

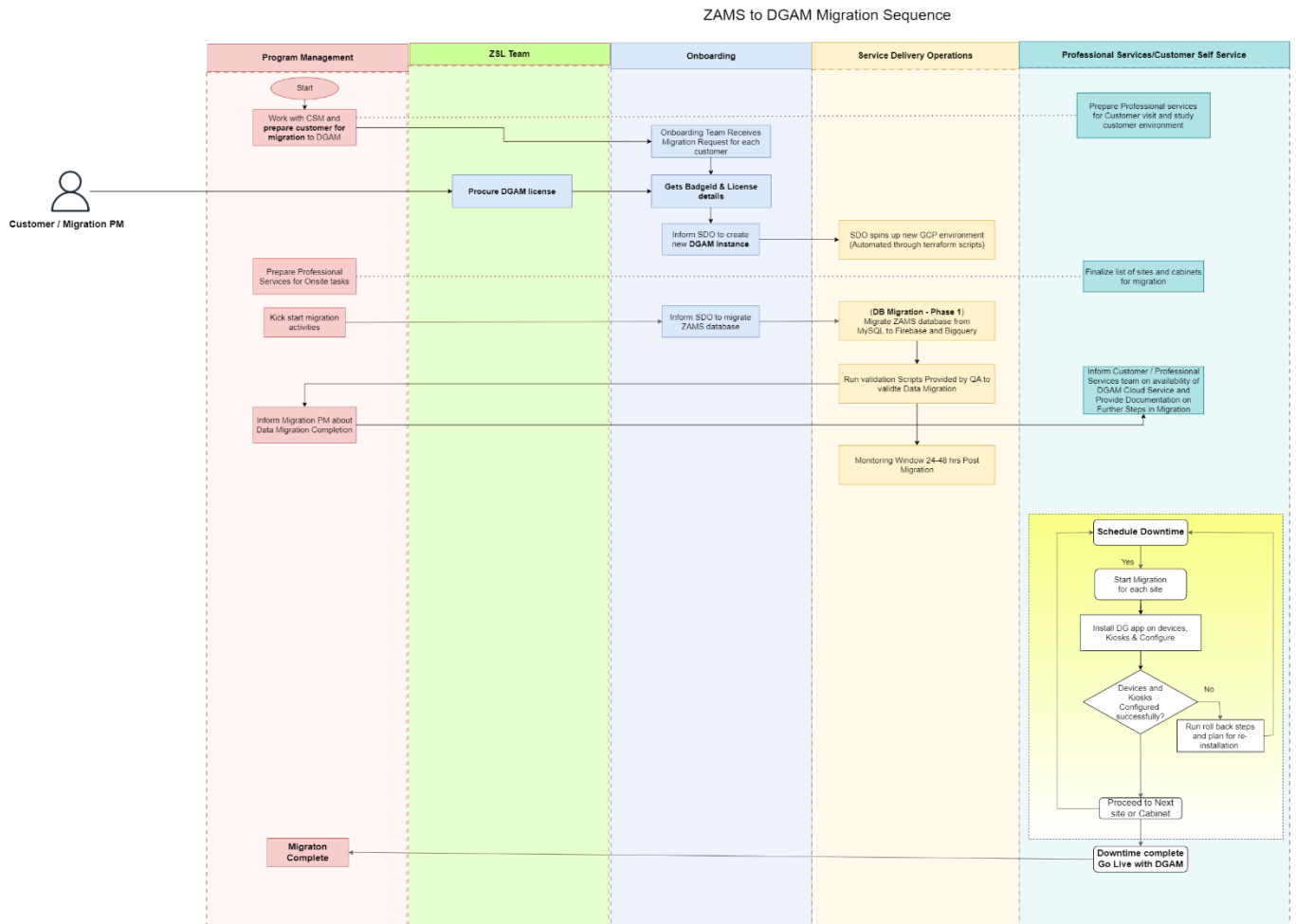
ZAMS to DGAM Migration User Guide

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4	Uninstall ZAMS using MDM	14
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1 Migration Overview

This document provides an outline for the known steps to migrate a customer from the Zebra Access Management System (ZAMS) to Device Guardian Access Management (DGAM).



2 Portal Migration

Customer data on the ZAMS portal will be automatically copied to DGAM as soon as the DGAM portal is created.

