



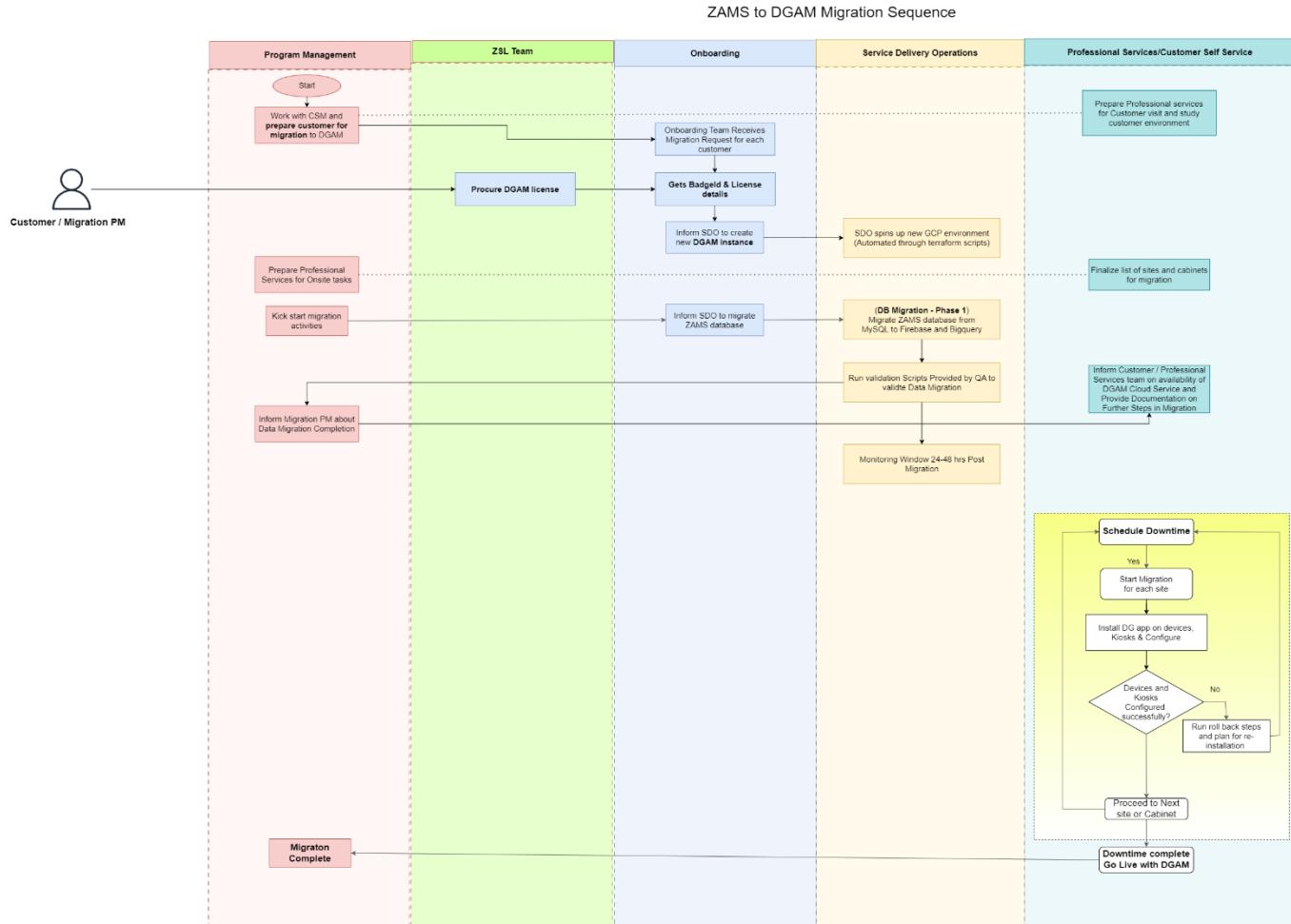
# **ZAMS to DGAM Migration User Guide**

## Contents

1	Migration Overview .....	2
2	Portal Migration .....	3
3	Kiosk and Device Migration.....	10
4	Uninstall ZAMS using MDM .....	14
	Important links .....	19
5	Revision History.....	19

