Zebra Services Agent for SOTI MobiControl

Installation Guide

ZEBRA

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2025/06/13

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Overview

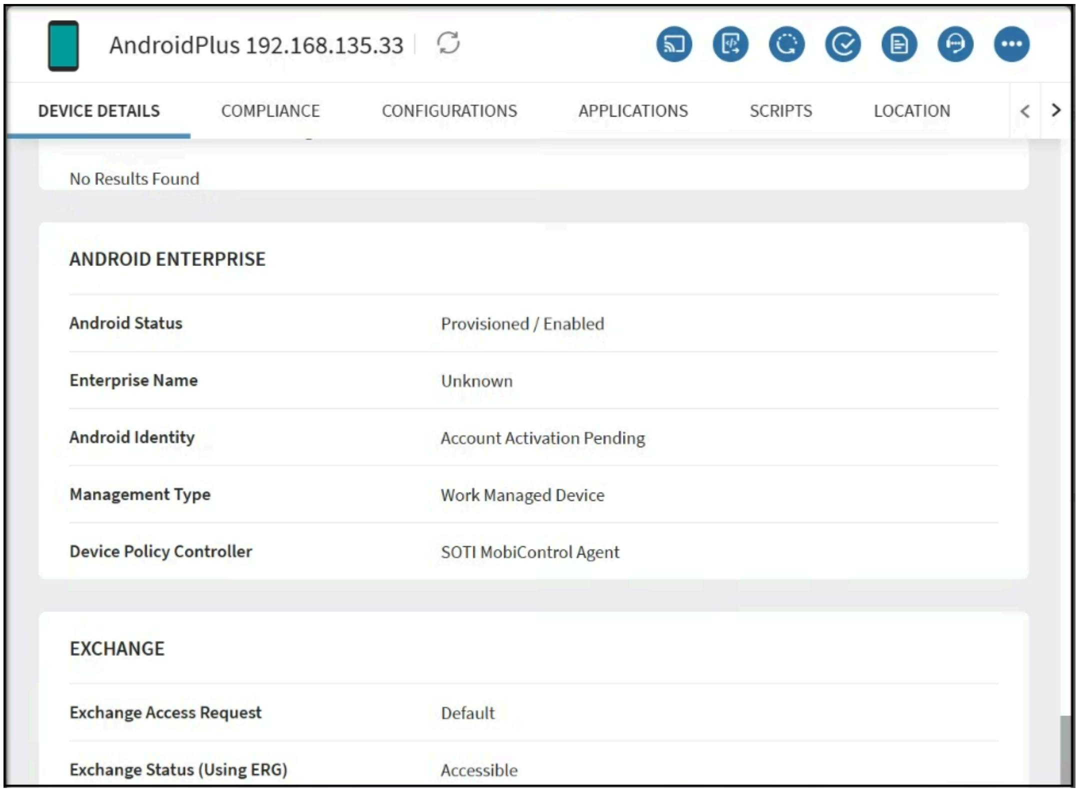
SOTI MobiControl is an Enterprise Mobility Management (EMM) solution that enables companies to securely manage devices and endpoints with any form factor and operating system throughout their lifecycle, from deployment to retirement.

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

Pre-requisites

All target devices for the app installation must be enrolled in Soti Mobicontrol under one or more Organization Groups. Devices must be enrolled as **Work Managed** with the SOTI MobiControl Android application.

To verify if devices are configured as **Work Managed**, select **Group** > **Device name** > **Device Details** > **Android Enterprise** > **Management Type**. **Work Managed Device** displays.



No Results Found

ANDROID ENTERPRISE

Android Status	Provisioned / Enabled
Enterprise Name	Unknown
Android Identity	Account Activation Pending
Management Type	Work Managed Device
Device Policy Controller	SOTI MobiControl Agent

EXCHANGE

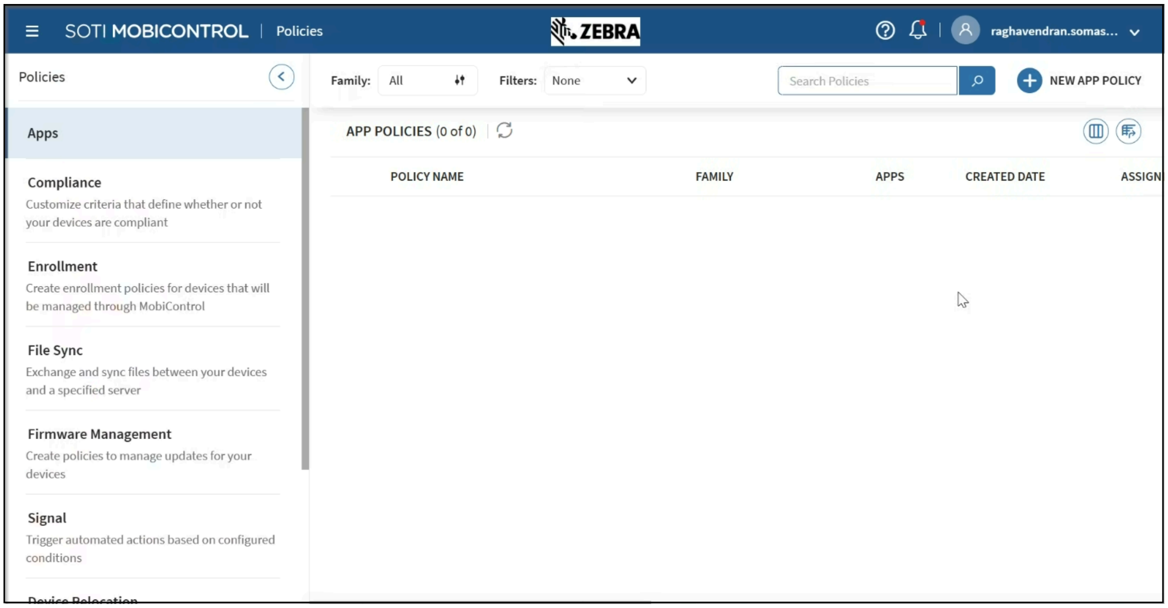
Exchange Access Request	Default
Exchange Status (Using ERG)	Accessible

Deploying Zebra Services Agent

Install the ZSA app on the devices.

