

Honeywell

Honeywell Cloud Connect

User Guide

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Customer Support

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.

GETTING STARTED

Introduction

Honeywell Cloud Connect (HCC) is a gateway application that transfers the data received from multiple devices to the cloud. HCC is used for onboarding printers and scanners to Honeywell Operational Intelligence Performance Management.

Requirements

A host computer with the following:

- Microsoft Windows® 10 (64-bit) or Windows 2012 Server R2 operating system
- At least 4 GB of RAM
- At least 40GB hard drive
- A static IP address
- Google Chrome™ as default browser
- A secure, dedicated port that will be used for communication between HCC and the device agent
- A network connection to devices and access to the cloud

Note: *The HCC app and the connected device(s) must be on the same network.*

Installation and Setup

Note: *The assignment of ports can only be specified during installation.*

Install HCC

1. Log in to the host PC with admin privileges.
2. Go to the Honeywell software download website at hsmftp.honeywell.com.

3. Sign in or create an account if you don't already have one.

Note: *If you haven't already, download and install the Download Manager. Click on the link and follow the screen prompts.*

4. Locate the Honeywell Cloud Connect app in the Software directory and download HCC_Setup_*.zip.
 5. Extract HCC_Setup_*.zip.
 6. Right click on setup.exe and select **Run as administrator**.
 7. If you are prompted to allow HCC to make changes on the system, click **Yes**.
 8. Click **Next**.
 9. Accept the license agreement then click **Next**.
 10. Specify a destination folder or continue with the default location
C:\Program Files (x86)\Honeywell\HoneywellCloudConnect.
 11. Click **Next**.
 12. Continue with the default ports to be used to communicate with HCC. Or, deselect the default port and specify a port number between 1024 and 65535.
 13. Select **Enable Cloud Service** if you want to send data to the cloud (e.g., for use with Operational Intelligence Performance Management).
 14. Click **Next**
 15. Specify a port for the SQL server. The default port is 3306.
 16. Set up a password for access to the database. The password must be at least 8 characters long.
 17. Click **Next**.
 18. Click **Install**.
- HCC installation will take about 5 minutes.
19. Click **Finish**.

Once HCC has been installed, a shortcut will be added to your desktop.

Sign In and Register a Gateway

Note: *Signing up for HCC requires Chrome browser.*

1. Right click on the Honeywell Cloud Connect desktop shortcut and select **Run as administrator**.
2. If you are prompted to allow HCC to make changes to your computer, click **Yes**.
3. If you already have an account, sign in and proceed to [Step 8](#).
If you do not have an account yet, click **Sign Up**.
4. Provide the required user details and click **Register**.

5. You will receive an email verification. Click **ACTIVATE ACCOUNT** in the email.
6. You will receive a second email containing a one-time password (OTP) valid for five minutes. Log in to HCC using the same email account.
7. When prompted, enter the OTP and create a new personal password.
8. The first time you log in to HCC you will be required to register a gateway name. Enter the new gateway name.
9. Select a site from the drop-down list.
10. Complete all remaining mandatory fields.
11. Click **REGISTER**.

A Welcome message will display during the registration and configuration process. Once it is completed, the HCC Device Dashboard will display.

HCC User Interface

The Device Dashboard tab is the HCC home screen. On all the HCC tabs, a countdown timer in the lower right corner displays how much time remains in the current session. The default session is 60 minutes. Once the session expires, you must sign in again.

The HCC menu tabs are described in the table below:

Tab	Description
<i>Device Dashboard</i>	Displays devices that have already been onboarded. You can filter the device list using the Model drop down list.
<i>Onboarding</i>	Used to enroll scanners and printers in HCC. (See Scanners and Wearable Mini Computers on page 5 and Printers on page 7.)
<i>Manage Devices</i>	Used to upgrade firmware, drivers and other files on the device. (See page 13 .)
<i>Update TLS</i>	Used to update TLS certificates on 8680i devices. (See page 5 .)
<i>Notification</i>	Displays messages received from devices, such as the result of an upgrade.
<i>About</i>	Displays the version of HCC software you are using, the name of your gateway, the ID of the current user, and the Operational Intelligence Performance Management site to which you are connected.