## 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

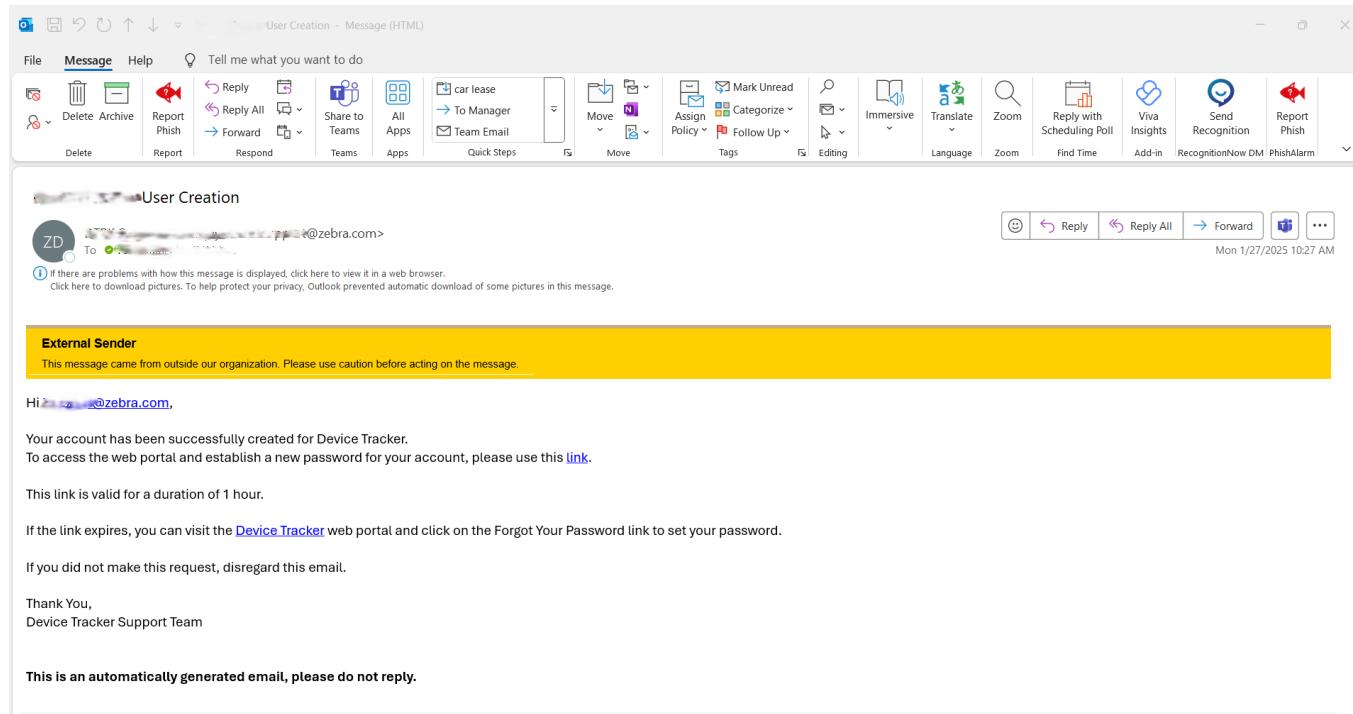
Customer data on the ZAMS portal will be automatically copied to DGAM as soon as the DGAM portal is created.