Download the `Zebra_Services_Agent_V3.0.0.5.apk` file from zebra.com/zebra-services-agent.

1. Log into **Soti Mobicontrol Web Console**.
2. Select **Menu** and scroll down to **Configuration** section.
3. In the **Configuration** section, navigate to **Policies** and then choose **Apps**.
4. Select **New App Policy** from the top-right corner. After you make the selection, a **Create App Policy** dialog box displays.



Customize criteria that define whether or not your devices are compliant

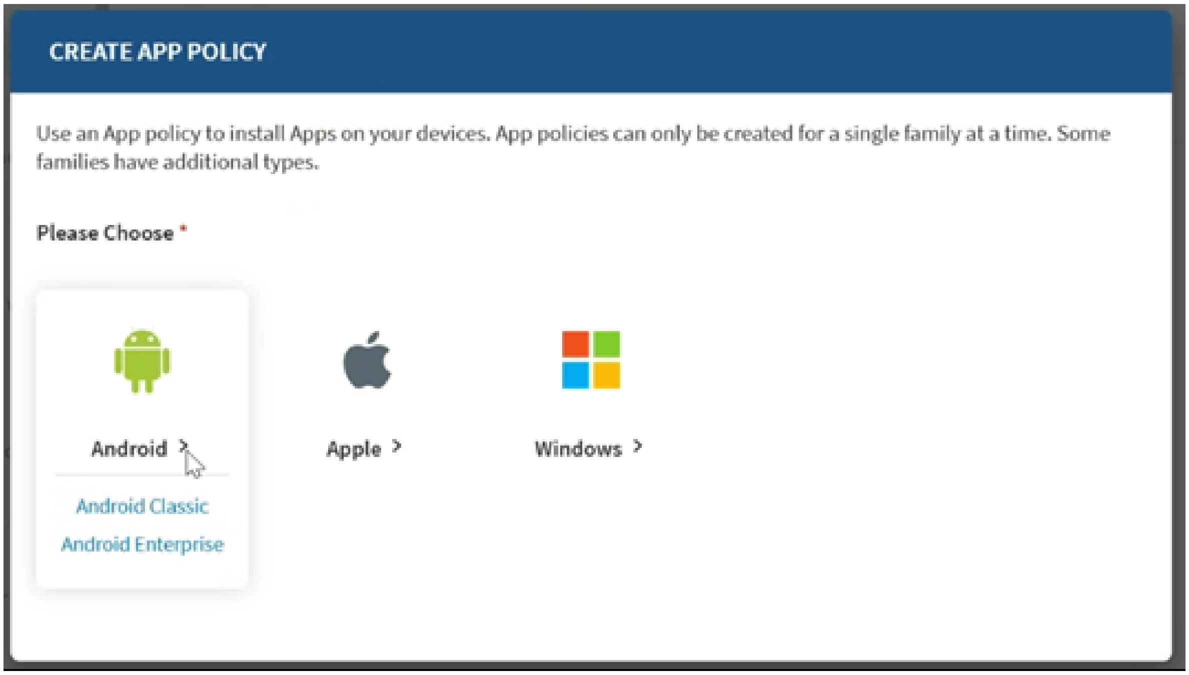
Create enrollment policies for devices that will be managed through MobiControl

Exchange and sync files between your devices and a specified server

Create policies to manage updates for your devices

Trigger automated actions based on configured conditions

5. Go to **Android option** > **Android Enterprise**.

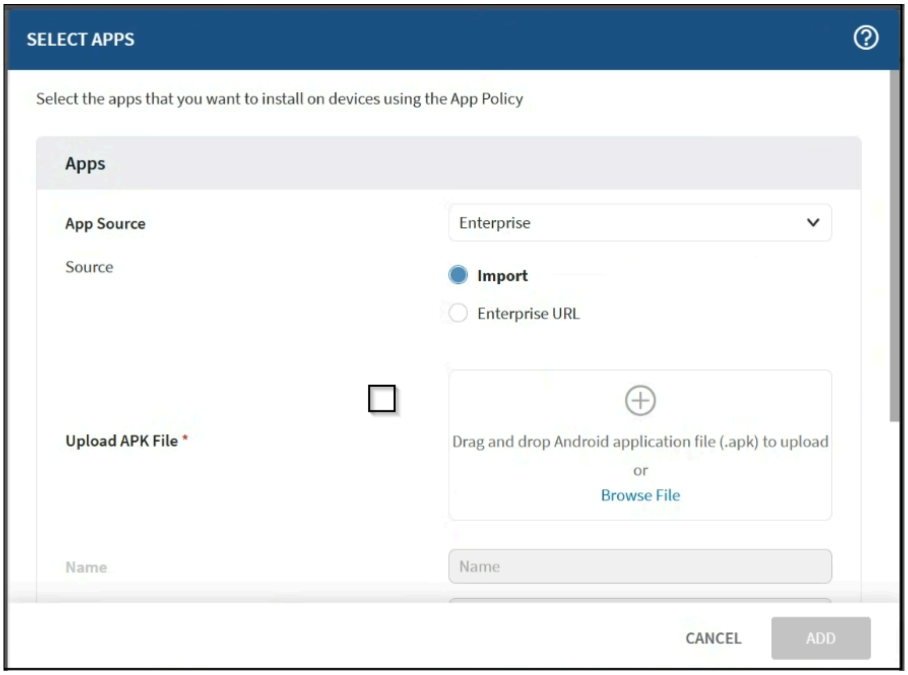


CREATE APP POLICY

Use an App policy to install Apps on your devices. App policies can only be created for a single family at a time. Some families have additional types.

