



Release Notes – Zebra Conversion Package

HE_FULL_UPDATE_11-99-99.00-RN-U585-STD-HEL-04 Release (NGMS)

Highlights

This Zebra Conversion Package NGMS release 11-99-99.00-RN-U585-STD-HEL-04 covers ET51, ET56, EC30, EC50, EC55, L10A, MC2200*, MC2700, MC9300, MC3300ax, MC3300x, MC3300xR, PS20, TC52AX, TC52AX HC, TC21, TC21 HC, TC26, TC26 HC, TC52, TC52 HC, TC52x, TC52x HC, TC57, TC57x, TC72, TC77, TC8300, VC8300 & WT6300.

AVOID DATA LOSS WHEN UPDATING TO ANDROID 13

Read [Migrating to Android 13](#) on TechDocs

Software Packages

Package Name	Description
HE_FULL_UPDATE_11-99-99.00-RN-U585-STD-HEL-04.zip	Full package update
ZebraFileGuardian_NGMS_V1.17.apk	Android application

Zebra Conversion Package for migrating to Android 13 or Higher without data loss

- SD660 upgrades to A13 from lower OS dessert cause a data reset due to encryption updates. The ZCP is released to do perform selective data persistence during the upgrade process. This process is explained in the techdocs. <https://techdocs.zebra.com/lifeguard/a13/>.
- ZCP will be released in cadence of A11 LG MR release to make sure it is based upon the latest Security patches as per security team guidelines.
- The correct ZCP BSP needs to be selected based on the current source BSP and target OS as mentioned in the table below.**

Current Source OS Versions present on device		Notes
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OS Dessert	Release Date	Build Version	* Zebra Conversion Package to be used	
Oreo	Any Oreo release	Any Oreo release	11-99-99.00-RN-U546-STD-HEL-04	MANDATORY UPDATE NEEDED, The device must be upgraded to 11-42-18.00-RN-U00, January 2024 Android A11 to begin the migration process.
Pie	Any Pie release	Any Pie release	11-99-99.00-RN-U546-STD-HEL-04	MANDATORY UPDATE NEEDED, The device must be upgraded to 11-42-18.00-RN-U00, January 2024 Android A11 to begin the migration process.
A10	Any A10 release	Any A10 release	11-99-99.00-RN-U546-STD-HEL-04	MANDATORY UPDATE NEEDED, The device must be upgraded to 11-42-18.00-RN-U00, January 2024 Android A11 to begin the migration process.
A10	October 2024 release	LIFEGUARD UPDATE 10-63-19.00-QN-U00 (Oct 2024)	11-99-99.00-RN-U565-STD-HEL-04	1. MANDATORY UPDATE NEEDED, The device must be upgraded to 11-49-09.00-RN-U00, July 2024 Android A11 to begin the migration process. 2. MC3300x new display devices will not be allowed to use U546 and U555 BUILD.
A11	May 2023 To January 2024 release	From LIFEGUARD UPDATE 11-35-05.00-RN-U00 (May 2023) till 11-42-18.00-RN-U00 (January 2024)	11-99-99.00-RN-U546-STD-HEL-04	1.SD660 upgrades to A13 from lower OS dessert cause data reset due to encryption mismatch, hence ZCP is released to do selective data persistence in such OS upgrade cases, which is explained in the techdocs. https://techdocs.zebra.com/lifeguard/a13/ 2. ZCP will be released in cadence of A11 LG MR release to make sure it is based upon the latest Security patches as per security team guidelines. 3. Customers need to choose the right ZCP based on their source and target OS as mentioned in the tabular section of ZCP release notes.
A11	April 2024 release	From LIFEGUARD UPDATE 11-46-25.00-RN-U00 (April 2024)	11-99-99.00-RN-U555-STD-HEL-04	1.SD660 upgrades to A13 from lower OS dessert cause data reset due to encryption mismatch, hence ZCP is released to do selective data persistence in such OS upgrade cases, which is explained in the techdocs. https://techdocs.zebra.com/lifeguard/a13/ 2. ZCP will be released in cadence of A11 LG MR release to make sure it is based upon the latest Security patches as per security team guidelines. 3. Customers need to choose the right ZCP based on their source and target OS as mentioned in the tabular section of ZCP release notes.

