Zebra Services Agent for SOTI MobiControl

Installation Guide

ZEBRA

MN-005037-03EN Rev A

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Overview

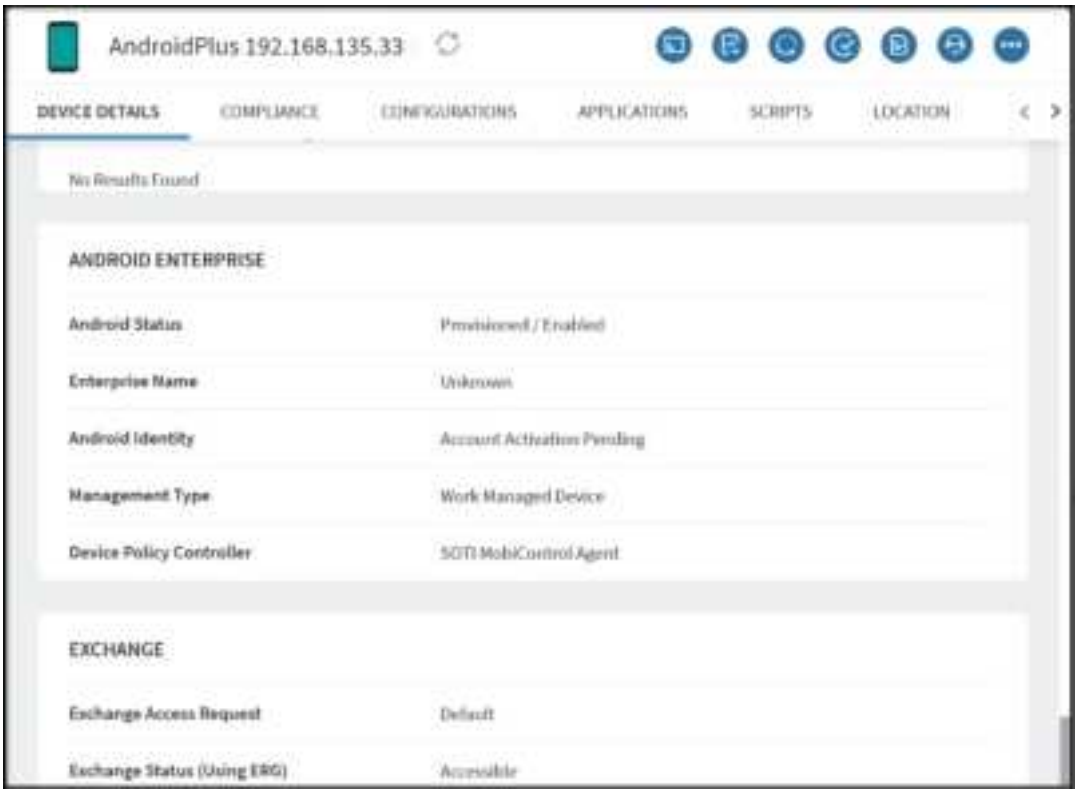
SOTI MobiControl is an Enterprise Mobility Management (EMM) solution that enables companies to securely manage devices and endpoints with any form factor and operating system throughout their lifecycle, from deployment to retirement.

The **Zebra Services Agent (ZSA)** app is designed to be installed and configured through EMM tools.

Pre-requisites

All target devices for the app installation must be enrolled in Soti Mobicontrol under one or more Organization Groups. Devices must be enrolled as **Work Managed** with the SOTI MobiControl Android application.

To verify if devices are configured as **Work Managed**, select **Group** > **Device name** > **Device Details** > **Android Enterprise** > **Management Type**. **Work Managed Device** displays.



Deploying Zebra Services Agent

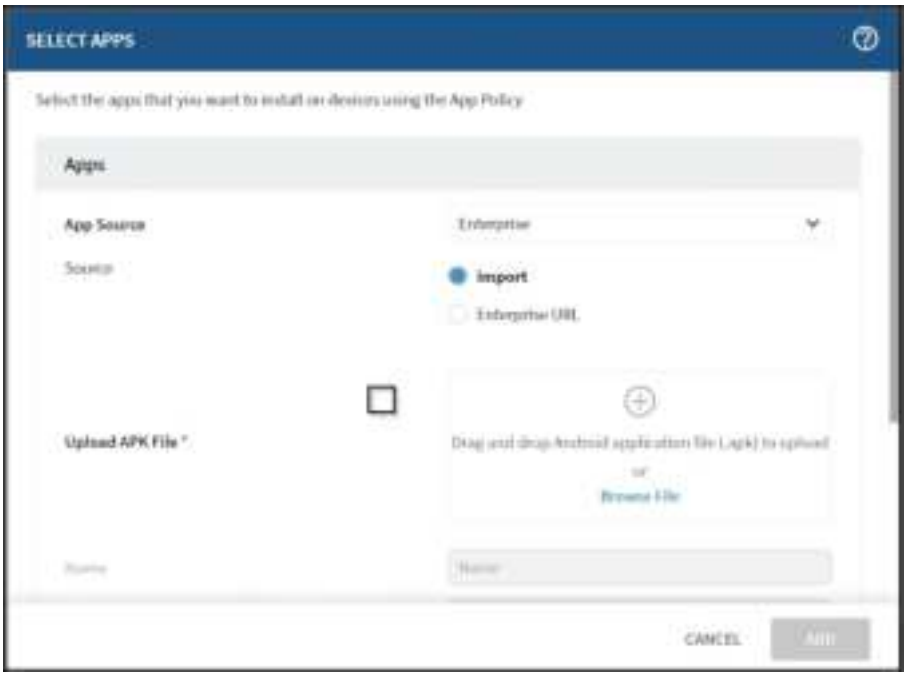
Install the ZSA app on the devices.

Download the `Zebra_Services_Agent_V3.0.0.5.apk` file from zebra.com/zebra-services-agent.

1. Log into **Soti Mobicontrol Web Console**.
2. Select **Menu** and scroll down to **Configuration** section.
3. In the **Configuration** section, navigate to **Policies** and then choose **Apps**.
4. Select **New App Policy** from the top-right corner. After you make the selection, a **Create App Policy** dialog box displays.

5. Go to **Android option** > **Android Enterprise**.

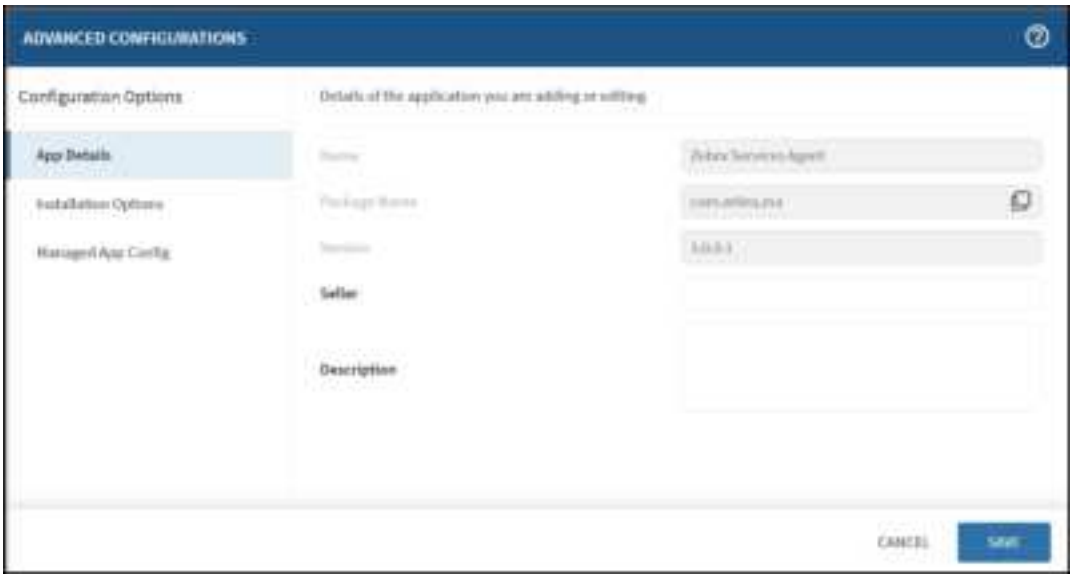
6. Select **Enterprise** as **App Source**.



