

Operational Intelligence

TECH BRIEF

Network/IT Requirements

This document provides an overview of the network requirements to deploy Operational Intelligence.

DNS

When Operational Intelligence is hosted on the cloud (internet), devices need to be able to resolve the cloud server hostnames via DNS. The list of server hostnames requiring DNS support is listed in the following section.

Web Proxies Support

Devices connect to Operational Intelligence cloud servers via HTTPS and web sockets.

All connections can be proxied by HTTP/S web proxies and are outbound.

Server URLs/Addresses Used

This section contains the list of server URLs and hostnames used by the Operational Intelligence services. These URLs need to be whitelisted in web proxies or firewall configurations to allow devices to connect to the cloud services.

Note: For Firewall proxies, it is recommended to whitelist FQDN instead of IP address. Even though Honeywell tries to keep the IP address list up to date, IP addresses might need to be added or modified to support scalability and availability of the solution. We try to add IP addresses observed from global locations, but we also recommend customers add additional IP addresses resolved for the following DNS based on their network topology.

Mobile Device Agent Requirements

The device agent provides the core connectivity services for the devices to be able to connect to Operational Intelligence and send telemetry and event data.

Note: 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 Staging Hub Agent process (OI Agent) needs access privileges.

FQDN/DNS	Port	Protocol
sentt02dprodv2.azure-devices.net	443	HTTP(S)
remotecontrol.caidc.honeywell.com	443	HTTP(S)
sps.api.honeywell.com	443	HTTP(S)
caidc.apis.honeywell.com	443	HTTP(S)
peerdiscovery.operationalintelligence.honeywell.com	443	HTTP(S)
storage.caidc.honeywell.com	443	HTTP(S)
operationalintelligence-cdn-storage.azureedge.net	443	HTTP(S)
operationalintelligence.honeywell.com	443	HTTP(S)
authn.honeywell.com	443	HTTP(S)

Honeywell Cloud Connect (HCC) Requirements

Honeywell Cloud Connect (HCC) is software that acts as a gateway for the communication between printers and the cloud. HCC needs to be installed on a Windows machine operating in the same network as printers.

HCC Host PC Requirements

- Microsoft Windows 10 64-bit machine or Windows 2012/2016/2019 Server OS updated with the most recent system/security patches.
- At least 8GB of RAM
- At least 40GB of hard drive
- Browser: Google Chrome

FQDN/DNS	Port	Protocol
sentt02dprodv2.azure-devices.net	443	HTTP(S)
caidc.apis.honeywell.com	443	HTTP(S)
sps.api.honeywell.com	443	HTTP(S)
storage.caidc.honeywell.com	443	HTTP(S)
operationalintelligence-cdn-storage.azureedge.net	443	HTTP(S)
operationalintelligence.honeywell.com	443	HTTP(S)
authn.honeywell.com	443	HTTP(S)

Web Dashboard Requirements

Users accessing the Operational Intelligence web dashboard will need access to the following endpoints.

FQDN/DNS	Port	Protocol
honeywell-privacy.my.onetrust.com	443	HTTP(S)
*.honeywell.com	443	HTTP(S)
cdn.cookieclaw.org	443	HTTP(S)
geolocation.onetrust.com	443	HTTP(S)
*.launchdarkly.com	443	HTTP(S)
*.openstreetmap.org	443	HTTP(S)
operationalintelligence-cdn-storage.azureedge.net	443	HTTP(S)
unpkg.com	443	HTTP(S)
hon-opcenter.my.salesforce-sites.com	443	HTTP(S)

References

To learn more about Honeywell Operational Intelligence, see the user guide available at automation.honeywell.com.

Patents

For patent information, see www.hsmpats.com.

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