



# Zebra Services Agent (ZSA) – 3.0.0.5

## Release Notes – June 2025

### Highlights

- Improved system alerts for identifying bad battery performance and detecting device drops.
- ZSA now includes capabilities to collect device data from non-Zebra devices, broadening its application scope.
- Added functionality to configure applications such as Zebra Data Service (ZDS) and WirelessInsight, enhancing customization options.
- Ability to trigger log collection and send messages to devices, either individually or in groups.
- Introduced outdoor location tracking capabilities for enhanced device monitoring.

### Device Support

- Supports Zebra mobile computer devices operating with Android 10 and above
- Compatible with Honeywell, Datalogic, and Samsung devices.

### Zebra Service Agent (ZSA) – 3.0.0.5

#### Enhanced Alerting Mechanism for Battery and Drop Detection:

- **User Feedback Integration:** An additional method for alerting device users has been added, utilizing pop-ups with feedback buttons. Based on user feedback, appropriate actions will be taken by the administrator in the future. For example, in cases of a bad battery, if the user indicates they are okay to continue, no immediate action is required. However, if assistance is needed, the administrator will be notified to resolve the issue. Similarly, in the event of drop detection, if the user requests assistance, it will be promptly communicated to the device administrator.

#### Expanded Support for Non-Zebra Devices in ZSA:

- **Cross-Platform Data Collection:** ZSA's capability to collect device data has been extended to include non-Zebra devices, allowing businesses to have a unified view of their entire device fleet regardless of manufacturer.
- **Device Compatibility:** The ZSA application is now compatible with non-Zebra devices, having been tested with Honeywell, Datalogic, and Samsung devices. This broadens the range of devices that can be integrated into existing management systems.
- **Data Collection Capabilities:** The application now supports the collection of basic battery metrics, device information, and application-related data from non-Zebra devices. This data is then uploaded to the backend server for analysis and management.

### Configuration Capabilities for Zebra Applications:

- **Customizable Settings:** Users now have the ability to configure and manage Zebra applications like Zebra Data Service (ZDS) and WirelessInsight, tailoring them to specific operational needs.
- **Enhanced Control:** This improvement grants administrators increased control over application settings, optimizing performance and functionality for specific use cases.

### Advanced Device Management Features:

- **Log Collection and Messaging:** Administrators can now trigger log collection remotely, simplifying troubleshooting and maintenance. Additionally, messages can be sent to one or multiple devices, facilitating communication and instructions directly to users.
- **Outdoor Location Tracking:** The introduction of outdoor location tracking provides precise monitoring of device locations in real-time. This feature is particularly beneficial for logistics and field service operations, ensuring devices are where they are needed most and helping track assets efficiently.

## Known Issues

None

## Pre-Requisites

Zebra Services Agent (ZSA) requires:

- A VIQF or PBR subscription.
- A Zebra device with Android OS version 10 and above.
- ZDS (Zebra Data Service Agent).
- Network connectivity enabled.
- For devices behind the firewall, the firewall rules must be configured to open HTTPS traffic for Zebra cloud URLs listed in the ZSA User Guide.

## Important Links

- For more information go to the [ZSA Support Page](#)

## About Zebra Services Agent

Zebra Services Agent is a downloadable APK that consolidates multiple Zebra Services tools into one place on Zebra devices. ZSA provides powerful tools to help customer users identify and resolve issues quickly – or prevent them completely.