

Zebra Services Agent for 42Gears SureMDM



ZEBRA

Installation Guide

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Overview

42Gears SureMDM is an Enterprise Mobility Management (EMM) solution that enables companies to securely manage devices and endpoints with any form factor and operating system throughout their lifecycle, from deployment to retirement.

The **Zebra Services Agent (ZSA)** app is designed to be installed and configured through EMM tools.

Pre-requisites

Devices must be enrolled as **Fully Managed Device**.

To verify if devices are configured as **Fully Managed Device**, log into the **42Gears SureMDM Console**, select the **Device**, and then click **Check Value of Android Enterprise** from the top-right corner.

Deploying Zebra Services Agent

Install the Zebra Services Agent (ZSA) app on the devices.

Download the Zebra_Services_Agent_V2.0.0.2.apk file from zebra.com/zebra-services-agent.

1. Go to **42Gears SureMDM Console > App Store > Android**.

2. Click **Add New App** and select **Upload APK**.

3. Click **Browse File** to upload the application.

A security warning message is displayed.

4. Select the checkbox and click **OK** to proceed.

After selecting the application, the **Add App** page displays.

5. Enter the **Category** (1) and **Description** (2) details, then click **Add** (3).

The screenshot shows the 'Add App' form in the SureMDM interface. The form has the following fields and values:

- App Title:** Zebra Services Agent
- Category:** Zebra Service Agent (labeled with a blue line and the number 1)
- Package Id:** com.zebra.zsa
- Version:** 2.0.0.2
- Version Code:** 20002
- Description:** ZSA v2.0.0.2 - Testing with SureMDM (labeled with a blue line and the number 2)

At the bottom of the form, there are two buttons: 'Back' and 'Add'. The 'Add' button is labeled with a blue line and the number 3.

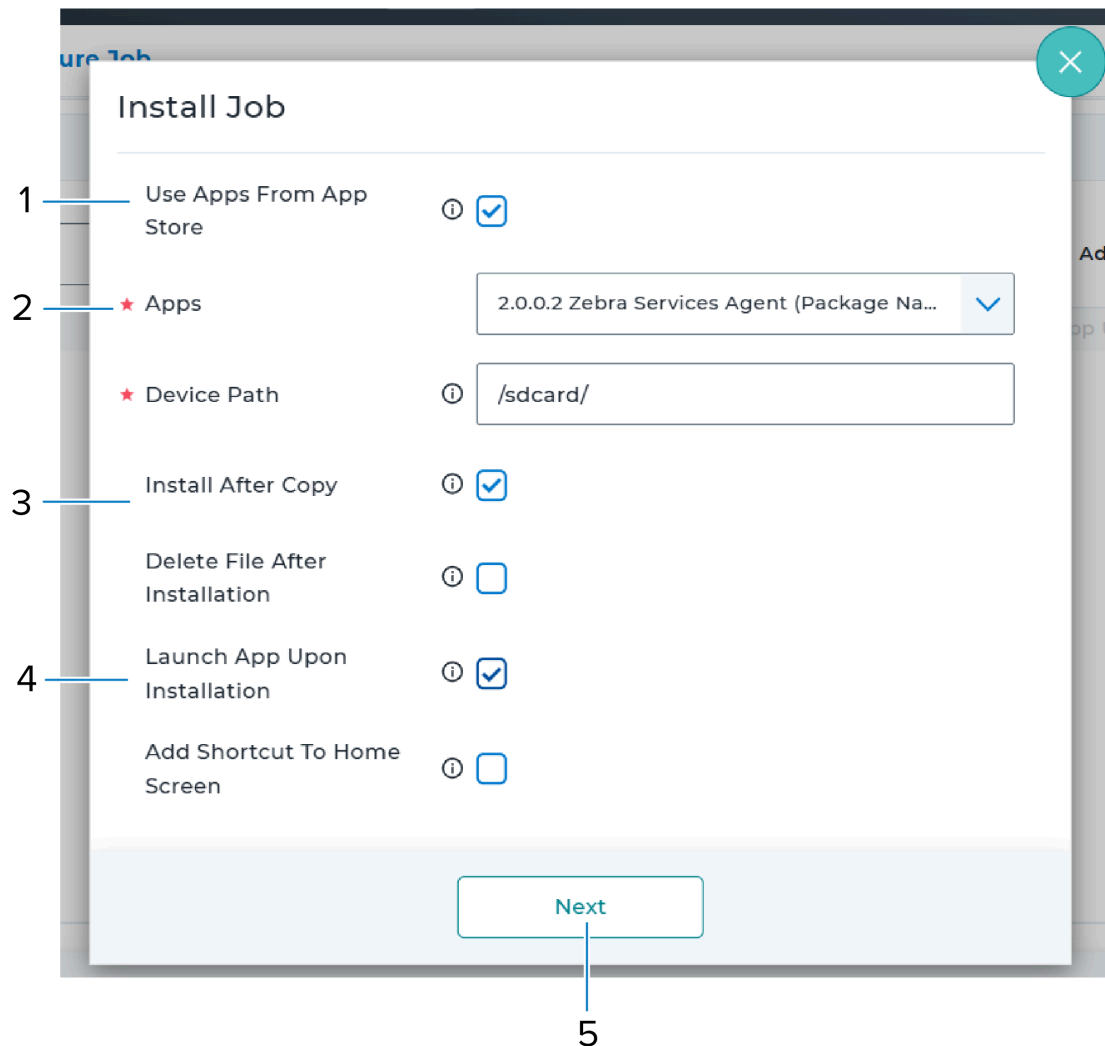
Installing Job Application for ZSA App with Managed Configuration Settings