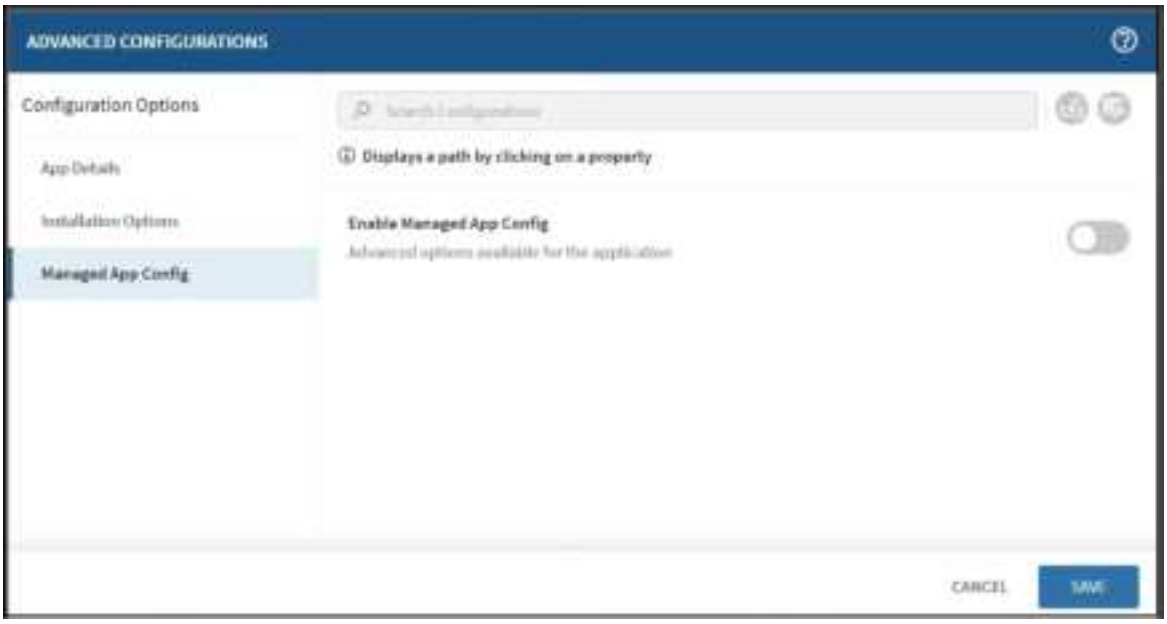
7. Select **Import** under the **Source** field.
8. Click **Browse File** to upload the **APK** file.

9. Click **ADD**.

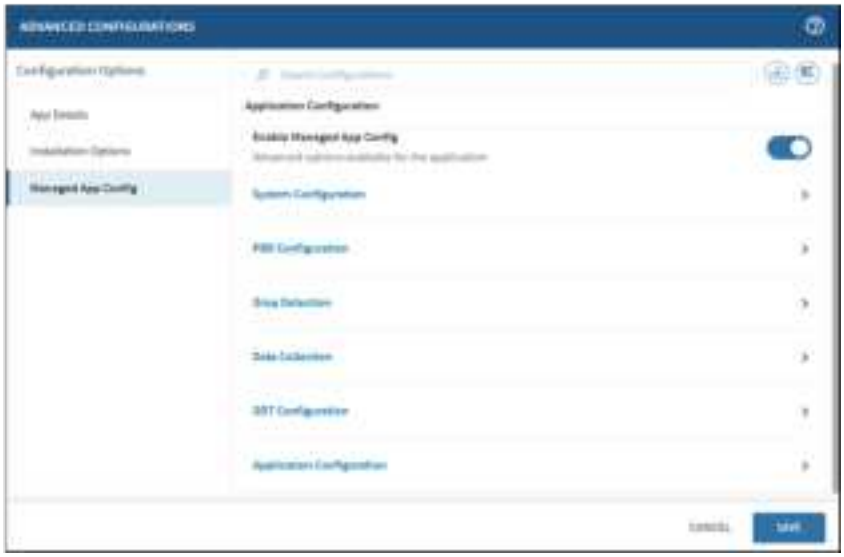
The Advanced Configurations page displays.



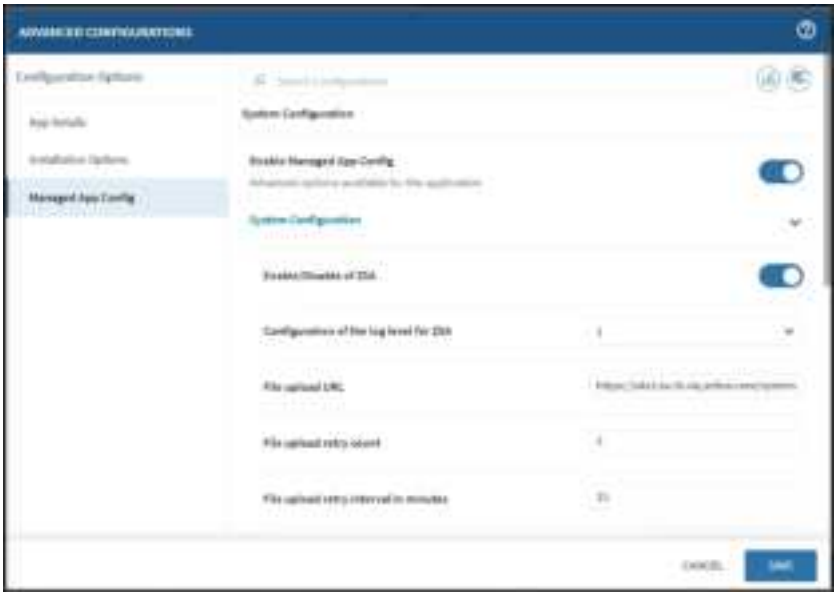
10. After uploading the **APK** file, scroll down, and select **Configure**:
    a) Keep the **App Details** and **Installation Options** as they are, or modify them as required.
    b) To configure **Zebra Service Agent**, enable the **Enable Managed App Config** option.



The configuration app lists display.



    c) Under the **System Configuration** section, enable the **Enable/Disable of ZSA** option and set the **Configuration of the log level for ZSA** with the following values:
    - 0: Info
    - 1: Debug
    - 2: Sensitive

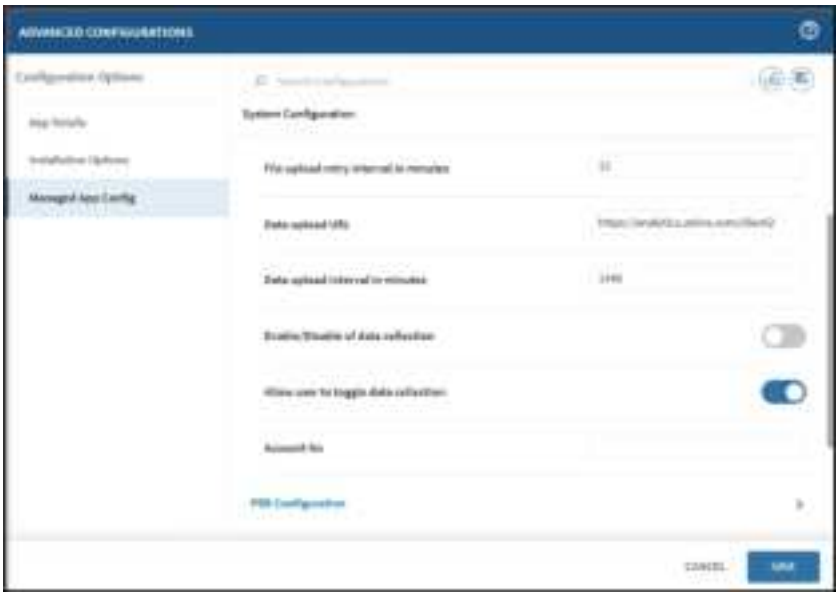


d) The system settings include three features for uploading log files:

- **File upload URL**: Specifies the server path for uploading log files.
- **File upload retry count**: Defines the number of retry attempts if the upload fails.
- **File upload retry interval in minutes**: Sets the duration (in minutes) between each retry attempt after a failed upload.

