



# Release Notes

## Guided Work Solutions App 3.4

June 13 2024

These release notes cover the 3.4 release of the Guided Work Solutions (GWS) App.

## New Features in this Release

### New Licensing Model

Additional licensing checking performed by GWS App has been rewritten to validate new features. The new behavior is:

1. Application looks for 'GWS Core' feature.
2. If not found, Application looks for 'GWS Pro' or 'GWS Connector' (legacy scenario) feature.

Plug-ins and other features (like the use of Honeywell Exporter in Insights) that require 'GWS Pro' also check for 'GWS Connector' feature for legacy scenarios.

#### NOTE

For A700x devices 'GWS Application' feature is still required.

## GWS Insights

GWS Insights captures data about how the worker interacts with the Guided Work solution and sends this data to Honeywell Forge Performance+ for Guided Work or another configured third-party solution (by using OpenTelemetry standard). Data is represented as time spans and may include related information as well as other events that occurred during that time span. or another configured third-party solution (by using OpenTelemetry standard). Data is represented as time spans and may include related information as well as other events that occurred during that time span.

For more information see Chapter 10, "GWS Insights", in the *Guided Work Solutions Connector Developer Guide*.

## New Instructions

These new instructions are now handled:

- **trackEvent** allows saving a new event to be processed by Insights service
- **getStringNote** allows taking text-only notes by using the *VoiceNote* Intent
- **getVoiceNote** allows taking text and voice notes by using the *VoiceNote* Intent
- **getPhoto** allows taking multiple photos by using the *PhotoCapture* Intent

For more information see Chapter 10, "GWS Insights", and Chapter 7, "Create Workflows with InstructionSet Methods" in the *Guided Work Solutions Connector Developer Guide*.

## New Request

This new request is now handled:

- **sendMediaOdr** request allows sending media information generated by the *getVoiceNote* and *getPhoto* instructions.

For more information see Chapter 2, "Define the VoiceWorkflow", in the *Guided Work Solutions Connector Developer Guide*.

## Minimum App Version Checking

Plug-ins can now declare requirements for a minimum version for the App. The app checks against this and raises an error if doesn't satisfy those requirements. This grants the developer a way to protect against unspecific or obfuscated errors while trying to load plug-ins for embedded mode.

### NOTE

The GWS Connector SDK also applies this restriction to ensure compatibility.

## Character Support

Added support for '.' character in *getString* instruction.

## Landscape Mode

Enabled landscape mode for Tablets, CW45 and VM1A.

## Disable Scanner

Disable scanner when the VIO instructions do not enable it

The previous behavior was to raise an error on decoding, but significant performance problems with A700x devices were detected while connecting and disconnecting to the scanner at every *getDigits/getFloat/getString* instruction.

## Added Resources

Added resources for 'Louder', 'Softer', 'Sleep', 'Wakeup' and 'Negative'.

## Updated Default Values

The following values for default configuration in Artisan Task Package have changed:

- Default ports for LUT, ODR and Error have changed to 15001, 15002, 15003. This reduces the possibility of using 15008, which should not be used
- Secure Connections has been disabled, to prevent recurrent problems trying to connect to GWS Connector Service
- Backward Compatibility has been disabled, as the default purpose is to connect to GWS Connector Server.

## Performance Improvements

- Performance improvements made for large requests.

## Honeywell DevKit

This release is based on DevKit 1.13.8 which includes the following fixes:

- Performance improvements included in DevKit 1.13.5:
  - VOSMB-9936 License Validation validates once.
  - VOSMB-9943 Optimize Disabled Vocab Lookup on Talkman
  - VOSMB-9921 Remove repeated getEnv calls
- The *Honeywell.GuidedWork.Base.FeatureVerification* class is now available in the *Honeywell.GuidedWork.Core* assembly, permitting its use in A700x apps that are split from the GuidedWorkRunner dependencies.
- Some overrides in TCP communications default implementation
- A new prompt has been added for A700x devices that prompts for application restart, when an operator is changed during a workflow. The new prompt speaks "Application restart is required. To restart application, say ready/OK."
- Fixed the operator issue not appearing on VoiceConsole Cloud deployments when the new operator logs in after first pass.
- Fixed the operator list not appearing on logon screen after first pass when device connected to VoiceConsole Cloud deployments.
- Fixed the streaming log issue when the operator enables the logging for selected device under **Manage devices** tab on VoiceConsole Cloud deployments. It is not generating the device log for selected device under Device Logs tab.
- Fixed a bug in DevKit, which occurred when changing an operator after device boot up, and before a workflow is started. This issue was seen in LUT requests sent after the operator has been changed, and where information of the initial operator at device boot up were still retained.

## GWS Connector SDK

This release is based on GWS Connector SDK 2.2. This includes support for the features mentioned above plus code cleanup and improvements for better performance.

### IMPORTANT

This update has breaking changes as part of the new features exposed.

# Components in this Release

## GWS App 3.4

The Guided Work Solution (GWS) App is the universal app for all supported devices. This app is built on Honeywell DevKit, using the features and functions of that platform. This app can be used across different workflows, host systems, and customers.