Follow the steps below to add the ZSA app to the newly created job.

1. Go to **Jobs > New Job > Android**.
2. Select **Install Application Job**, enter a **Job Name**, and click **Add**.

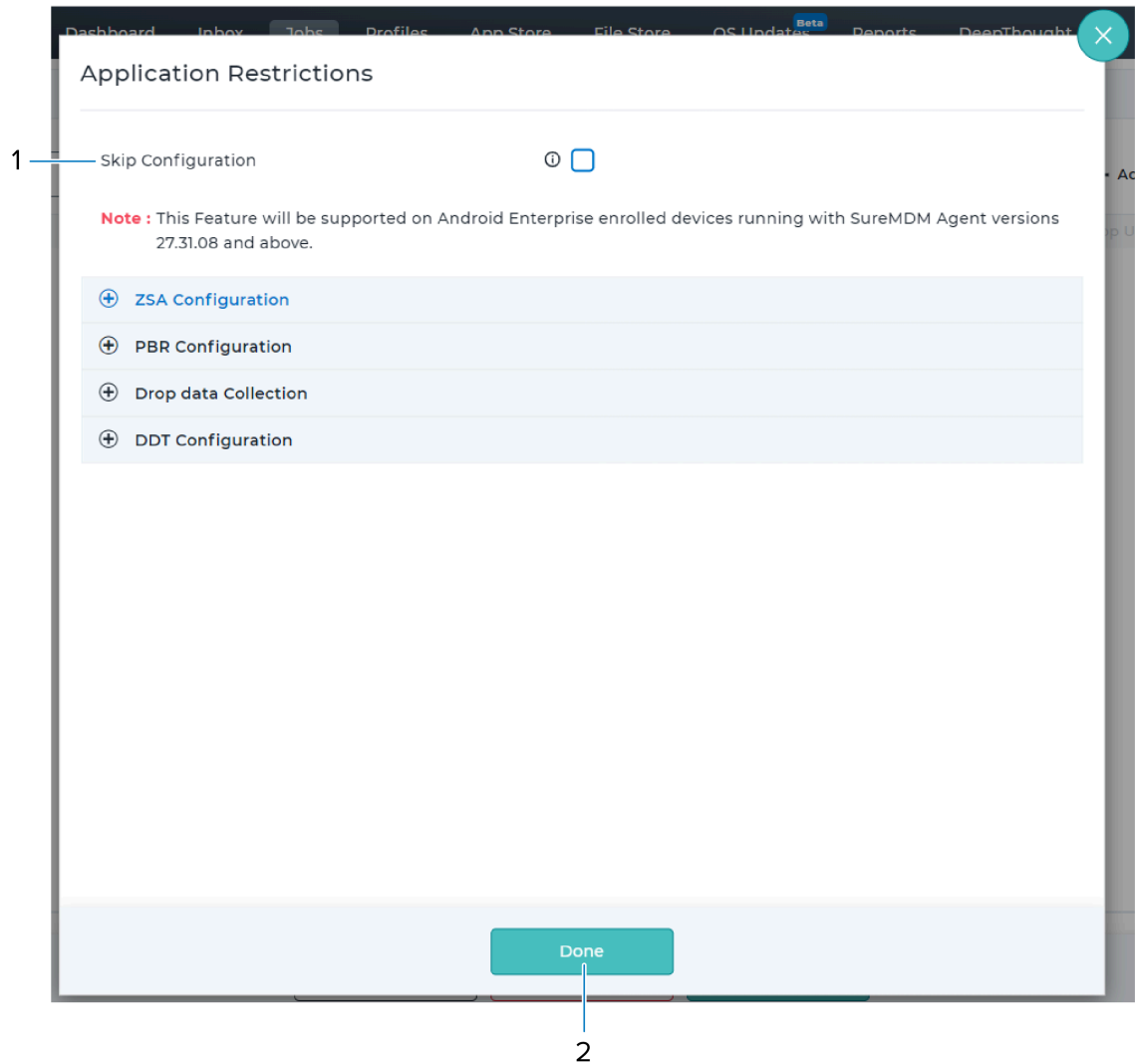
The **Install Job** page displays.

