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ZEBRA ZAMS Software
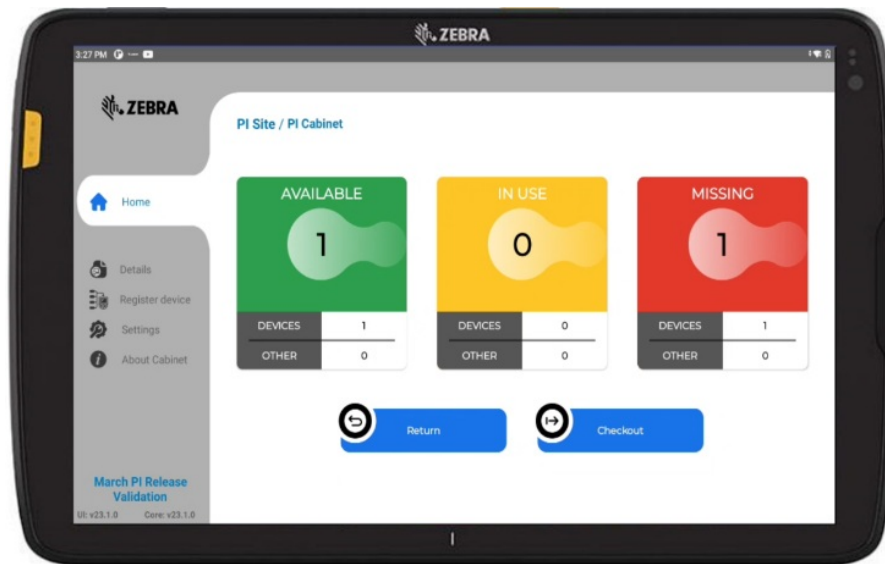
ZEBRA ZAMS Software User Guide

Contents

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Specifications

- **ZAMS Release:** 24.2.0
- **Date**: May 30, 2024
- **Components**:
    1. Mobile Device application and services
    2. Kiosk application and services
    3. Cloud resident console
- **Supported Environments:**
    - **Mobile Devices** (Android version 8, 9, 10, 11, 13)
    - **Kiosk**: CC6000/ET40 devices
- **Server Access**: **https://zams.zebra.com/**

Product Usage Instructions

Installation

1. Download the necessary APK files for the Mobile Device and Kiosk from the provided URLs.
2. Install the AMS Device APK on the mobile devices.
3. Set up the DataWedge profiles for device registration, PIN scanning, and code128 barcode scanning.

Configuration

1. Access the ZAMS cloud Portal at the provided server URL.
2. Customize refresh time for data sync between Portal and Kiosk applications.

Maintenance

1. Regularly schedule software updates to ensure continual development and maintenance.
2. Use the provided supporting files and documentation for automated installation or deployment via EMM or Stage Now.

Introduction

- This document outlines the new features and changes since the last release of Zebra Access Management System (ZAMS) software.
- ZAMS software comprises 3 elements recommended to be installed at the same time. For current release validation and support are limited to the underlying version configurations noted.

ZAMS Software elements contain:

1. Mobile Device application and services: Provides the lock screen UI and services for Android-based mobile devices.
2. Kiosk application and services: Provides on-site device management, UI and provides information to cloud based console. The Kiosk application is designed for Zebra's CC6000/ET40 devices.
3. Cloud resident console: Web portal that provides various administration-level tasks and reports. The server access location is **https://zams.zebra.com/**

The following is an explanation of the files distributed in this release.
ZAMS SW release components

Item	Area	Description
AMS Server (URL) https://zams.zebra.com	Portal	ZAMS (cloud) Portal
AMS KIOSK APK	Kiosk	KIOSK APK for CC6000/ET40 user interface
AMS Device APK	Mobile Device	APK for mobile devices in AMS application
dwprofile_AmsDevice.db (part of auto install content)	Mobile Device	DataWedge profile for AMS application device registration
dwprofile_amsPin.db (part of auto install content)	Mobile Device	DataWedge profile for AMS application PIN scanning
dwprofile_code128_barcode_profile.db (part of auto install content)	Mobile Device	DataWedge profile for AMS application code128 barcode scanning
dwprofile_nmc.db (part of auto install content)	Kiosk	DataWedge profile for AMS application to scan barcodes for non-mobile devices
ZamsAutoInstall files and directory structure. (See install doc for details)	Kiosk and Mobile Device	Supporting files and documentation used to automate installation or deploy via EMM or Stage Now and set permissions that may not exposed via the OS UI.

Version scheme

As a part of continual development and maintenance, it is highly recommended to schedule software updates.

The versioning scheme for ZAMS software documentation is as follows: <yy>.<pi>.<rel#>.<patch#> where

- <yy> is the 2-digit year of release.
- <pi> is the major product increment number of the release. Typically, there are 4 major incremental releases to correspond to 4 quarterly scheduled releases.
- <rel#> is the incremental release number since last product increment. This number is updated to note a change to collection of release elements.
- <patch#> It is typically used to denote hot fixes or patches or custom changes of a release.