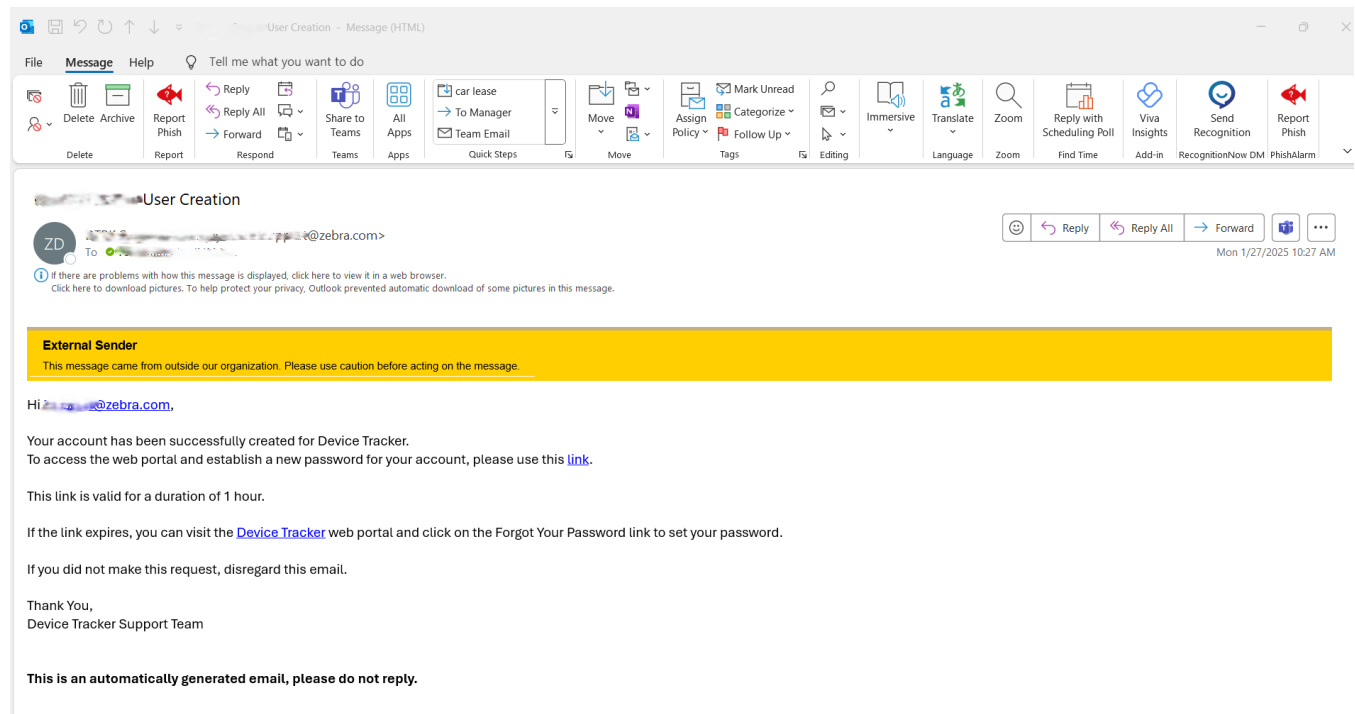
This data includes Sites, Admin Users, and Email Configurations.



When Users with roles such as Company Admin, Site Admin, and Company Users are copied to DGAM, Individual users will receive email from DGAM web app to reset passwords.

Users must follow the instructions provided in the email to reset the password on the new DGAM web app.

Sample Email:



All migrated users will be reflected in the DGAM User Management page with their roles.

Important Announcement: Zebra recommends updating devices to the latest client version to receive critical issue fixes and new features. [See More](#)

Dashboard

Welcome Dashboard

Mobile Devices

Access Points (AP)

Licenses

Settings

Kiosk

Kiosk Device

Single Sign On Integration (SSO)

Site

User Management

User Management

Create User

Name	Email ID	Role	User Type	Site Location	Created At	Modified By	Modi
May Release	mayrelease25@stg.com	Admin	Non SSO		May 23, 2025 10:54 AM	ngdtrk_admin@zebra.com	May 23, 2025 10:54 AM
moriy hazhab	moriy30962@hazhab.com	Admin	Non SSO		May 23, 2025 10:54 AM	ngdtrk_admin@zebra.com	May 23, 2025 10:54 AM
Upper Case	uppercaseadmin@stg.com	Admin	Non SSO		May 23, 2025 10:54 AM	ngdtrk_admin@zebra.com	May 23, 2025 10:54 AM
Site Admin	sitemayrelease@stg.com	Manager	Non SSO	Perfomacnce site	May 23, 2025 10:54 AM	ngdtrk_admin@zebra.com	May 23, 2025 10:54 AM
Role11 stg	role11@stg.com	Admin	Non SSO		May 23, 2025 10:54 AM	ngdtrk_admin@zebra.com	May 23, 2025 10:54 AM
Test Site	testsitemay@stg.com	Manager	Non SSO	Test Site May Release	May 23, 2025 10:54 AM	ngdtrk_admin@zebra.com	May 23, 2025 10:54 AM
Role13 sta	role13@sta.com	Manager	Non SSO	Test Site Mav Release	Mav 23, 2025 10:54 AM	nodtrk_admin@zebra.com	Mav 23, 2025 10:54 AM

Previous

Next

All Sites and Email configuration list will be reflected in Sites Page of DGAM.