3. Select the **Use Apps From AppStore** (1) checkbox.

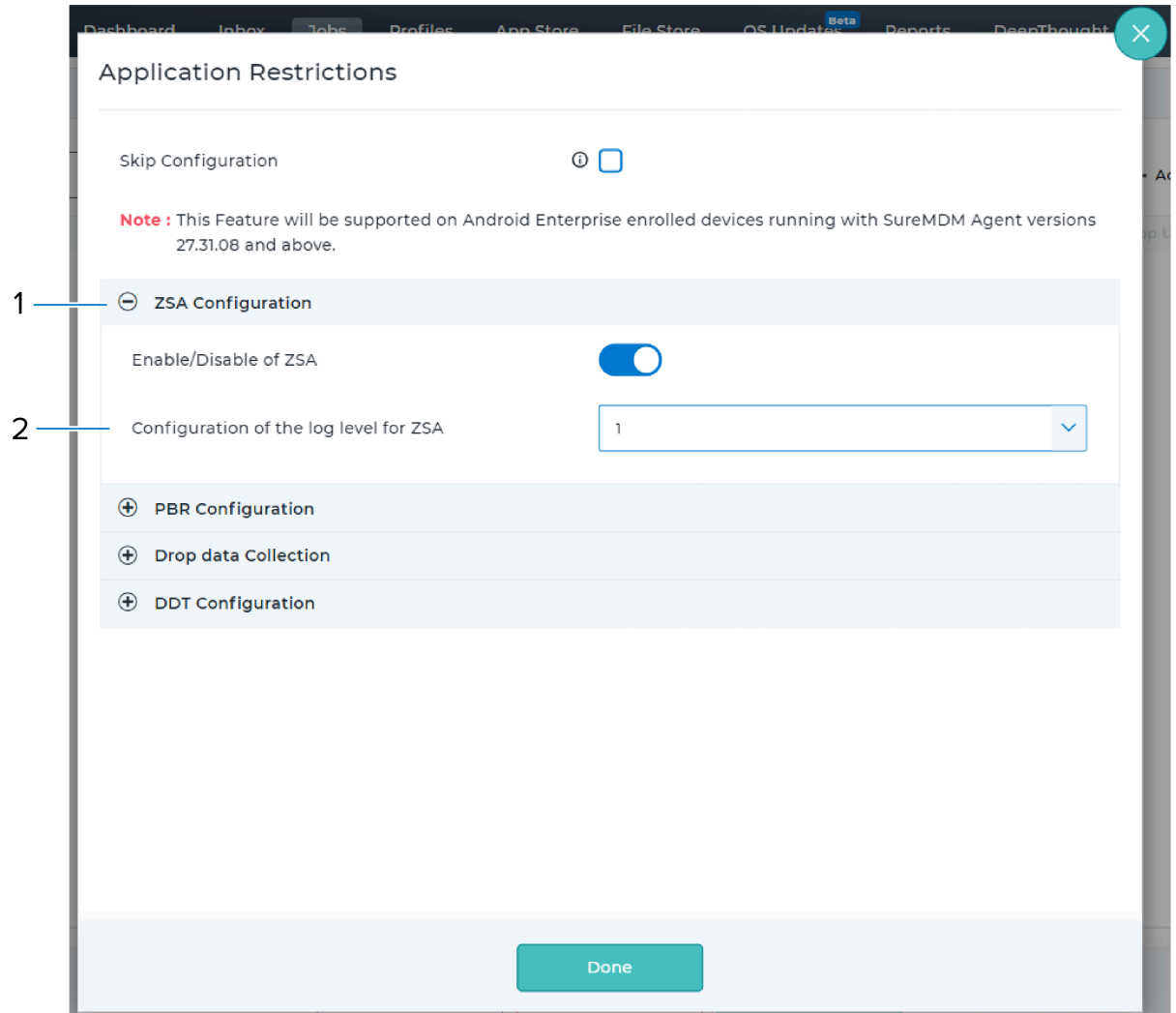


4. Select the application from the **Apps** (2) drop-down menu.
5. Select the **Install After Copy** (3) and **Launch App Upon Installation** (4) checkboxes.
6. Click **Next** (5) to configure additional settings for ZSA and its modules.
The **Application Restrictions** page displays.