e) Settings for managing data uploads on non-Zebra devices:

- **Data Upload URL**: Specifies the server path for uploading details of data collection. -
- **Data Upload Interval in minutes**: Sets the frequency of uploads, defaulting to 24 hours (1440 minutes).



f) Data collection settings for non-Zebra devices:

- **Enable/Disable of data collection**: Data collection is turned off by default. When enabled, it gathers information such as battery status, device details, installed applications, and usage analytics, which can be uploaded to the server specified in the **Data upload URL**.
- **Allow user to toggle data collection**: Enabled by default, allowing users to change the status of data collection via the app. Administrators can disable this option to restrict user access.

g) For the **Account No**, users must enter their MDM account number for non-Zebra devices.

h) Go to **PBR Configuration**, provide a **Custom Message** as required.

i) Set the **In case of bad battery alert the user through a notification or dialog box** with the following values:

- Notification (default)
- Dialog
- Dialogue with Assist

j) The **Block device usage** option is disabled by default. If enabled by the administrator, it prevents device access when a bad battery is detected.

k) Go to **Drop Detection**, toggle the **Enable/Disable of drop detection** option as required.

l) Set the **In case of device drop alert the user through a notification or dialog box** with the following values:

- Notification (default)
- Dialog
- Dialogue with Assist

m) The **Allow user to toggle drop collection** is enabled by default. Users can control this feature, and admins can disable it to restrict access for users.

n) Navigate to the **Data Collection** section. The settings for data collection on non-Zebra devices are as follows:

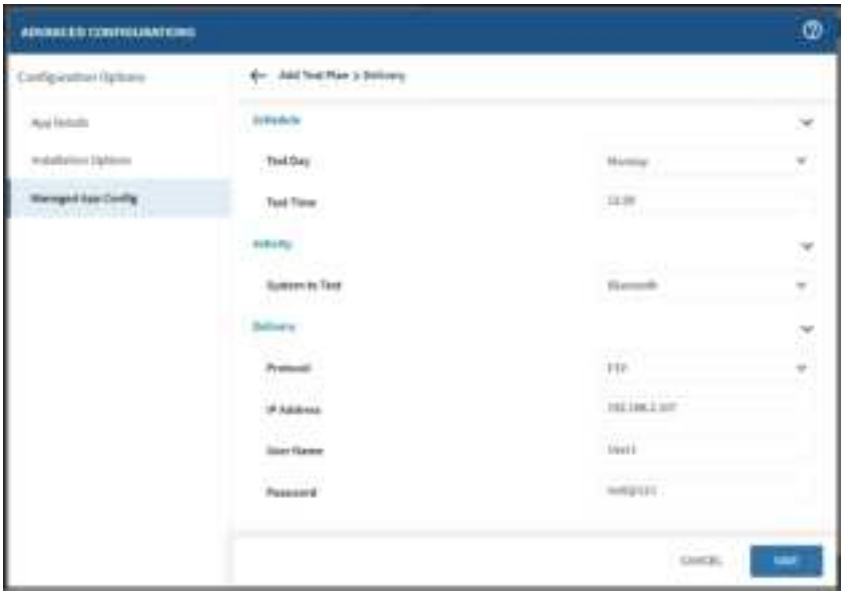
- The **Battery** is enabled by default and collects data every 15 minutes. Only the admin can enable or disable this option to restrict user access; however, the collection interval cannot be modified.
- The **Device Info** is enabled by default and collects data every 6 hours (360 minutes). Only the admin can enable or disable this option to restrict user access; however, the collection interval cannot be modified.
- The **Application List and Events** is enabled by default. It collects information on installed applications and tracks events such as installations, uninstallations, upgrades, and downgrades. Only the admin can enable or disable this option to restrict user access; however, the collection interval cannot be modified.

- The **Application Usage** option is enabled by default. It tracks the duration apps spend in the foreground. Only the admin can enable or disable this option to restrict user access; however, the collection interval cannot be modified..

NOTE: Data is uploaded based on the configured **Data Upload URL** and interval settings in the **System Configuration**.

o) Under the **DDT Configuration**, enable the **Enable/Disable DDT** option, keep the **Clear DDT configurations** disabled in primary setup and click **Add Test Plan**.

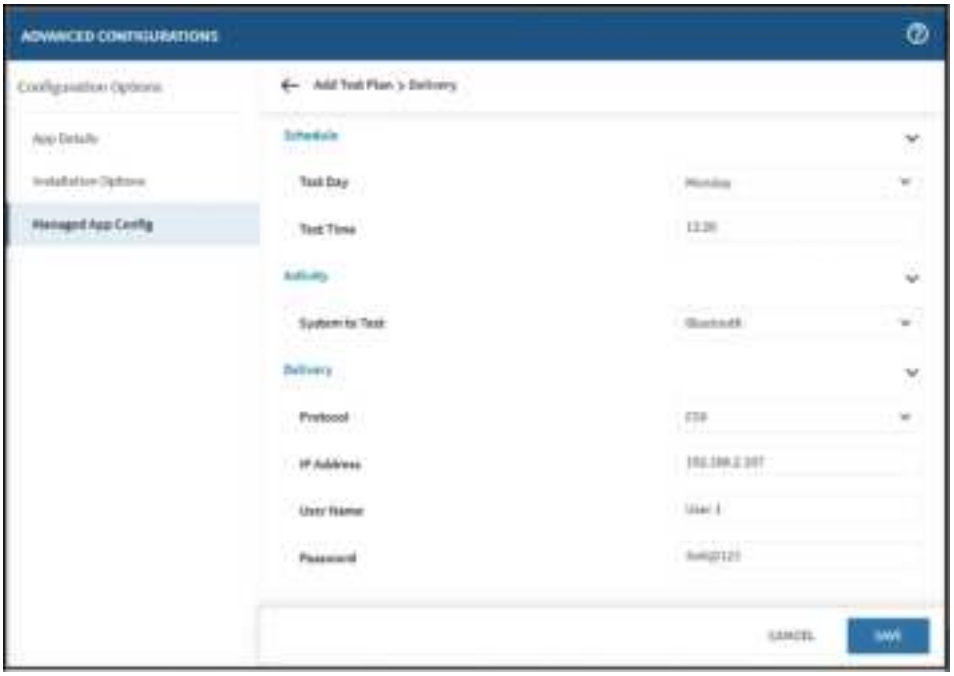
p) Under the **Schedule** section, configure the test plan with the following values:



- **Test Day**: Day of the Week (For example, Monday)
- **Test Time**: Time of the day for the test (HH: MM format)

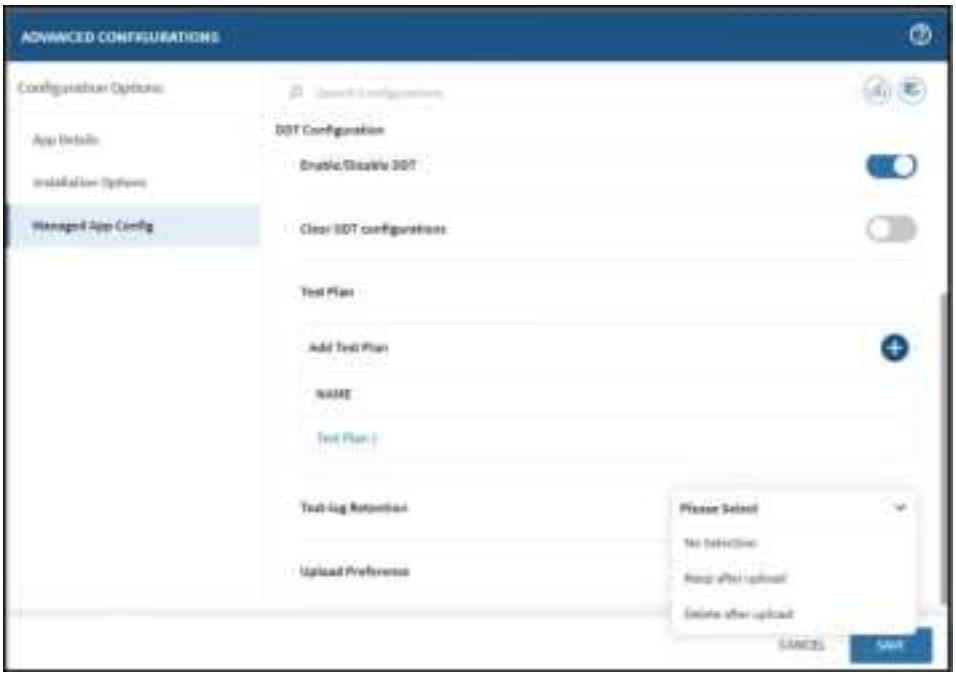
q) Select **Bluetooth** as the **System to Test** option.

r) Under the **Delivery** section, select the **Protocol** as **FTP**, enter a valid **IP Address**, **User Name**, and **Password**, then click **Save**.