Dashboard
Welcome Dashboard
Mobile Devices
Access Points (AP)
Licenses
Settings
Kiosk
Kiosk Device
Single Sign On Integration (SSO)
Site

Site

Bulk Upload
Export Data
Create Site

Search Site Name

	Site Name	Town	City	Country	Contact Name	Mobile No	Last Updated	Email reporting time
<input type="checkbox"/>	SITE_ADMIN	bangalore	bangalore	India	Admin Site		May 23, 2025 12:59 PM	12:30 PM
<input type="checkbox"/>	Test Site May Release	Dublin	Chennai	Bharath	Desk Kisok	5646465455	May 23, 2025 11:24 AM	12:00 PM
<input type="checkbox"/>	Perfomacnce site		Norwich	UK			May 23, 2025 11:24 AM	12:00 PM

Important Announcement: Zebra recommends updating devices to the latest client version to receive critical issue fixes and new features. [See More](#)

Dashboard
Welcome Dashboard
Mobile Devices
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Licenses
Settings
Kiosk
Kiosk Device
Single Sign On Integration (SSO)
Site

Site

Bulk Upload
Export Data
Create Site

Search Site Name

	Email reporting time	Time Zone	Categories	Email subscription	Email List	Attach CSV	Actions
:59 PM	12:30 PM	Africa/Addis_Ababa	All	YES	Criss@gmail.com, Emma@...	YES	
:24 AM	12:00 PM	Asia/Kolkata	Disconnected,InvalidLogin,...	YES		YES	
:24 AM	12:00 PM	Europe/London	Disconnected,InvalidLogin,...	YES		YES	

Edit site

Others

Time zone *

Africa/Addis_Ababa

Email Notification

Subscribe Reports via Email



Generate EOD Report(s) (At) *

12:30



Select Reports *

Select All



Email Recipient List *

Criss@gmail.com, Emma@gmail.com

☒ Include Attachments (.CSV) in Email

Proximity Configuration ⓘ

Bluetooth Proximity



Cancel

Update

All historical reports are available in the “Historical Reports” section.

Site

User Management

Enrollment

Automation

Notifications

Map Based Locationing

Bluetooth Scanners

Reports

Devices

Historical Reports

Events By Site

End of day device summary

Historical Reports

CABINET DEVICES
DEVICE STATUS
USER DEVICES
USER METRICS

DGAM - Historical - Cabinet Devices - Header

Cabinet Devices Report

Dev Company

Kiosk Name: AZ001 Kiosk

Timestamp: 23/5/2025, 1:22:31 pm

DGAM - Historical - Cabinet Devices - Data

Device Name	User Name	Number of Logins	Average Logged in (Minutes)	Average Logging in (M)
22301524700244	troy.mcdaniel@cardinal	90	1	1
23097522502759	troy.mcdaniel@cah.com	918	0	35
23097522502759	troy.mcdaniel@cardinal	33,984	4	14

« < 1 > »

Rows 1-3

Filters

Date Range

Last 12 Months

Kiosk Name

Start typing to search...

☒ AZ001 Kiosk
☐ ET40_22210524700...
☐ ET40_22328524700...
☐ ET40_null
☐ KS008-KIOSK-PROD
☐ K1007-KIOSK-PROD

List of items to verify when DGAM web server is available:

- All admins, managers and Company users are correctly migrated.
- All Users can login with their respective email id's post password reset.
- All Managers have sites assigned.
- All sites are migrated.
- All email lists are present for the corresponding site.
- Report schedules are reflected under Sites page in DGAM.
- All reports are available on the Historical Reports page.
- Devices and Cabinets do not migrate. When DGAM application is installed on Devices and Kiosks, they show up on DGAM web console automatically under their respective Sites

ZAMS AND DGAM comparison

Below tables provide a comparison of features between ZAMS and DGAM. It also explains the roles that are available in DGAM.

***Not available in DGAM**

***New feature in DGAM**

ZAMS User Role	DGAM User Role
Company Admin	Admin
Site Admin	Manager
Company User	Company User
Device User & Device Internal User	These Roles won't exist in DGAM

ZAMS Features that are available in DGAM

ZAMS Features	DGAM Features
Dashboard	Dashboard
Administration <ul style="list-style-type: none"> a. User Management b. Site c. Cabinet d. Cabinet Devices e. Other Assets 	Settings <ul style="list-style-type: none"> a) User Management b) Site c) Kiosk d) Kiosk Devices e) Device Enrollment
Reports	Reports

<ol style="list-style-type: none"> 1. Missing Devices 2. Lost Devices 3. Found Devices 4. RMA Devices 5. BER Devices 6. Repaired Devices 7. Historical Reports <ol style="list-style-type: none"> a) Cabinet Devices b) Device Status c) User Devices d) User Metrics 	<p>A) Devices</p> <ol style="list-style-type: none"> 1. All Devices 2. Missing Devices 3. Lost Devices 4. Decommissioned Devices 5. Recommissioned Devices <p>B) Historical Reports</p> <ol style="list-style-type: none"> a) Cabinet Devices b) Device Status c) User Devices d) User Metrics
<p>Configuration</p> <ol style="list-style-type: none"> 1. Notification Configuration 2. Offline Cabinet Setup 3. Offline Cabinet Device Setup 4. Toast Configuration 	
<p>Utilities</p> <ol style="list-style-type: none"> 1. Master Unlock Code 2. Cradle Master Unlock Code 	

3 Kiosk and Device Migration

Note : Customers should have **MDM(SOTI/Airwatch/42gear)** to install DGAM mobile application. DGAM does not support the stage now.