7. You can skip the configuration by selecting **Skip Configuration** (1) or configure the required settings and click **Done** (2).



8. Enable the **ZSA Configuration** (1) option and set the **Configuration of the log level for ZSA** (2) with the following values:
- 0: Info
 - 1: Debug
 - 2: Sensitive



9. Provide a **Custom Message** (1) as required. Enable the **Drop Detection** (2) in the **Drop Data Collection** section.

Application Restrictions

Skip Configuration ⓘ ☐

Note : This Feature will be supported on Android Enterprise enrolled devices running with SureMDM Agent versions 27.31.08 and above.

ZSA Configuration

Enable/Disable of ZSA ☒

Configuration of the log level for ZSA

PBR Configuration

1 Custom message to show in the notification

Drop data Collection

2 Enable/Disable of drop detection ☒

DDT Configuration

Done

10. In the **DDT Configuration** section, enable the **Enable/Disable DDT** (1) option, keep the **Clear DDT configurations** (2) disabled in the primary setup, and click **Add** (3) in the **Test Plan** section.

The screenshot displays the 'Application Restrictions' configuration screen. At the top, there is a navigation bar with tabs: Dashboard, Inbox, Jobs, Profiles, App Store, File Store, OS Updates, Reports, and DeepThought. A 'Beta' badge is visible next to 'OS Updates'. A close button (X) is in the top right corner.

The main content area is titled 'Application Restrictions'. It includes a 'Skip Configuration' option with an information icon (i) and a checkbox. Below this is a red note: 'Note : This Feature will be supported on Android Enterprise enrolled devices running with SureMDM Agent versions 27.31.08 and above.'

There is a list of configuration sections, each with a plus icon (+) and a minus icon (-):

- ZSA Configuration
- PBR Configuration
- Drop data Collection
- DDT Configuration (selected, indicated by a minus icon)

Inside the 'DDT Configuration' section, there are two toggle switches:

- 1. 'Enable/Disable DDT' is turned on (blue).
- 2. 'Clear DDT configurations' is turned off (grey).

Below the DDT section is a 'Test Plan' section with a plus icon (+) and an information icon (i). To the right of the 'Test Plan' header is a '+ Add' button, indicated by callout 3. Below the header are two dropdown menus:

- 'Test-log Retention' with a value of 'Select an Option'.
- 'Upload Preference' with a value of 'Select an Option'.

At the bottom of the screen is a 'Done' button.

11. Under the **Schedule** section, configure the test plan with the following values:

The screenshot shows the 'Application Restrictions' configuration window. It has a top navigation bar with links: Dashboard, Inbox, Jobs, Profiles, App Store, File Store, OS Updates, Reports, and DeepThought. The main content area is titled 'Application Restrictions' and contains several expandable sections. The 'Test Plan' section is expanded, showing a 'Schedule' section. The 'Schedule' section has the following fields:

- Test Day (1):** A dropdown menu set to 'Monday'.
- Test Time (2):** A text input field containing '10:30'.
- System to Test (3):** A dropdown menu set to 'Bluetooth'.
- Delivery (4):** A section containing:
 - Protocol (4):** A dropdown menu set to 'FTP'.
 - IP Address (5):** A text input field containing '172.16.201.60'.
 - User Name (6):** A text input field containing 'User'.
 - Password (7):** A text input field containing '42Gears@123'.

At the bottom of the window is a 'Done' button.

- **Test Day (1):** Day of the Week (For example, Monday)
 - **Test Time (2):** Time of the day for the test (HH: MM format)
 - **System to Test (3):** Select the test to schedule (For example, Bluetooth)
12. Under the **Delivery** section, select the **Protocol (4)** as **FTP** , enter a valid **IP Address (5)**, **User Name (6)**, and **Password (7)**.

