



# Release Notes

## Guided Work Solutions Service 2.2.1

June 4 2025

These release notes cover the 2.2.1 release of the Guided Work Solutions (GWS) Service.

## New Features in this Release

### Hints

Hints are added for GetDigit, GetString, and GetFloat instructions. Refer to the *Guided Work Solutions Developer Guide* for details.

### Template Retraining

The ToolVad utility has been modified so that A700x vads can specify the VCOMMANDS to retrain instead of retraining all 99 VOCOMMANDS. Refer to the *GWS ToolVad User Guide* for details.

## Issues Fixed in this Release

- Fix for GWS Insights Proxy mode.

## Components in this Release

### GWS Service 2.2.1

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

### GetHardwareId Tool

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

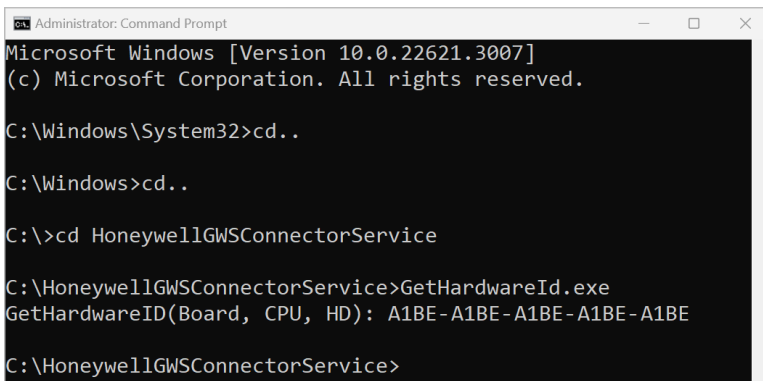
The GetHardwareId tool can be used to retrieve the Hardware ID at any time, even if the trial license has expired. This tool is compatible with all Microsoft Windows operating systems supported by the GWS Service and all versions of the GWS Service.

**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 Service is installed, for example C:\HoneywellGWServiceConnectorService.
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 HoneywellGWServiceConnectorService
C:\HoneywellGWServiceConnectorService>GetHardwareId.exe
GetHardwareID(Board, CPU, HD): A1BE-A1BE-A1BE-A1BE-A1BE
C:\HoneywellGWServiceConnectorService>
```

## 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

Environment	Description
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 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"> <li>• GWS Picking Plug-In 1.4</li> <li>• GWS Checklist Plug-In 1.5</li> <li>• VoiceDirect ERP Plug-In 3.4</li> <li>• GWS Scraping Plug-In 1.3</li> <li>• Custom Plug-Ins developed with the Project Template or the Generic Plug-In Template</li> </ul>
Component Compatibility	<ul style="list-style-type: none"> <li>• GWS SDK 2.4</li> <li>• GWS App 4.0</li> </ul>

## Upgrade from Previous Versions

To upgrade to GWS Service 2.2.1 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 SDK 2.2

Plug-Ins developed with previous versions of GWS SDK need to be upgraded to GWS SDK 2.2 before being used with this release of GWS Service.

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

## Deliverable Contents

This release includes the following:

## 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 Picking Workflow Plug-In Product Description:** This document describes the basic functions of the Picking Workflow Plug-In.
- **Guided Work Solutions 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 VoiceDirect ERP Plug-In Product Description:** This document contains information on the 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 Scraping Workflow Plug-In Product Description:** This document describes the basic functions of the Scraping Plug-In.
- **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.
- **Guided Work Solutions Developer Guide:** This document contains detailed information about GWS concepts and development including using the Plug-In Project Template.

Additionally refer to documentation delivered with:

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

## GWS Service

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

# General Considerations and Limitations

## Issues Reported with this Release

Issue Description	Issue ID
<b>Internal Server Error</b> After installing and starting GWS Service when trying to load the GWS Service Web Page ( <a href="http://localhost:8090">http://localhost:8090</a> ) and error 500 (Internal Server Error) is thrown.	<b>VGWSC-4985</b>

## 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
<b>Difference in Variables</b> There is a difference in accessing variables keys between Embedded and Service modes for custom plug-in development. 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.	<b>VGWSC-4670</b>
<b>VCOMMANDS Added Manually Not Recognized</b> VCOMMANDS added manually within VoiceConsole are not recognized by the A700x. <b>Workaround:</b> Add the commands to the resx resource files and use ToolVad to add the resx files. The commands now appear on the Phonetic Substitution screen and work properly.	<b>VGWSC-4528</b>

# 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](http://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](http://honeywell.custhelp.com) or contact Honeywell Technical Support Center:

### Americas

Email: [VoiceTechnicalSupport@Honeywell.com](mailto:VoiceTechnicalSupport@Honeywell.com)

Phone: +1(866) 862-7877

- **Europe, Middle East, Africa**

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 [honeywell.com/PSStechnicalsupport](http://honeywell.com/PSStechnicalsupport).

## Honeywell Voice Customer Service

For order placement or customer service inquiries:

- **North America, Latin America**

Email: [VoiceCustomerServiceAmericas@Honeywell.com](mailto:VoiceCustomerServiceAmericas@Honeywell.com)

Phone: +1(866)862-6553

- **Europe, Middle East, Africa, Turkey**

Email: [voicecustomerserviceEMEA@honeywell.com](mailto:voicecustomerserviceEMEA@honeywell.com)

Phone: +44 (0) 1698-915777

- **Japan**

Email: [csjapan.pss@honeywell.com](mailto:csjapan.pss@honeywell.com)

Phone: +81-3-6730-7344

- **Brazil**  
Email: [ACSHSMCentraldepedidos@honeywell.com](mailto:ACSHSMCentraldepedidos@honeywell.com)  
Phone: + 55 35 36299000
- **Asia Pacific**  
Email: [VoiceCustomerServiceAPAC@honeywell.com](mailto: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](mailto:VoiceRMA@Honeywell.com)  
Phone: +1 (866) 417-6988
- **Europe, Middle East, Africa**  
Email: [VoiceEMEARMA@honeywell.com](mailto:VoiceEMEARMA@honeywell.com)  
Phone: +1 (866) 417-6988
- **Rest of World**  
Email: [VoiceRMA@Honeywell.com](mailto: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](https://sps-support.honeywell.com/s/pss/pss-rma)

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