Zebra Services Agent for AirWatch



Installation Guide

2025/06/16

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Overview

VMware AirWatch 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-requisite

Devices must be enrolled as Work Managed with AirWatch Hub application.

- 1. To verify if devices are configured as Work Managed, log into the AirWatch Console.
- Select Groups & Settings > All Settings > Devices & Users > Android > Android EMM Registration > Enrollment Settings.
- 3. Verify the two settings below under Enrollment Settings.

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	work institution of the strangest of the standard strange		
		A default message to be displayed to a user when their ison institute of an disregress inpercentent.	

- Management Mode for Corporate Devices: WORK MANAGED
- Google Account Generation for Corporate Devices: USER-BASED
- 4. Click Save.

Deploying Zebra Services Agent

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

Download the Zebra_Service_Agent_V3.0.0.5.apk file from <u>zebra.com/zebra-services-agent</u>.

1. Log into the AirWatch Console.

2. Click Resources > Apps > Native Apps > List View > Add > Application File.

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3. Upload the **ZSA APK** file, and click **Continue**.

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Organization Group ID *	VIQUSAAPP		
Application File *		UPLOAD	
		CONTINUE	CANCEL

4. Click Save & Assign.

Add Applica	ation - Zebra Services Agent v 3.0.0.1 By: VIQUSAAPP Application ID: com.zebra.zsa App Size: 14767 KB	
Details Files Images	Terms of Use More 🗸	
Name*	Zebra Services Agent	Î
Managed By	VIQUSAAPP	1
Application ID *	com zebra zsa	ľ
App Version *	3.0.0.1	
Current UEM Version	3 0 0 1	
ls Beta	YES NO	
Update Notifications	NOTIFY NONE	
Change Log	0	
	SAVE & ASSIGN CANCEL	

The next screen prompts to configure application assignment parameters.

- **5.** Assignment Configuration:
 - a) Enter a distribution Name.
 - **b)** Add **Assignment Groups**, the organization groups created during registration.
 - c) Select the App Delivery Method to Auto.

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oplication Configuration	Name *	25A Configuration Assignments	
omponents Profile Configuration	C Description	25A Configuration Assignments	e e
	Assignment Groups *	To whom do you want to assign this app?	
	Deployment Begins *	05/15/2025	
	App Delivery Method *	Auto On Demand	0

d) Click Create.

- **6.** Managed Configuration:
 - a) The ZSA Managed Configuration contains six modules, each with an enable/disable feature to set the configuration.
 - **b)** To send the configurations to devices, go to **Application Configuration** > **Send Configuration**.

Zebra Services Agent - Ass	ignment				×
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Application Configuration		EMM Managed Acce	255	S	iow 🗸
Components Profile Configuration	1	_			
		Send Configuration			- 1
		System Configuration	CONFIGURE		- 1
		PBR Configuration	CONFIGURE		- 1
		Drop Detection	CONFIGURE		
		Data Collection Battery, Device Info, Application List and Events, Application Usage	CONFIGURE		
		DDT Configuration	CONFIGURE		- 1
		Application Configuration Wreless Insight	CONFIGURE		Ţ
			(CANCEL	CREATE

- c) Under the System Configuration, enable the ZSA Configuration option and set the Configuration of the log level for ZSA with the following values:
 - 0: Info
 - 1: Debug
 - 2: Sensitive

Application Configuration Components Profile Configuration Send Configuration Send Configuration System Configuration <tr< th=""><th>Zebra Services Agent - Assignmen</th><th>t</th><th></th><th></th><th></th><th>×</th></tr<>	Zebra Services Agent - Assignmen	t				×
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v		Deta upload URL	https://analytics.zebra.com/client2	¥.		
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CANCEL CREATE					CANCEL	CREATE

d) The system settings include three features for uploading log files:

- File upload URL: Specifies the server path for uploading log files.
- File upload retry count: Defines the number of retry attempts if the upload fails.
- File upload retry interval in minutes: Sets the duration (in minutes) between each retry attempt after a failed upload.
- e) Settings for managing data uploads on non-Zebra devices:
 - Data Upload URL: Specifies the server path for uploading details of data collection. -
 - **Data Upload Interval in minutes**: Sets the frequency of uploads, defaulting to 24 hours (or 1440 minutes), with a minimum allowed interval of 15 minutes.

