

## EZConfig Scanning FAQ

**Q: How is Cloud-based EZConfig (v5.0) different from EZConfig for Scanning 4.5?**

**A:** This version of EZConfig is Cloud-based vs installed on your client:

- Only the EZConfig Agent installation is required on your local client
- Enabled Authentication and capturing User Preferences
- “Intelligent Signature Capture functionality” (IMGBOX) Support
- Supported browsers : IE10, IE11, Chrome, Firefox.
  - **Note:** in IE8, IE9, only Disconnected Device Functionality is supported

**Q: How do I configure EZConfig to show advanced features like “Send Raw Command”?**

**A:** Advanced features can be enabled or disabled from the “Preferences” page as follows:

1. Launch EZConfig using URL <https://ezconfig.honeywell.com>.
2. Provide the authentication required then select EZConfig from the apps dashboard.
3. At right upper corner welcome note is shows with first name of the user associated with an arrow, click arrow and select “Preferences” in the resulting popup.
4. Configure the options required and click on “Save” button to save the settings, application shall redirect the control to “Home” page.

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EZConfig

Welcome, Balaji ▲  
Your last visit was 10/15/2014 11:26:39 AM

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Dashboard Preferences Logout

Would you like to configure :

DISCONNECTED DEVICE

CONNECTED DEVICE

SERIAL DATA WINDOW

EZConfig-Scanning provides a wide range of programming functions that can be performed on a Honeywell scanning device connected to a computer. EZConfig-Scanning allows you to change programmed parameters, create and print programming bar codes and update device firmware.

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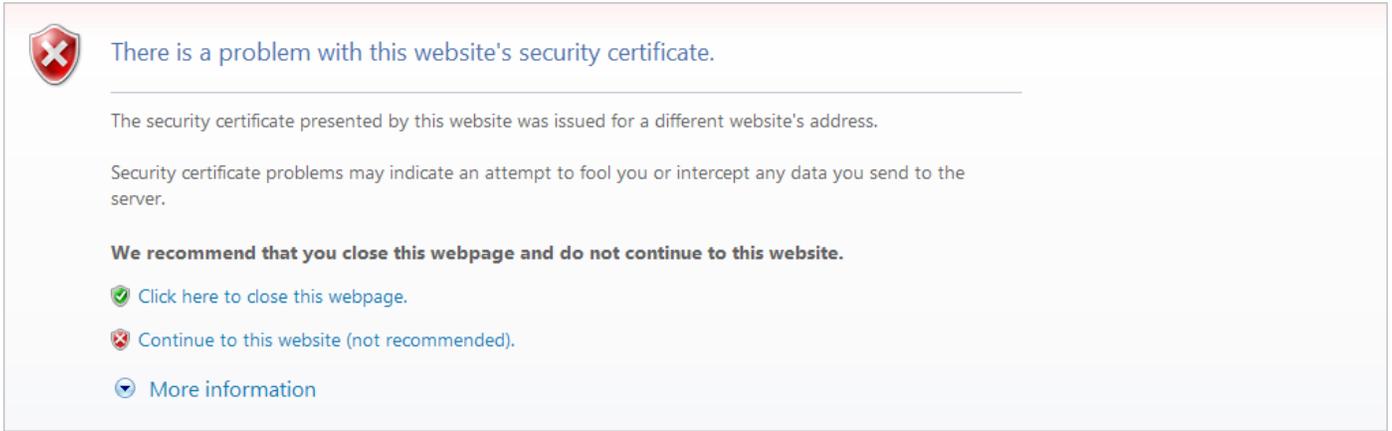
- Support Raw Commands**  
Enables sending raw commands under "Serial Data Window", "Scan Data Window" pages.
- Support Non Menu Commands**  
Enables sending non menu commands under "Serial Data Window", "Scan Data Window" pages.
- Support Settings**  
Enables options "DisplayAllSettings", "Display Setting Ranges", "Display Custom Settings" associated with the device commands ?, \*, ~, respectively in the "Scan Data Window" and "Serial Data Window".
- Decode Header Info**  
Enables an option to see additional information on barcode scanning which includes AIM ID, Code ID and bar code data.
- Send Imaging Commands**  
Enables sending imaging command of user choice from "Imaging" page.
- Extended Ping**  
Enables the option "Extended Ping" in the "Connected Device" page, which is generally used for discovering devices in presentation mode.
- Force Reader To Boot Mode**  
Enables option to set the device to force boot mode from the "SERIAL DATA WINDOW".
- Support Virtual COM**  
Enables discovery of devices connected on virtual ports in "CONNECTED DEVICE", "SERIAL DATA WINDOW" pages.

