



Operational Intelligence

Onboarding for Mobile Computers

Implementation Guide

Introduction

This document explains the onboarding process for Honeywell mobile computers, a prerequisite for mobile devices to connect to Honeywell Operational Intelligence cloud platform. This guide is intended for Honeywell installers, Honeywell partners and end user IT administrators.

First you will install the Operational Intelligence Enrollment Application. Then you will use the application to create a bar code that can be used to onboard multiple devices.

Note: *You only need to download the APK to a single device to generate an onboarding bar code.*

Administrators, refer to "[Notes for Administrators](#)" on page 4.

Download and Install OI Enrollment App

The OI Enrollment application (HoneywellOIEnrollment.apk) is used to generate an onboarding bar code and .xml file.

1. Contact your administrator to request access to OI Enrollment and for instructions on downloading the app.
2. Install the app as per the "Software Update" instructions in the most recent version of the device's user guide. Because of the evolving nature of the operating system, the user guide will be the best source for installation instructions.

Installation Tips

- Device user guides are available at honeywellaidc.com
- Provisioning mode must be turned on


- Device must be connected to a computer via USB
- USB connection must be configured for transferring files or photos
- OTA version must be up to date


Generate an Onboarding Bar Code

Note: *The default timeout session for the OI Enrollment app is 30 minutes. If you generate a bar code after 30 minutes you will be required to log in to the application again.*


1. Once the app is installed, ensure the device is in portrait mode and connected to the internet by either WiFi or Ethernet. (WWAN is not supported.)
2. Click the OI Enrollment icon on the device.



3. Click **Create an account**.
4. Fill out the required fields then click **CREATE AN ACCOUNT**.
5. Click **Sign in**. (If you administrator has not yet approved your access, an error message will display.)
6. Select the location of the device(s) to be onboarded. If the desired site is not listed or you do not have permissions for that site, please contact your administrator.
7. Click **Select more details** or the settings icon  .

8. Specify how many devices will be onboarded with the QR code. (100 is the maximum.)
9. Specify how many days the QR code should remain active. (30 days is the maximum.)
10. Click **Save**.
11. Agree to the terms and conditions.
12. Click **Generate QR**. The QR code will display.
13. You have two options for using the code to onboard a device:
 - Click  to download the bar code as a .png file. Then print the bar code or open it in paint software. With Provisioning mode turned on, scan the bar code with each device to be onboarded.

or

- Click  to download the bar code as an .xml file. Then use a mobile device management (MDM) tool to push the file to multiple devices. When pushing an .xml file:
 - Turn Provisioning mode on
 - Push the file to the Storage>IPSM>Honeywell>Persist folder on the device

- Reboot the device to complete the onboarding process

Note: *When distributing the onboarding bar code via MDM, do not change the default name of the .xml file from "DeviceOnboarding.xml".*

14. Check the device notifications for the onboarding status. Once onboarding is complete, the notification "Device is registered and provisioned" will display.
15. Log in to the Operational Intelligence onboarding portal with the link provided by your administrator to verify that the device is connected and online.

Notes for Administrators

- A user must be associated with at least one site.
- User access to a parent site does not extend to child sites. The user must be explicitly granted access to each child site.
- Operational Intelligence requires access to TCP Port 443 and the following URLs:

*.sentience.honeywell.com

*.azure-devices.net

gdprodsystemauthentication.sentience.honeywell.com

sentgdprodregui.azurewebsites.net

gdprodregui.sentience.honeywell.com

prod.apis.caidc.honeywell.com

apis.caidc.honeywell.com

caidc.honeywell.com/admin/device_registration?hide-header=true

- To ensure an MDM client/policy does not stop Operational Intelligence from functioning you must ensure that background/system applications are allowed to run and determine whether the SSClient process needs access privileges.

Factory-Registered vs. Unregistered Devices

An administrator can onboard both registered and unregistered devices. A user assigned an Installer role can onboard only factory-registered devices unless they are granted an additional privilege. To verify whether a user has this additional privilege, navigate to **Update User** in the portal. If the **Register Device** box is checked, then the user has been authorized to perform this function.

If the user does not already have this privilege and needs to register devices, contact Honeywell to request it.

Once the Register Device privilege has been granted, the bar code generated by the Installer (see page 2) will include device registration as part of the OI onboarding process, as long as neither the specified time limit or number of devices has been exceeded.

Support

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

Documentation

Product documentation is available at www.honeywellaidc.com.

Limited Warranty

For warranty information, go to www.honeywellaidc.com and click **Get Resources > Product Warranty**.

Patents

For patent information, see www.hsmpats.com.

Disclaimer

Honeywell International Inc. (“HII”) reserves the right to make changes in specifications and other information contained in this document without prior notice, and the reader should in all cases consult HII to determine whether any such changes have been made. The information in this publication does not represent a commitment on the part of HII.

HII shall not be liable for technical or editorial errors or omissions contained herein; nor for incidental or consequential damages resulting from the furnishing, performance, or use of this material. HII disclaims all responsibility for the selection and use of software and/or hardware to achieve intended results.

This document contains proprietary information that is protected by copyright. All rights are reserved. No part of this document may be photocopied, reproduced, or translated into another language without the prior written consent of HII.

Copyright © 2019 Honeywell International Inc. All rights reserved.