Zebra Services Agent - Assignment					×
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	APPLICATION CONFIGURATION				
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	File upload retry count	3	14 C		
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	Data upload interval in minutes	1440	*= (i)		- 1
	Enable/Disable of data collection	Disable v	-		
	Allow user to toggle data collection	Enable	-		- 1
	Account No		* 0		
				CANCI	IL CREATE

- f) Data collection settings for non-Zebra devices:
 - Enable/Disable of data collection: Data collection is turned off by default. When enabled, it gathers information such as battery status, device details, installed applications, and usage analytics, which can be uploaded to the server specified in the Data upload URL.
 - Allow user to toggle data collection: Enabled by default, allowing users to change the status of data collection via the app. Administrators can disable this option to restrict user access.
- g) For the Account No, users must enter their MDM account number for non-Zebra devices.
- h) In the PBR Configuration, provide a Custom Message as required.

Distribution		
Restrictions	Application Configuration	
Application Configuration	EMM Managed Access	Show v
Components Profile Configuration		
	Send Configuration	
	PBP Configuration	
	PIR Configuration	
	* set somegensom	
	APPLICATION CONFIGURATION	
	Custom message to show in the	
	In rate of had battery alert the user datum	
	through a notification or dialog box	
	Block device usage Disable 🗸 🛈	

- i) Set the **In case of bad battery alert the user through a notification or dialog box** with the following values:
 - Notification (default)
 - Dialog
 - Dialogue with Assist
- j) The **Block device usage** option is disabled by default. If enabled by the administrator, it prevents device access when a bad battery is detected.
- k) In the Drop Detection, toggle the Enable/Disable of drop detection option as required.

Zebra Services Agent - Assignme	nt			×
Distribution Restrictions Tunnel	Application Configu	ration		Î
Application Configuration	EMM Managed Access			Show 🗸
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	Allow user to toggle drop collection	Enable	v	
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				CANCEL CREATE

- I) Set the In case of device drop alert the user through a notification or dialog box with the following values:
 - Notification (default)
 - Dialog
 - Dialogue with Assist
- **m)** The **Allow user to toggle drop collection** is enabled by default. Users can control this feature, and admins can disable it to restrict access for users.
- **n)** In the **Data Collection**, the **Battery** option is enabled by default. It collects battery data every 15 minutes, and admins can enable or disable this collection.
- **o) Device Info** option is enabled by default. It collects device info data every 6 hours (360 minutes), and admins can enable or disable this option.



NOTE: Data is uploaded based on the configured **Data Upload URL** and interval settings in the **System Configuration**.

- p) The Application List and Events option is enabled by default. It collects information on installed applications and tracks events such as installations, uninstallations, upgrades, and downgrades. Admins can enable or disable this collection.
- **q)** The **Application Usage** option is enabled by default. It tracks the duration apps spend in the foreground, and admins can enable or disable this option.

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	Data Collection	
	<application configuration<="" td=""><td></td></application>	
		<u>^</u>
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	Enable/Disable of battery data Enable v collection	
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	Enable/Disable of device info data Enable ~	
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Zebra Services Agent - Assignment		×
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	> Battery	
	> Device Info]
	 Application List and Events 	
	Enable/Disable of device application Enable	
	✓ Application Usage	
	Enable/Disable of device application Enable	
		T
	CANCEL	SAVE

r) Under the DDT Configuration, enable the Enable/Disable DDT option, keep the Clear DDT configurations disabled in the primary setup, and click Add in the Test Plan section. Select Test-log Retention and Upload Preference.

Zebra Services Agent - Assignment					×
	DDT Configuration				î
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	Clear DOT configurations	Disable	v		
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	Test Plan				
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	> Delivery				
	Test-log Retention	Select	<u>~</u> ©		
	Upload Preference	Select	<u> </u>		
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s) Configure the Test Plan and click Save.