**Q: How do I use intelligent signature capture feature EZConfig?****A:** This version of EZConfig is Cloud-based vs installed on your client:

1. Launch EZConfig using URL <https://ezconfig.honeywell.com> in any supported browser.
2. Provide the authentication required then select EZConfig from the tools available.
3. Enable "Send Imaging Commands" option from "Preferences" page.
4. Navigate back to "Home" screen and click on "CONNECTED DEVICE" with Xenon or any device supporting intelligent signature capture to the machine.
5. Click "CONFIGURE DEVICE" in the same page, click on the tab "4.IMAGING".
6. Enter a valid IMGBOX command associated with parameters in the textbox provided on top of imaging tab.
7. Click enter button or use "Capture" button by enabling the checkbox associated with the capture button.
8. Resulting image from the device will be displayed in the image pane.

**Q: What do I do if a certificate error occurs for EZConfig?****A:** Certificate error for EZConfig may occur in Internet Explorer browsers. It has following workaround:

1. Clear all the cookies and history for your Internet Explorer and then re launch EZConfig URL <https://ezconfig.honeywell.com>. If the error still persists you can ignore and choose option "Continue to this website (not recommended)", EZConfig application does not harm or download any harmful executables on to the machine.



**There is a problem with this website's security certificate.**

The security certificate presented by this website was issued for a different website's address.

Security certificate problems may indicate an attempt to fool you or intercept any data you send to the server.

**We recommend that you close this webpage and do not continue to this website.**

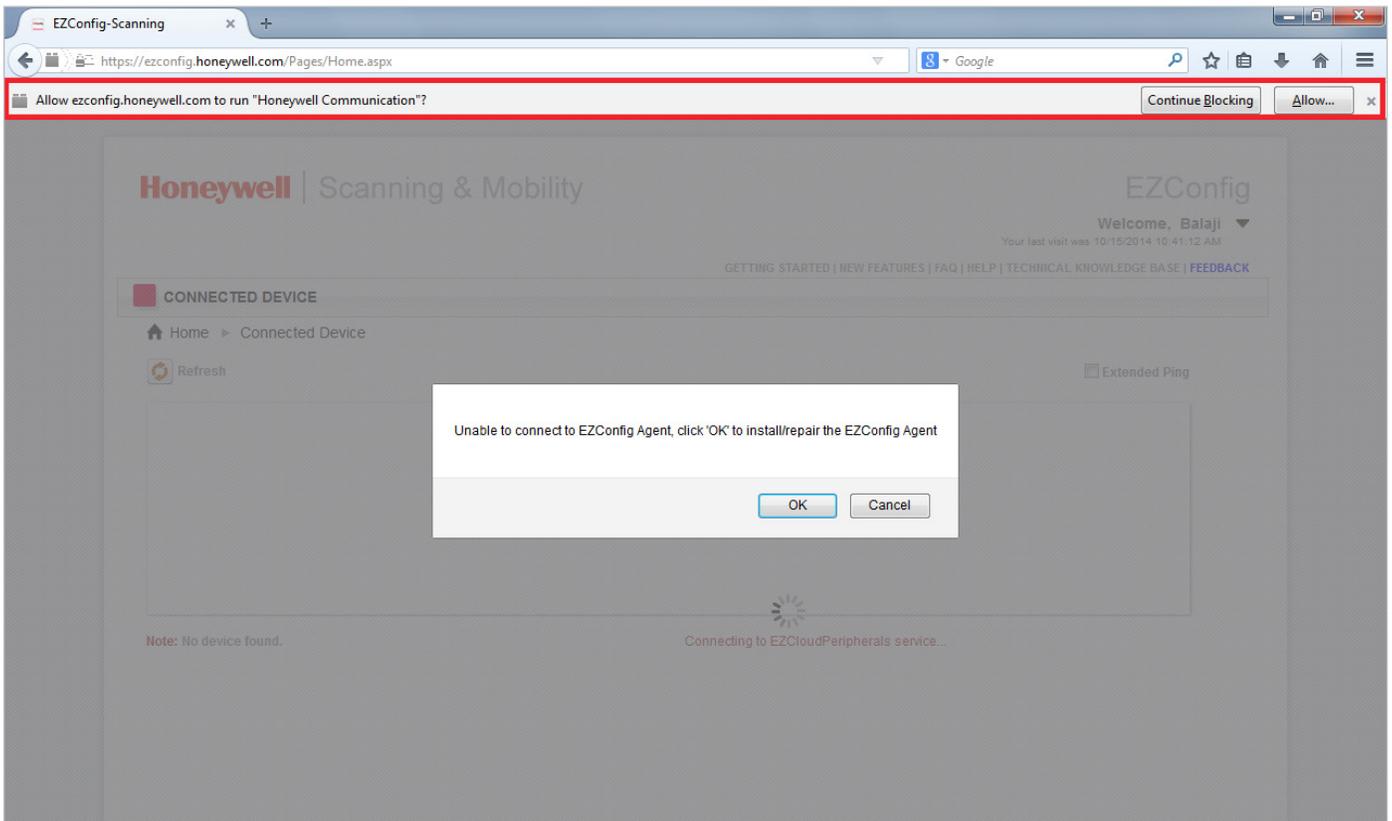
- ✔ [Click here to close this webpage.](#)
- ✘ [Continue to this website \(not recommended\).](#)
- ▾ [More information](#)