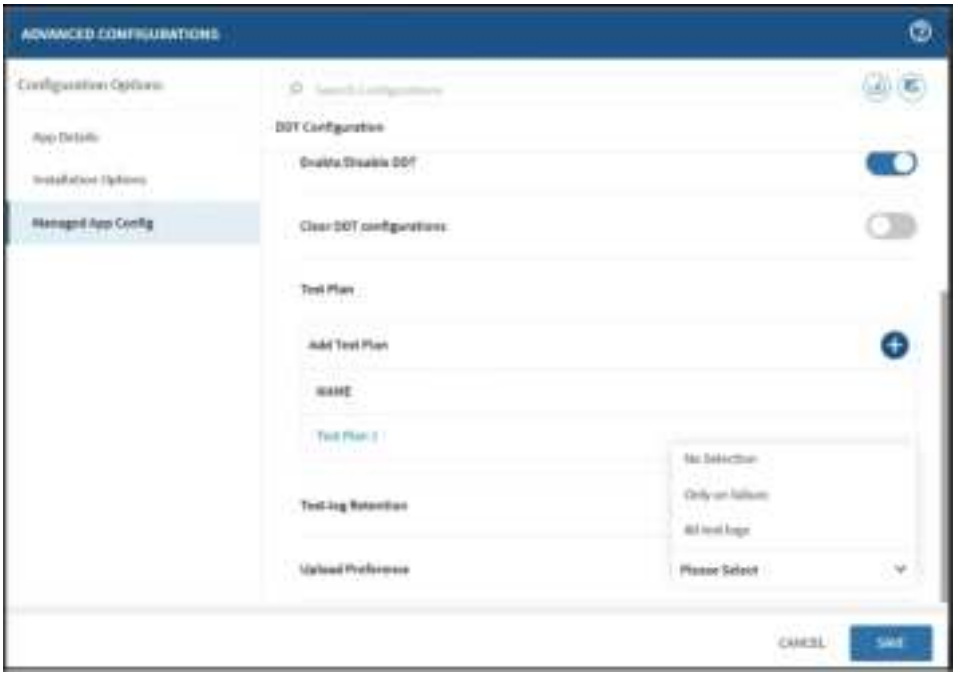


The DDT Configuration page displays.

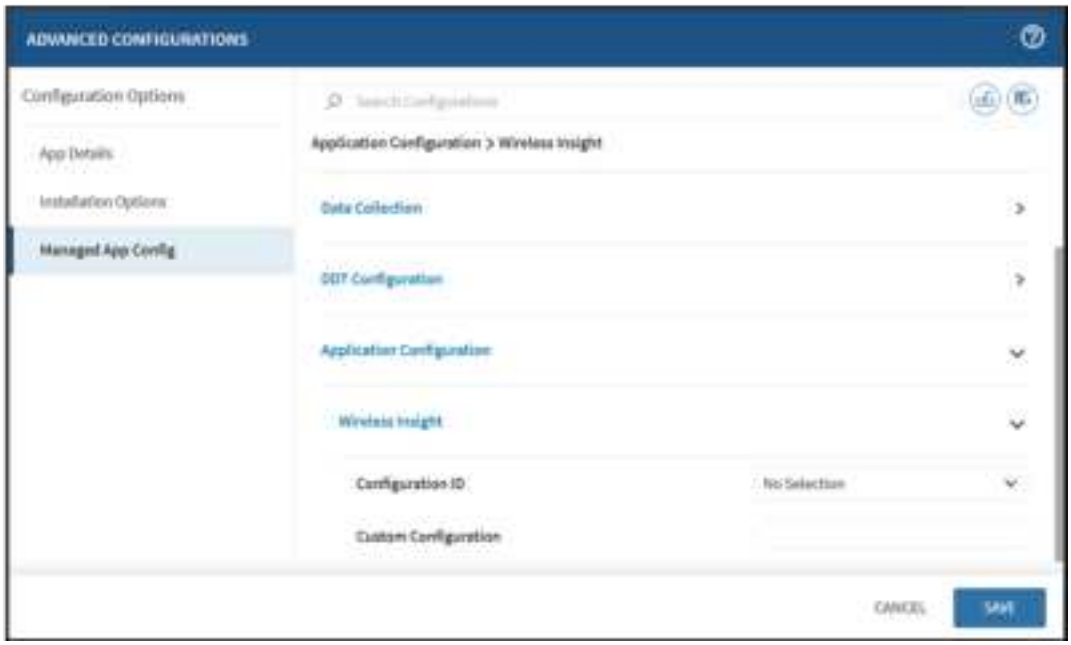
s) Select the **Test-log Retention** as required.



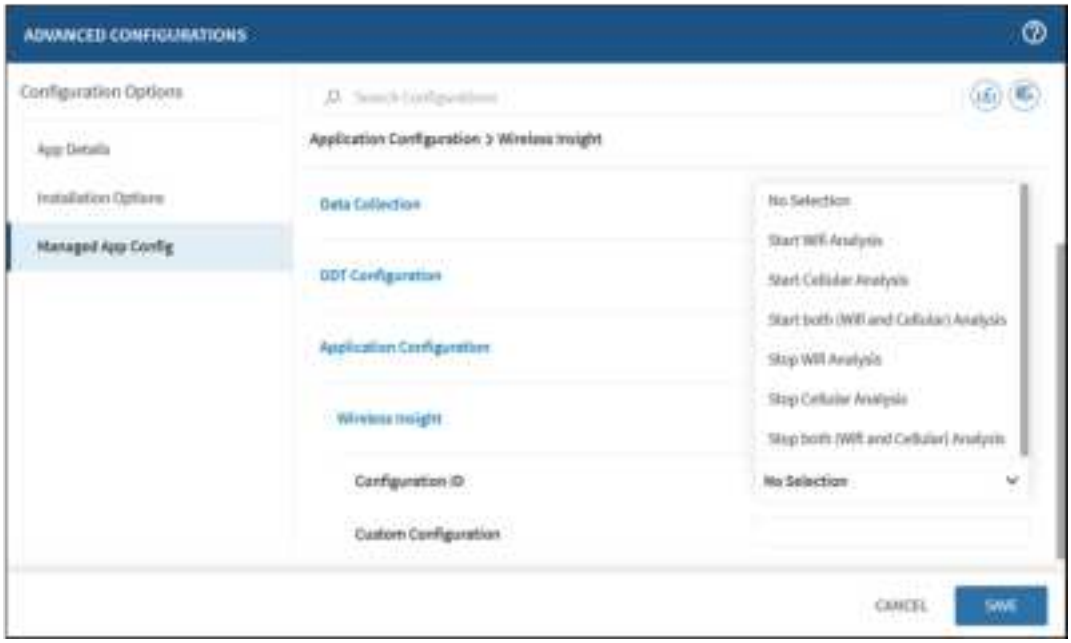
t) Select the **Upload Preference** as required.



u) Under the **Application Configuration** section, there are two options, **Wireless Insight** and **ZDS**, which are designated for Zebra devices only. More applications will be supported in the future.



- **Wireless Insight**: Configured using Managed Configuration through MDM or VIQ.
  - **Configuration ID**: Pre-defined ID specific to the Wireless Insight configuration that includes several options.