13. Select the **Test-log Retention** (1) as required.

Dashboard Jobs Profiles App Store File Store OS Updates Beta Reports DeepThought

Application Restrictions

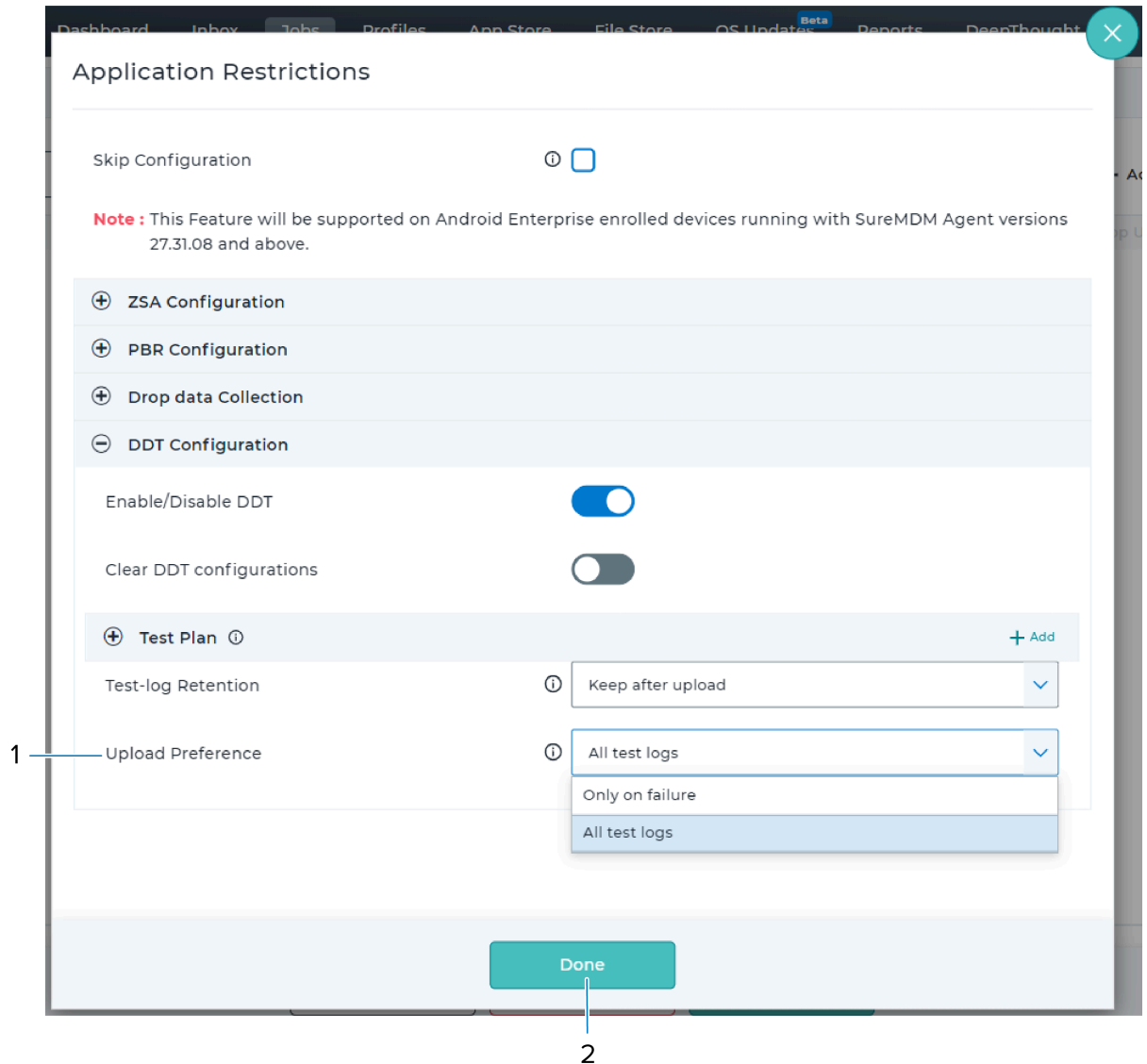
Skip Configuration ⓘ ☐

Note : This Feature will be supported on Android Enterprise enrolled devices running with SureMDM Agent versions 27.31.08 and above.

- + ZSA Configuration
- + PBR Configuration
- + Drop data Collection
- DDT Configuration
 - Enable/Disable DDT ☒
 - Clear DDT configurations ☐
- + Test Plan ⓘ + Add
 - 1 Test-log Retention ⓘ
 - Keep after upload
 - Keep after upload
 - Delete after upload
 - Upload Preference ⓘ

Done

14. Select the **Upload Preference** (1) as required.



15. Click **Done** (2).



NOTE: The newly created job displays in the **Jobs List** section.