SCANNERS AND WEARABLE MINI COMPUTERS

Connected scanners and wearable mini mobile computers will send events, device information and metrics to the Honeywell cloud through the HCC gateway. To communicate with HCC, the scanner or wearable device must be connected to a host computer.

Onboarding a Scanner or Wearable Mini Computer

1. Connect the device to the host computer.
2. Open the HCC app.
3. Click the **Onboarding** tab.
4. If **Wi-Fi Settings** is enabled, turn it off using the toggle button.
5. To change the frequency at which HCC sends data to the cloud, tap the **Gateway Configuration** toggle button to enable editing and enter the desired frequencies.
6. Click **GENERATE BARCODE**.
7. To change bar code type or size, use the drop-down lists then click **Apply**.
8. Click **Print** to print the bar code or click **Download** to save the bar code as a .png image file.
9. Scan the bar code with the device that you want to connect to HCC.

Note: A host computer can only be associated with one scanner.

Updating TLS Certificates (8680i Only)

If your network uses Transport Layer Security (TLS), you can use the **Update TLS** tab to push new certificate files to 8680i mini mobile computers:

1. Connect the 8680i to the host computer.
2. Open the HCC app.

3. Click the **Update TLS** tab.
4. Click **Browse**.
5. Navigate to the folder containing the certificate file, click on the folder to select it, then click **OK**.
6. Optional: Click on **Browse** and select a folder containing a gateway configuration file, then click **OK**.
7. Complete the **Wi-Fi Settings** section. If your network requires an individual user name and password, use the toggle button to enable those fields.
8. Click **SYNC**.

Connected printers will send events, device information and metrics to the Honeywell cloud through the HCC gateway.

The steps for connecting a printer to HCC will depend on the type of printer:

- Mobile printers (see next section)
- Industrial printers (see page 9)

Mobile Printers

To connect a supported mobile printer to HCC you will use the NETira CT configuration utility to push information to the printer from a file generated by HCC.

Requirements

- Up-to-date firmware installed on the printer
- Active printer network connection via wi-fi
- HCC installed on your network and accessible from the printer
- NETira CT version 109 or higher

NETira CT is a configuration utility that allows you to make changes to the existing printer set up. NETira CT is available for download from the Honeywell software download website hsmftp.honeywell.com.

Note: For information about updating the printer firmware, setting up the wi-fi connection on your printer, or installing NETira CT, please refer to your printer's user documentation.

Onboarding a Mobile Printer

1. Connect the printer to your computer using a USB-printer connector cable.
2. Turn the printer on.
3. Open the HCC app.
4. Click the **Onboarding** tab.
5. Your device may require wireless connectivity with the gateway. If wi-fi is not already enabled on the device:
 - a. Tap the toggle button to enable **Wi-Fi Setting**.
 - b. Select the type of network security from the **Wi-Fi Security** drop-down list.
 - c. Enter the network name in the **Wi-Fi SSID** field.
 - d. Enter your user name and password.
 - e. Select a type of **Wi-Fi Encryption** from the drop-down list.
6. To change frequency settings, tap the **Gateway Configuration** toggle button to enable editing and entered the desired frequencies.
7. Click **SAVE AS FILE**.
8. You will be prompted to select a password. Enter a password then click **CONFIRM**.
9. Navigated to the desired location, then click **Save**.
10. Extract the saved zip file. Enter the password when prompted.
11. Open the extracted file with a text editor, such as Notepad. An example is shown below:

```
{
  "GatewayConfiguration": {
    "IpAddress": "xxx.xx.xx.xxx",
    "HostName": "xxx.xxxxx.xx.xxxxxx.com",
    "Port": 21210,
    "TelemetryFreq": 3000,
    "AssetFreq": 3000,
    "BarCodeStatFreq": 3000
  },
  "AuthenticationConfig": [
    {
      "UniqueId": "xxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx",
      "SecureFingerprint": "xxxxxxxxxxxxxxxxxxxxxxxxxxxx"
    }
  ]
}
```
12. Copy the unique ID, without the quotation marks.
13. Open NETira CT.

