

Your business-critical printers are everywhere.

Whether it's in the warehouse, on the retail floor, at a healthcare facility or on a delivery truck, your printers perform numerous critical tasks every day.

They print packing slips so deliveries are made on time, receipts for customers at point-of-sale (POS) terminals, patient wristbands for faster triaging and shipping labels to keep your supply chain moving.



Configuring, managing, and securing printers is critical... but it doesn't need to be complex.

At Zebra, we have partnered with SOTI to create a unique solution to empower you to remotely manage, maintain and oversee your print fleets with ease. **SOTI Connect** makes it simple to keep track of your printers, while improving operational efficiencies and reducing costs.

SOTI Connect: Keep Printing, Keep Working

SOTI Connect provides enterprise-grade printer management for your organization's thermal label and barcode print fleet throughout its complete lifecycle. From a single point of control, you can:



Manage all your mobile, desktop, and industrial printers, no matter where they are located.



Deploy printers faster and get total visibility into their health and performance status.



Reduce downtime, maintenance and repair costs, and overall total cost of ownership (TCO).

Printers in SOTI MobiControl and an overview of SOTI Connect:

Migrate now from SOTI MobiControl to SOTI Connect

SOTI recently announced that management of Zebra printers will be deprecated from SOTI MobiControl.* This change will come into effect February 1, 2025, when support for Zebra Printers will cease.**

Zebra Technologies and SOTI are encouraging customers and partners to begin migrating all printers that are currently managed by SOTI MobiControl over to SOTI Connect.

*Effective for the release of SOTI MobiControl 2025.0.

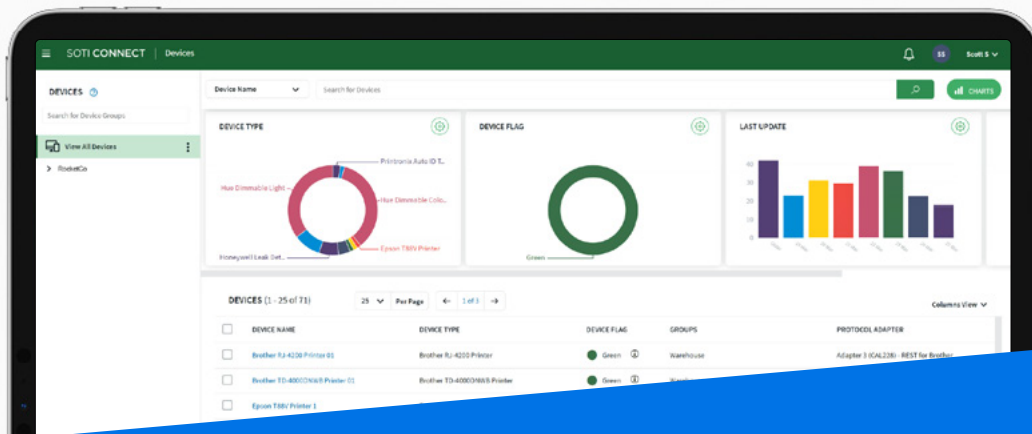
** Effective February 1, 2025, SOTI will end all support for Zebra printers currently managed by SOTI MobiControl, including, without limitation, any access to new functionality, maintenance releases and technical support for these printers managed by SOTI MobiControl.

Key features of SOTI Connect:

- Enterprise-grade management for your mobile, desktop, and industrial printers throughout their complete lifecycle.
- Supported protocols for Zebra printers include SNMP and MQTT
- Automated Discovery & Enrollment
- Automated Device Grouping
- Automated Configuration, Rules & Bulk Updates
- Wi-Fi Certificates & Renewals
- Alerts & Real-Time Reporting

Benefits of managing Zebra printers on SOTI Connect:

- **Move to a platform focused on printers** and device types that are not supported or are no longer being developed on SOTI MobiControl.
- **Gain visibility into greater printer parameters** while being able to perform actions to go with them.
- **Discover and manage printers using supported protocols** – SNMP or MQTT – that suit your organization’s environment and requirements.
- **Implement SOTI Connect** in a manner that meets your requirements whether in the cloud, on-premise or as a mix of both.
- **View printers on a dynamic, customizable and real-time dashboard** across locations and perform immediate actions, such as upgrading firmware or files in bulk, or scheduling it for after hours.