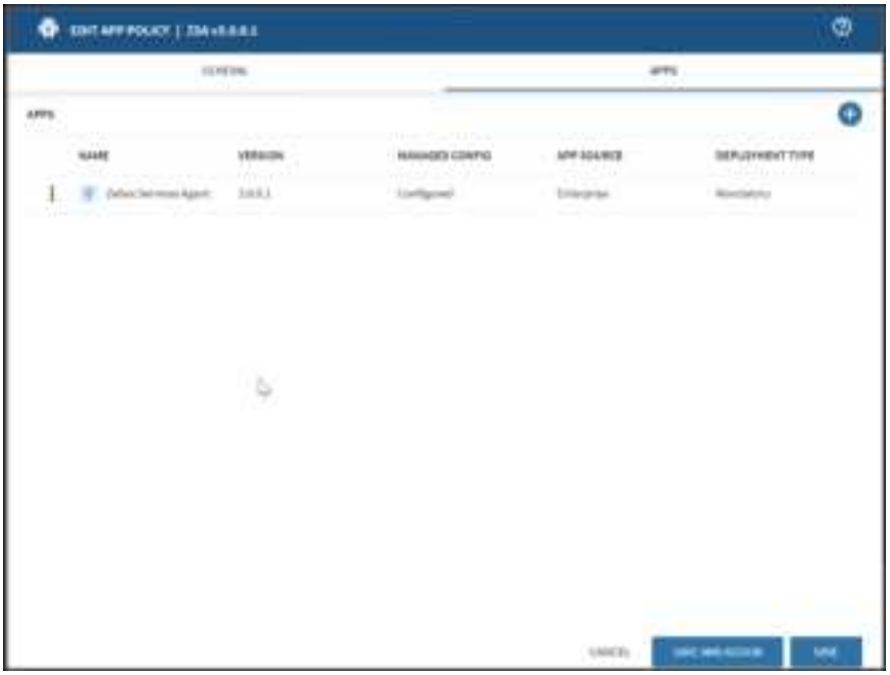


- **Custom Configuration**: Add the custom Wireless Insight configuration as a value.

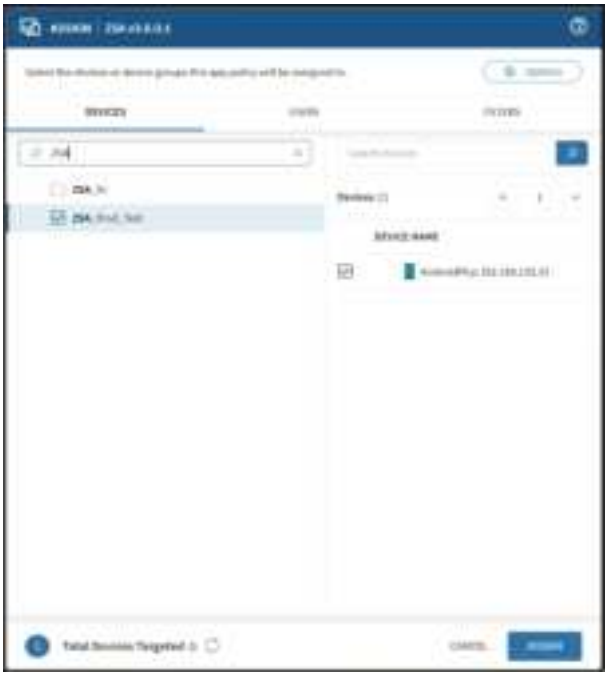
- **ZDS**: Configured through VIQ with a custom ZDS configuration.

v) Select **Save** > **Add**.

11. The **Zebra Services Agent** app is added. Click **Save and Assign**.



12. **Assign** to a group device or single device.



The application is now installed on the devices.

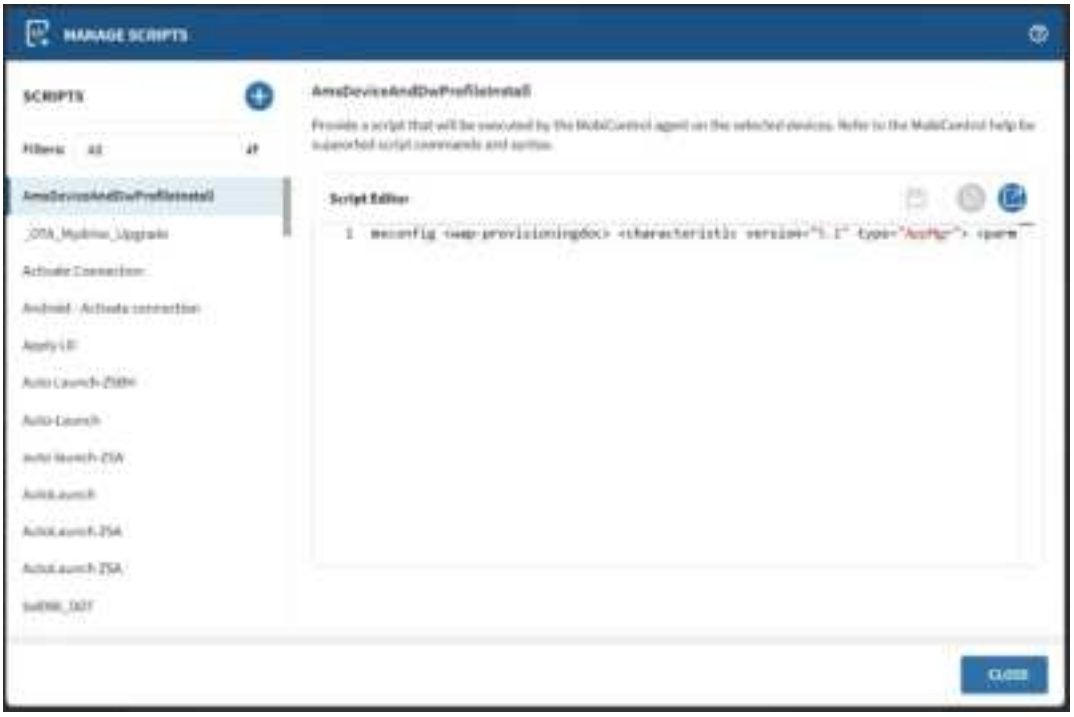
Auto-launching Zebra Services Agent

After deploying the apps, set the app to auto-launch:

1. Select **Devices** from the menu.
2. Select all devices and click **Send Script** from the available options below.

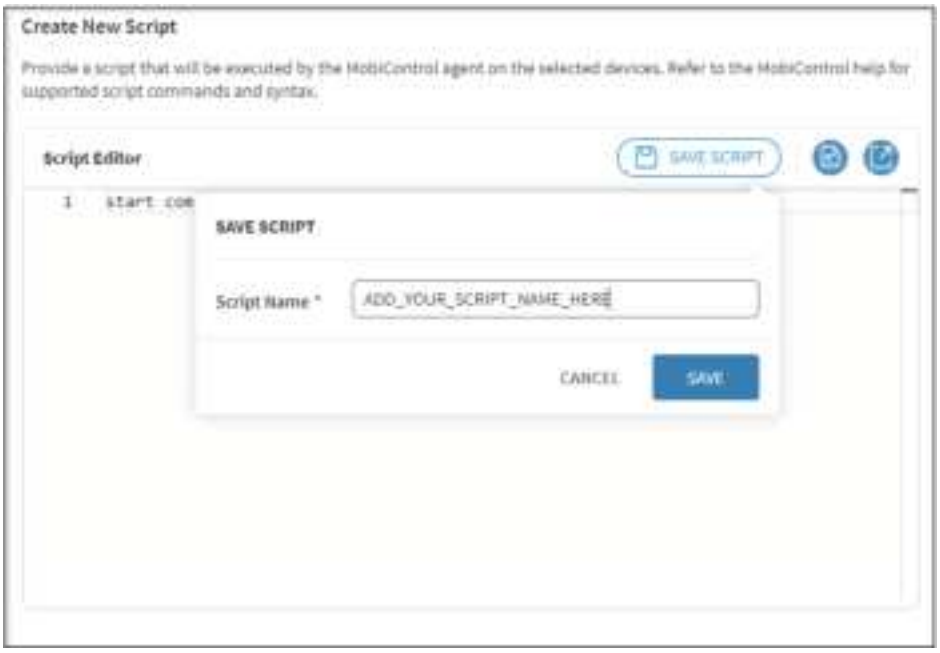
3. Select **Manage Scripts**.