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- t) The Application Configuration is designated for Zebra devices. It currently supports the Wireless Insight application and the ZDS application, with more applications to be supported in the future.
- **u)** The **Wireless Insight** application can be configured using Managed Configuration through MDM or VIQ.
 - Configuration ID: Pre-defined ID specific to the Wireless Insight configuration that includes several options.
 - **Custom Configuration**: Add the custom Wireless Insight configuration as a value.
- v) The ZDS can be configured through VIQ with a custom ZDS configuration.

Zebra Services Agent - Assignme	nt		×
	Managed Access		-
	Send Configuration	D	
	Application Configuration Application Configuration		
	Wireless Insight Configuration ID Select Custom Configuration	*	
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	APPLICATION CONFIGURATION			
	✓ Wireless Insight			- 1
	Configuration ID	Select	~	- I
	Custom Configuration	Select Start Wifi Analysis Start Cellular Analysis	-	
		Start both (Wifi and Cellular) Analysis Stop Wifi Analysis Stop Cellular Analysis		
		Stop both (Wifi and Cellular) Analysis	CANCEL	CREATE

The ZSA Assignment page displays.

	Angein - Assignment				
ails					
Version: 3.0.0.1	UEM Version: 3.0.0.1 Platform: Android Status: @	Active			
griments Wo	rkflow Assignments Exclusions				
ces will receive ap provents. Select th	plication based on the configurations below. Devices with a assignment to edit. Adding a new assignment will create	th multiple assignments will receive policies in pr de a new rule at the boltom of the list.	riority order. Adjusting the	priority for a single assignment	t will automatically reprioritize other
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					Page Size terms (-1)
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w) Preview the Assigned Devices to ensure only the target devices are listed, then click Publish.

Zebra Services Agent - F	Preview Assigned Devices				×
Assigned 2	Newly added	Newly removed	Unchanged O		Î
None of the assigned devices have	checked in within the last 48 hours. They will get assignment instruction	s when they check in.			
ADDED (2) REMOVED (0) UN	CHANGED (0)				٩
Last Check In. Y	Device Friendy Name	Username	Organization Group	Pattorn	
	vigenrolimentuser Zebra ET40 Android 11.0 0058	vigenrollmenbuser		Android	
	vigenrollmentuser Zebra ET45 Android 14.0 0148	vigenrolimentuser		Android	
Hanage Columns			D	levices per page	1-2 012
					ļ
				CANCEL BACK	PUBLISH

The application is now installed on the devices.



Auto-Grant Permissions for Zebra Services Agent

To add the automatic permissions:

1. Select Orchestration > Components > Product Profiles > Add Profiles > Android.

The Add a New Android Profile page display. Enter the name as Grant ZSA Permissions Profile.

ayload	Coporal				
neral	General				
sscode	Name *	Grant ZSA Permissions Profile			
rome Browser tings	Version	1			
strictions	Description				
hange ActiveSync	Description				
dentials	OEM Settings	ENABLE DISABLE			
stom Messages				2	
olication Control	Profile Scope	Production	*		
xy Settings	Allow Removal	Always	*		
tem Updates					
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2. Scroll down to Custom Settings, select Configure, and then add the below script:

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Find Payload			
Settings	Custom Settings		
Restrictions	Custom Settings *		
Exchange ActiveSync			
Credentials			
Custom Messages			
Application Control			
Proxy Settings			
System Updates			
Wi-Fi			
VPN			
Permissions			
Single App Mode			
Launcher			
Enterprise Factory Reset Protection			
Custom Settings ①			
APN			$\oplus \ \ominus$
			SAVE