Please Choose *

6. Select **Enterprise** as **App Source**.



SELECT APPS

Select the apps that you want to install on devices using the App Policy

Apps

App Source: Enterprise

Source: ● Import ○ Enterprise URL

Upload APK File *

Drag and drop Android application file (.apk) to upload or Browse File

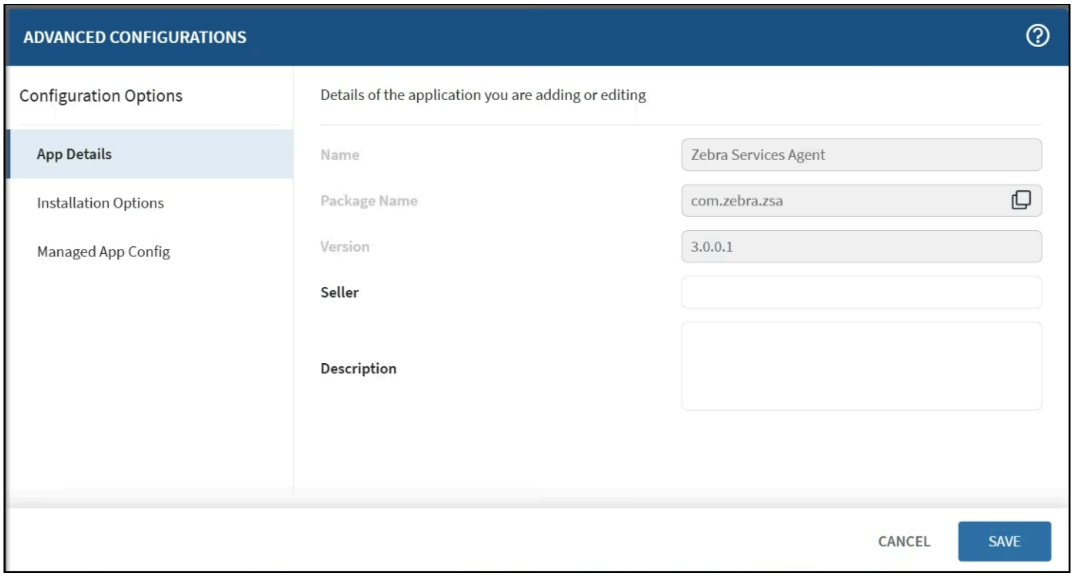
Name

7. Select **Import** under the **Source** field.

8. Click **Browse File** to upload the **APK** file.

9. Click **ADD**.

   The Advanced Configurations page displays.



ADVANCED CONFIGURATIONS

Configuration Options

Details of the application you are adding or editing

Name: Zebra Services Agent

Package Name: com.zebra.zsa

Version: 3.0.0.1

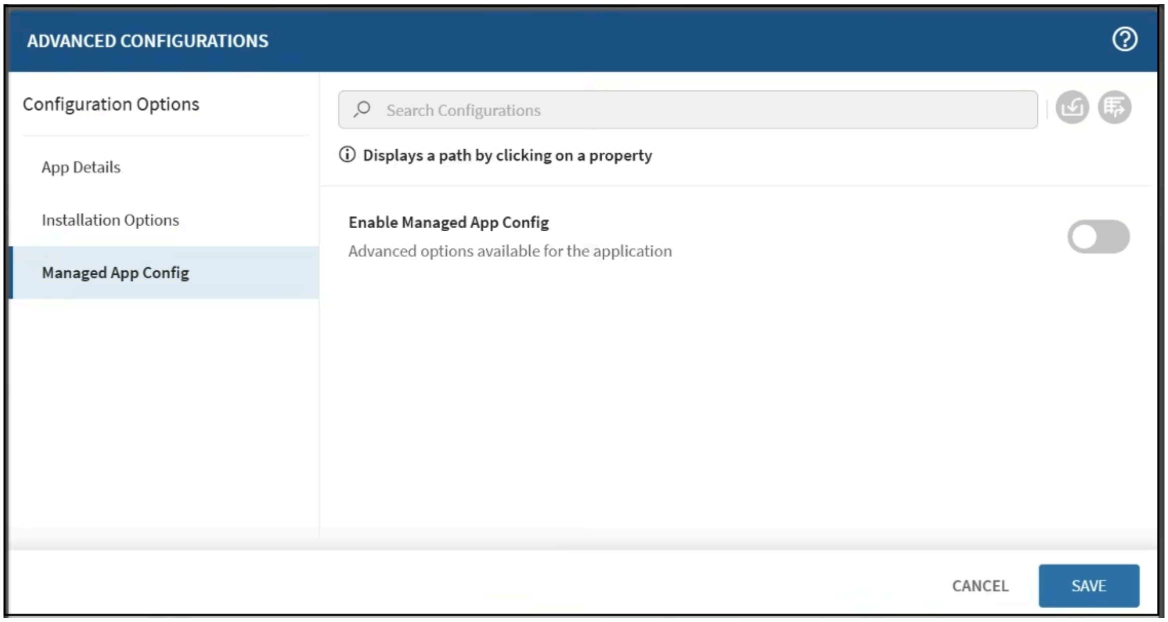
Seller:

Description:

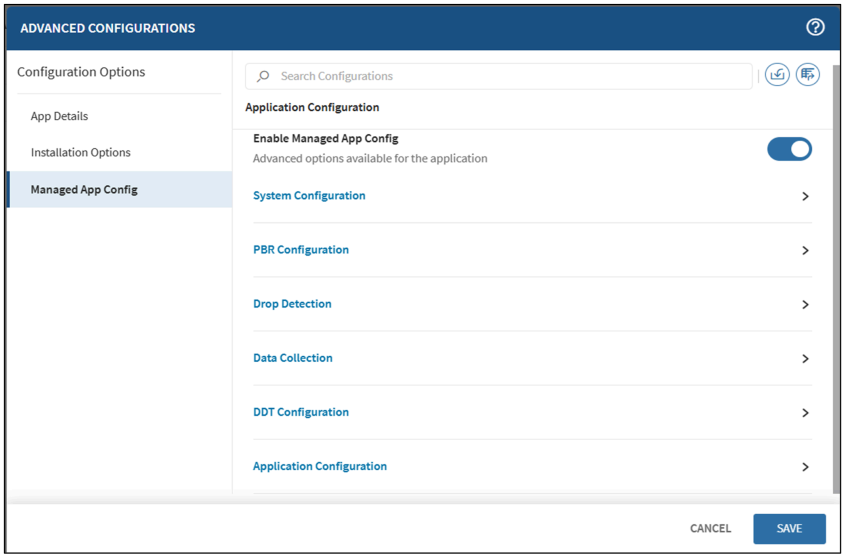
10. After uploading the **APK** file, scroll down, and select **Configure**:

a) Keep the **App Details** and **Installation Options** as they are, or modify them as required.

b) To configure **Zebra Service Agent**, enable the **Enable Managed App Config** option.

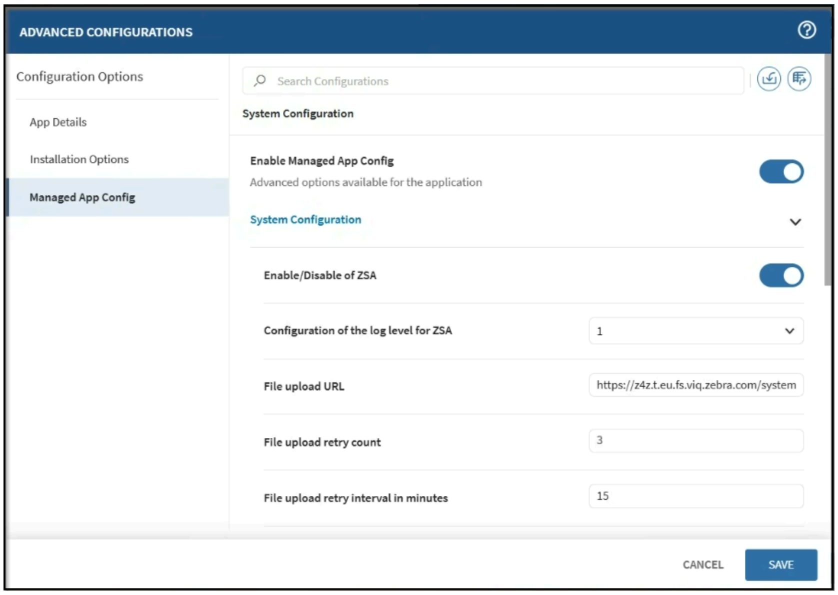


The configuration app lists display.



c) Under the **System Configuration** section, enable the **Enable/Disable of ZSA** option and set the **Configuration of the log level for ZSA** with the following values:

- 0: Info
- 1: Debug
- 2: Sensitive



System Configuration

Enable Managed App Config ●
Advanced options available for the application

System Configuration

Enable/Disable of ZSA ●

Configuration of the log level for ZSA: 1

File upload URL: https://z4z.t.eu.fs.viq.zebra.com/system

File upload retry count: 3

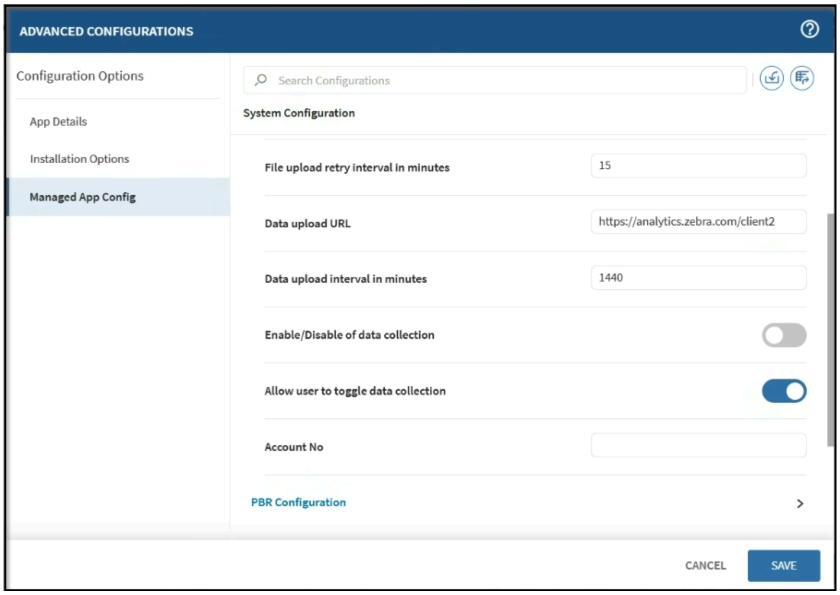
File upload retry interval in minutes: 15

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 (1440 minutes).