4. Select **Add New Script**.

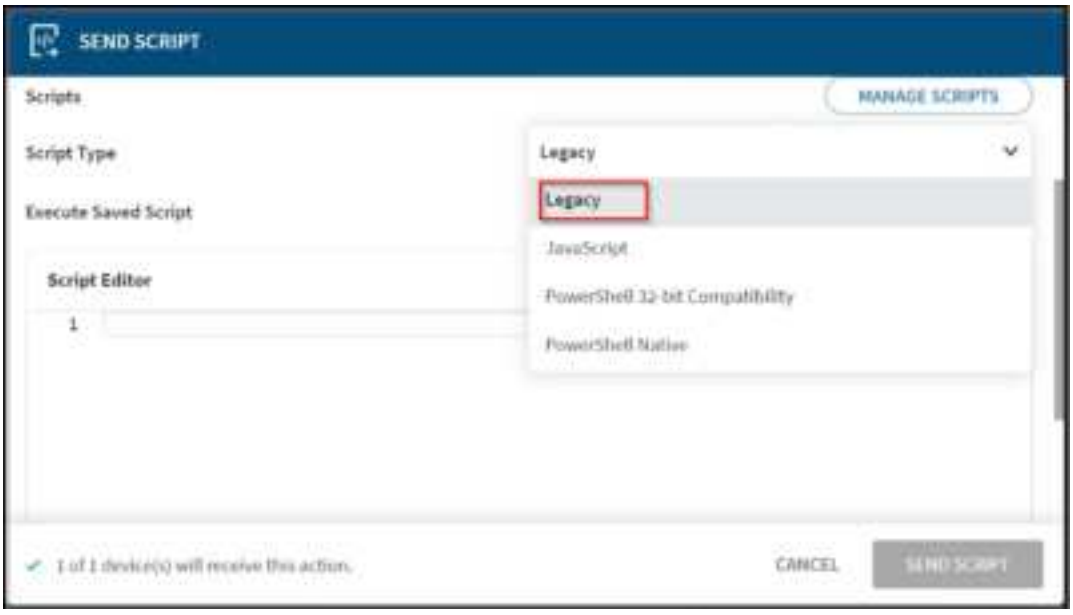


5. Add the command below to the script and then click **Save Script**.

6. Add a name for the script, and then click **Save**.



7. Save the script and close the portal.
8. Repeat step 2.
9. Select **Legacy** as the script type option.

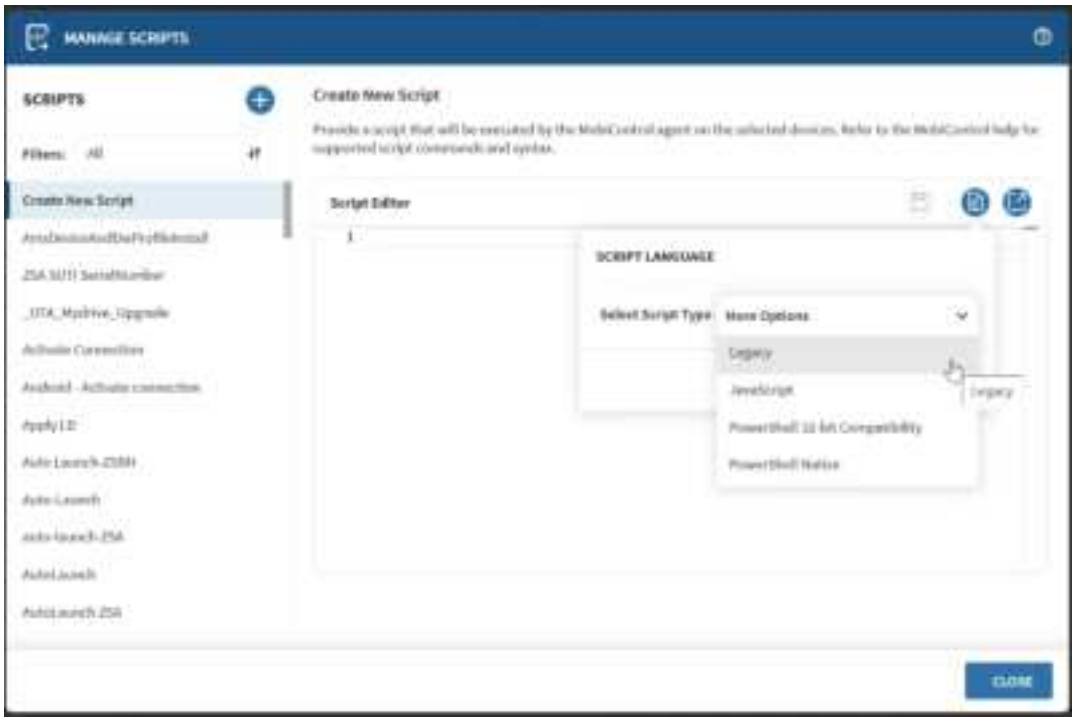


10. Select your saved script as **Execute Saved Script** from the drop-down menu.
11. Click **Send Script** to deploy the script to all selected devices. This action launches the Zebra Services Agent application on the targeted group of devices.

Allowing ZSA Application to Read Device Serial Numbers

To enable the ZSA application to obtain the serial number:

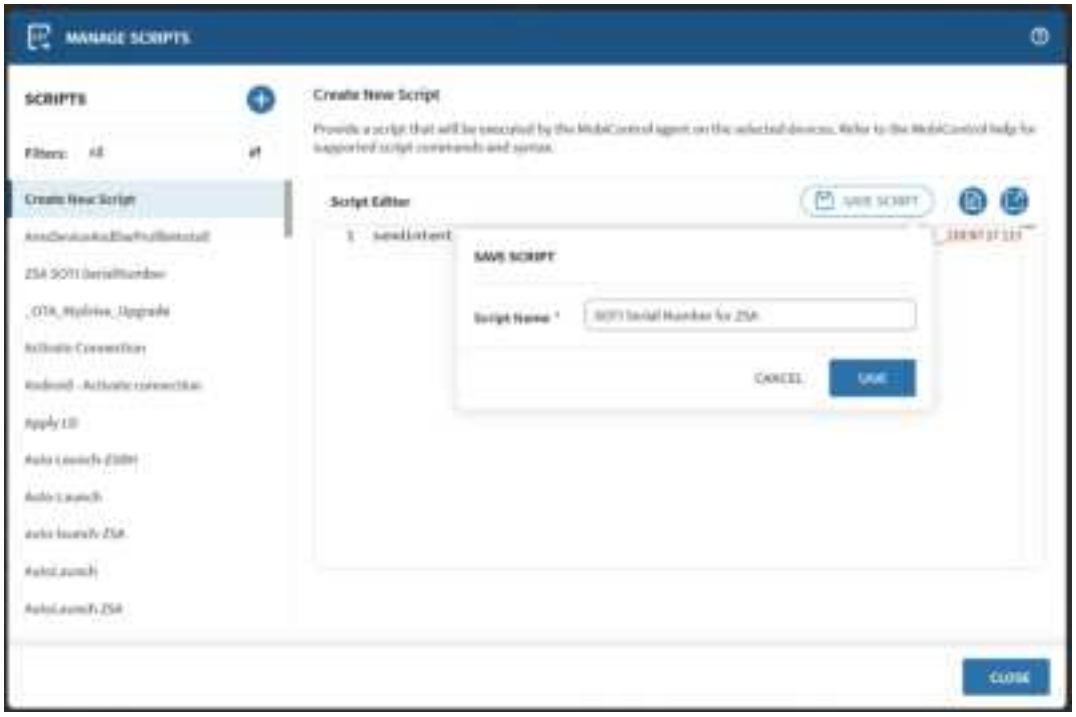
1. Go to **Devices** > **All devices** > **Send Script** > **Manage Scripts** > **Add New Script** .