Approximate Time Taken for Migration:

Device already register with any MDM & Installed with ZAMS	MDM(SOTI/Airwatch/42gear)
Uninstallation of ZAMS	30 mins
Installation and configuration of DGAM	1 hour
Total	1.5hrs

Hardware Compatibility

Please check the Hardware Compatibility at [DGAM Hardware Compatibility](#) before proceeding with DGAM installation on Zebra Mobile Devices and Kiosks

Steps To Migrate Zebra Devices and Kiosks from ZAMS to DGAM

To migrate devices and kiosks from ZAMS to DGAM, follow these steps:

1. Uninstall ZAMS

- Use StageNow barcodes or MDM scripts to uninstall ZAMS.

2. Install DGAM

- Install DGAM and complete the configuration process.

3. Rollback (if required)

- If migration fails and rollback is needed, reinstall ZAMS using StageNow barcodes or scripts.

Note:

Before proceeding with the next steps ensure the following files are available on the device in the **Download** folder:

- APKs used for the device and kiosk
- Cabinet configuration files
- DataWedge database files

Make sure that devices are removed from Cradle Locks.

Additionally, keep ZAMS installation scripts or StageNow barcodes handy for rollback.

Uninstalling ZAMS:

The “Uninstall_ZAMS.zip” file contains StageNow barcodes and MDM scripts for uninstalling ZAMS.

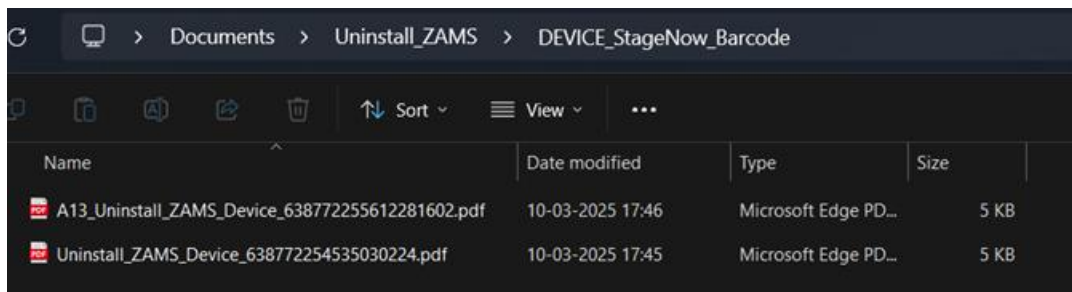
Name	Date modified	Type	Size
DEVICE_StageNow_Barcode	10-03-2025 17:53	File folder	
KIOSK_Old_StageNow_Barcodes	11-04-2025 10:28	File folder	
KIOSK_StageNow_Barcodes	11-04-2025 10:28	File folder	
ZamsDevice_Uninstall.xml	10-03-2025 17:39	XML File	1 KB
ZamsKiosk_Old_Uninstall.xml	10-03-2025 17:39	XML File	1 KB
ZamsKiosk_Uninstall.xml	10-03-2025 17:39	XML File	1 KB

Device Uninstallation

a. Using StageNow:

Locate the barcodes in the folder **DEVICE_StageNow_Barcode**:

- **Below Android 13:** Uninstall_ZAMS_Device
- **Android 13 & Above:** A13_Uninstall_ZAMS_Device



Name	Date modified	Type	Size
A13_Uninstall_ZAMS_Device_638772255612281602.pdf	10-03-2025 17:46	Microsoft Edge PD...	5 KB
Uninstall_ZAMS_Device_638772254535030224.pdf	10-03-2025 17:45	Microsoft Edge PD...	5 KB

Launch StageNow app on the device and scan the barcode from the file. This will uninstall ZAMS.

b. Using MDM:

1. Use the script “**ZamsDevice_Uninstall.xml**” in your MDM solution.
2. Run the script as job. Once successful, the app will be uninstalled.