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:



The screenshot shows an Outlook message window with the following details:

- Subject:** User Creation
- From:** ZD <[redacted]@zebra.com>
- To:** [redacted]@zebra.com
- Date:** Mon 1/27/2025 10:27 AM
- Message Content (Excerpt):**

Hi [redacted]@zebra.com,  
Your account has been successfully created for Device Tracker.  
To access the web portal and establish a new password for your account, please use this [link](#).  
This link is valid for a duration of 1 hour.  
If the link expires, you can visit the [Device Tracker](#) web portal and click on the Forgot Your Password link to set your password.  
If you did not make this request, disregard this email.  
Thank You,  
Device Tracker Support Team

**External Sender**  
This message came from outside our organization. Please use caution before acting on the message.

**Footer:** This is an automatically generated email, please do not reply.

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	Modified At
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	Performancne 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 May Release	May 23, 2025 10:54 AM	ngdtrk_admin@zebra.com	May 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

Search Site Name

<input type="checkbox"/>	Site Name	Town	City	Country	Contact Name	Mobile No	Last Updated	Email reporting time
<input type="checkbox"/>	SITE_ADMIN	bangalore	bangalore	India	Admin Site	5646465455	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

Access Points (AP)

Licenses

**Settings**

Kiosk

Kiosk Device

Single Sign On Integration (SSO)

**Site**

### Site

Search Site Name

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

← ⌂ ✕ Dangerous | https://zdrk-dg...

Site

**Historical Reports**

User Management

- Enrollment
- Automation
- Notifications
- Map Based Locationing
- Bluetooth Scanners

---

Reports

- Devices
- Historical Reports
- Events By Site
- End of day device summary

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 (Minutes)
22301524700244	troymcDaniel@cardinal	90	1	1
23097522502759	troy.mcDaniel@cah.com	918	0	35
23097522502759	troymcDaniel@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
- Nnnnn7.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	<b>These Roles won't exist in DGAM</b>

ZAMS Features that are available in DGAM

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

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

### 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.

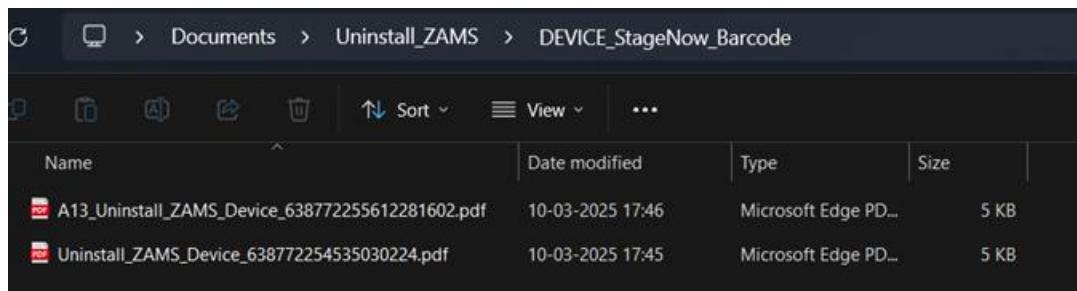
Name	Date modified	Type	Size
DEVICE.StageNow.Barcode	10-03-2025 17:53	File folder	
KIOSK_Old.StageNow.Barcodes	11-04-2025 10:28	File folder	
KIOSK.StageNow.Barcodes	11-04-2025 10:28	File folder	
ZamsDevice_Uninstall.xml	10-03-2025 17:39	XML File	1 KB
ZamsKiosk_Old_Uninstall.xml	10-03-2025 17:39	XML File	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.