A11	July 2024 release	LIFEGUARD UPDATE 11-49-09.00-RN-U00 (July 2024)	11-99-99.00-RN-U565-STD-HEL-04	<p>1. SD660 upgrades to A13 from lower OS dessert cause data reset due to encryption mismatch, hence ZCP is released to do selective data persistence in such OS upgrade cases, which is explained in the techdocs. https://techdocs.zebra.com/lifeguard/a13/</p> <p>2. ZCP will be released in cadence of A11 LG MR release to make sure it is based upon the latest Security patches as per security team guidelines.</p> <p>3. Customers need to choose the right ZCP based on their source and target OS as mentioned in the tabular section of ZCP release notes.</p> <p>4. PS20 and VC83-10 inch new display devices will not be allowed to use U546 and U555 BUILD.</p>
A11	Dec 2024 to Jan 2025 release	From LIFEGUARD UPDATE 11-54-19.00-RN-U00 (Dec 2024) till LIFEGUARD UPDATE 11-54-26-RN-U00 (Jan 2025)	11-99-99.00-RN-U575-STD-HEL-04	<p>1. SD660 upgrades to A13 from lower OS dessert cause data reset due to encryption mismatch, hence ZCP is released to do selective data persistence in such OS upgrade cases, which is explained in the techdocs. https://techdocs.zebra.com/lifeguard/a13/</p> <p>2. ZCP will be released in cadence of A11 LG MR release to make sure it is based upon the latest Security patches as per security team guidelines.</p> <p>3. Customers need to choose the right ZCP based on their source and target OS as mentioned in the tabular section of ZCP release notes.</p>
A11	April 2025 release	LIFEGUARD UPDATE 11-58-08.00-RN-U00 (April 2025)	11-99-99.00-RN-U585-STD-HEL-04	<p>1. SD660 upgrades to A13 from lower OS dessert cause data reset due to encryption mismatch, hence ZCP is released to do selective data persistence in such OS upgrade cases, which is explained in the techdocs. https://techdocs.zebra.com/lifeguard/a13/</p> <p>2. ZCP will be released in cadence of A11 LG MR release to make sure it is based upon the latest Security patches as per security team guidelines.</p> <p>3. Customers need to choose the right ZCP based on their source and target OS as mentioned in the tabular section of ZCP release notes.</p>

LifeGuard Update 11-99-99.00-RN-U585

○ New Features

- None

- **Resolved Issues**

- SPR-55708 – Resolved an issue where the Gboard app was missing and could not be installed from Play Store after migrating from A11 to A13\A14 using ZCP.

LifeGuard Update 11-99-99.00-RN-U575

- **New Features**

- None

- **Resolved Issues**

- SPR-55194 – Resolved an issue after A13\A14 Migration using ZCP, Google Account fails to authenticate.

LifeGuard Update 11-99-99.00-RN-U565

- **New Features**

- None

- **Resolved Issues**

- SPR-54822 - Added property to allow EMMs to confirm ZCP migration process was used to apply update.

- **Usage Note**

- VC83-10 inch new display devices will not be allowed to use U546 and U555 BUILD.
 - To identify display type, users can check 'ro.config.device.display' property using getprop command from adb.
 - Devices with new display G104XVN01.010 will have [ro.config.device.display]: [703]
 - Devices with display G104XVN01.0 (old display) will have [ro.config.device.display]: [700]
- The PS20 inch new display devices will not be allowed to use U546 and U555 BUILD.
 - To identify display type, users can check 'ro.config.device.display' property using getprop command from adb.
 - Devices with new display A0397VWF2MBAA will have [ro.config.device.display]: [256]
 - Devices with new display A0397VWF2MBAB will have [ro.config.device.display]: [1101]
 - Devices with display HX8369A (old display) will have [ro.config.device.display]: [1001]

LifeGuard Update 11-99-99.00-RN-U555

- **New Features**

- None

Resolved Issues

- SPR-53028 – Improve user experience of SD660[A13] migration using ZCP.

LifeGuard Update 11-99-99.00-RN-U546

New Features

- Initial Release of Zebra Conversion Package.

Resolved Issues

- SPR-51295 – Migration Launcher optimizations
- SPR51305 – Resolved an issue where entire /sdcard contents back-up is failing when there is more data on /sdcard during ZCP conversion.
- SPR-52601 – Resolved Delta Package upgrade issue.
- SPR-55708 - Resolved an issue where the Gboard app was missing and could not be installed from Play Store after migrating from A11 to A13\A14 using ZCP.
- SPR-55194 - Resolved an issue after A13\A14 Migration using ZCP, Google Account fails to authenticate.
- SPR-54822 - Added property to allow EMMs to confirm ZCP migration process was used to apply update.
- SPR-53028 – Improve user experience of SD660[A13] migration using ZCP.

Version Information

Below Table contains important information on versions

Description	Version
Product Build Number	11-99-99.00-RN-U585-STD-HEL-04
Android Version	11
Security Patch level	Feb 05, 2024
Component Versions	Please see Component Versions under Addendum section

Device Support

The products supported in this release are ET51, ET56, EC30, EC50, EC55, L10A, MC2200*, MC2700, MC9300, MC3300ax, MC3300x, MC3300xR, PS20, TC52AX, TC52AX HC, TC21, TC21 HC, TC26, TC26 HC, TC52, TC52 HC, TC52x, TC52x HC, TC57, TC57x, TC72, TC77, TC8300, VC8300 & WT6300.

Known Constraints

- Refer to Considerations → Process Limitations section under [Migrating to Android 13](#)

*Advisory

- Administrators are advised to discard all ZCPs downloaded prior to March 6, 2024.
- If you have already used a ZCP prior to March 6, 2024, you can **only** apply a full-system image for the next update.

Important Links

- [SDM660 A13 OS Update instructions](#)
- [Migrating to Android 13](#)
- [Zebra Techdocs](#)
- [Developer Portal](#)

Addendum

Component Versions

Component / Description	Version
Zebra File Guardian	1.17
Zebra Backup/Restore Service	1.13

Revision History

Rev	Description	Date
1.0	Initial release	MAY 23, 2025