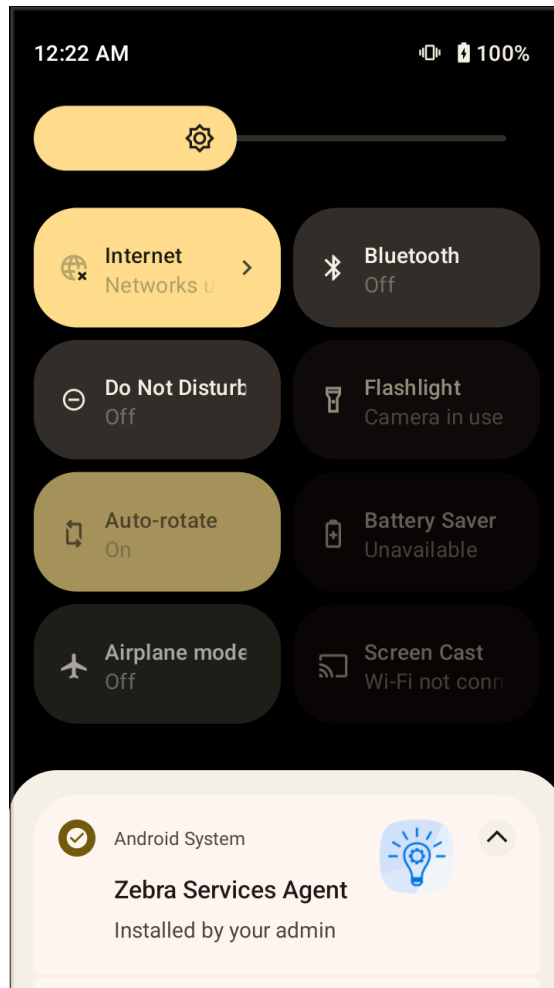
Installing Apps

After creating the profiles, install the apps.

1. Go to **Home**, select **All Devices**, and then click **Apply**.

2. Select the created profiles and click **Apply**.

The application is now installed on the devices.

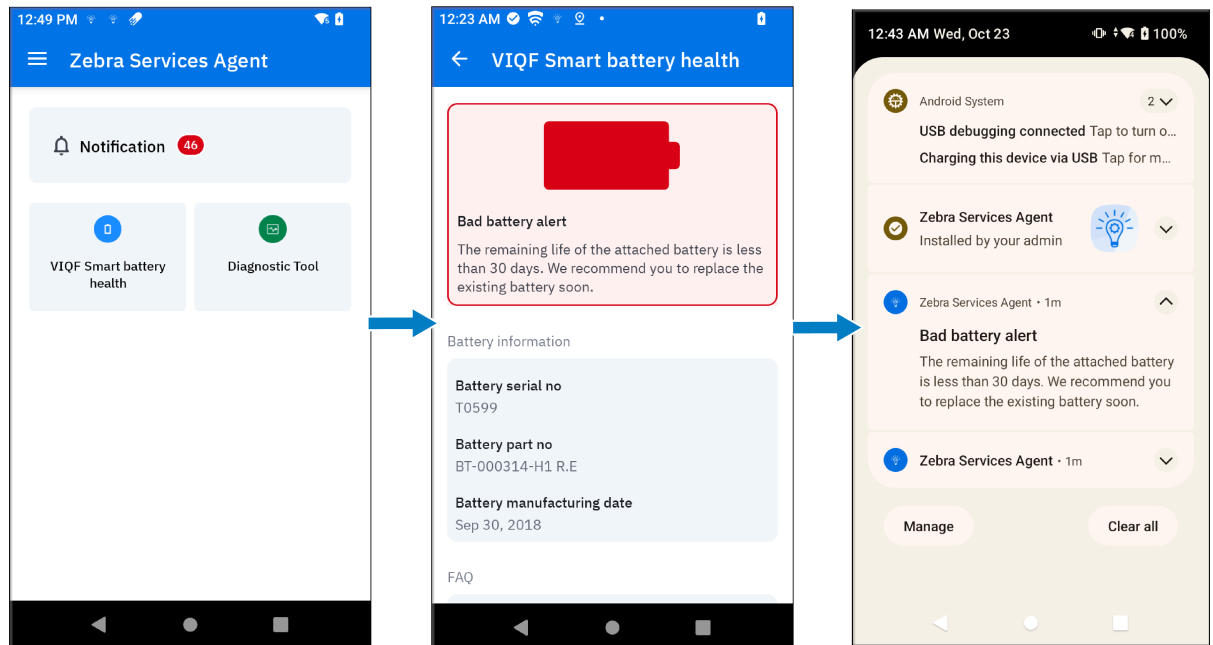


Expected Behaviour After Auto-launching Zebra Services Agent

This section explains the behavior of the ZSA app after the auto-launching.