System Configuration

File upload retry interval in minutes: 15

Data upload URL: https://analytics.zebra.com/client2

Data upload interval in minutes: 1440

Enable/Disable of data collection ○

Allow user to toggle data collection ●

Account No

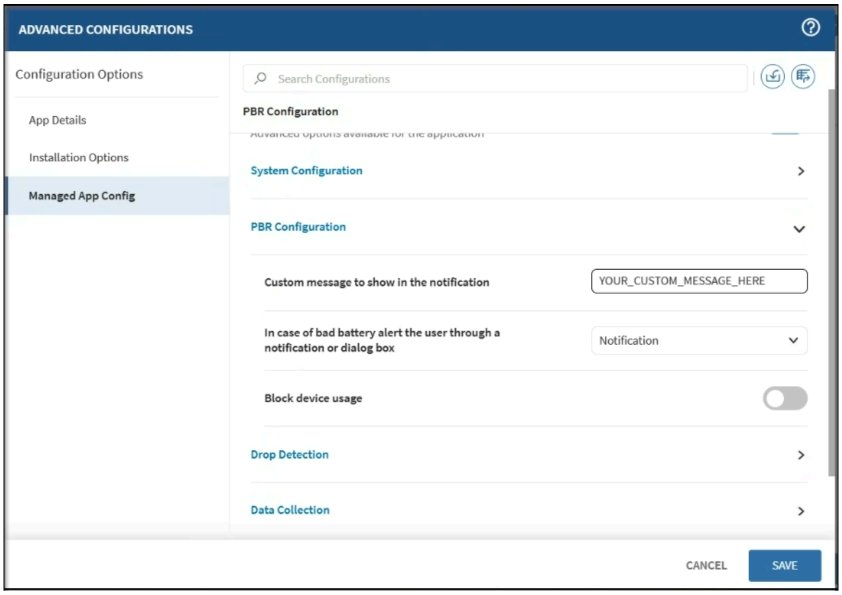
PBR Configuration

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) Go to **PBR Configuration**, provide a **Custom Message** as required.



Custom message to show in the notification: YOUR_CUSTOM_MESSAGE_HERE

In case of bad battery alert the user through a notification or dialog box: Notification

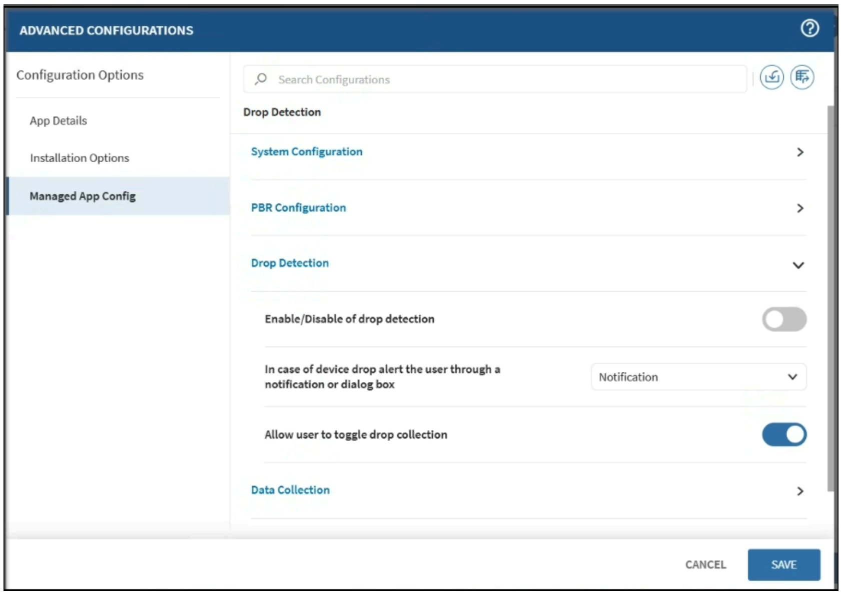
Block device usage: ○

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) Go to **Drop Detection**, toggle the **Enable/Disable of drop detection** option as required.



ADVANCED CONFIGURATIONS

Configuration Options

- App Details
- Installation Options
- Managed App Config

Search Configurations

Drop Detection

- System Configuration
- PBR Configuration
- Drop Detection
  - Enable/Disable of drop detection: off
  - In case of device drop alert the user through a notification or dialog box: Notification
  - Allow user to toggle drop collection: on
- Data Collection

CANCEL SAVE

l) Set the **In case of device drop alert the user through a notification or dialog box** with the following values:

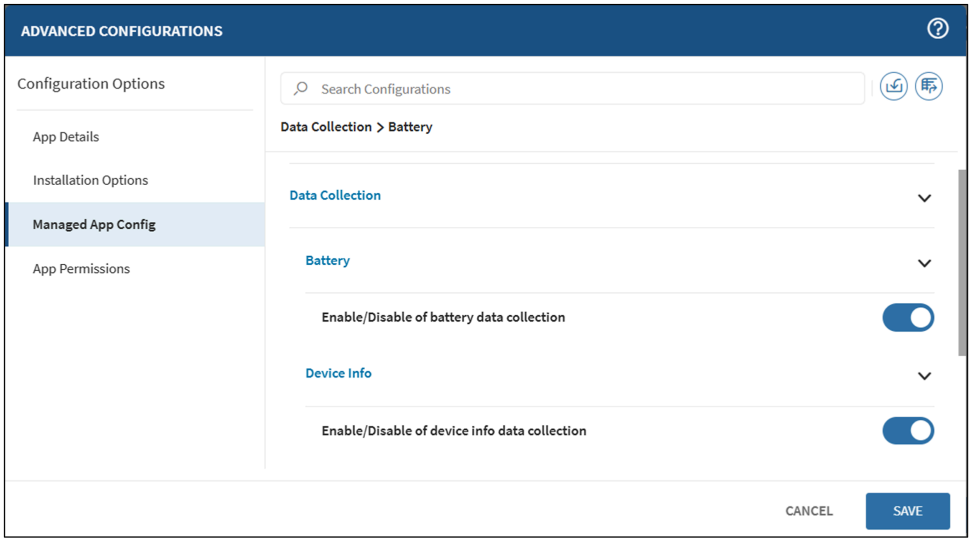
- Notification (default)
- Dialog
- Dialogue with Assist

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) Navigate to the **Data Collection** section. The settings for data collection on non-Zebra devices are as follows:

- The **Battery** is enabled by default and collects data every 15 minutes. Only the admin can enable or disable this option to restrict user access; however, the collection interval cannot be modified.
- The **Device Info** is enabled by default and collects data every 6 hours (360 minutes). Only the admin can enable or disable this option to restrict user access; however, the collection interval cannot be modified.
- The **Application List and Events** is enabled by default. It collects information on installed applications and tracks events such as installations, uninstallations, upgrades, and downgrades. Only the admin can enable or disable this option to restrict user access; however, the collection interval cannot be modified.