Target Environments

ZAMS supports the following target environments. Mobile Devices (Android version 8, 9, 10, 11, 13)

- Zebra full touch devices (TC15, TC2x, TC5x, TC7x)
- Zebra keyboard device (MC22xx, MC33xx, MC93xx)
- Zebra Android Tablets (ET4x, ET5x, CC6000)
- Zebra small devices (EC3x, EC5x)
- **Exceptions**: Mobile devices with external power packs. Support on a case-by-case basis.

Kiosk

- CC6000 (Android version 8, 9, 10, 11, 13)
- ET40 (Android version 11 and 13)

Portal UI

- Chrome version 9 or later
- Microsoft Edge version 124 or later

System Limitation

- Each KIOSK is limited to connecting 100 devices (mobile computers).
- Each KIOSK is limited to syncing 500 registered users, combining both Global and Site Users.

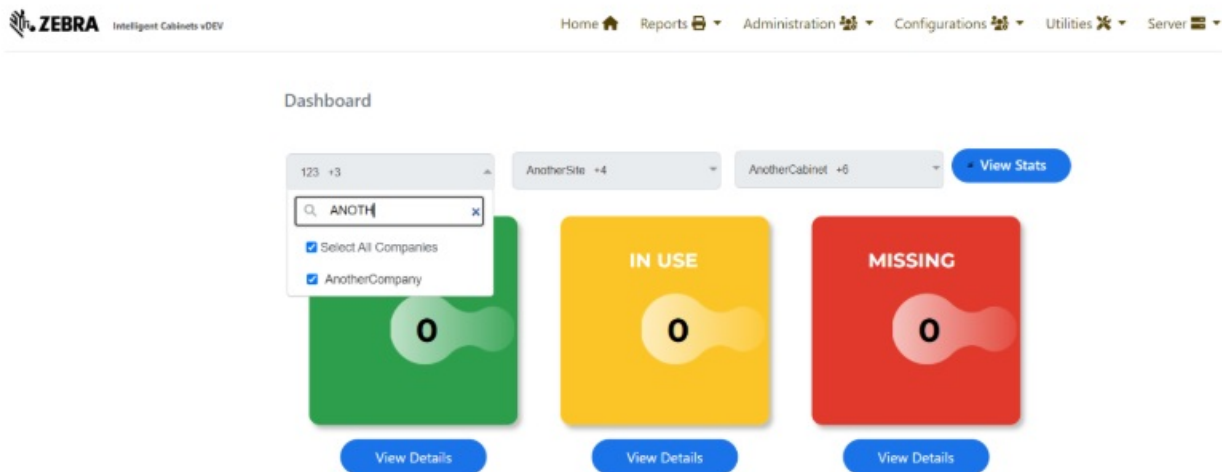## Change Highlights (Release 24.2.0)

This is a Major release.

Updates in this release

- **Portal**: AMS Server (v4.2.0)
- **Kiosk**: AMS (v2.0.0) (Note : AmsCore.apk and AmsUi.apk is merged to AmsKiosk.apk)
- **Device**: AMS (v3.0.0)

Features: Search Functionality (Portal)
A search box has been implemented in the Company, Site, and Cabinet dropdown menus across the dashboard and all report sections (Missing, Found, Lost, RMA, Repaired, BER). The search results dynamically display relevant companies, sites, and cabinets, offering users the flexibility to select and deselect options as needed

Android 13 Support (Kiosk and Device)
Android 13 support is added as part of this release in Kiosk and Device Android app.

Portal to KIOSK and KIOSK to Portal Sync: New and customizable refresh time
Portal / Kiosk refresh time have been changed to reduce the computation load on the KIOSK. The default values are:

- 60 seconds from Kiosk to Portal for device status update.
- 15 minutes from Portal to Kiosk for credentials and users update.

Customers can configure timer values via MDM configuration or by placing a configuration file in the Downloads folder. When new timer values are configured, they become effective starting with the following cycle. Please refer to the ZAMS User Guide for more information. The recommendation to ensure the continuous operation of a kiosk at different sync interval is coming soon and will be documented in appendix section.

Bug Fixes
The following production issues are fixed:

- Cabinet auto registration failed while upgrade to latest 23.4.0 release
- **Portal and Kiosk:** Device count mismatch on the portal and kiosk
- Device PIN Unable to log in

Upgrade Instructions

If KIOSK AMS or Device AMS is being upgraded from any of its previous versions, please follow below steps before upgrade.

1. Press and hold on AMS Core app on the Kiosk, it will show App info window, please click on App info -> click on uninstall.
2. Press and hold on AMS UI app on the Kiosk, it will show App info window, please click on App info -> click on

uninstall.

3. Install new AMS Kiosk app (single merged app) on the Kiosk If using MDM,
    1. Uninstall the existing apps (AMS Core & AMS UI) on the Kiosk & (AMS Device) on device.
    2. Install the AMS Kiosk app using the ZamsKioskAutoInstall.xml file as Manifest. Similarly, for devices, install the AMS Device app using the ZamsDeviceAutoInstall.xml file as Manifest.