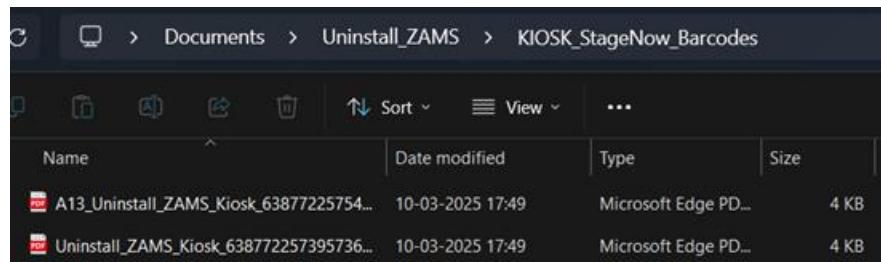
Name	Date modified	Type	Size
DEVICE.StageNow.Barcode	10-03-2025 17:53	File folder	
KIOSK_Old.StageNow.Barcodes	11-04-2025 10:28	File folder	
KIOSK.StageNow.Barcodes	11-04-2025 10:28	File folder	
 ZamsDevice_Uninstall.xml	10-03-2025 17:39	XML File	1 KB
 ZamsKiosk_Old_Uninstall.xml	10-03-2025 17:39	XML 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:

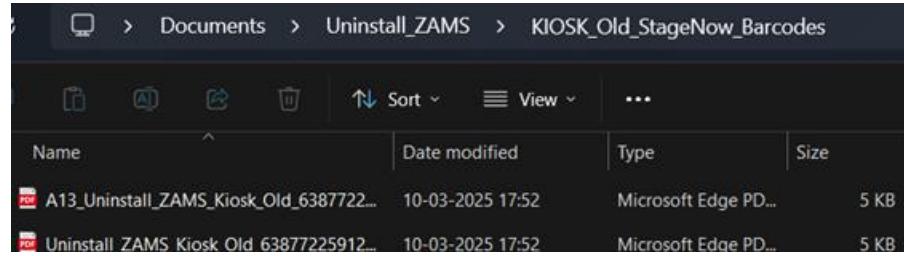
1. Locate barcodes in the folders:
  - a. **KIOSK.StageNow.Barcodes** (new single AmsKiosk app)
  - b. **KIOSK\_Old.StageNow.Barcodes** (old AmsUi and AmsCore apps)
2. Launch the StageNow app on the kiosk device and scan the appropriate barcode:
  - a. **New Single AmsKiosk App:**
    - **Below Android 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



#### 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_Barcodes	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
<b>ZamsKiosk_Uninstall.xml</b>	10-03-2025 17:39	XML File	1 KB

- For the old two apps AmsUi & AmsCore - **ZamsKiosk\_Old\_Uninstall.xml**

DEVICE_StageNow_Barcodes	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
ZamsKiosk_Old_Uninstall.xml	10-03-2025 17:39	XML File
<b>ZamsKiosk_Uninstall.xml</b>	10-03-2025 17:39	XML File

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

#### List of items to verify after uninstallation of ZAMS:

- 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.StageNowBarcode	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 X

General Files Manifest

+ ADD FILES

File Name	Path	Version	Type	
ZamsDevice_Uninstall.xml	/sdcard/Download/ZamsDevice_Uninstall.xml	1.0	Local	<span style="border: 1px solid #ccc; padding: 2px;">Edit</span> <span style="border: 1px solid #ccc; padding: 2px;">Delete</span> <span style="border: 1px solid #ccc; padding: 2px;">X</span>

Items 1-1 of 1

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

Edit Files/Actions X

General Files Manifest

Installation Manifest ↻

+ ADD ACTION

Up	Down	Step Number	Action Type	Description	
		1	Apply Custom Settings	Custom Settings File = ZamsDevice_Uninstall.xml	<span style="border: 1px solid #ccc; padding: 2px;">Edit</span> <span style="border: 1px solid #ccc; padding: 2px;">Delete</span> <span style="border: 1px solid #ccc; padding: 2px;">X</span>