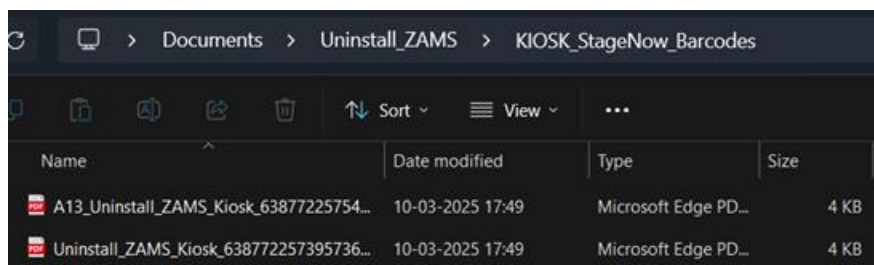
Name	Date modified	Type	Size
DEVICE_StageNow_Barcode	10-03-2025 17:53	File folder	
KIOSK_Old_StageNow_Barcodes	11-04-2025 10:28	File folder	
KIOSK_StageNow_Barcodes	11-04-2025 10:28	File folder	
ZamsDevice_Uninstall.xml	10-03-2025 17:39	XML File	1 KB
ZamsKiosk_Old_Uninstall.xml	10-03-2025 17:39	XML File	1 KB
ZamsKiosk_Uninstall.xml	10-03-2025 17:39	XML File	1 KB

For detailed steps to uninstall ZAMS using MDMs, refer to section [[Uninstall ZAMS using MDM](#)].

Kiosk Uninstallation

c. Using StageNow:

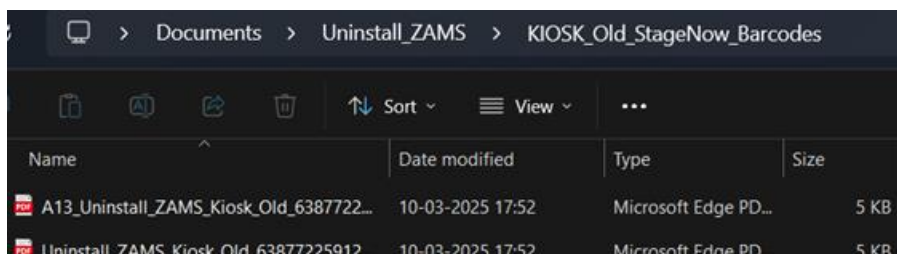
1. Locate barcodes in the folders:
 - a. **KIOSK_StageNow_Barcodes** (new single AmsKiosk app)
 - b. **KIOSK_Old_StageNow_Barcodes** (old AmsUi and AmsCore apps)
2. Launch the StageNow app on the kiosk device and scan the appropriate barcode:
 - a. **New Single AmsKiosk App:**
 - **Below Android 13:** Uninstall_ZAMS_Kiosk
 - **Android 13 & Above:** A13_Uninstall_ZAMS_Kiosk



Name	Date modified	Type	Size
A13_Uninstall_ZAMS_Kiosk_63877225754...	10-03-2025 17:49	Microsoft Edge PD...	4 KB
Uninstall_ZAMS_Kiosk_638772257395736...	10-03-2025 17:49	Microsoft Edge PD...	4 KB

b. Old Two Apps (AmsUi and AmsCore):

- **Below Android 13:** Uninstall_ZAMS_Kiosk_Old
- **Android 13 & Above:** A13_Uninstall_ZAMS_Kiosk_Old

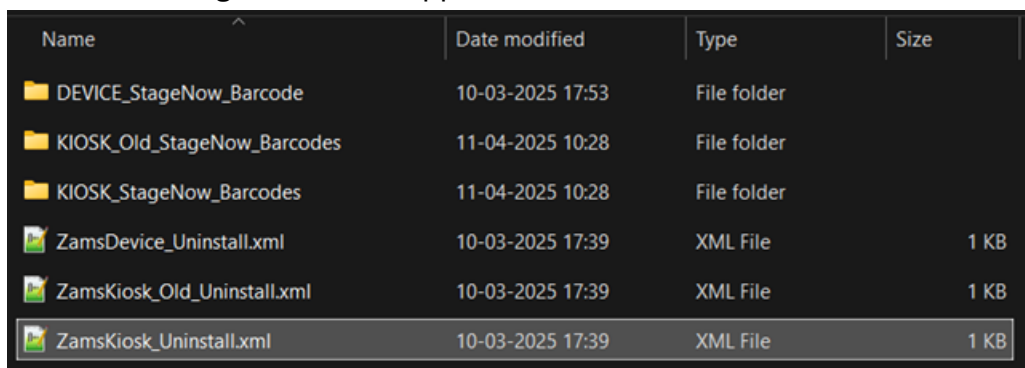


Name	Date modified	Type	Size
A13_Uninstall_ZAMS_Kiosk_Old_6387722...	10-03-2025 17:52	Microsoft Edge PD...	5 KB
Uninstall_ZAMS_Kiosk_Old_63877225912...	10-03-2025 17:52	Microsoft Edge PD...	5 KB

d. Uninstall ZAMS using MDM:

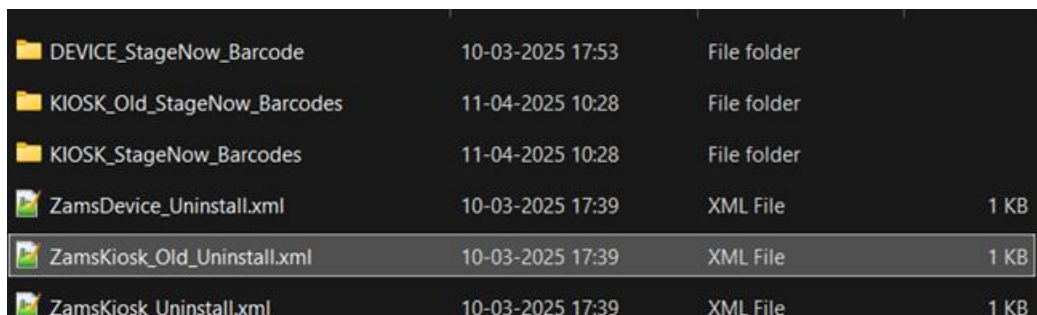
Use the following scripts in your MDM solution. Run the script as a job. Once successful, ZAMS will be uninstalled.

- For the new single AmsKiosk app - **ZamsKiosk_Uninstall.xml**



Name	Date modified	Type	Size
DEVICE_StageNow_Barcode	10-03-2025 17:53	File folder	
KIOSK_Old_StageNow_Barcodes	11-04-2025 10:28	File folder	
KIOSK_StageNow_Barcodes	11-04-2025 10:28	File folder	
ZamsDevice_Uninstall.xml	10-03-2025 17:39	XML File	1 KB
ZamsKiosk_Old_Uninstall.xml	10-03-2025 17:39	XML File	1 KB
ZamsKiosk_Uninstall.xml	10-03-2025 17:39	XML File	1 KB

- For the old two apps AmsUi & AmsCore - **ZamsKiosk_Old_Uninstall.xml**



Name	Date modified	Type	Size
DEVICE_StageNow_Barcode	10-03-2025 17:53	File folder	
KIOSK_Old_StageNow_Barcodes	11-04-2025 10:28	File folder	
KIOSK_StageNow_Barcodes	11-04-2025 10:28	File folder	
ZamsDevice_Uninstall.xml	10-03-2025 17:39	XML File	1 KB
ZamsKiosk_Old_Uninstall.xml	10-03-2025 17:39	XML File	1 KB
ZamsKiosk_Uninstall.xml	10-03-2025 17:39	XML File	1 KB

For detailed steps to uninstall ZAMS using MDMs, refer to section [[Uninstall ZAMS using MDM](#)].

List of items to verify after uninstallation of ZAMS:

1. No ZAMS PIN screen should be visible on placing Mobile Devices on charging.

2. No ZAMS dashboard on Kiosk.

Install DGAM:

To Install DGAM, refer [[DGAM Installation](#)]

Rollback (if required):

If DGAM fails and a rollback to ZAMS is needed, install ZAMS with the existing apk & scripts. For detailed steps, refer [[ZAMS Installation guide](#)]

4 Uninstall ZAMS using MDM

To uninstall ZAMS (either from devices or kiosks), you need to select the appropriate script based on the type of device or kiosk being targeted. The scripts are in the “**Uninstall_ZAMS.zip**” folder.

Name	Date modified	Type	Size
DEVICE_StageNow_Barcode	10-03-2025 17:53	File folder	
KIOSK_Old_StageNow_Barcodes	11-04-2025 10:28	File folder	
KIOSK_StageNow_Barcodes	11-04-2025 10:28	File folder	
ZamsDevice_Uninstall.xml	10-03-2025 17:39	XML File	1 KB
ZamsKiosk_Old_Uninstall.xml	10-03-2025 17:39	XML File	1 KB
ZamsKiosk_Uninstall.xml	10-03-2025 17:39	XML File	1 KB

Available Scripts:

1. **Device:**
Use the script **ZamsDevice_Uninstall.xml** for standard devices.
2. **Kiosk (new single AmsKiosk app):**
Use the script **ZamsKiosk_Uninstall.xml** for kiosks running the new AmsKiosk app.
3. **Kiosk (old AmsUi and AmsCore apps):**
Use the script **ZamsKiosk_Old_Uninstall.xml** for kiosks running the older AmsUi and AmsCore apps.

Detailed instructions for deploying the uninstall scripts as a job on MDM platforms are available. Below is an overview of three ZAMS supported MDM solutions:

1. AirWatch (VMware Workspace ONE)

Steps for uninstalling ZAMS using AirWatch include:

- **Step 1:** Log in to the AirWatch console.
- **Step 2:** Create a File/Action. Add the Uninstall file from the folder.

Edit Files/Actions ×

General **Files** Manifest

[+ ADD FILES](#)

File Name	Path	Version	Type
ZamsDevice_Uninstall.xml	/sdcard/Download/ZamsDevice_Uninstall.xml	1.0	Local

Items 1-1 of 1

Select Apply Custom Setting in Installation Manifest and select the same file.