Known Constraints, Workarounds and Limitations

1. BT proximity range could be seen as inconsistent due to several factors including device limitations, BLE poll rates and RF environmental influences. Devices need to be placed within environment-specific acceptable ranges to obtain consistency. It is recommended to verify proximity consistency during installation.
2. A13 BT permissions and BT proximity functionality
   For A13 device alone, we removed BT proximity functionality due to Android enforcement to get user permission every 5 mins to make BT discoverable.
3. Due to A13 limitation we use EMDK to launch the Charging screen on A13 device, when user puts the device on cradle/charger, which takes 2 to 3 secs to launch 'charging screen'.
4. ZAMS Bluetooth Proximity feature does not work as expected on A10 devices with BSPs 10-16- 10.00-QG-U120-STD-HEL-04, 10-16-10.00-QG-U142-STD-HEL-04). It is recommended to use BSP 10-16-10.00-QG-U00-STD-HEL-04 or upgrade A10 Devices to A11 BSP 11-16-05.00-RG-U00-STD-HEL-04.
5. It is recommended that setting "App Login on Reboot" should be turned off while using Imprivata APP.
6. It is recommended to turn off BLE proximity while using Imprivata.
7. A Random behavior has been reported in Android 8 (Oreo) devices Sometimes A 8 device takes long time to connect to the Wi-Fi and message "Wi-Fi not connected" appears.
8. Scheduled Email Configuration – After the daylight-saving time came into effect There was one-hour time difference delay in the delivery of the email reported by Zebra. The workaround to resolve this issue at present is just to change the scheduled time of the Configuration by signing into the ZAMS Portal if the delivery of the Scheduled Email has been disturbed.
9. After a factory reset on the CC6000, the offline cabinet files may fail to be processed the first time if placed on the device by Stage Now. It may begin working with
   Retry the profile after uninstalling the applications or relaunching the apps after clearing from the Recent apps.
10. **Imprivata SSO intent known issues:**
    - Login status may not update on portal when Special character is used in the username field while logging in.
    - When device is AVAILABLE, if a user log in intent is sent, the AVAILABLE status is lost and may not be recoverable. The intent must only be sent when the device is outside of the charger.
    - When using the intent, the ZAMS client should be configured (via the portal) so PIN UI is not shown. In this case, if "send alarm" is sent via the port UI, there is not UI prompt so the device will alarm until the unit is placed back into the cradle.
11. Username disappearing when new Other Asset is checkout (Random Bug)
12. Based on quality of network performance and/or wifi coverage. Server updates from the kiosk may take up to a few minutes.
13. Current solution is limited to handle up to max of 500 users (combined as global and site level together) for all the cabinets at a site. In case, there is a requirement to have more users at site level, product needs to be enhanced.

14. If Kiosk is crashing due to out of memory error or any other issue, it is recommended to clear the cache at prescribed intervals
15. Bulk-Upload functionality supports only upload of 2000 user records at a time.
16. Global users are unable to deactivate the PIN uniqueness setting established at the site level
17. When editing Role_Device_User an error message stating "PIN is already in use!"
18. User Login details sync between two different cabinets(Kiosks) takes approximately Sync_Time_Configured + 3 minutes. This may affect "One Device User" functionality when User tries to pic device from different cabinet(Kiosk)
19. Upon attempting to log in, if users encounter the message "User is already logged-in on device 'Serial No.' ", they should locate the device with the corresponding serial number in the cabin and login with the device.

Support
ZAMS software undergoes continuous updates for software enhancement and to introduce new features. Therefore, it is necessary to update the APKs on the kiosk and mobile devices. However, ZAMS extends support to the below versions as well.

- Kiosk AMS & Device AMS
    - Core v1.7.0, UI v1.5.0, Device v2.7.0
    - Core v1.6.0, UI v1.5.0, Device v2.6.0

Important Links

- **Zebra Techdocs** – Zebra community support
- **Developer Tools** – Zebra Developer support
- **Partner Portal** – Zebra Partner news and other support
- **Intelligent Cabinet Support and downloads** – Zebra support and downloads

Appendix
Coming Soon

FAQ

Q: What are the recommended Android versions supported by ZAMS?
A: ZAMS supports Android versions 8, 9, 10, 11, and 13 for mobile devices.

Q: Where can I find the AMS Server URL?
A: The AMS Server URL is located at **https://zams.zebra.com/**.

Q: How can I set up DataWedge profiles for AMS application?
A: To set up DataWedge profiles for AMS application, refer to the installation documentation for detailed instructions.

Documents / Resources

	ZEBRA ZAMS Software [pdf] User Guide 24.2.0, ZAMS Software, Software

References

- ⚡ **Welcome | Zebra Developer Portal**
- 🌐 **POST data**
- 🔳 **AMS Admin**
- 🔳 **AMS Admin**
- **User Manual**