This app can embed a Plug-In or connect to the Connector Service to execute workflows dynamically.

## Supported Environments

Environment	Description
Devices and Voice Software	All devices supported by Honeywell DevKit See <a href="http://www.help.honeywellaidc.com/Devices.html">www.help.honeywellaidc.com/Devices.html</a>
Supported Plug-Ins	Any Plug-In of the following version or later is supported. <ul style="list-style-type: none"><li>• GWS Connector Picking Plug-In 1.2</li><li>• GWS Connector Checklist Plug-In 1.2</li><li>• GWS Connector VoiceDirect ERP Plug-In 3.2</li><li>• GWS Connector Scraping Plug-In 1.1</li><li>• Custom Plug-Ins developed with the Project Template or the Generic Plug-In Template</li></ul> VoiceCatalyst 4.7 or later is required for the A700x.

## Upgrading Plug-Ins for GWS Connector SDK 2.2

Plug-Ins developed with GWS Connector SDK 2.1 or earlier for GWS App 3.2.2 or earlier must be upgraded to be used with GWS App 3.4 which uses GWS Connector SDK 2.2.

Refer to the *Guided Work Solutions Connector Developer Guide* for detailed information about upgrading existing plug-ins.

## Deliverable Contents

This release includes the following:

## Documentation

- **Guided Work Solutions Connector Online Help:** This document details important considerations when implementing the GWS App. It details differences when configuring the app for Android and Talkman devices.
- **Guided Work Solutions Connector Picking Workflow Plug-In Product Description:** This document describes the basic functions of the Picking Workflow Plug-In.
- **Guided Work Solutions Connector Checklist Workflow Plug-In Product Description:** This document contains the information related to this specific plug-in included in this release. The Checklist Plug-In can be used to integrate Honeywell Voice with several Host Systems.
- **Guided Work Solutions Connector VoiceDirect ERP Plug-In Product Description:** This document contains information on the GWS Connector VoiceDirect ERP Plug-In included in this release. The plug-in can be used to integrate Honeywell Voice with SAP EWM/WM modules via webpages served by the ITS server.
- **Guided Work Solutions Connector 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 Connector Generic Integration Accelerator Developer Guide:** This document provides guidelines for developing new plug-ins using the Generic Integration Accelerator.
- **Guided Work Solutions Connector Developer Guide:** This document contains detailed information about GWS Connector concepts and development including using the Plug-In Project Template.

## GWS App

The GWS App folder contains:

- The Android application bundle (APK)
- The VAD file for installation on Talkman devices
- Required resource files for further customization.

Please refer to the online help for installation and configuration details.

## General Considerations and Limitations

### Issues Reported in Earlier Releases

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

Issue Description	Issue ID
<p><b>Translating VCOMMANDs for A700x</b></p> <p>Translations for VCOMMANDs set in the external regex file are not recognized when the regex file is pushed into the vad using ToolVad.</p> <p><b>Workaround:</b> Configure the Task Package in VoiceConsole before sending the task to the A700x. Use the Phonetic Substitutions tab to set the translated values.</p>	VGWSC-1315
<p><b>Missing Translation</b></p> <p>Some words such as "battery status" and "description" are always displayed and asked in English when using the A700x.</p> <p><b>Workaround:</b> Even though the English word is displayed, the user can train the word (using BlueStreak or PnG training) in their native language. This way the word is recognized when they speak it in their language.</p>	VGWSC-477

# 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 [www.help.honeywellaidc.com](http://www.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 [www.honeywell.custhelp.com](http://www.honeywell.custhelp.com) or contact Honeywell Voice Technical Support Center:

- **Americas**  
Email: [VoiceTechnicalSupport@Honeywell.com](mailto:VoiceTechnicalSupport@Honeywell.com)  
Phone: +1(866) 862-7877
- **AMEA**  
Email: [VoiceTechnicalSupport@Honeywell.com](mailto:VoiceTechnicalSupport@Honeywell.com)  
Phone: +44 (0) 1344-65-6123
- **Rest of World**  
Email: [VoiceTechnicalSupport@Honeywell.com](mailto:VoiceTechnicalSupport@Honeywell.com)  
Phone: +1 (412) 376-9384

To report support incidents or ask technical questions for other Honeywell devices, visit [www.honeywell.com/PSstechnicalsupport](http://www.honeywell.com/PSstechnicalsupport).

## Honeywell Voice Customer Service

For order placement or customer service inquiries:

- **Americas**  
Email: [VoiceCustomerServiceAmericas@Honeywell.com](mailto:VoiceCustomerServiceAmericas@Honeywell.com)  
Phone: +1(866)862-6553
- **EMEA & APACE**  
Email: [VocollectCSEMEA@Honeywell.com](mailto:VocollectCSEMEA@Honeywell.com)  
Phone: +44 (0) 1698-915777

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- **Americas**  
Email: [VoiceRMA@Honeywell.com](mailto:VoiceRMA@Honeywell.com)  
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For returns or to check the status of an RMA for other Honeywell hardware products, visit [SPS RMA](#).

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