Honeywell

Honeywell

Printer Management App

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User Guide

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Technical Assistance

To search our knowledge base for a solution or to log in to the Technical Support portal and report a problem, go to www.hsmcontactsupport.com.

For our latest contact information, see www.honeywellaidc.com/locations.

1 OVERVIEW

Introduction

The Honeywell Printer Management app enables connectivity for Honeywell printers to the Operational Intelligence (OI) Cloud platform to provide asset management, battery insights, software updates, event monitoring and alerting, etc.

This solution is designed with the following modules:

- Bluetooth printer – Printer enabled with Bluetooth communication and loaded with the latest BT connection enabled firmware. Once the connection with the Printer Management app is enabled with the device, firmware on the device is enabled to collect the device health information (also called telemetry data) at regular intervals and to collect the events generated on the device (Print head open, etc.).

- Printer Management app – This app is installed on a mobile device and communicates with the printer using a Bluetooth connection. Once a connection with the device is enabled, the app collects the device health information (telemetry) and event data at regular intervals. The app leverages the Honeywell mobile device agent (also called SSClient or OI Agent) as a gateway for communicating the printer data to the cloud and also receives the commands triggered from the cloud via SSClient and passes it on to printers.

- SSClient – SSClient acts as a gateway for sending the printer data received from the app to the Honeywell cloud. It receives the commands directed to the printers (for example, software/config download) and passes it on to the Printer Management app.

- Honeywell Cloud – Receives the printer data sent via SSClient and displays the data on the Operational Intelligence web console, shows the battery health data in the dashboards aggregated at site/region/organization level, and enables device management operations like software/configuration updates.

The following diagram shows how these modules interact:
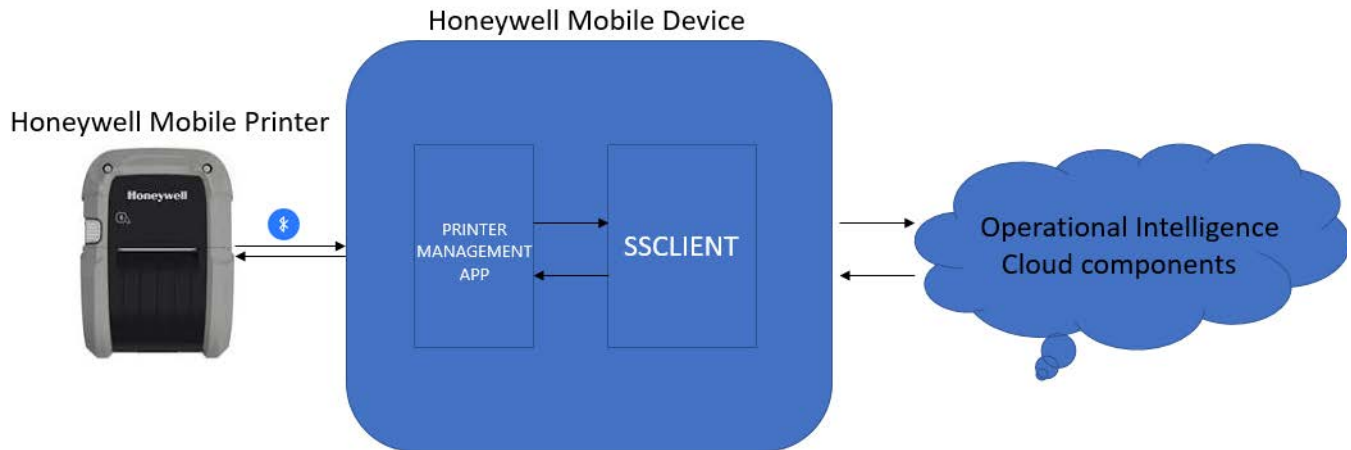
Supported Printer Models

- RP2 Series: RP2 and RP2e
- RP4 Series: RP4 and RP4e

Prerequisites

Honeywell Mobile Device

- Compatible Device Types: CT40XP
- Android OS: Version 10.00 or higher
- CT40XP onboarded to Honeywell Operational Intelligence and side loaded with SSClient (OI Agent) 5.11.02.0113 or higher

RP Printer Firmware Compatibility

- Printer MBoot Version: 21.13 or Above – Required before loading the below given firmware.
- Printer firmware: SAV_19.07_700_1163_S15921_2021-07-14.bin – This is the latest firmware enabled with Bluetooth connectivity.

RP Printer Settings

- SystemSettings. InputMode set to either "Auto" or "DPL"

- Bluetooth.BluetoothEnable set to true

- Bluetooth.Discoverable set to true

- Bluetooth.Connectable set to true

Whitelist Apps when using MDM

Whitelist the following processes to avoid problems if MDM agents are used on the mobile computers:

- com.honeywell.tools.ssclient
- com.honeywell.tools.btprinterapplication

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APP CONFIGURATION

Configure Printer Management Application

Download the Printer Management app on the CT40 XP then connect to a printer. Connectivity with a printer can be achieved using either Auto Connect or Manual method.