<characteristic uuid="e135b2b0-e9ac-4dd2-8b92-65eb259dc301"</pre> type="com.airwatch.android.androidwork.permissions" target="1"><parm name="MasterRuntimePermission" value="1"</pre> type="integer" /><parm name ="AppLevelRuntimePermissions" value="W3sicGFja2FnZU5hbWUiOiJjb20uemVicmEuenNhIiwicGVybWlzc2lvbnMiOiBbey JuYW111joiYW5kcm9pZC5wZXJtaXNzaW9uLldSSVRFX0NPT1RBQ1RTIiwidmFsdWUiOiIxIn0s CnsibmFtZSI6ImFuZHJvaWQucGVybWlzc2lvbi5DQUxMX1BIT05FIiwidmFsdWUi0iIxIn0sCn sibmFtZSI6ImFuZHJvaWQucGVybWlzc2lvbi5SRUNPUkRfQVVESU8iLCJ2YWx1ZSI6IjEifSwK eyJuYW111joiYW5kcm9pZC5wZXJtaXNzaW9uLlJFQURfQ090VEFDVFMiLCJ2YWx1ZSI6IjEifS wKeyJuYW11IjoiYW5kcm9pZC5wZXJtaXNzaW9uLklOVEVSTkVUIiwidmFsdWUiOiIxIn0sCnsi bmFtZSI6ImFuZHJvaWQucGVybWlzc2lvbi5SRUFEX1NFVFRJTkdTIiwidmFsdWUi0iIxIn0sCn sibmFtZSI6ImFuZHJvaWQucGVybWlzc2lvbi5SRUFEX1BIT05FX1NUQVRFIiwidmFsdWUiOiIx In0sCnsibmFtZSI6ImFuZHJvaWQucGVybWlzc2lvbi5SRUFEX0VYVEVSTkFMX1NUT1JBR0UiLC J2YWx1ZSI6IjEifSwKeyJuYW11IjoiYW5kcm9pZC5wZXJtaXNzaW9uLldSSVRFX0VYVEVSTkFM X1NUT1JBR0UiLCJ2YWx1ZSI6IjEifSwKeyJuYW11IjoiYW5kcm9pZC5wZXJtaXNzaW9uLlJFQU RfUFJPRklMRSIsInZhbHVlIjoiMSJ9LAp7Im5hbWUiOiJhbmRyb2lkLnBlcm1pc3Npb24uVVNF X0NSRURFT1RJQUxTIiwidmFsdWUiOiIXIn0sCnsibmFtZSI6ImFuZHJvaWQucGVybWlzc2lvbi 5NQU5BR0VfQUNDT1VOVFMiLCJ2YWx1ZSI6IjEifSwKeyJuYW1lIjoiYW5kcm9pZC5wZXJtaXNz aW9uLlJFQURfU1l0Q19TVEFUUyIsInZhbHVlIjoiMSJ9LAp7Im5hbWUiOiJhbmRyb2lkLnBlcm 1pc3Npb24uUkVBRF9TWU5DX1NFVFRJTkdTIiwidmFsdWUiOiIxIn0sCnsibmFtZSI6ImFuZHJv aWQucGVybWlzc2lvbi5XUklURV9TWU5DX1NFVFRJTkdTIiwidmFsdWUiOiIxIn0sCnsibmFtZS 16ImFuZHJvaWQucGVybWlzc2lvbi5SQUlTRURfVEhSRUFEX1BSSU9SSVRZIiwidmFsdWUiOiIx In0sCnsibmFtZSI6ImFuZHJvaWQucGVybWlzc2lvbi5QT1NUX05PVElGSUNBVElPT1MiLCJ2YW x1ZSI6IjEifSwKeyJuYW11IjoiYW5kcm9pZC5wZXJtaXNzaW9uLlJFQURfUFJJVk1MRUdFRF9Q SE9ORV9TVEFURSIsInZhbHVlIjoiMSJ9LAp7Im5hbWUiOiJhbmRyb2lkLnBlcm1pc3Npb24uUk VDRU1WRV9CT09UX0NPTVBMRVRFRCIsInZhbHV11joiMSJ9LAp7Im5hbWUi0iJhbmRyb21kLnB1 cm1pc3Npb24uQUNDRVNTX05FVFdPUktfU1RBVEUiLCJ2YWx1ZSI6IjEifSwKeyJuYW11IjoiYW 5kcm9pZC5wZXJtaXNzaW9uLkFDQ0VTU19XSUZJX1NUQVRFIiwidmFsdWUiOiIxIn0sCnsibmFt ZSI6ImFuZHJvaWQucGVybWlzc2lvbi5DSEFOR0VfV0lGSV9TVEFURSIsInZhbHVlIjoiMSJ9LA

