integration Accelerator contains a set of integration mechanisms that are ready to use for building GWS Plug-Ins. Developers only need to implement the desired workflow and map the integration.

Supported Environments

Environment	Description
GWS Service	2.2.1 and later
GWS App	4.2 and later
Execution models	• Embedded • Service
Devices and Voice Software	All devices supported by Honeywell DevKit 2.3: • Android devices with these operating systems: ◦ Android 14 ◦ Android 13 ◦ Android 12 ◦ Android 11 • A700x with VoiceCatalyst 4.7.1 ECS012 or later

Environment	Description
Licensing	• A GWS Enterprise license is required • VoiceConsole 6.3 or greater is required to manage licenses when using OCR • A separate license add-on is required to support OCR input • A license must be provided for VoiceCheck
Languages	• English (U.S.) • German • French • French (Canada) • Spanish • Spanish (Mexico) • Portuguese • Portuguese (Brazil) • Dutch • Japanese

Upgrading to Generic Integration Accelerator 2.4

Existing plug-ins must be upgraded before they can be used with GWS Service 2.2.1 and GWS App 4.2 in Embedded Mode.

Please refer to the *Guided Work Solutions Generic Integration Accelerator Developer Guide* for detailed information about upgrading from previous versions to Generic Integration Accelerator 2.4

Deliverable Contents

This version includes the following contents:

Documentation

Guided Work Solutions Quick Start Guide: This document contains information about the including GWS App and GWS Service. It covers the supported architecture, installation, and configuration.

Guided Work Solutions Generic Integration Accelerator Product Description: This document contains information about the Generic Integration Accelerator (GIA), which can be used with any kind of voice workflow and is integrated using the available transports without any coding needed.

Guided Work Solutions Generic Integration Accelerator Developer Guide: This document provides guidelines for developing new plug-ins using the Generic Integration Accelerator.

Components

The software distribution includes:

- GWS Generic Integration NuGet package required to be referenced in Plug-In projects
- GWS Generic Integration Plug-In project template for Microsoft Visual Studio 2022 to assist in creating new Plug-In projects

General Considerations and Limitations

Limitations

Issue Description

When using SQL Server integration type on the GWS App, some authentication methods such as Active Directory and Azure Active Directory are not supported.

Issues Reported in Earlier Releases

The following issues were reported in previous releases of GWS App and may still occur in this release.

Issue Description

Issue ID

Empty String

If a VIO variable is set with an empty string during custom plug-in development an error is returned when trying to read the length.

VGWSC-4671

Workaround: Set the VIO variable with a space.

Difference in Variables

There is a difference in accessing variables keys between Embedded and Service modes for custom plug-in development..

VGWSC-4670

For embedded mode, the name of the parameter is the name of the variable.

For service mode, the name of the parameter is the name of the variable key.

Issue Description	Issue ID
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Scanner Crashes App

When using the plug-in in embedded mode in a custom plug-in to scan a barcode, two situations may send the app into an error loop:

VGWSC-4669

- Reading a barcode that includes a CR LF the app can crash or return the results including quotes.
- Reading a barcode that includes a comma or quotes can crash the app.

Getting Help

Additional Documentation

Additional documentation may be found in your product package and on online partner portals.

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

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Phone: +55 (31) 2391-5600
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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

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Patents

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