**Q: I installed the EZConfig Agent as suggested by the application but still EZConfig displays the message: “Unable to connect to EZConfig Agent, click ‘OK’ to install/repair the EZConfig Agent”**

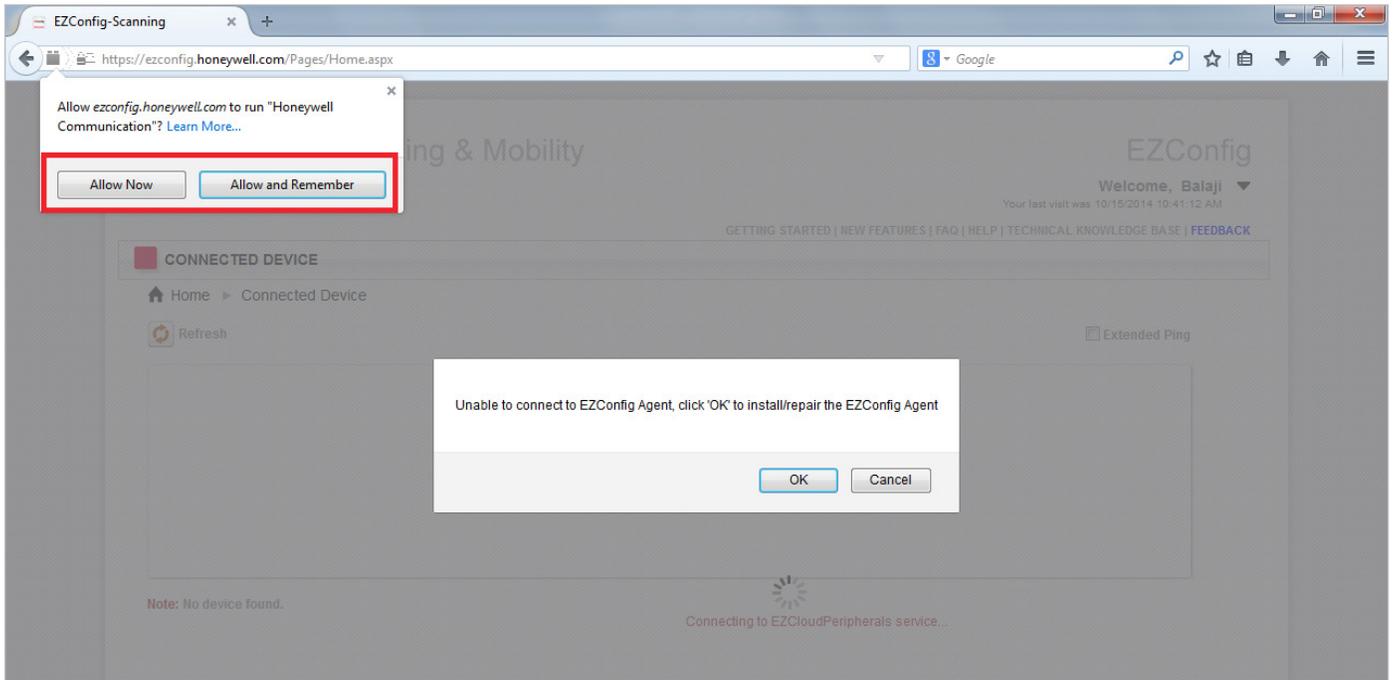
**A:** After installing the EZConfig Agent, you must to close all instances of your browser and re launch the application, i.e. after installation if you want to re launch application in “Firefox” browser then close all existing instance of Firefox and launch EZConfig URL <https://ezconfig.honeywell.com> in a fresh instance of your browser. The issue should be resolved; if the problem still persists try the next steps based specific to your browser:

If you are using EZConfig in Firefox or Chrome browser, look for popups requesting user intervention to allow.