p71m5hbWUiOiJhbmRyb21kLnBlcm1pc3Npb24uQkxVRVRPT1RIIiwidmFsdWUiOiIxIn0sCnsi bmFtZSI6ImFuZHJvaWQucGVybWlzc2lvbi5CTFVFVE9PVEhfQURNSU4iLCJ2YWx1ZSI6IjEifS wKeyJuYW111joiYW5kcm9pZC5wZXJtaXNzaW9uLkJMVUVUT09USF9DT05ORUNUIiwidmFsdWUi OilxIn0sCnsibmFtZSI6ImFuZHJvaWQucGVybWlzc2lvbi5CTFVFVE9PVEhfU0NBTiIsInZhbH VlljoiMSJ9LAp71m5hbWUiOiJhbmRyb2lkLnBlcm1pc3Npb24uQkxVRVRPT1RIX0FEVkVSVE1T RSIsInZhbHVl1joiMSJ9LAp7Im5hbWUiOiJhbmRyb2lkLnBlcm1pc3Npb24uUkVBRF9QSE9ORV 90VU1CRVJTIiwidmFsdWUi0iIxIn0sCnsibmFtZSI6ImFuZHJvaWQucGVybWlzc2lvbi5TWVNU RU1fQUxFUlRfV0lORE9XIiwidmFsdWUiOiIxIn0sCnsibmFtZSI6ImFuZHJvaWQucGVybWlzc2 lvbi5DQU1FUkEiLCJ2YWx1ZSI6IjEifSwKeyJuYW11IjoiYW5kcm9pZC5wZXJtaXNzaW9uLlJF QURfQVBQX1NQRUNJRklDX0xPQ0FMRVMiLCJ2YWx1ZSI6IjEifSwKeyJuYW1lIjoiYW5kcm9pZC 5wZXJtaXNzaW9uLkhJR0hfU0FNUExJTkdfUkFURV9TRU5TT1JTIiwidmFsdWUiOiIxIn0sCnsi bmFtZSI6ImFuZHJvaWQucGVybWlzc2lvbi5BQ0NFU1NfQ09BU1NFX0xPQ0FUSU90IiwidmFsdW UiOiIxInOsCnsibmFtZSI6ImFuZHJvaWQucGVybWlzc2lvbi5BQ0NFU1NfRklORV9MT0NBVElP TilsInZhbHVlljoiMSJ9LAp7Im5hbWUiOiJhbmRyb2lkLnBlcm1pc3Npb24uQUNDRVNTX0JBQ0 tHUk9VTkRfTE9DQVRJT04iLCJ2YWx1ZSI6IjEifSwKeyJuYW1lIjoiYW5kcm9pZC5wZXJtaXNz aW9uLlFVRVJZX0FMTF9QQUNLQUdFUyIsInZhbHVlIjoiMSJ9LAp7Im5hbWUiOiJhbmRyb2lkLn Blcm1pc3Npb24uUEFDS0FHRV9VU0FHRV9TVEFUUyIsInZhbHV11joiMSJ9LAp7Im5hbWUiOiJh bmRyb2lkLnBlcm1pc3Npb24uRk9SRUdST1VORF9TRVJWSUNFX0RBVEFfU110QyIsInZhbHVlIj oiMSJ9LAp7Im5hbWUiOiJhbmRyb2lkLnBlcm1pc3Npb24uRk9SRUdST1VORF9TRVJWSUNFIiwi dmFsdWUiOiIxIn1dfV0K" type="string" /></characteristic>