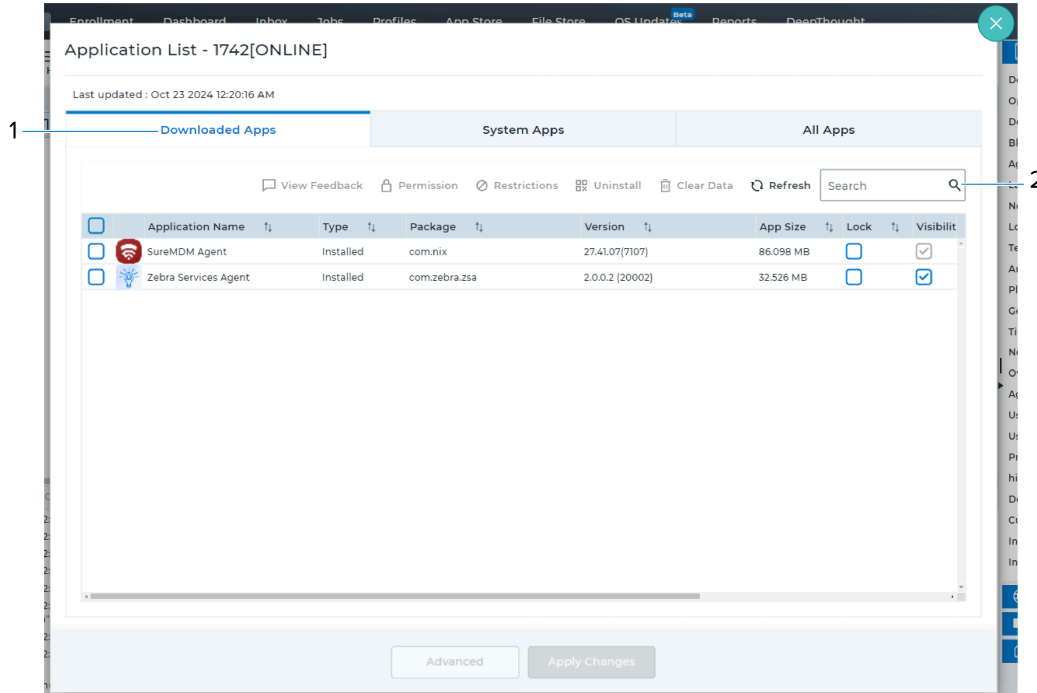
1. Auto-launching the ZSA application on your device. The ZSA home screen displays the appropriate entitlement.
2. If the ZSBH module is entitled, the ZSA app automatically launches it after a few seconds.
3. The ZSA home screen displays the VIFQ Smart battery health and Diagnostic tool, and if a **bad battery** condition is detected, a notification will display.

4. After a few seconds, the ZSA app will close.



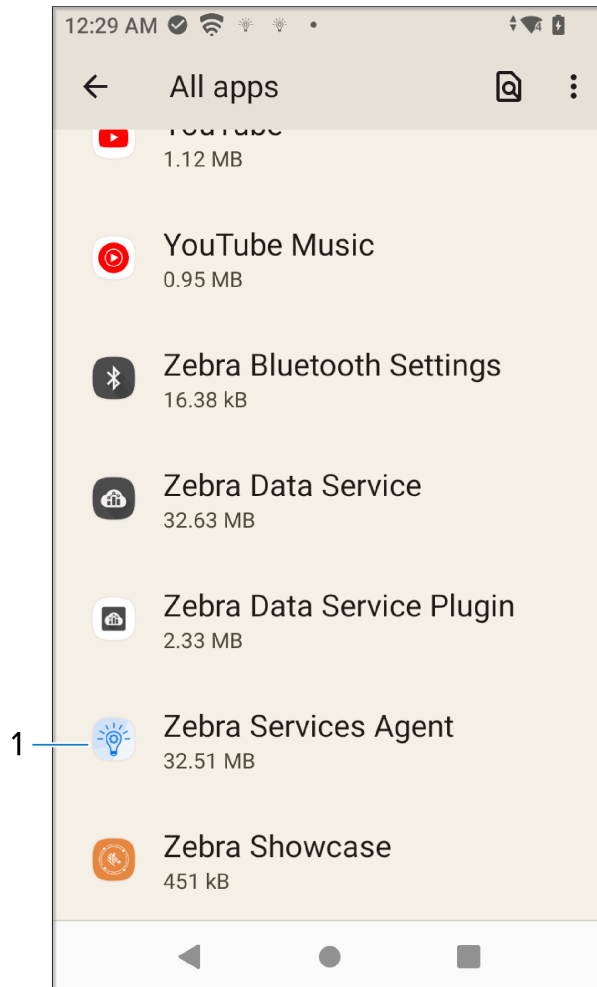
FAQs

1. How do you determine which apps are installed on the devices in 42Gears?
 - a) Go to **Home > Device List**.
 - b) Select any device mentioned in the list.
The **Application List** page displays.
 - c) Click the **Downloaded Apps** (1) tab, then scroll down or use the **Search** (2) feature to find the ZSA app.

