



# Release Notes

## Guided Work Solutions Service 2.3

May 11 2026

These release notes cover the 2.3 release of the Guided Work Solutions (GWS) Service.

### New Features in this Release

#### TLS 1.3 Support

GWS Service now supports connecting to hosts that require TLS 1.3 when using secure connections.

**NOTE**

TLS 1.3 is only supported in Windows Server 2022 and later.

#### Breaking Change

**IMPORTANT**

GWS Service now requires .NET Framework 4.8 and may need to be installed in your Windows Server installation. Please check the following documentation to ensure that your installation supports it prior to upgrading: [learn.microsoft.com/en-us/dotnet/framework/install/on-windows-and-server#windows-server](https://learn.microsoft.com/en-us/dotnet/framework/install/on-windows-and-server#windows-server)

### Issues Fixed in this Release

Fixes are included for the following issues:

Issue Description	Issue ID
<b>TLS 1.3 Support</b> TLS 1.3 was not supported when using GWS Service.	<b>VGWSC-4379</b>

# Components in this Release

## GWS Service 2.3

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:\Honeywell GWS Service'.
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 Service requires Microsoft Windows Server 2016 or above * In Windows Server 2016 and 2019, it is mandatory to install .NET Framework 4.8
Supported Plug-Ins	Any Plug-In of the following version or later is supported. <ul style="list-style-type: none"> <li>• GWS Checklist Plug-In 2.1</li> <li>• GWS Distribution Plug-In 2.0</li> <li>• GWS VoiceDirect ERP Plug-In 3.5</li> <li>• GWS Scraping Plug-In 1.4</li> <li>• GWS VoiceLink Plug-In 1.2</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 4.3.1</li> </ul>

## Upgrade from Previous Versions

To upgrade to GWS Service 2.3 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.
4. In Windows Server 2016 and 2019, it is mandatory to install .NET Framework 4.8

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 or later 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 Distribution Plug-In Product Description:** This document describes the basic functions of the Distribution Plug-In.
- **Guided Work Solutions Checklist 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 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 required to create new plug-ins or customizations.

Additionally refer to documentation delivered with:

- GWS App
- GWS Checklist Plug-In
- GWS Distribution Plug-In
- GWS VoiceDirect ERP Plug-In
- GWS Scraping Plug-In
- GWS VoiceLink 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 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
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# 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 (31) 2391-5600
- **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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For patent information refer to [hsmpats.com](http://hsmpats.com)