Edit Files/Actions ×

General Files **Manifest**

Installation Manifest

[+ ADD ACTION](#)

Up	Down	Step Number	Action Type	Description
▲	▼	1	Apply Custom Settings	Custom Settings File = ZamsDevice_Uninstall.xml

Items 1-1 of 1

- **Step 3:** Create a new “Product” with Manifest as the File/Action created in above step.

View Product ×

General **Manifest** Conditions Deployment Dependencies

[↻](#)

Step Number	Action Type	Persistent	Description
1	Install Files/Actions	No	Files/Actions = zamsUninstallMigration

Items 1-1 of 1

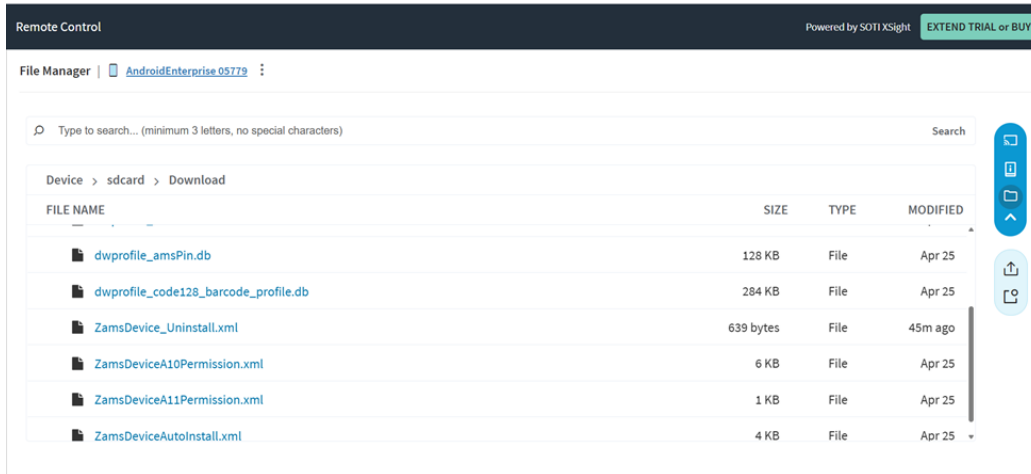
- **Step 4:** Select the Product and select Force Reprocess from More Actions.

2. MobiControl (SOTI)

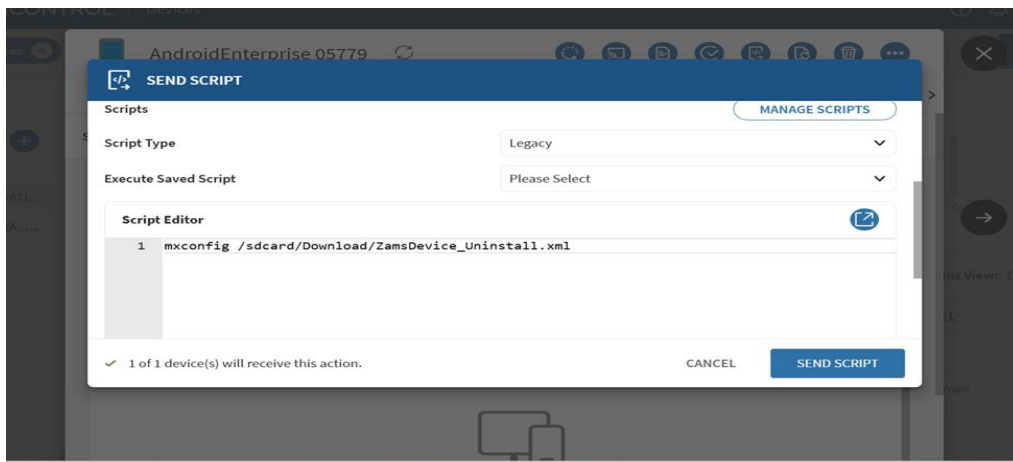
Steps for uninstalling ZAMS using Mobicontrol include:

- **Step 1:** Log in to the SOTI Mobicontrol dashboard.
- **Step 2:** Locate the device where ZAMS is installed.

- **Step 3:** Create a new configuration/job to execute the uninstall script.
- **Step 4:** Upload the relevant script (e.g., ZamsDevice_Uninstall.xml, ZamsKiosk_Uninstall.xml, or ZamsKiosk_Old_Uninstall.xml).



- **Step 5:** Send the uninstall script to the devices/kiosks.




- **Step 6:** Verify uninstallation of ZAMS on Device/Kiosk


3. 42Gears (SureMDM)

Steps for uninstalling ZAMS using 42Gears SureMDM include:


- **Step 1:** Access the SureMDM web console.
- **Step 2:** Identify the devices or kiosks where ZAMS is installed.
- **Step 3:** Create a new job for uninstallation.
- **Step 4:** Select Zebra MX Config as job type


Remote Buzz


Play a sound on a device for a specified duration.


Compliance Job


Set compliance rules and specify actions for non-compliance.


Relay Server Configuration


Configure a relay server to cache during downloading from the cloud.


OS Update

Upgrades the devices to the latest version.