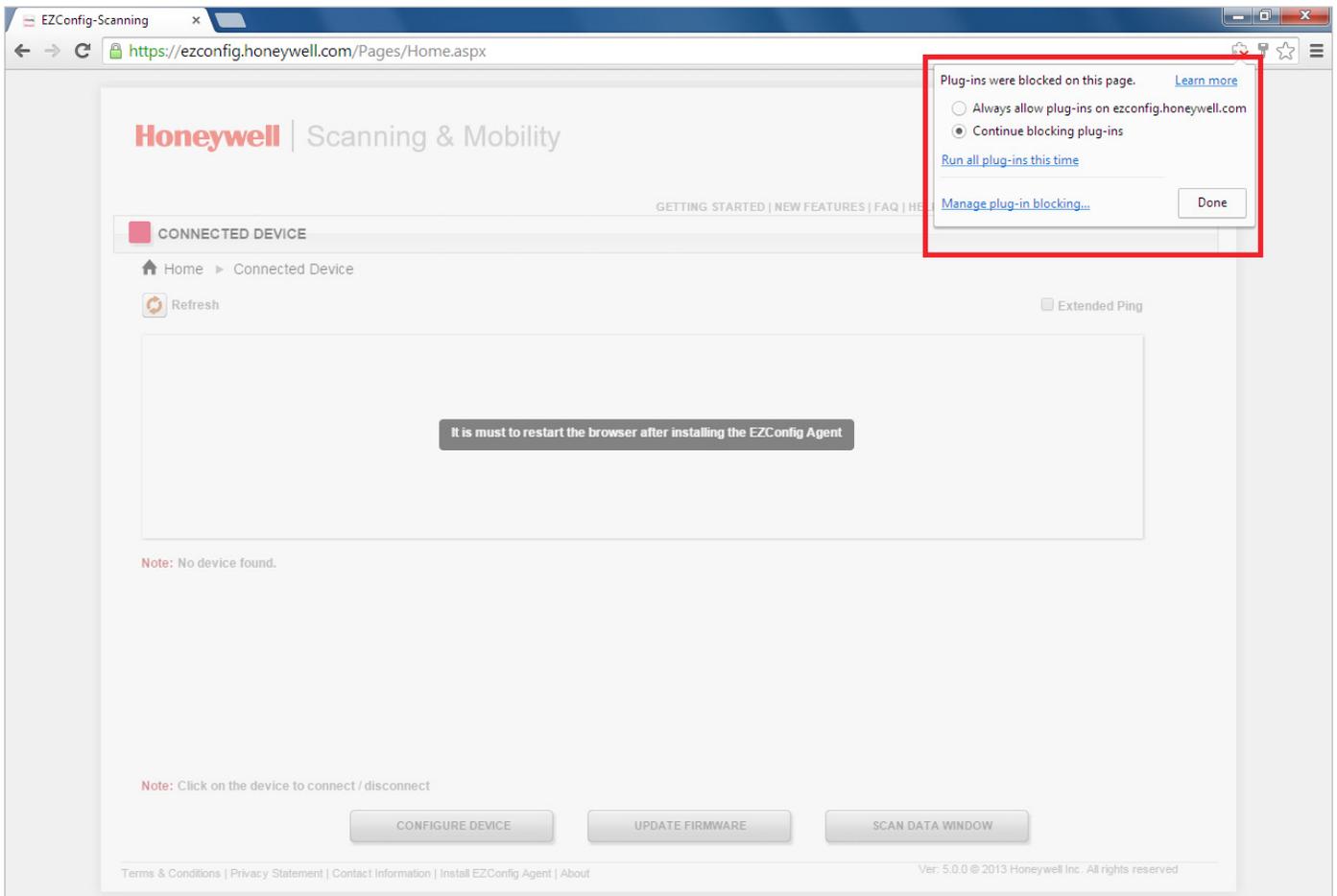
**In Firefox browser:** Below popup dialogs [highlighted in red in screenshots] are seen on launch of application or when clicking on the “Connected Device” button. Allow the popup messages on the browser and refresh the page, for the EZConfig to work seamlessly.



The screenshot shows a web browser window with the URL <https://ezconfig.honeywell.com/Pages/Home.aspx>. A red box highlights a security warning: "Allow ezconfig.honeywell.com to run 'Honeywell Communication?'". Below the warning, the EZConfig application interface is visible, featuring the Honeywell logo and "EZConfig" branding. A modal dialog box is displayed in the center with the message: "Unable to connect to EZConfig Agent, click 'OK' to install/repair the EZConfig Agent". The dialog has "OK" and "Cancel" buttons. The background interface shows a "CONNECTED DEVICE" section with a "Refresh" button and a "Note: No device found." message. A loading spinner and the text "Connecting to EZCloudPeripherals service..." are also visible at the bottom of the page.



**In Chrome browser:** Below popup dialog [highlighted in red in screenshots] is seen on launch of application or when clicking on the “Connected Device” button. Allow the popup message on the browser and refresh the page, for the application to work seamlessly.



**For more information:**

[www.honeywellaidc.com](http://www.honeywellaidc.com)

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