NOTE: The **AppLevelRuntimePermissions value** is encoded using the below permission JSON value into base64 via <u>base64decode.org</u>:

```
[{"packageName":"com.zebra.zsa","permissions":
[{"name":"android.permission.WRITE_CONTACTS","value":"1"},
{ "name": "android.permission.CALL_PHONE", "value": "1" },
{ "name": "android.permission.RECORD_AUDIO", "value": "1" },
{ "name": "android.permission.READ_CONTACTS", "value": "1" },
"name": "android.permission.INTERNET", "value": "1" },
 "name":"android.permission.READ SETTINGS","value":"1"},
{"name":"android.permission.READ_PHONE_STATE","value":"1"},
{"name":"android.permission.READ_EXTERNAL_STORAGE","value":"1"},
{"name":"android.permission.WRITE_EXTERNAL_STORAGE","value":"1"},
{"name":"android.permission.READ_PROFILE","value":"1"},
{"name":"android.permission.USE_CREDENTIALS","value":"1"},
{ "name": "android.permission.MANAGE_ACCOUNTS", "value": "1" },
 "name": "android.permission.READ_SYNC_STATS", "value": "1" },
{"name":"android.permission.READ_SYNC_SETTINGS","value":"1"},
{ "name": "android.permission.WRITE_SYNC_SETTINGS", "value": "1" },
{"name":"android.permission.RAISED_THREAD_PRIORITY","value":"1"},
"name":"android.permission.POST_NOTIFICATIONS","value":"1"},
{"name":"android.permission.READ_PRIVILEGED_PHONE_STATE","value":"1"},
{"name":"android.permission.RECEIVE_BOOT_COMPLETED","value":"1"},
"name":"android.permission.ACCESS_NETWORK_STATE","value":"1"},
{"name":"android.permission.ACCESS_WIFI_STATE","value":"1"},
{"name":"android.permission.CHANGE_WIFI_STATE","value":"1"},
{ "name": "android.permission.BLUETOOTH", "value": "1" },
"name": "android.permission.BLUETOOTH_ADMIN", "value": "1" },
{"name":"android.permission.BLUETOOTH_CONNECT","value":"1"},
{ "name": "android.permission.BLUETOOTH_SCAN", "value": "1" },
"name":"android.permission.BLUETOOTH_ADVERTISE","value":"1"},
 "name":"android.permission.READ_PHONE_NUMBERS","value":"1"},
```

```
{"name":"android.permission.SYSTEM_ALERT_WINDOW", "value":"1"},
{"name":"android.permission.CAMERA", "value":"1"},
{"name":"android.permission.READ_APP_SPECIFIC_LOCALES", "value":"1"},
{"name":"android.permission.HIGH_SAMPLING_RATE_SENSORS", "value":"1"},
{"name":"android.permission.ACCESS_COARSE_LOCATION", "value":"1"},
{"name":"android.permission.ACCESS_FINE_LOCATION", "value":"1"},
{"name":"android.permission.ACCESS_BACKGROUND_LOCATION", "value":"1"},
{"name":"android.permission.QUERY_ALL_PACKAGES", "value":"1"},
{"name":"android.permission.FOREGROUND_SERVICE_DATA_SYNC", "value":"1"},
```

3. Click Save.

Auto-launching Zebra Services Agent

After deploying the apps, set the app to auto-launch:

- 1. Select Orchestration > Components > Files/Action > Android.
- 2. In the General tab, enter the Name and Description.
- 3. In the Manifest tab, click Add Action under Install Manifest.

