



Release Notes

Guided Work Solutions Connector Service 2.1

February 16 2024

These release notes cover the 2.1 release of the Guided Work Solutions (GWS) Connector Service.

New Features in this Release

This release provides upgrades for compatibility with GWS Connector SDK 2.1 and GWS App 3.2 and greater.

This release supports an embedded mode Plug-In with the GWS App for Android or A700x devices, making the GWS Connector Service optional for these devices.

The A700x requires GWS App 3.3 or greater to support embedded mode.

Components in this Release

GWS Connector Service 2.1

The Guided Work Solution (GWS) Connector Service provides flexibility to Voice deployments. The GWS Connector uses the same GWS Connector Plug-Ins as GWS App. The GWS App connects to GWS Connector Service when the app does not have an embedded plug-in loaded. When used, the GWS Connector Service manages the communications with the Host System.

GetHardwareId Tool

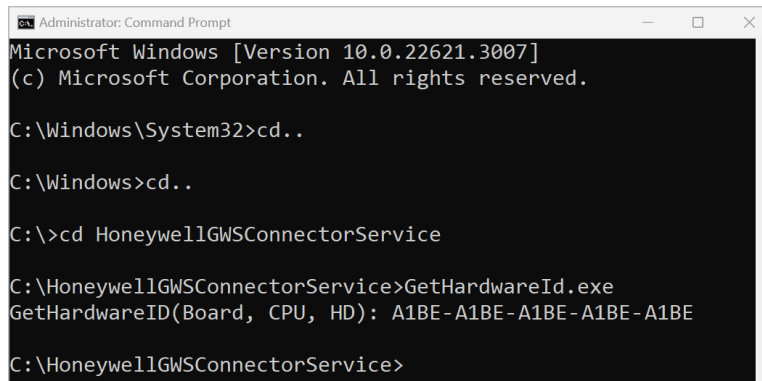
This tool provides the Hardware ID of the machine running the GWS Connector Service. This ID is necessary when creating the license for the GWS Connector Service. The Hardware ID is recorded in the Microsoft Windows Event Viewer during the 30 day trial period. After the 30 days have expired, the GWS Connector Service cannot be started and the Hardware ID is no longer be written to the Event Log by the GWS Connector Service.

The GetHardwareId tool can be used to retrieve the Hardware ID at any time, even if the trial license has expired. This tool is compatible with all Microsoft Windows operating systems supported by the GWS Connector Service and all versions of the GWS Connector Service.

How to Use GetHardwareId Tool

1. Place the GetHardwareId.exe file in the folder where the GWS Connector Service is installed, for example C:\HoneywellGWSConnectorService.

2. Open a Command Prompt in Administrator mode and browse to the location above.
3. Run the executable GetHardwareId.exe.
4. The Hardware Id is written to the Command Prompt window, as shown below.
5. Copy the Hardware Id and provide it to Honeywell Customer Service in order for a license to be created.



```
Administrator: Command Prompt
Microsoft Windows [Version 10.0.22621.3007]
(c) Microsoft Corporation. All rights reserved.

C:\Windows\System32>cd..

C:\Windows>cd..

C:\>cd HoneywellGWSConnectorService

C:\HoneywellGWSConnectorService>GetHardwareId.exe
GetHardwareID(Board, CPU, HD): A1BE-A1BE-A1BE-A1BE-A1BE

C:\HoneywellGWSConnectorService>
```

Supported Environments

Environment	Description
Operating Systems	GWS Connector Service requires Microsoft Windows Server 2016 or above
Server Requirements	<p>Minimum CPU: 6 cores RAM: 6GB Disk: 20GB in an exclusive drive</p> <p>Recommended One CPU core for each 15 simultaneous device connections At least 8GB RAM if going above 100 devices Disk space is mainly used for storing logs. More devices and more logs require extra space.</p> <div style="border: 1px solid blue; padding: 5px;"><p>NOTE Devices are not always connected. They connect for instructions or data so it depends on workflow. Connections may last from 200 milliseconds to 4 seconds on average, but this depends on several factors including Customer Host time. With the minimum requirements 15 or more simultaneous device connections should not cause any slowdowns.</p></div>
Supported Plug-Ins	<p>When implementing Plug-Ins, the service version of the Plug-In must be considered.</p> <ul style="list-style-type: none">• GWS Connector Picking Plug-In 1.11 or greater• GWS Connector Checklist Plug-In 1.11 or greater• GWS Connector VoiceDirect ERP Plug-In 3.1 or greater• GWS Connector Scraping Plug-In 1.0 or greater• Custom Plug-Ins developed with the Project Template or the Generic Plug-In Template
Component Compatibility	<ul style="list-style-type: none">• GWS Connector SDK 2.1• GWS App 3.2

Upgrading Plug-Ins to GWS Connector SDK 2.1

Plug-Ins developed with GWS Connector SDK 2.1 for GWS Connector Service 2.0 must be upgraded to be used with GWS Connector Service 2.1. This version of the service uses GWS Connector SDK 2.1.

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 Quick Start Guide:** This document contains information about the connector including GWS Connector App and GWS Connector Service. It covers the supported architectures, installation, and configuration.
- **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 Scraping Workflow Plug-In Product Description:** This document describes the basic functions of the Scraping Plug-In.
- **Guided Work Solutions Connector Generic Integration Accelerator Product Description:** This document contains information about the Generic Integration Accelerator, 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.

Additionally refer to documentation delivered with:

- GWS App
- GWS Connector Picking Workflow Plug-In
- GWS Connector Checklist Workflow Plug-In
- GWS Connector VoiceDirect ERP Plug-In
- GWS Connector Scraping Plug-In

GWS Connector Service

The GWS Connector Service software distribution contains the GWS Connector Service ready to be installed and configured for use with any GWS Connector Plug-In.

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.

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 or contact Honeywell Voice Technical Support Center:

- **Americas**
Email: VoiceTechnicalSupport@Honeywell.com
Phone: +1(866) 862-7877
- **AMEA**
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 www.honeywell.com/PSStechnicalsupport.

Honeywell Voice Customer Service

For order placement or customer service inquiries:

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

Honeywell Voice Hardware Repair

For returns or to check the status of an RMA for Voice hardware products:

- **Americas**
Email: VoiceRMA@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 [SPS RMA](#).

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