Zebra MX Config

Execute Zebra StageNow script.


Lost Mode

Execute remote lock on enrolled devices upon detection of loss or theft.

Back

Cancel

- **Step 5:** Give a Job name and import the appropriate uninstall script (ZamsDevice_Uninstall.xml, ZamsKiosk_Uninstall.xml, or ZamsKiosk_Old_Uninstall.xml).

Job Name

Migration_Uninstall_ZAMS

Zebra MX Config

Import

```

1 <wap-provisioningdoc>
2 <characteristic version="5.1" type="DevAdmin">
3   <characteristic type="AppAsDevAdmin">
4     <parm name="DevAdminAction" value="2"/>
5     <characteristic type="DevAdminDetails">
6       <parm name="DevAdminPkg" value="com.zebra.ams.device"/>
7       <parm name="DevAdminClass" value="com.zebra.backsafe.android.splash.BackSafeAdmin"/>
8     </characteristic>
9   </characteristic>
10 </characteristic>
11 <characteristic version="6.0" type="AppMgr">
12   <parm name="Action" value="Uninstall"/>
13   <parm name="Package" value="com.zebra.ams.device"/>
14 </characteristic>
15 </wap-provisioningdoc>

```

Note: This functionality is compatible with Zebra devices having OEM Agent Version 1.33 or higher and with SureMDM Agent Version 27.32.00 or later

Save

- **Step 6:** Apply the newly created job to the selected devices/kiosks.
- ### Apply Job/Profile To Device

All Jobs/Profiles

<

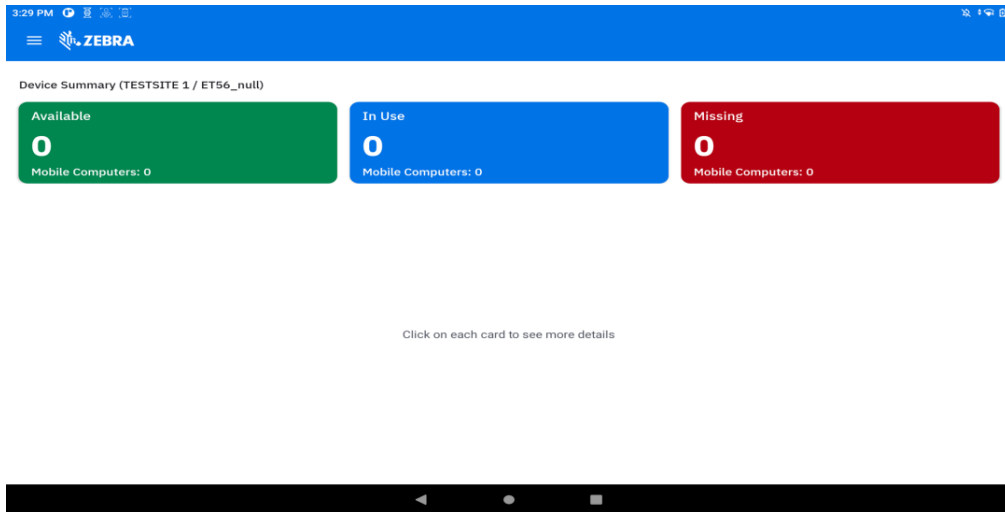
\

Job/Folder Name	Type
Migration_Uninstall_ZAMS	Zebra MX Config

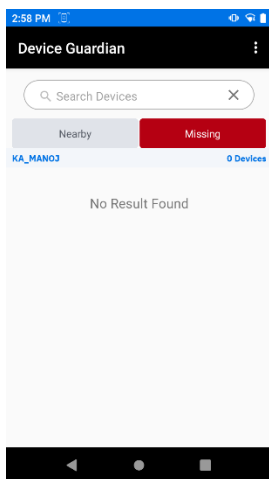
- **Step 7:** Verify the uninstallation ZAMS from Device/Kiosk

List of items to check after installation of DGAM on Mobile Devices and Kiosks:

- Installation and configuration should be successful, and Kiosk UI should be visible on Kiosk as below.



- Installation and configuration should be successful on devices, and device UI should be visible as below



- Admin User should be able to see all the Mobile Devices (that are part of migration) under “Mobile Devices” on DGAM web portal.
- Admin User Should be able to see all the Kiosks (that are part of migration) under “Kiosk” on DGAM web portal

- Users should be able to associate a Mobile Device (installed with DG APK) with Kiosk (installed with DG APK) by scanning QR code off Kiosk Screen.
- Mobile Devices status should be reflected on Kiosk and Portal Dashboards.

Capturing Logs:

Enable RxLogger on Device and Kiosk and increase file size so that EOF is not reached.

Pull Rxlogs in case of any failures and check the main.txt files.

Important links

- [Quick Start](#)
- [Licensing](#)
- [Install & Setup](#)
- [Compatible Hardware](#)

5 Revision History

Revision	Description	Date	Modified By
0.1	Initial Release		