DEVICES	Freestyle Freestyle Orchestrator Time Windows	orche File	estration > Product Provisioning > Components				-	ñ ★
RESOURCES		(ADD FILES/ACTIONS				EXPORT Search List	
	Product Provisioning		Name	Description	Platform	Version	Managed By (Root OG)	
88	Product Dashboard							
ORCHESTRATION	Products		42 ZSA Auto Launch		Android	2	VIQUSAAPP	
MONITOR	Product Sets Custom Attributes	ି ଦ	A10_ST11_Wave2_Hotfix		Android	1	Zebra Technologies Corporation (Technology)	
\bigcirc	Product Apps	° ¢	A10_ST5		Android	1	Zebra Technologies Corporation (Technology)	
SECURITY	Conditions	ں م	A10_5T6		Android	1	Zebra Technologies Corporation (Technology)	
ACCOUNTS	Event Actions	° 0	A10_ST7		Android	1	Zebra Technologies Corporation (Technology)	
ŝ	File Servers File	Actions						
GROUPS & SETTINGS	Relay Servers	م	A10_Wave_2.5		Android	1	Zebra Technologies Corporation (Technology)	
	Relay Servers	ں مر	A10_Wave1_ST9		Android	1	Zebra Technologies Corporation (Technology)	v
		K	< > > Items 1 - 38 of 38				Page Size: 50	*

- 4. Configure the following information in the Add Manifest options.
 - Action(s) to Perform: Run Intent
 - Command Line and Arguments to run:

```
mode=explicit,broadcast=false,action=android.intent.action.MAIN,
package=com.zebra.zsa,class=com.zebra.zsa.ui.splash.SplashActivity
```

TimeOut: -1

5. Click Save.

Activating Permissions Product

To activate the Permissions Product:

- **1.** Go to **Orchestration** > **Products** > **Product List View**.
- 2. Click Add Product, and select Android.
- 3. In the General tab, fill in the Name, Description, and Smart Groups fields.

General Manifest	Conditions Deployment Depend	encies	
Name *	ZSA All Permission		
Description			
Managed By *	TestPlan-DO		
Smart Groups	i ZSA - Test (TestPlan-DO)	×	
	Start typing to add a group	a	
	VIEW DEVICE ASSIGNMENT		
And and the second second			

- 4. Click Save.
- 5. In the Manifest tab, click Add.

6. Configure the following information in the Add Manifest options.



- a) Select Profile Install from the drop-down list.
- b) Search for the permissions profile of Zebra Services Agent and select the permissions profile.
- c) Select the Persistent checkbox via enterprise reset.
- d) Click Save.
- e) Repeat steps a e to add Zebra Services Battery Health permissions.

Creating an Auto-launch Product

To create an Auto-launching Product:

- 1. Go to Orchestration > Products > Product List View.
- 2. Click Add Product, and select Android.

3. In the General tab, fill in the Name, Description, and Assigned Groups fields.

General Manifest	Conditions Deployment Dependencies	
Name *	ZSA - Auto Launch	
Description		
Managed By *	TestPlan-DO	
Smart Groups	ZSA - Test (TestPlan-DO)	
	Start typing to add a group	
	VIEW DEVICE ASSIGNMENT	
Assignment Rules	ADD RULES	

- 4. Click Save.
- 5. In the Manifest tab, click Add.

6. Configure the following information in the Add Manifest options.

	enerar	Manifest Con	nditions Deployment	Dependencies		
0	ADD					c
Up	Down	Step Number	Action Type	Persistent	Description	
	W	1	Install Files/Actions	Yes	Files/Actions = 42 ZSA Auto	/ x v

- a) Select File/Action from the drop-down list.
- **b)** Search the auto-launch File/Action for Zebra Services Agent.
- c) Select the auto-launch File/Action.
- d) Select the Persistent checkbox via enterprise reset.
- e) Click Save.

After creating two products, activate the first permission product and wait for it to comply with all devices.



IMPORTANT:

You are only required to **Activate** the Zebra Services Agent autolaunching products from the list of products under Provisioning.

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 AirWatch?
 - a) Go to Devices > List View.
 - b) Select any device from the list, and it provides information about the selected device.