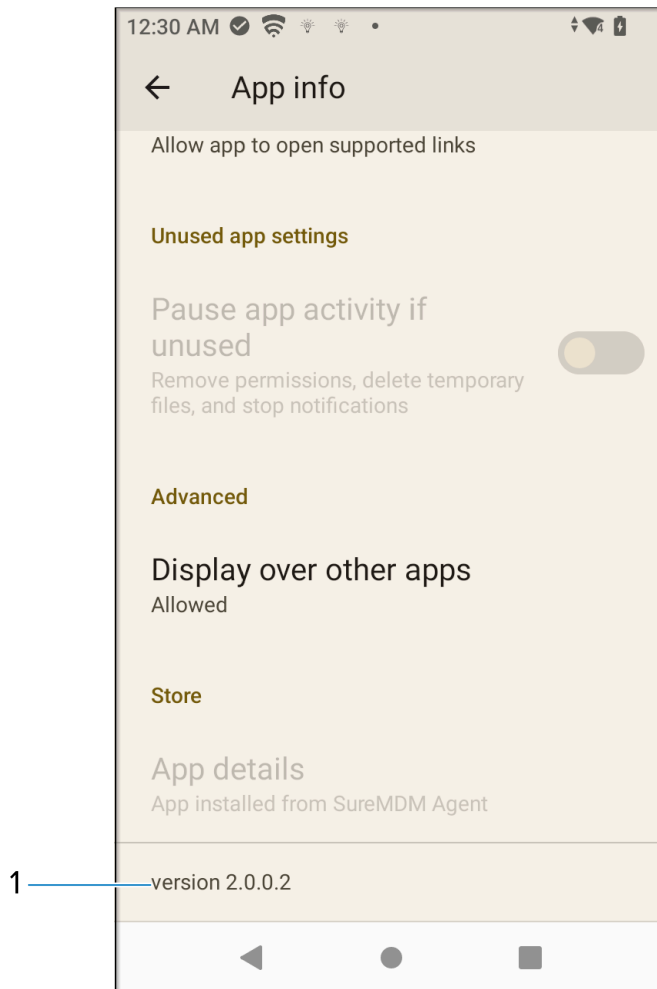


2. How do you verify if the app is installed with the correct permissions and is able to connect to Zebra servers?

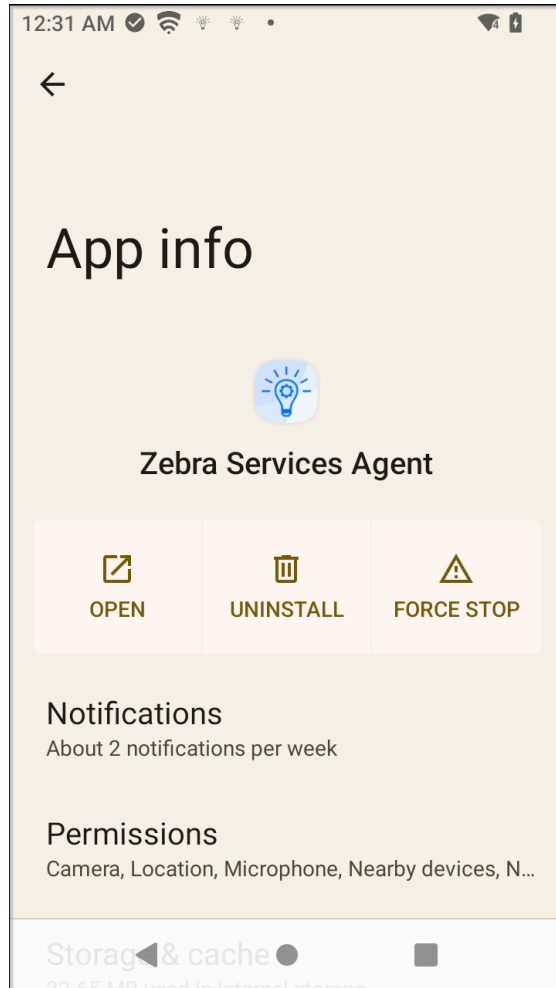
a) To verify the app version, go to **Settings > Apps > All apps** and select **Zebra Services Agent** (1).



b) The **App Info** page displays the **Version** (1).



- c) To verify the ZSA Permissions, go to **Settings > Apps > All apps > Zebra Services Agent > Permissions**.



- d) To verify ZSA Network connectivity to the Zebra URL:
- Launch ZSA and go to **Settings** (1) > **Refresh** (2).

