



Release Notes

Guided Work Solutions Connector Service 2.2

December 4 2024

These release notes cover the 2.2 release of the Guided Work Solutions (GWS) Connector Service.

New Features in this Release

GWS Insights Proxy

The internal Web Server has been improved to add proxy capabilities for the new GWS Insights Feature which is added to the GWS App. This proxy is intended to be used when devices have external network access to send the insights data they collect. The devices can send the data to the GWS Connector Service, and the Service forwards those requests to the destination.

Please refer to *GWS Insights* (Chapter 10 of the *Guided Work Solutions Connector Developer Guide* for details about enabling this feature when needed.

GWS Connector SDK Compatibility Upgrade

This release provides upgrades for compatibility with GWS Connector SDK 2.3 and GWS App 3.5.

Honeywell recommends upgrading plug-ins to the latest GWS Connector SDK to avoid potential issues. When using Honeywell provided plug-ins, such as Checklist, Picking, etc., upgrade them to the version that uses the same GWS Connector SDK release. Refer to the *Supported Environments* table below for details.

Components in this Release

GWS Connector Service 2.2

The Guided Work Solution (GWS) Connector Service provides flexibility for 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 trial period. After the 30 days have expired, the GWS Connector Service cannot be started, and the Hardware ID is no longer written to the Event Log for the GWS Connector Service.

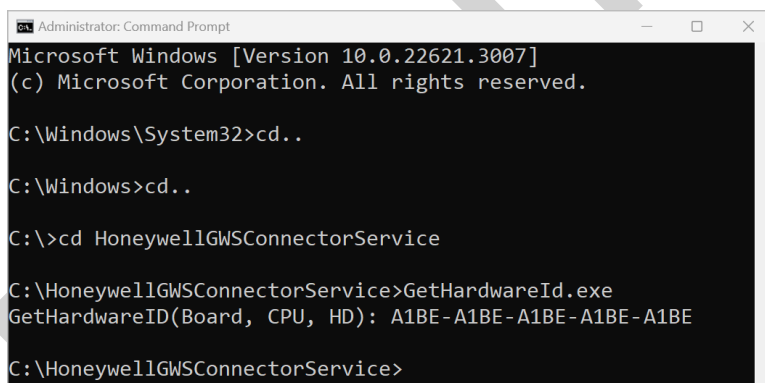
The GetHardwareId tool can be used to retrieve the Hardware ID at any time, even if the trial license has expired. This tool is compatible with all Microsoft Windows operating systems supported by the GWS Connector Service and all versions of the GWS Connector Service.

IMPORTANT

The Hardware ID value is tied to some hardware elements. Changing any hardware (like mother board, CPU, or hard disk drive) can cause the license to become invalid. In that case, run the GetHardwareId tool to get the new value and contact Customer Service to retrieve a new license file.

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
CPU	2 Cores for Testing environments 4 Cores for Production environments
Memory	4 GB for Testing environments 8 GB for Production environments
Storage	20 GB space in an exclusive non-OS drive for Testing environments 50 GB space in an exclusive non-OS drive for Production environments
Operating Systems	GWS Connector Service requires Microsoft Windows Server 2016 or above
Supported Plug-Ins	Any Plug-In of the following version or later is supported. <ul style="list-style-type: none">• GWS Connector Picking Plug-In 1.3• GWS Connector Checklist Plug-In 1.3• GWS Connector VoiceDirect ERP Plug-In 3.3• GWS Connector Scraping Plug-In 1.2• 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 2.3• GWS App 3.5

Upgrade from Previous Versions

To upgrade to GWS Connector Service 2.2 from previous versions:

1. Make sure that the service is stopped before upgrading.
2. Create a backup folder or archive before upgrading.
3. Unzip the provided zip file over the current installation folder.

Notice that the plug-ins may be required to be upgraded before being used in this new release.

Upgrading Plug-Ins to GWS Connector SDK 2.3

Plug-Ins developed with previous versions of GWS Connector SDK need to be upgraded to GWS Connector SDK 2.3 before being used with this release of GWS Connector Service.

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 architecture, 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 (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.

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 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.

Preliminary

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

- **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 35 36299000
- **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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Patents

For patent information refer to hsmrats.com