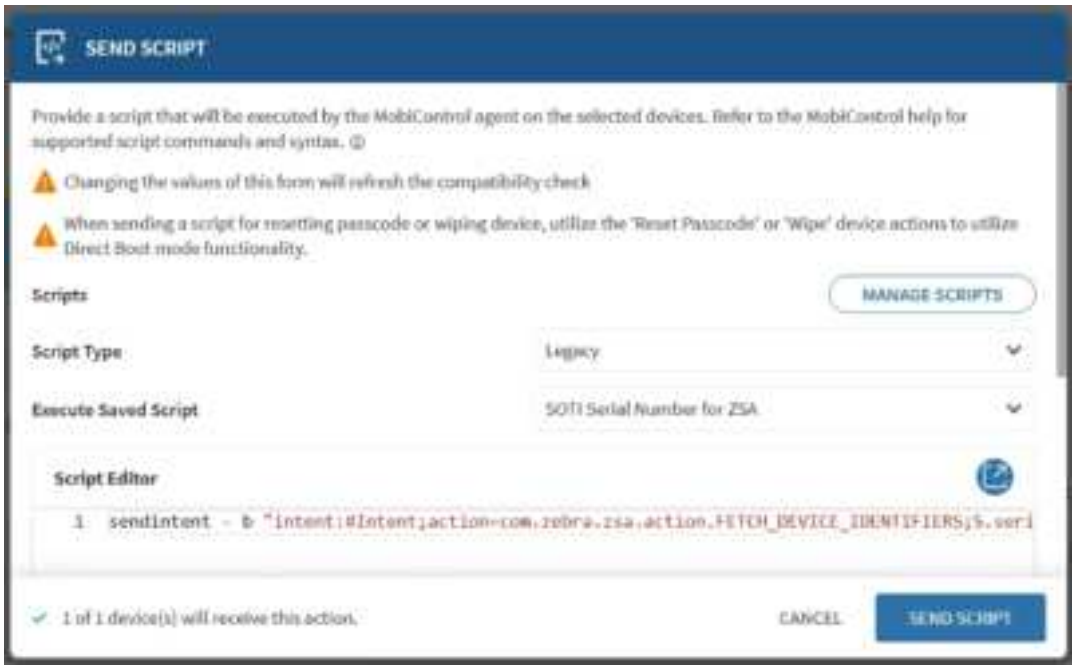
2. Select **Legacy** as the script type in the **Script Language** section, and add the command below in the editor section.

```
sendintent -b
 "intent:#Intent;action=com.zebra.zsa.action.FETCH_DEVICE_IDENTIFIERS;
 S.serialNumber=%SERIALNUM%;component=com.zebra.zsa/com.zebra.utility.
 deviceIdentifier.SOTIReceiver;end;"
```

3. Save the script with an appropriate name.



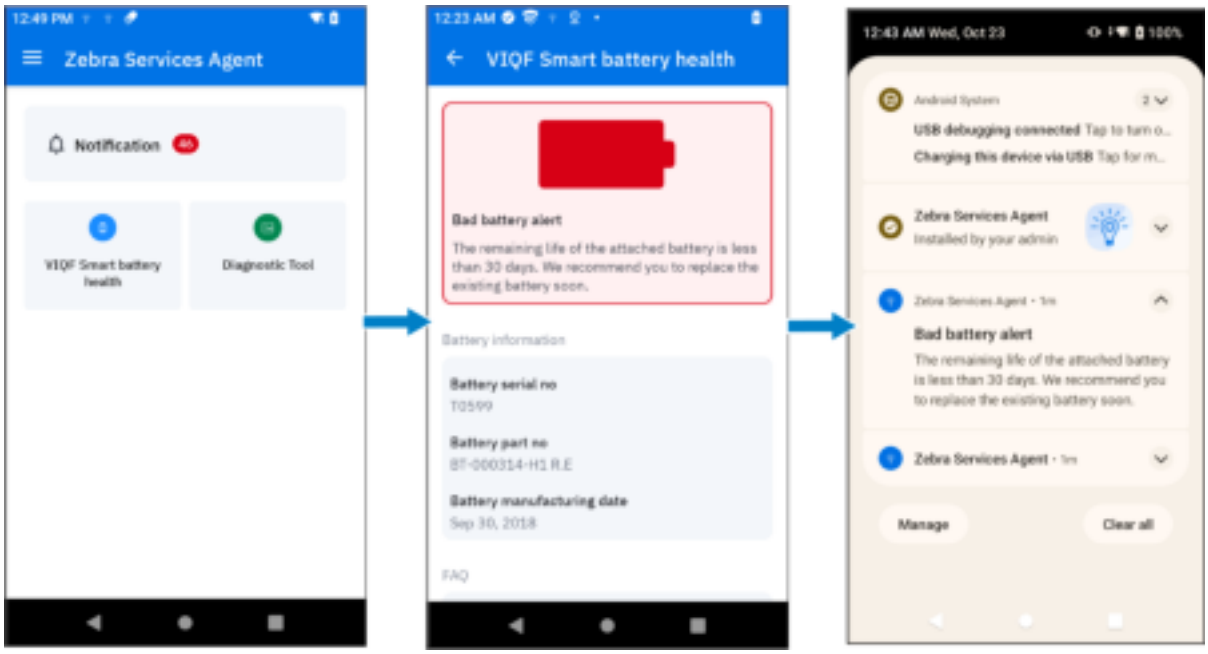
4. Navigate to **Devices** > **All devices** > **Send Script**. Choose **Legacy** as the script type and select created scripts from **Executed Saved Script**.



Expected Behaviour After Auto-launching Zebra Services Agent

This section explains the behavior of the ZSA app after the auto-launching.

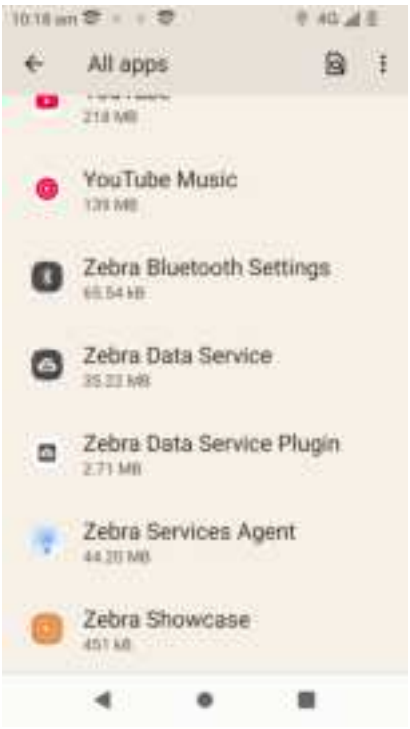
1. Auto-launching the ZSA application on your device. The ZSA home screen displays the appropriate entitlement.
2. If the Proactive Battery Health (PBR) module is entitled, the ZSA app automatically launches it after a few seconds.
3. The PBR screen displays both good and bad battery details, and if a **bad battery** condition is detected, a notification will display.
4. After a few seconds, the battery details screen and the ZSA app will close.



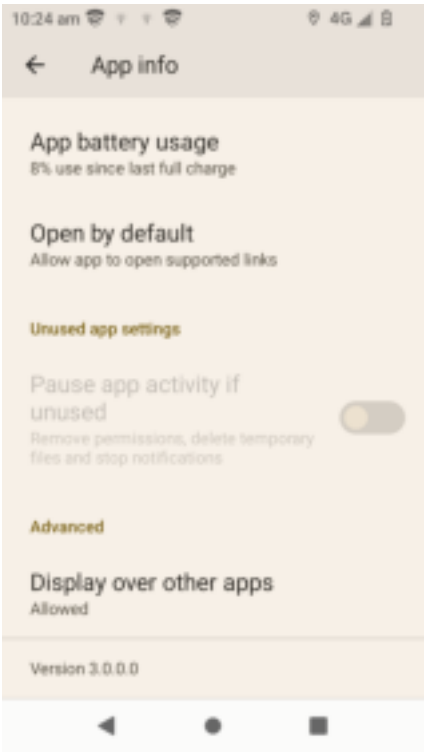
Verifying App Installation and Connection to Zebra Servers

To verify if the app is installed with the correct permissions and is able to connect to Zebra servers:

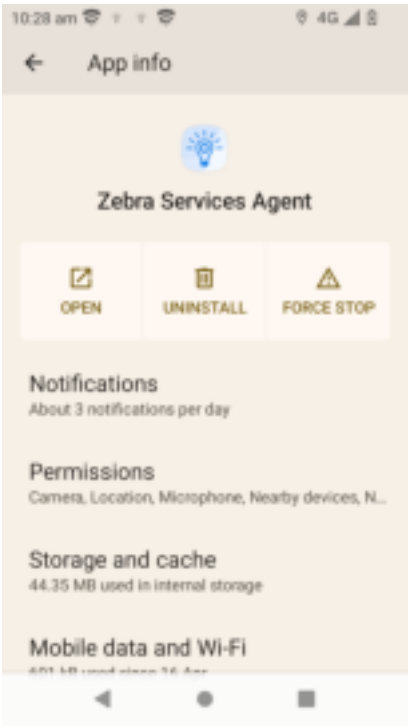
1. Go to **Settings** > **Apps** > **All apps** and select **Zebra Services Agent**.