For details of Zebra printers supported by SOTI Connect, please scan the QR code to visit [SOTI’s current certified device list.](#)

Benefits of managing MQTT over SNMP:

- **MQTT is a more responsive and advanced protocol** allowing for actions, such as firmware upgrades or changes to printer settings, to be quickly completed and for newer actions, such as generating and deploying Wi-Fi certificates, to be performed.
- While many of the same actions can be performed on SNMP and MQTT, such as deploying firmware and files, new features, **such as the ability to deploy Wi-Fi certificates, can only be performed using MQTT.**
- Due to the broadcast nature of SNMP, managing printers using SNMP requires on-premise components, while **MQTT can be entirely implemented in the cloud.**
- **MQTT provides Quality-of-Service flags** which help to ensure that messages are sent and received.
- **SOTI will set up and host enterprise-grade MQTT servers** for SOTI Connect cloud customers.

Reasons to manage printers using MQTT:

- **SOTI and Zebra continue to develop features** for and enhance the performance of printer management using MQTT.
- **MQTT is the preferred protocol to manage Zebra printers** - a secure, responsive and advanced protocol.
- **With MQTT, actions are completed quickly and reliably** while also supporting new features, such as the ability to Generate-&-Deploy Wi-Fi certificates.
- **MQTT is supported on Zebra printers** running Link-OS v6.7 or higher. Refer to [Link-OS Release Notes](#) for model-specific support.



High-Level Feature Comparison Between MQTT & SNMP

Item	MQTT (Message Queuing Telemetry Transport)	SNMP (Simple Network Management Protocol)
Gateway	Enterprise-grade, customizable, scalable gateway that can run in the cloud or on-premise	Broadcasts between printers and SNMP manager that can only run on-premise
Cloud or On-premise	Cloud or on-premise	On-premise only
Setup	Can be set up and hosted by SOTI	Set up and hosted by customer
Communication	Lightweight (low header size), secure, encrypted, fast, responsive with Quality-of-Service to ensure reliability	SNMPv2c, applicable on Zebra legacy printers, is a connectionless broadcast that doesn't support message acknowledgments or encryption, with only simple password authentication
Firmware	Yes	Yes
Set-Get-Do Commands	Yes	Yes
Actions	Yes – incl. advanced actions such as deploying certificates	Yes – but excludes advanced actions such as the ability to deploy certificates
Automation Rules	Yes – a key feature of SOTI Connect	Yes – a key feature of SOTI Connect
Device Parameters	Yes – 120+ and a growing number of device parameters are captured	Yes – a large number of device parameters are captured
Alerts	Yes – 100+ detailed alerts are provided include on Printhead, Ribbon, Media, Firmware Installs, File Downloads, Battery	Yes – but limited and is no longer being updated
New Feature Development	Yes – new features/enhancements are introduced with Link-OS, SOTI Connect and MQTT updates	There's no new development on Link-OS legacy SNMP v2c

High-Level Feature Comparison Between SOTI MobiControl & SOTI Connect

Item	SOTI MobiControl	SOTI Connect	Comments
Gateway	Printer Administration Server (PAS)	MQTT Server	Both supported in Cloud or On-premise
Setup	Setup requires SOTI Professional Services	Setup is performed by SOTI Sales Engineers during proof of concept (POC)	
Communication	HTTPS over Weblink channel & usually over Port 5496	MQTT over Port 8883	
Firmware	Yes - as a package	Yes - directly as .zpl files	
Set-Get-Do Commands	Yes - as a package	To be added in a future release	SOTI Connect integrates common SGD commands as easy-to-use actions
Actions	10 including Check-in, Disable, Reboot	30+ incl. Change Network/Printer Settings, Generate & Deploy Certificates	
Automation Rules	Not Applicable	Yes – a key feature of SOTI Connect	
Device Parameters	Yes – 120+ and a growing number of device parameters are captured	85+ incl. Length Printer, Labelled Printed, Real Time Clock, Certificate Present, State History	
Alerts	30 incl. on Printhead, Ribbon, Media	100+ incl. on Printhead, Ribbon, Media Firmware Install, File Downloads, Battery	See subsequent slide for all Zebra alerts
New Feature Development	No	Yes	