Items 1-1 of 1

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

View Product X

General Manifest Conditions Deployment Dependencies

↻

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

Items 1-1 of 1

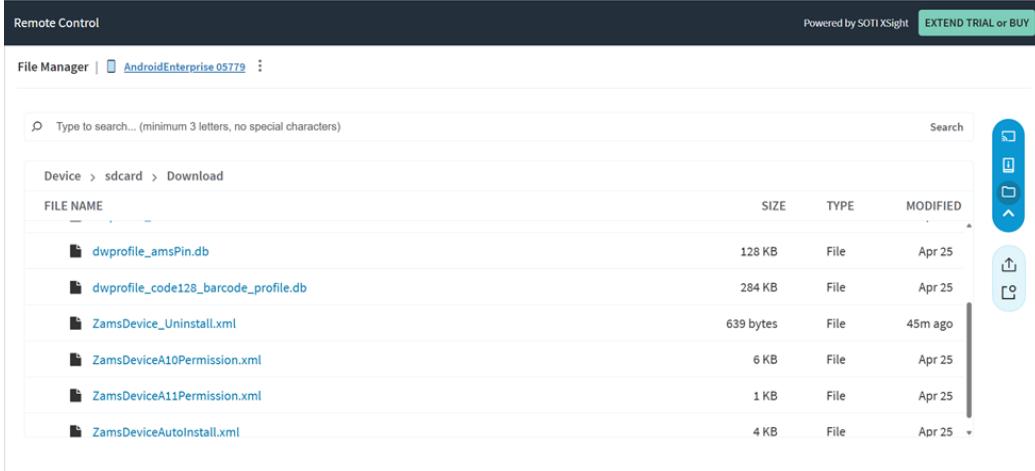
- **Step 4:** Select the Product and select Force Reprocess from More Actions.

## 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).



Remote Control

Powered by SOTIXSight [EXTEND TRIAL or BUY](#)

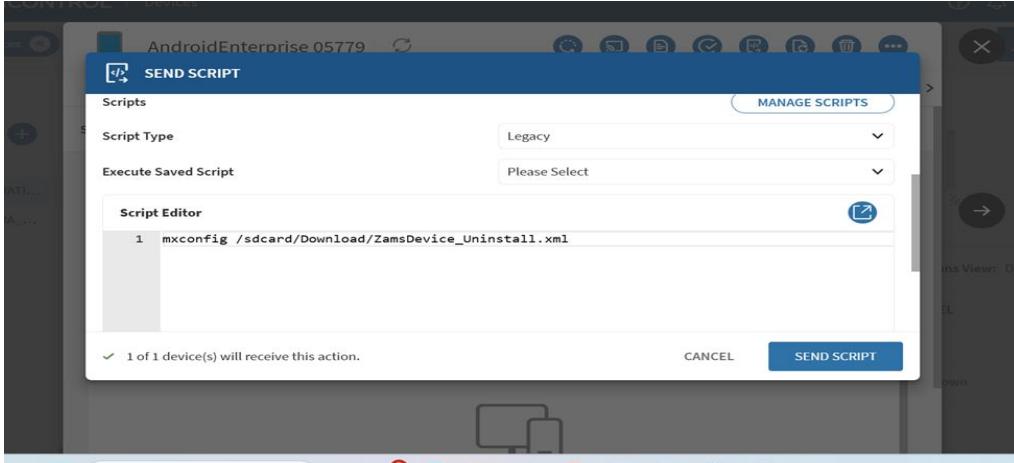
File Manager | [AndroidEnterprise 05779](#) :

Type to search... (minimum 3 letters, no special characters)

Device > sdcard > Download

FILE NAME	SIZE	TYPE	MODIFIED
dwprofile_amsPin.db	128 KB	File	Apr 25
dwprofile_code128_barcode_profile.db	284 KB	File	Apr 25
<b>ZamsDevice_Uninstall.xml</b>	639 bytes	File	45m ago
ZamsDeviceA10Permission.xml	6 KB	File	Apr 25
ZamsDeviceA11Permission.xml	1 KB	File	Apr 25
ZamsDeviceAutoInstall.xml	4 KB	File	Apr 25