DEVICES	Device Dashboard Devices Details View Device Updates	Devices > List View vigenrollmentuser Zebra ET45 Android Zebra ET45 14.0. Ownership: Corporate - Dedicated	QUERY SEN	< 2/8 > Recent List D LOCK MORE ACTIONS V
	Lifecycle Drop Ship Provisioning Wipe Log Registration	Summary Compliance Workflows Profiles Apps Content Location User More V	ation Status Last Scan: W	ednesday, October 9, 2024 12:23 AM
	Staging Mobile Staging Desktop Staging	Name App Status ArWatch Zebra MX Service Installed but not assigned (57.0.3) Hub Installed but not assigned (22.11.0.8) Chrome Installed but not assigned (127.0.633.64) Clock Oinstalled but not assigned (142.0.633.64)	Installation Status Not Applicable Not Applicable Not Applicable Not Applicable Not Applicable	Assignment Status Not Assigned Not Assigned Not Assigned Not Assigned Not Assigned
ACCOUNTS ACCOUNTS GROUPS & SETTINGS	Peripherals Peripherals Printer Profiles Files	Settings Installed but not assigned (14) DisplayLink Desktop (0EM) Installed but not assigned (4.0.2.43 (80b01aed703)) Drive Installed but not assigned (2.24.307.1 all alldpt) Maps Installed but not assigned (11.140.0104) Messages Installed but not assigned (11.140.0104)	Not Applicable Not Applicable Not Applicable Not Applicable Not Applicable	Not Assigned Not Assigned Not Assigned Not Assigned Not Assigned
L3		Photos Installed but not assigned (6.93.0.657009179) Meet Installed but not assigned (256.0.658128744.duo android_20240728.12_p3) IC C >>> Items 1 - 35 of 35	Not Applicable	Not Assigned Not Assigned Page Size: 50 ~

c) Click the Apps tab, then scroll down or use the Search feature to find the ZSA app.

- **2.** How can the user 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.



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

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← App info				
App battery usage 8% use since last full charge				
Open by default Allow app to open supported links				
Unused app settings				
Pause app activity if unused Remove permissions, delete temporary files and stop notifications				
Advanced				
Display over other apps Allowed				
Version 3.0.0.0				
• • •				

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



d) To verify the Display over other apps permission, go to Settings > Apps > All apps > Zebra Service
 Agent > Advanced > Display over other apps.



e) To verify Usage Access permission, go to Settings > Apps > Special app access > Usage Access > Zebra Service Agent.



f) For Device action > Outdoor Location Tracking feature, ensure the location accuracy is enabled on the device to get precise location information. Go to Settings > Location > Location Services > Location Accuracy.

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Location Accuracy					
Improve Location					
Accuracy					
(i)					
When Location Accuracy is on, information about wireless signals, such as Wi-Fi access points,					
mobile network towers and GPS, along with device sensor data, such as accelerometer and grand and a such as accelerometer and					
device location, which apps and services use to provide location-based features. To do this Google					
periodically processes information about device sensors and wireless signals pear you to contribute					
to crowdsourced wireless signal locations.					
Google uses this information without identifying					
< ●					

g) To verify ZSA Network connectivity to the Zebra URL:

Launch ZSA and go to **Settings** > **Refresh**.



h) To verify the drop detection status:

Launch ZSA and go to **Settings**, check the **Drop detection** option. The user can enable/disable the drop detection if the administrator provides the toggle access.



i) To verify Data collection in a non-Zebra device:

Launch ZSA and go to **Settings** > **Data Collection**. In data collection, the last uploaded time indicates when all data was sent to the server, while each data type has its own last collected time and collection interval.

15:36 🕫 🛛 🛜 🔹	♀ ≋ al 100% ≜				
← Settings					
Connectivity					
Last connected to server Today 2:39pm					
Last cached Today 2:39pm	Refresh				
Drop Detection					
Drop Detection					
Data Collection					
Device Data Last Uploaded: Tue, Apr 29 2025 3:10pm					
Battery Last collected on Tue, Apr 29 2025 3:25; (Collected every 15 mins)	om				
Device Info Last collected on Tue, Apr 29 2025 3:26pm (Collected every 16 mins)					
Installed Apps Last collected on Tue, Apr 29 2025 3:35pm (Collected every 25 mins)					
Application Usage Last collected on Tue, Apr 29 2025 3:30pm (Collected every 20 mins)					
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