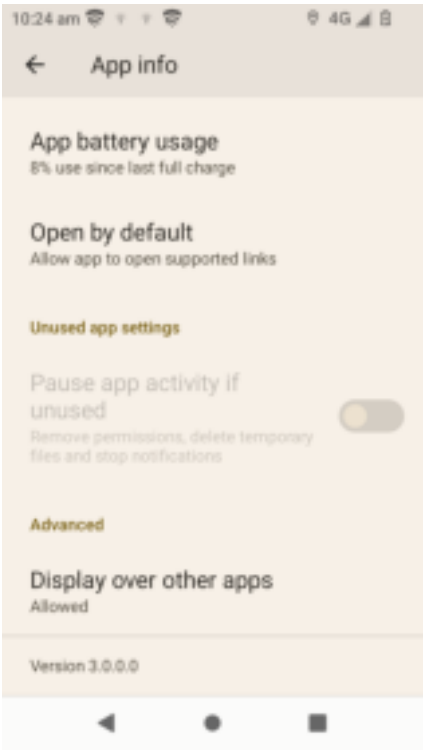
The **App Info** page displays the **Version**.



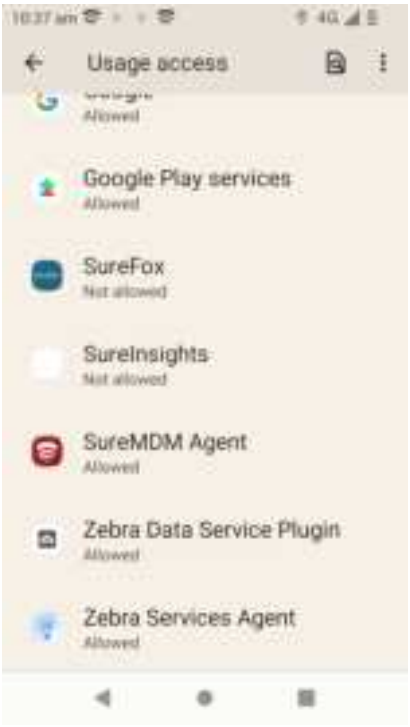
2. For the ZSA Permissions, go to **Settings** > **Apps** > **All apps** > **Zebra Services Agent** > **Permissions**.



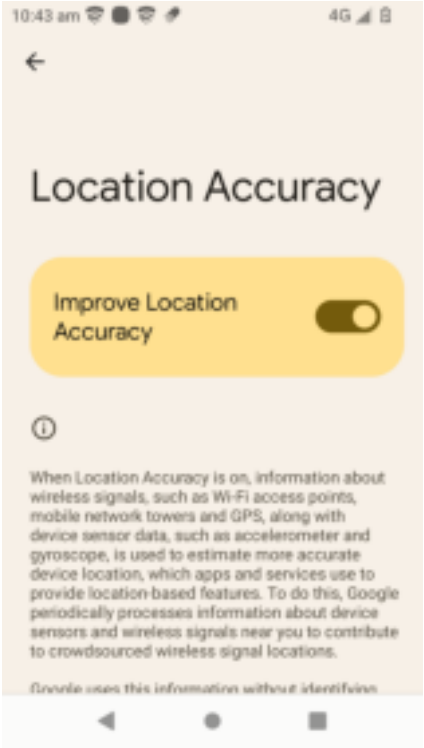
3. To verify the Display over other apps permission, go to **Settings** > **Apps** > **All apps** > **Zebra Services Agent** > **Advanced** > **Display over other apps**.



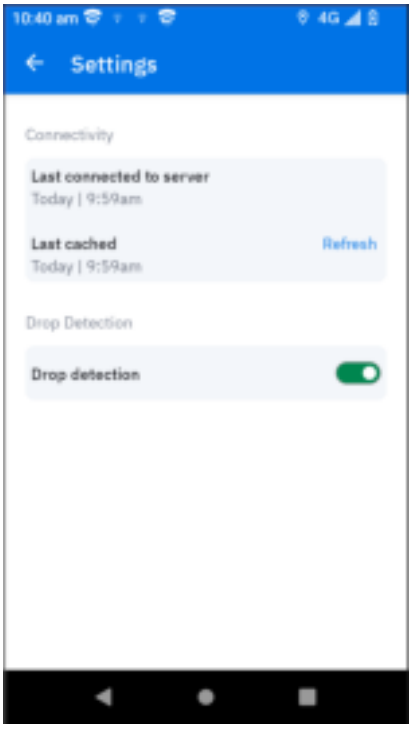
4. To verify Usage access permission, go to **Settings** > **Apps** > **Special app access** > **Usage Access** > **Zebra Service Agent**.



5. For the **Device action** > **Outdoor Location Tracking** feature, ensure that location accuracy is enabled on the device for precise location information. Navigate to **Settings** > **Location** > **Location Services** > **Location Accuracy**.

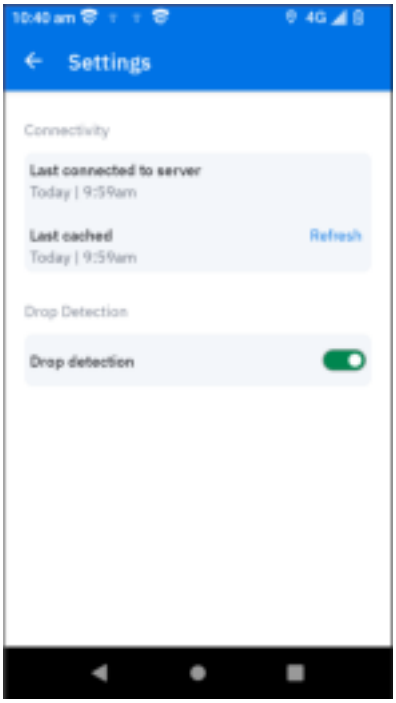


6. To verify ZSA Network connectivity to the Zebra URL:
   - Launch ZSA and go to **Settings** > **Refresh**.



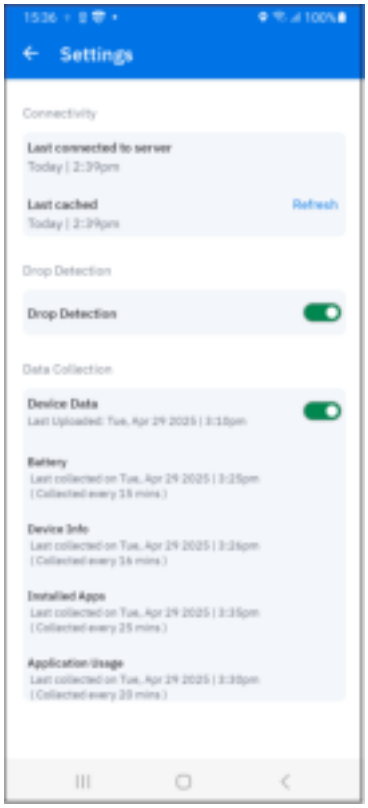
7. To verify the Drop Detection status:

   Launch ZSA and go to **Settings**. Enable **Drop detection**. The user can enable or disable drop detection if the administrator provides toggle access.



8. To verify Data collection in a non-Zebra device:

   Launch ZSA and go to **Settings** > **Data Collection**.



   In data collection, the **last uploaded time** indicates when all data was successfully sent to the server. Each data type has its own **last collected time** and a specific collection interval.