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

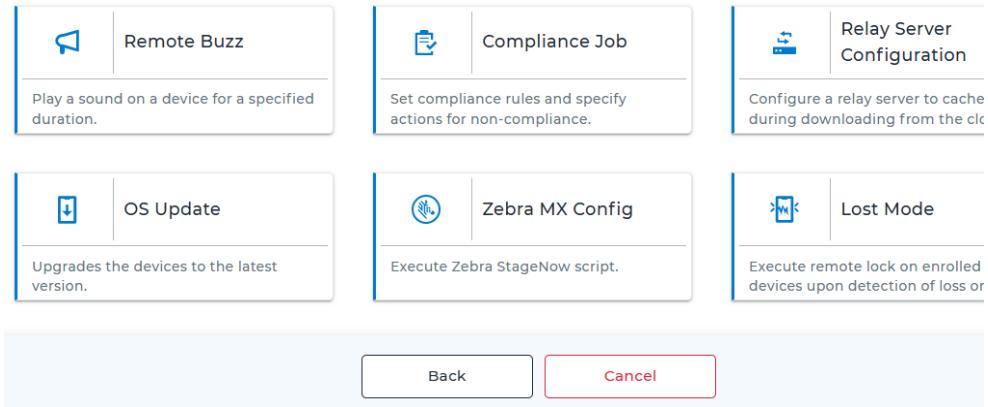


- **Step 6:** Verify uninstallation of ZAMS on Device/Kiosk

### 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



- **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

★ Zebra MX Config

```

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="DevAdminPk" 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

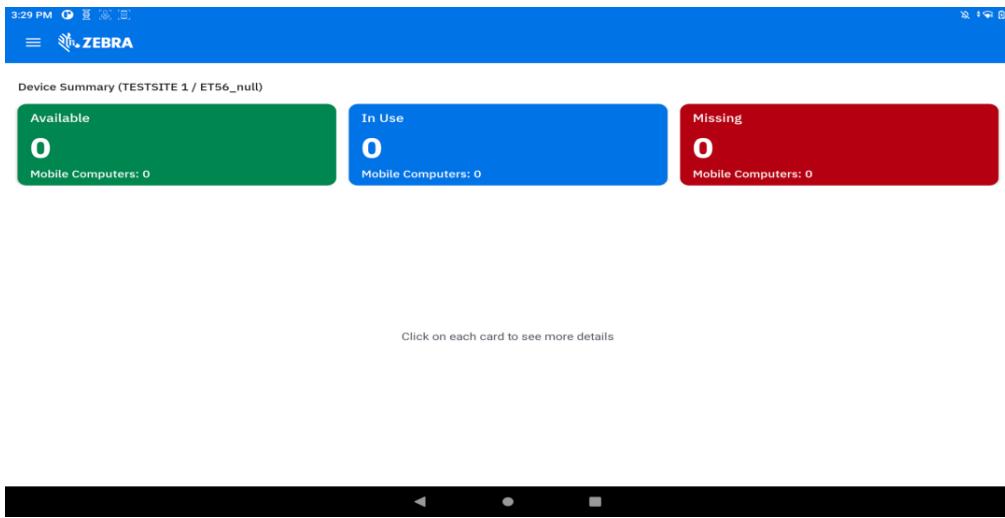
- **Step 6:** Apply the newly created job to the selected devices/kiosks.  
**Apply Job/Profile To Device**

All Jobs/Profiles	
<input type="button" value="&lt; \ J"/>	
Job/Folder Name	Type
 Migration_Uninstall_ZAMS	Zebra MX Config

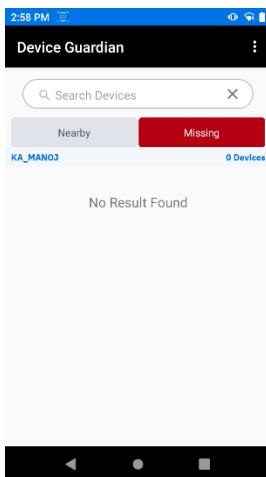
- **Step 7:** Verify the uninstallation ZAMS from Device/Kiosk

## 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		