- The **Application Usage** option is enabled by default. It tracks the duration apps spend in the foreground. Only the admin can enable or disable this option to restrict user access; however, the collection interval cannot be modified..

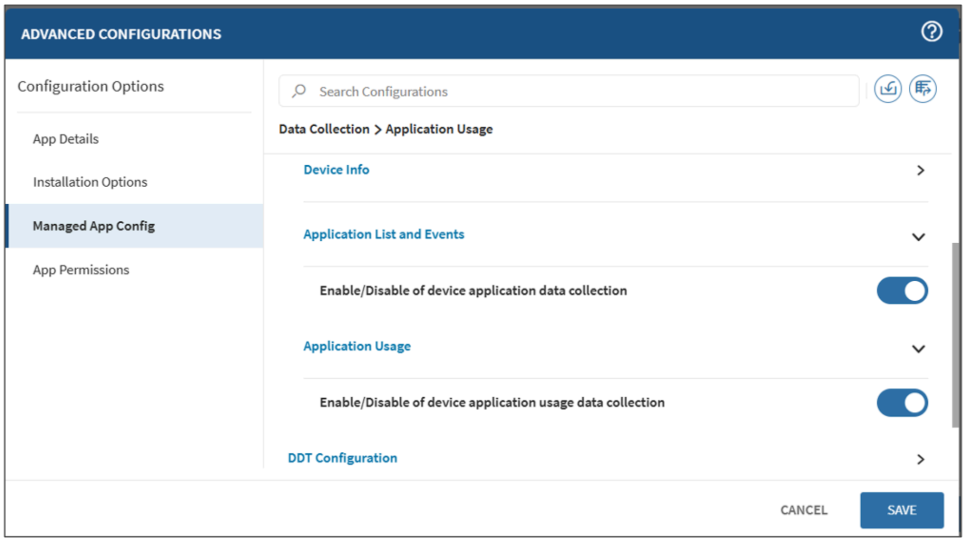


ADVANCED CONFIGURATIONS

Data Collection > Battery

Enable/Disable of battery data collection

Enable/Disable of device info data collection



ADVANCED CONFIGURATIONS

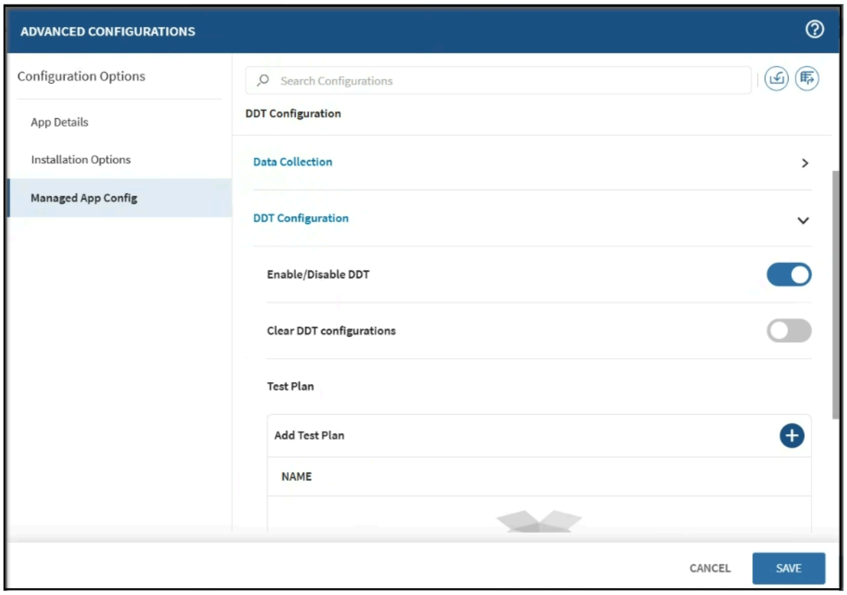
Data Collection > Application Usage

Enable/Disable of device application data collection

Enable/Disable of device application usage data collection

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

o) Under the **DDT Configuration**, enable the **Enable/Disable DDT** option, keep the **Clear DDT configurations** disabled in primary setup and click **Add Test Plan**.


ADVANCED CONFIGURATIONS

Configuration Options

App Details

Installation Options

Managed App Config

DDT Configuration

Data Collection

DDT Configuration

Enable/Disable DDT: on

Clear DDT configurations: off

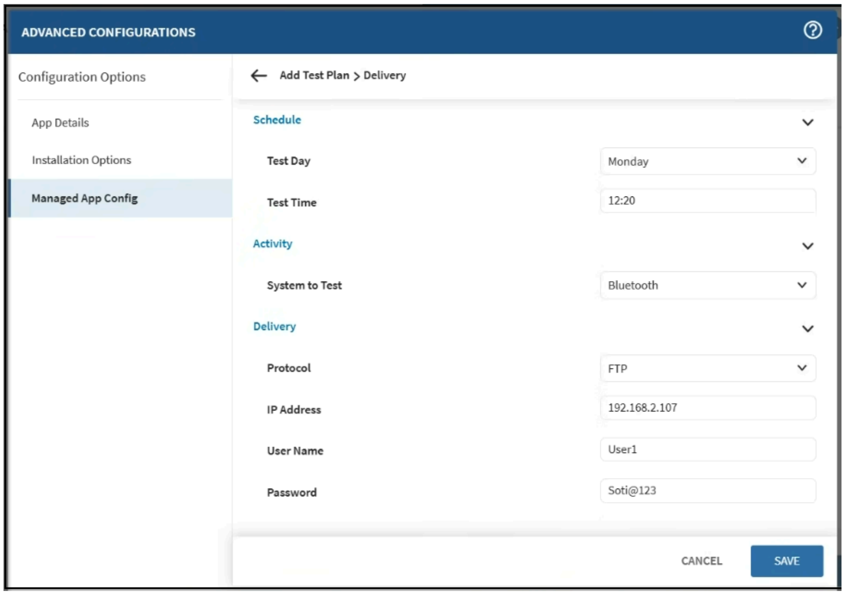
Test Plan

Add Test Plan

NAME

CANCEL SAVE

p) Under the **Schedule** section, configure the test plan with the following values:


ADVANCED CONFIGURATIONS

Configuration Options

App Details

Installation Options

Managed App Config

Add Test Plan > Delivery

Schedule

Test Day: Monday

Test Time: 12:20

Activity

System to Test: Bluetooth

Delivery

Protocol: FTP

IP Address: 192.168.2.107

User Name: User1

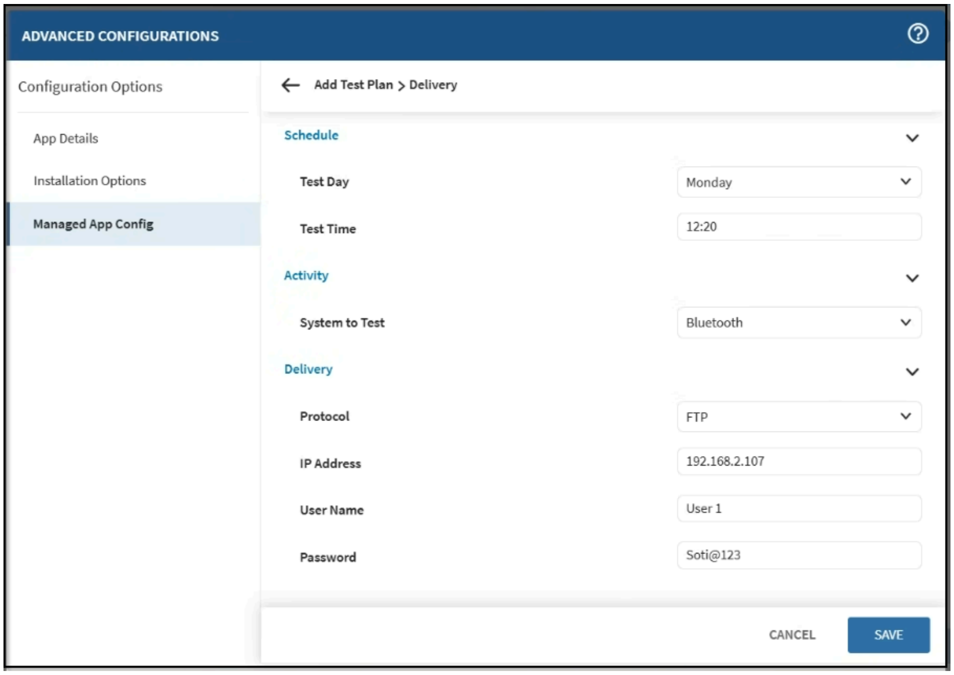
Password: Soti@123

CANCEL SAVE

- **Test Day**: Day of the Week (For example, Monday)
- **Test Time**: Time of the day for the test (HH: MM format)

q) Select **Bluetooth** as the **System to Test** option.

r) Under the **Delivery** section, select the **Protocol** as **FTP**, enter a valid **IP Address**, **User Name**, and **Password**, then click **Save**.



ADVANCED CONFIGURATIONS

Configuration Options

- App Details
- Installation Options
- Managed App Config

Add Test Plan > Delivery

Schedule

- Test Day: Monday
- Test Time: 12:20

Activity

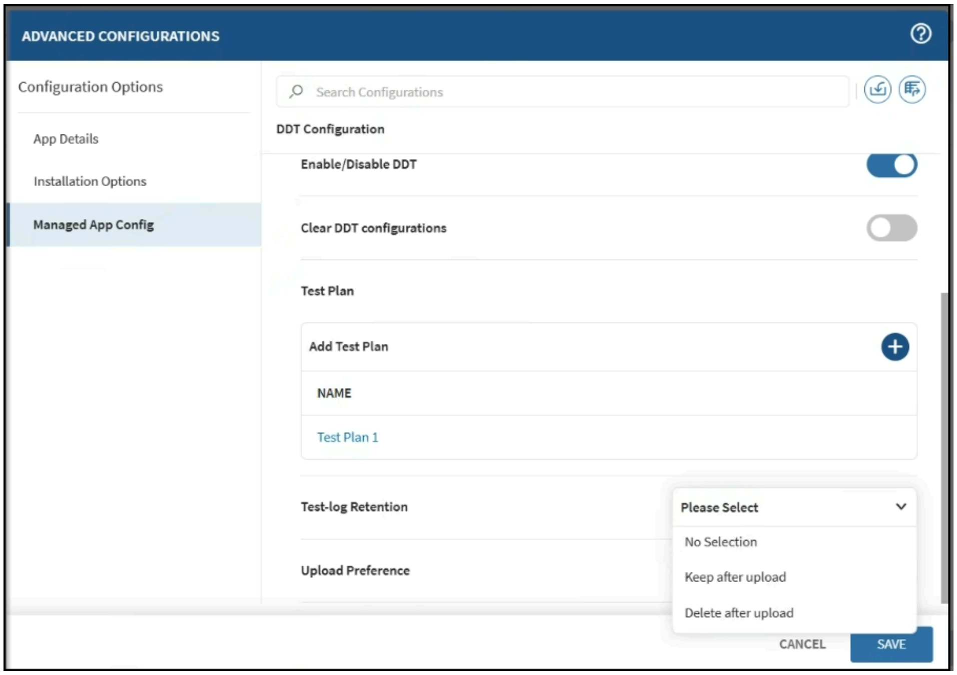
- System to Test: Bluetooth

Delivery

- Protocol: FTP
- IP Address: 192.168.2.107
- User Name: User 1
- Password: Soti@123

The DDT Configuration page displays.

s) Select the **Test-log Retention** as required.



