

Zebra Identity Provider

Workforce Connect



ZEBRA

Quick Start Guide

2023/04/18

ZEBRA and the stylized Zebra head are trademarks of Zebra Technologies Corporation, registered in many jurisdictions worldwide. All other trademarks are the property of their respective owners. ©2023 Zebra Technologies Corporation and/or its affiliates. All rights reserved.

Information in this document is subject to change without notice. The software described in this document is furnished under a license agreement or nondisclosure agreement. The software may be used or copied only in accordance with the terms of those agreements.

For further information regarding legal and proprietary statements, please go to:

SOFTWARE: zebra.com/linkoslegal.

COPYRIGHTS: zebra.com/copyright.

PATENTS: ip.zebra.com.

WARRANTY: zebra.com/warranty.

END USER LICENSE AGREEMENT: zebra.com/eula.

Terms of Use

Proprietary Statement

This manual contains proprietary information of Zebra Technologies Corporation and its subsidiaries ("Zebra Technologies"). It is intended solely for the information and use of parties operating and maintaining the equipment described herein. Such proprietary information may not be used, reproduced, or disclosed to any other parties for any other purpose without the express, written permission of Zebra Technologies.

Product Improvements

Continuous improvement of products is a policy of Zebra Technologies. All specifications and designs are subject to change without notice.

Liability Disclaimer

Zebra Technologies takes steps to ensure that its published Engineering specifications and manuals are correct; however, errors do occur. Zebra Technologies reserves the right to correct any such errors and disclaims liability resulting therefrom.

Limitation of Liability

In no event shall Zebra Technologies or anyone else involved in the creation, production, or delivery of the accompanying product (including hardware and software) be liable for any damages whatsoever (including, without limitation, consequential damages including loss of business profits, business interruption, or loss of business information) arising out of the use of, the results of use of, or inability to use such product, even if Zebra Technologies has been advised of the possibility of such damages. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Zebra IDP

The IDP service provides customers with a basic mechanism to maintain user identity information, supporting customers wishing to use Workforce Connect within a shared device model. The IDP provides a user with a single set of credentials to ensure that the entity is who it says it is across multiple platforms, applications, and networks.

IDP Requirements

Zebra manages the IDP. This includes creating the realm and providing an SFTP location for the customer to upload user data. The user data is imported into the IDP and the PTT Pro server. After the import is complete, users can log in to Zebra PTT Pro for Android and authenticate against the IDP.

Zebra and the customer must complete the following steps:

- Zebra and the customer agree on the realm name. This is the URL for the IDP.
- Zebra creates the realm and configures the SFTP site.
- The customer is created in the PTT Pro server.
 - The customer must include one or more departments.
 - Each department must contain one or more groups.



NOTE: Refer to the [Workforce Connect Management Portal Customer Administrator Guide](#) for information about configuring the PTT Pro departments and groups.

User Import for the Zebra IDP

The user data for a PTT Pro customer is contained in a CSV. The customer uploads their user data to the Workforce Connect IDP using SFTP. A customer administrator can verify that users are added or removed by viewing the users in the PTT Pro server.



NOTE: Errors in the CSV file can disrupt the PTT service for users. Verify the data and format of the CSV file prior to uploading the file.

The first row of the CSV file contains the column headers. The column headers are not required, but the columns must appear in the order specified below.

Table 1 User Data

Employee ID	First Name	Last Name	Department	Customer	PTT Group	ESN	Time of Change	password	domainuser
Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Not Used	Not Used	Mandatory	Mandatory



NOTE: Fields that are not used must be included in the CSV file to ensure that the file is properly processed.

Employee ID

Unique identifier for the user. The identifier is used for logging in to Zebra PTT Pro.

First Name

Used for the display name of the user.

Last Name

Used for the display name of the user.

Department

The department the user is added to. The department must already exist in the PTT Pro server before import. The CSV import process does not create a department.

Customer

The customer number in the PTT Pro server.

PTT Group

The group in the PTT Pro server the user is a member of. The group must already exist because the CSV process does not create a group.

ESN

This field is reserved for future use but must be included in the CSV.

Time of change

This field is reserved for future use but must be included in the CSV.

Password

The password for the user. The password is provided to the IDP.

Domain

The domain name for the user account. This must be a valid domain.

Customer Responsibilities

A customer is responsible for creating, updating, and maintaining the CSV file of user information. A customer can reduce the potential for errors by creating a process to manage changes to the CSV file.

- Designate a person who is responsible for changes to the CSV file.
- Update and upload the CSV file to reflect user roles and responsibilities.
- Maintain a backup copy of the CSV file.
- Verify the accuracy and format of the CSV file and submit changes through SFTP.
- Review changes in the PTT Pro server to verify the addition, removal, or modification of users.

User Management

The CSV file specifies the users and their passwords in the Zebra IDP and the PTT Pro server. The number of users is controlled by licensing in the PTT Pro server. If the number of users in the CSV file exceeds the number of licenses, the PTT Pro server will limit the number of imported users.

Adding and Removing Users

Users can be added or removed by modifying the CSV file.

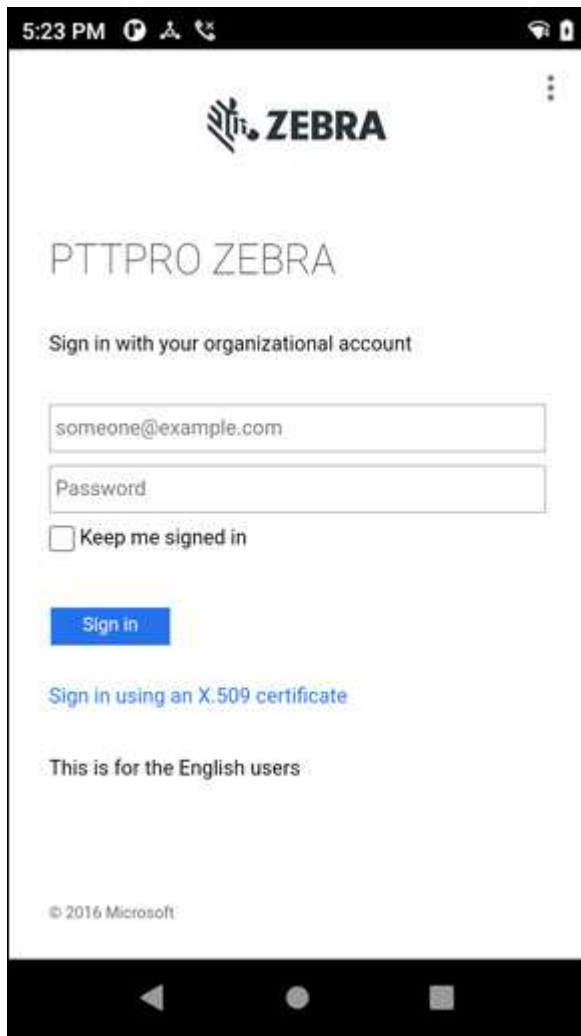
- When a user is added to the CSV file, the user is added to the IDP and the PTT Pro Server.
- When a user is removed from the CSV file, the user is removed from the IDP and the PTT Pro Server.

The CSV file must contain the full list of users.

Password Management

User authentication for PTT Pro uses OAuth. When users open PTT Pro for Android, they are prompted for their user name and password.

Figure 1 PTT Pro OAuth Login Screen



Passwords are managed through the CSV file. Any password changes made in the PTT Pro server or through the device are overwritten during the next CSV file import.

