Honeywell Cloud Connect
TECH BRIEF

Printer Management, Event Identifiers

This document describes standard Honeywell printer alerts transmitted from the printer and through Honeywell Cloud Connect (HCC) to third party MDM/EMM solutions, such as SOTI® Connect.

Printer Support

This is a consolidated list of events for Honeywell mobile and industrial printers. Not every printer supports all of the events listed.

Printer Alerts

HCC sends these notifications to SOTI Connect when the events occur at the printer.

The event_type is "Alert."

event_id	event_description
PRINTHEAD:OPEN	Print-head is not locked-on position
PRINTHEAD:CLOSED	Print-head is in locked-on position
TPH TOO HOT:HOT	Print-head temperature reached above max.
TPH TOO HOT:NORMAL	Print-head temperature returned to normal
PRINTHEAD:NEEDS CLEANING	Print-head needs cleaning
PRINTHEAD:CLEANED	Print-head cleaned
NEXT LABEL NOT FOUND:FAULTED	Top-of-form not found
NEXT LABEL NOT FOUND:CLEARED	Top-of-form found
BATTERY MISSING:MISSING	Battery missing
BATTERY MISSING:PRESENT	Battery missing alert cleared
CHARGING STATUS: DISCHARGING	Battery discharging
CHARGING STATUS: CHARGING	Battery charging
CHARGING STATUS: CHARGE FULL	Battery charge full
CHARGING STATUS: CHARGE ERROR	Battery charge error
CHARGING STATUS: CHARGE ERROR FIXED	Battery charge error fixed
MEDIA STATUS:OUT OF MEDIA	Media low
MEDIA STATUS:MEDIA REPLACED	Media replaced
FLASH MEMORY STATUS:LOW	Printer low on flash memory
FLASH MEMORY STATUS:OPTIMIZED	Printer flash memory optimized
RAM STATUS:LOW	Printer low on RAM
RAM STATUS:OPTIMIZED	Printer RAM optimized
LOW BATTERY:LOW	Low voltage warning
LOW BATTERY:NORMAL	Low voltage warning cleared
BATTERY VOLTAGE LOW: LOW	Battery Voltage Too low to move paper
BATTERY VOLTAGE LOW: NORMAL	Low Battery Voltage alert cleared
BATTERY VOLTAGE LOW: EMPTY	Battery voltage is almost empty

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event_id	event_description
SYSTEM STATUS:SYSTEM CRASHED	System crashed
FRONT ARM:OPEN	Front arm is not locked-on position
FRONT ARM:CLOSE	Front arm is in locked-on position
MEDIA LABEL STATUS:NEXT LABEL NOT FOUND	Next label not found
MEDIA LABEL STATUS:FIXED	Next label found
MEDIA LABEL STATUS:REMOVE LABEL	Label is not removed
TESTFEED STATUS:TEST FEED REQUIRED	Testfeed is required
TESTFEED STATUS:TEST FEED DONE	Testfeed is done
LABEL VERIFICATION FAILED	Label verification failed
VERIFIER CALIBRATION STATUS: CALIBRATION REQUIRED	Need to calibrate verifier
VERIFIER CALIBRATION STATUS: CALIBRATION EXPIRED	Verifier calibration expired
VERIFIER CALIBRATION STATUS: CALIBRATION DONE	Verifier calibration is done
VERIFIER HARDWARE STATUS: ERROR	Error in verifier hardware
VERIFIER HARDWARE STATUS: ERROR RESOLVED	Verifier hardware error resolved
VERIFIER HEAD:NEEDS REPLACEMENT	Verifier head need to be replaced
VERIFIER HEAD:NEEDS CLEANING	Verifier head need to be cleaned
VERIFIER HEAD:CLEANED	Verifier head cleaned
VERIFIER EXCEED MAX BARCODE	Exceeded maximum barcodes supported on a label
VERIFIER UNSUPPORTED BARCODE	Unsupported barcode detected on a label
FLASH MEMORY STATUS:LOW	Printer low on flash memory
FLASH MEMORY STATUS:OPTIMISED	Printer flash memory optimized
FLASH MEMORY STATUS:FULL	Printer out of flash memory
RAM STATUS:LOW	Printer low on RAM
RAM STATUS:OPTIMISED	Printer RAM optimized
RAM STATUS:FULL	Printer out of RAM
VERIFIER LICENSE STATUS:VERIFIER LICENSE EXPIRING SOON	Verifier license is going to expire soon
VERIFIER LICENSE STATUS:VERIFIER LICENSE EXPIRED	Verifier license expired
PRINTER ODOMETER STATUS:REACHED PRESET VALUE	Printer odometer reached threshold
PRINTER ODOMETER STATUS:OPTIMISED	Printer odometer optimised
PRINTHEAD ODOMETER STATUS:REACHED PRESET VALUE	Printhead odometer reached threshold
PRINTHEAD ODOMETER STATUS:OPTIMISED	Printhead odometer optimised
USER ODOMETER STATUS:REACHED PRESET VALUE	User odometer reached threshold
USER ODOMETER STATUS:OPTIMISED	User odometer optimised
PRINTER MODE:PAUSE MODE	Printer is in pause mode
PRINTER MODE:MENU MODE	Printer in Menu Mode
PRINTER MODE:READY	Printer in Ready Mode
APPLICATION STATUS:APPLICATION BREAK	Application is broken
PSU TEMPERATURE:HOT	Power supply unit temperature is above the ambient temperature
PSU TEMPERATURE:NORMAL	Power supply unit temperature returned to normal