Note: *The Printer Management app enables communication with only one device at a time. When connecting to another printer, the app automatically disconnects from the first device.*

Auto Connect Printer with Printer Management Application

This method is applicable when the Printer LOB application coexists with the BTA Printer Application and SSClient on the CT40 XP. In this method, the Printer Management app monitors "Print Job" events (triggered when a user issues a print job using the LOB application) to read the printer MAC address and then establishes connectivity with the printer. Upon successfully establishing connectivity, the Printer Management application reads telemetry and event data from the printer and sends it to Operational Intelligence.

Manually Connect

In this method, the user can launch the Printer Management app to view the list of printers available and select a device for connecting manually.

1. Launch the Printer Management application.
   A list of printers within discoverable range is displayed.
2. Select the desired printer from the list and select **Connect**.
3. Log into the Operational Intelligence web portal to view the device.

Note: *By default, the "Auto Connect" option is enabled. This feature is configurable.*

Printer Disconnection

A connected printer will be disconnected if one of the following scenarios occurs:

- A user launches the Print Management application and selects "Disconnect."

- There is no response from the printer for more than a specified time. The printer will be disconnected when two telemetry send intervals have been missed. The default for this is 8 hours.

- When the Auto Connect option is enabled, a connected printer gets disconnected when the user issues a print job to a different printer.

Printer Management App Configuration

The Printer Management app works with the default configuration given in the table. If a configuration change is required for any of the following, use Enterprise Provisioner from the OpIntel cloud as follows.

1. Launch Enterprise Provisioner.

2. In the **Device settings package** drop-down list, select "apps BTPrinter_1.00.XX.YYYY".

3. Modify the settings listed in the table below.

4. Generate the barcode (complete configuration) and scan it using the CT40 XP. Alternatively, a user can push the configuration file to the OpIntel cloud from Enterprise Provisioner and then use the software update feature in Operational Intelligence to update the device. This will push the xml file to the device persist folder.

Note: *Modified settings will be effective on subsequent onboarding of the printer OR after the printer reboots.*

Interval	Details	Default Value	Minimum Value
PrinterTelemetryCollection Interval	Printer collects telemetry data at this interval, stores in in the device RAM and make it available for Printer Management app to query. This storage is restricted to the last 24 telemetry points.	60 minutes	60 minutes
TelemetrySendInterval	Printer Management app queries the 'connected' printer at this frequency and sends telemetry data to the cloud.	240 minutes (Once in 4 hours)	60 minutes

Interval	Details	Default Value	Minimum Value
EventCollectionInterval	Printer Management app queries 'Connected' printer at this frequency and sends event data to the cloud.	15 minutes	15 minutes
Telemetry cycles to disconnect device	Printer Management app marks 'Connected' printer state to 'Disconnected' when printer fails to respond to query after these number of cycles	2	2
Auto Connect	When enabled, Printer Management app monitors 'Print Job' events (triggered when user issues print job using LOB application) to read the printer MAC address and further establishes connectivity with the printer. If this value is disabled, the user need to launch the Printer Management app and manually select the printer to connect.	Enabled	NA

Printer Software Updates

Operational Intelligence supports the following updates to the printer:

- Printer Firmware: Make sure the device has the MBOOT 21.13 before proceeding with firmware update to the remote device.

- Printer Configuration: Configuration changes.

- Font, Image, Stored Label

FAQs

- Can I see my printer mapped under the CT40 XP (Honeywell Mobile Device) which is used for managing the printer?

    No. This association is not currently displayed in OpIntel.

- Can I see printer events update in a near real-time basis in the OpIntel web portal?

    No. Unlike printers connected using Wi-Fi where printer events get updated quickly, it takes a few minutes to update printer events in OpIntel.

Known Issues

- Telemetry and Events data collected by the printer are saved in device RAM. If a printer reboots before the Printer Management app on a mobile device queries the printer, all of the data collected will be erased.

- BT Printer - Cloud: Observed delay (7 to 10 minutes) in updating the "Telemetry data" on the OpIntel Properties tab.

- BT Conn Printer: Netira_CT query fails via USB port when Bluetooth connectivity is active (Intermittent).

- Printer Management app (1.00.00.0049): Observed delay in Connect button response when onboarding switches between two paired devices.

- Software Update: Stored Labels pushed to X and Y Protected drives are not shown in the printer.

- Printer Management app fails discovering all the paired printers (Intermittent). Using the refresh option on the app can solve this problem.

- Printer fails to go into sleep mode even though sleep is enabled on the device.

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