14. Select **Update_Available_Connections_for_Printer** from the drop-down list in the top toolbar.
15. Once the available connection is found, click **USB_VIRTUAL_COM** in the drop-down list.
16. Click **Tools > Query Printer Configuration** to load the current printer settings.
17. In the Printer Component list on the left, click **Honeywell Sentience**.
18. Paste the unique ID from [Step 12](#) into the **HCC-UID** field.
19. Return to the text editor and copy the secure fingerprint value (without the quotation marks).
20. Return to NETira CT.
21. Paste the secure fingerprint into the **HCC-FP** field.
22. Check the boxes next to **HCC-UID, HCC-FP, Connectivity Enable, Data Collection Duration, Data Collection Enable, Server IP Address** and **Server Port**. Verify that the values in these fields are correct.
23. Click **Tools > Set New Values**.
24. Click **Send** to push the information to the printer.
25. Disconnect the USB cable between your computer and printer.

The printer will now be able to communicate with HCC provided that it is connected to wi-fi and the host computer is on.

Note: *Once a printer has been onboarded, it may take a couple of minutes to display in the HCC Device Dashboard.*

Industrial Printers

Use the printer's web page to connect a supported industrial printer to HCC.

Requirements

- Up-to-date firmware installed on the printer
- Active printer network connection via wi-fi or local area network (LAN)
- HCC installed on your network and accessible from the printer

Note: *For information about using the printer web page, updating the printer firmware, or setting up the network connection on your printer, please refer to your printer's user documentation.*

Onboarding an Industrial Printer

1. Open the HCC app.
2. Click the **Onboarding** tab.
3. To change the frequency at which HCC sends data to the cloud, tap the **Gateway Configuration** toggle button to enable editing and enter the desired frequencies.
4. Click **SAVE AS FILE**.
5. You will be prompted to select a password. Enter a password, following the requirements displayed on the window, then click **CONFIRM**.
6. Navigated to the desired location, then click **Save**.
7. Extract the saved zip file. Enter the password when prompted.
8. Open the extracted file with a text editor, such as Notepad. The file contents should look similar to the example below:

```
{
  "GatewayConfiguration": {
    "IpAddress": "xxx.xx.xx.xxx",
    "HostName": "xxx.xxxxx.xx.xxxxxx.com",
    "Port": 21210,
    "TelemetryFreq": 3000,
    "AssetFreq": 3000,
    "BarCodeStatFreq": 3000
  },
  "AuthenticationConfig": [
    {
      "UniqueId": "xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx",
      "SecureFingerprint": "xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx"
    }
  ]
}
```

9. Access the printer's web page and click **Configure > Network Settings > Connectivity Agent**.
10. Enter the following information into the web page from the HCC file you downloaded:
 - Server address
 - Port number
 - Telemetry Frequency
 - Unique ID
 - Fingerprint
11. Click **Save**.
12. Click **Configure > System Settings > Manage Services**.

13. Select **Enable** from the Connectivity Agent drop-down box. (Enabling the agent after updating the settings will ensure a new registration with the HCC gateway.)

14. Click **Save**.

The printer should connect to HCC within a couple of minutes. There is no need to restart the printer.

Note: *Once a printer has been onboarded, it may take a couple of minutes to display in the HCC Device Dashboard.*

You can use the **Manage Devices** tab of HCC to push the following types of files to printers and scanners:

- Firmware
- Configuration
- Font
- Image
- Certificate

Upgrading a Device

1. Select a **Model** from the drop-down list.
2. Click the check boxes next to devices to select them.
3. Click **UPGRADE**.
4. Select a **File Type** from the drop-down list.
The remaining fields may change based on your selection.
5. Select a priority from the drop-down list.
6. Click **Browse** and locate the file to be pushed to the device.
7. Select the file and click **Open**.
8. For a certificate file, enter the password.
9. Click **Apply**.
10. To check the progress of the update, click the **Notification** tab.

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