event_id	event_description
REBOOT STATUS:REBOOTING	Printer is Restarting
WEB SERVER SERVICE:ENABLED	Web server service is enabled
WEB SERVER SERVICE:DISABLED	Web server service is disabled
FTP SERVICE:ENABLED	FTP service is enabled
FTP SERVICE:DISABLED	FTP service is disabled
AVALANCHE SERVICE:ENABLED	Avalanche service is enabled
AVALANCHE SERVICE:DISABLED	Avalanche service is disabled
NET1 SERVICE:ENABLED	NET1 service is enabled
NET1 SERVICE:DISABLED	NET1 service is disabled
SMARTSYSTEMS SERVICE:ENABLED	SmartSystems service is enabled
SMARTSYSTEMS SERVICE:DISABLED	SmartSystems service is disabled
SNMP SERVICE:ENABLED	SNMP service is enabled
SNMP SERVICE:DISABLED	SNMP service is disabled
LPR SERVICE:ENABLED	LPR service is enabled
LPR SERVICE:DISABLED	LPR service is disabled
SSH SERVICE:ENABLED	SSH service is enabled
SSH SERVICE:DISABLED	SSH service is disabled
TELNET SERVICE:ENABLED	Telnet service is enabled
TELNET SERVICE:DISABLED	Telnet service is disabled
XML SERVICE:ENABLED	XML service is enabled
XML SERVICE:DISABLED	XML service is disabled
TIME SERVER SERVICE:ENABLED	Time server service is enabled
TIME SERVER SERVICE:DISABLED	Time server service is disabled
DEVICE MANAGEMENT SERVICE:ENABLED	Device management service is enabled
DEVICE MANAGEMENT SERVICE:DISABLED	Device management service is disabled
VII SERVICE:ENABLED	VII service is enabled
VII SERVICE:DISABLED	VII service is disabled
IKEv2 SERVICE:ENABLED	IKEv2 service is enabled
IKEv2 SERVICE:DISABLED	IKEv2 service is disabled
APPLICATION TIMER:NOT SET	Printer timer is not set
APPLICATION TIMER:FIXED	Printer timer is set
MEDIA DOOR:OPEN	Media door is open
MEDIA DOOR:CLOSE	Media door is closed
FRONT DOOR:OPEN	Front door is open
FRONT DOOR:CLOSE	Front door is closed
TPH LATCH:OPEN	TPH Latch is open
TPH LATCH:CLOSE	TPH Latch is closed
SAFELOCK STATUS:TAMPERED	Safelock is tamepered
SAFELOCK STATUS:SAFE	Safelock is safe
PRINTING STATUS:ABNORMAL	Printing is abnormal
PRINTING STATUS:NORMAL	Printing is normal

event_id	event_description
BATTERY SWAPPED	Battery is swapped
PRINTHEAD TEMPERATURE:HOT	Print-head temperature reached above max.
PRINTHEAD TEMPERATURE:NORMAL	Print-head temperature returned to normal
PRINTHEAD DOTS:FAULTY	Dots out after dot check
PRINTHEAD DOTS:GOOD	No Dots after dot check
MOTOR TEMPERATURE:HOT	Motor temperature is above the ambient temperature
MOTOR TEMPERATURE:NORMAL	Motor temperature warning cleared

Package Update Status Alerts

When the end user triggers the "Package Update" command using the SOTI Connect user interface to HCC to push different packages (such as Firmware, Printer configuration, Font, etc.), HCC notifies SOTI Connect on the progress of the Package Update command. The stages are:

- GW DOWNLOAD INITIATED: When HCC starts downloading the package from SOTI Connect.
- GW DOWNLOAD COMPLETE: When HCC completes downloading the package from SOTI Connect.
- DOWNLOAD INITIATED: When the printer starts to download the file from HCC.
- DOWNLOAD FAILED: When the printer fails to download the file from HCC.
- SUCCESS: When the printer applies the package successfully
- FAILED When the printer fails to apply packages.

The event_type is "Alert."

event_id	event_description
CONFIG:GW DOWNLOAD INITIATED	Configuration Update:gateway download initiated
CONFIG:GW DOWNLOAD INPROGRESS	Configuration Update:gateway download in progress
CONFIG:GW DOWNLOAD FAILED	Configuration Update:gateway download failed
CONFIG:GW DOWNLOAD COMPLETE	Configuration Update:gateway download complete
CONFIG:DOWNLOAD INITIATED	Configuration Update:DOWNLOAD INITIATED
CONFIG:DOWNLOAD FAILED	Configuration Update:DOWNLOAD FAILED
CONFIG:DOWNLOAD COMPLETE	Configuration Update:DOWNLOAD COMPLETE
CONFIG:FAILED	Configuration Update:FAILED
CONFIG:SUCCESS	Configuration Update:SUCCESS
FW:GW DOWNLOAD INITIATED	Firmware Update:gateway download initiated
FW:GW DOWNLOAD INPROGRESS	Firmware Update:gateway download in progress
FW:GW DOWNLOAD FAILED	Firmware Update:gateway download failed
FW:GW DOWNLOAD COMPLETE	Firmware Update:gateway download complete
FW:DOWNLOAD INITIATED	Firmware Update:DOWNLOAD INITIATED
FW:DOWNLOAD FAILED	Firmware Update:DOWNLOAD FAILED
FW:DOWNLOAD COMPLETE	Firmware Update:DOWNLOAD COMPLETE
FW:FAILED	Firmware Update:FAILED
FW:SUCCESS	Firmware Update:SUCCESS
FONT:GW DOWNLOAD INITIATED	Font update:gateway download initiated
FONT:GW DOWNLOAD INPROGRESS	Font update:gateway download in progress
FONT:GW DOWNLOAD FAILED	Font update:gateway download failed
FONT:GW DOWNLOAD COMPLETE	Font update:gateway download complete

event_id	event_description
FONT:DOWNLOAD INITIATED	Font Update:DOWNLOAD INITIATED
FONT:DOWNLOAD FAILED	Font Update:DOWNLOAD FAILED
FONT:DOWNLOAD COMPLETE	Font Update:DOWNLOAD COMPLETE
FONT:FAILED	Font Update:FAILED
FONT:SUCCESS	Font Update:SUCCESS
IMAGE:GW DOWNLOAD INITIATED	Image Update:gateway download initiated
IMAGE:GW DOWNLOAD INPROGRESS	Image Update:gateway download in progress
IMAGE:GW DOWNLOAD FAILED	Image Update:gateway download failed
IMAGE:GW DOWNLOAD COMPLETE	Image Update:gateway download complete
IMAGE:DOWNLOAD INITIATED	Image Update:DOWNLOAD INITIATED
IMAGE:DOWNLOAD FAILED	Image Update:DOWNLOAD FAILED
IMAGE:DOWNLOAD COMPLETE	Image Update:DOWNLOAD COMPLETE
IMAGE:FAILED	Image Update:FAILED
IMAGE:SUCCESS	Image Update:SUCCESS
CACERT:GW DOWNLOAD INITIATED	Root Certificate Update:Gateway download initiated
CACERT:GW DOWNLOAD INPROGRESS	Root Certificate Update:Gateway download in progress
CACERT:GW DOWNLOAD FAILED	Root Certificate Update:Gateway download failed
CACERT:GW DOWNLOAD COMPLETE	Root Certificate Update:Gateway download complete
CACERT:DOWNLOAD INITIATED	Root Certificate Update:DOWNLOAD INITIATED
CACERT:DOWNLOAD FAILED	Root Certificate Update:DOWNLOAD FAILED
CACERT:DOWNLOAD COMPLETE	Root Certificate Update:DOWNLOAD COMPLETE
CACERT:FAILED	Root Certificate Update:DOWNLOAD FAILED
CACERT:SUCCESS	Root Certificate Update:DOWNLOAD SUCCESS
CLIENTCERT:GW DOWNLOAD INITIATED	Client Certificate Update:Gateway download initiated
CLIENTCERT:GW DOWNLOAD INPROGRESS	Client Certificate Update:Gateway download in progress
CLIENTCERT:GW DOWNLOAD FAILED	Client Certificate Update:Gateway download failed
CLIENTCERT:GW DOWNLOAD COMPLETE	Client Certificate Update:Gateway download complete
CLIENTCERT:DOWNLOAD INITIATED	Client Certificate Update:DOWNLOAD INITIATED
CLIENTCERT:DOWNLOAD FAILED	Client Certificate Update:DOWNLOAD FAILED
CLIENTCERT:DOWNLOAD COMPLETE	Client Certificate Update:DOWNLOAD COMPLETE
CLIENTCERT:FAILED	Client Certificate Update:DOWNLOAD FAILED
CLIENTCERT:SUCCESS	Client Certificate Update:DOWNLOAD SUCCESS
SMARTAPP:GW DOWNLOAD INITIATED	Smart Application Update:Gateway download initiated
SMARTAPP:GW DOWNLOAD INPROGRESS	Smart Application Update:Gateway download in progress
SMARTAPP:GW DOWNLOAD FAILED	Smart Application Update:Gateway download failed
SMARTAPP:GW DOWNLOAD COMPLETE	Smart Application Update:Gateway download complete
SMARTAPP:DOWNLOAD INITIATED	Smart Application Update:DOWNLOAD INITIATED
SMARTAPP:DOWNLOAD FAILED	Smart Application Update:DOWNLOAD FAILED
SMARTAPP:DOWNLOAD COMPLETE	Smart Application Update:DOWNLOAD COMPLETE
SMARTAPP:FAILED	Smart Application Update:DOWNLOAD FAILED
SMARTAPP:SUCCESS	Smart Application Update:DOWNLOAD SUCCESS

event_id	event_description
FINGERPRINTAPP:GW DOWNLOAD INITIATED	Fingerprint Application Update:Gateway download initiated
FINGERPRINTAPP:GW DOWNLOAD INPROGRESS	Fingerprint Application Update:Gateway download in progress
FINGERPRINTAPP:GW DOWNLOAD FAILED	Fingerprint Application Update:Gateway download failed
FINGERPRINTAPP:GW DOWNLOAD COMPLETE	Fingerprint Application Update:Gateway download complete
FINGERPRINTAPP:DOWNLOAD INITIATED	Fingerprint Application Update:DOWNLOAD INITIATED
FINGERPRINTAPP:DOWNLOAD FAILED	Fingerprint Application Update:DOWNLOAD FAILED
FINGERPRINTAPP:DOWNLOAD COMPLETE	Fingerprint Application Update:DOWNLOAD COMPLETE
FINGERPRINTAPP:FAILED	Fingerprint Application Update:DOWNLOAD FAILED
FINGERPRINTAPP:SUCCESS	Fingerprint Application Update:DOWNLOAD SUCCESS
LABELFORMAT:GW DOWNLOAD INITIATED	Labelformat Update:Gateway download initiated
LABELFORMAT:GW DOWNLOAD INPROGRESS	Labelformat Update:Gateway download in progress
LABELFORMAT:GW DOWNLOAD FAILED	Labelformat Update:Gateway download failed
LABELFORMAT:GW DOWNLOAD COMPLETE	Labelformat Update:Gateway download complete
LABELFORMAT:DOWNLOAD INITIATED	Labelformat Update:DOWNLOAD INITIATED
LABELFORMAT:DOWNLOAD FAILED	Labelformat Update:DOWNLOAD FAILED
LABELFORMAT:DOWNLOAD COMPLETE	Labelformat Update:DOWNLOAD COMPLETE
LABELFORMAT:FAILED	Labelformat Update:DOWNLOAD FAILED
LABELFORMAT:SUCCESS	Labelformat Update:DOWNLOAD SUCCESS
WEBFORM:GW DOWNLOAD INITIATED	Webform Update:Gateway download initiated
WEBFORM:GW DOWNLOAD INPROGRESS	Webform Update:Gateway download in progress
WEBFORM:GW DOWNLOAD FAILED	Webform Update:Gateway download failed
WEBFORM:GW DOWNLOAD COMPLETE	Webform Update:Gateway download complete
WEBFORM:DOWNLOAD INITIATED	Webform Update:DOWNLOAD INITIATED
WEBFORM:DOWNLOAD FAILED	Webform Update:DOWNLOAD FAILED
WEBFORM:DOWNLOAD COMPLETE	Webform Update:DOWNLOAD COMPLETE
WEBFORM:FAILED	Webform Update:DOWNLOAD FAILED
WEBFORM:SUCCESS	Webform Update:DOWNLOAD SUCCESS
BUNDLE:GW DOWNLOAD INITIATED	Bundle Update:Gateway download initiated
BUNDLE:GW DOWNLOAD INPROGRESS	Bundle Update:Gateway download in progress
BUNDLE:GW DOWNLOAD FAILED	Bundle Update:Gateway download failed
BUNDLE:GW DOWNLOAD COMPLETE	Bundle Update:Gateway download complete
BUNDLE:DOWNLOAD INITIATED	Bundle Update:DOWNLOAD INITIATED
BUNDLE:DOWNLOAD FAILED	Bundle Update:DOWNLOAD FAILED
BUNDLE:DOWNLOAD COMPLETE	Bundle Update:DOWNLOAD COMPLETE
BUNDLE:FAILED	Bundle Update:DOWNLOAD FAILED
BUNDLE:SUCCESS	Bundle Update:DOWNLOAD SUCCESS

References

To learn more about Honeywell Cloud Connect, see the user guide available at sps.honeywell.com.

Patents

For patent information, see www.hsmpats.com.

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