ADVANCED CONFIGURATIONS

Configuration Options

- App Details
- Installation Options
- Managed App Config

DDT Configuration

- Enable/Disable DDT
- Clear DDT configurations

Test Plan

Add Test Plan

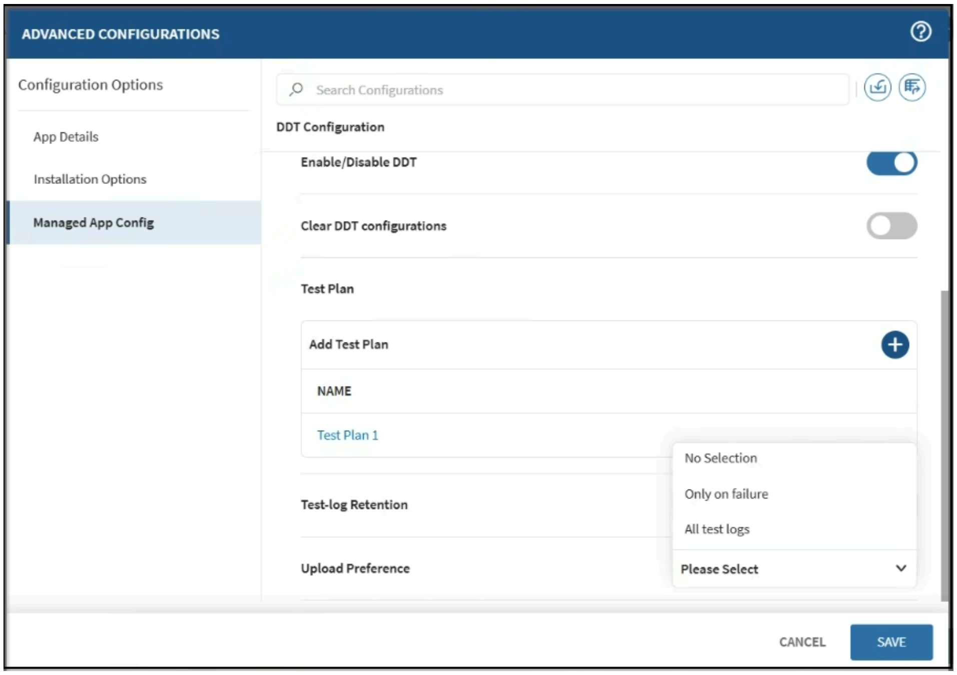
NAME
Test Plan 1

Test-log Retention: Please Select

- No Selection
- Keep after upload
- Delete after upload

Upload Preference

t) Select the **Upload Preference** as required.



ADVANCED CONFIGURATIONS

Configuration Options

- App Details
- Installation Options
- Managed App Config

DDT Configuration

Enable/Disable DDT: on

Clear DDT configurations: off

Test Plan

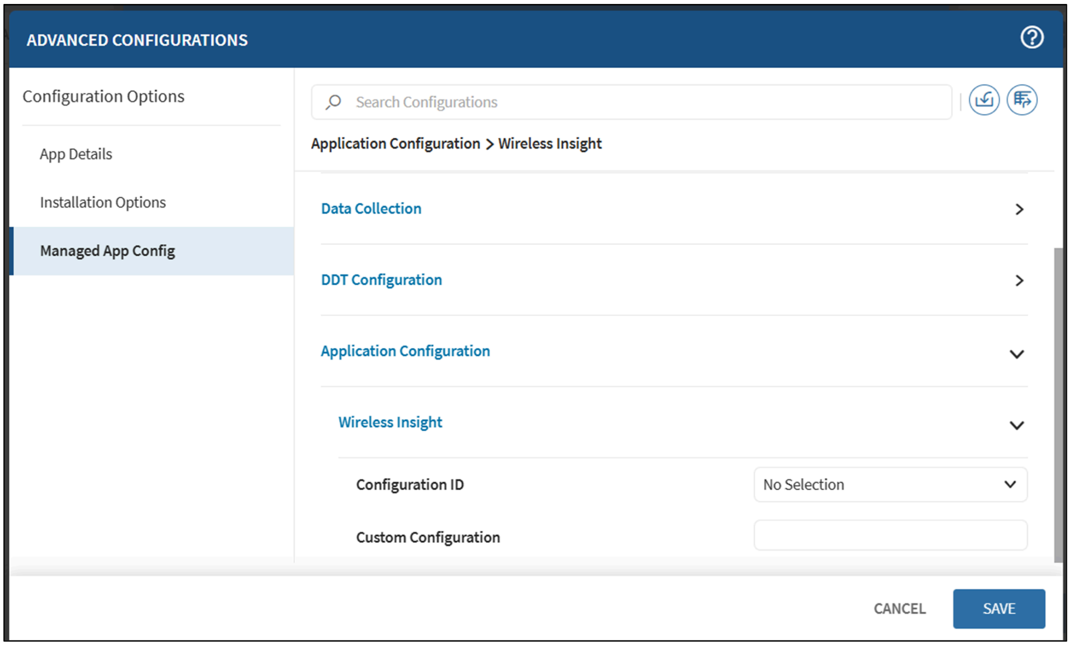
Add Test Plan

NAME
Test Plan 1

Test-log Retention

Upload Preference: Please Select

u) Under the **Application Configuration** section, there are two options, **Wireless Insight** and **ZDS**, which are designated for Zebra devices only. More applications will be supported in the future.



ADVANCED CONFIGURATIONS

Configuration Options

- App Details
- Installation Options
- Managed App Config

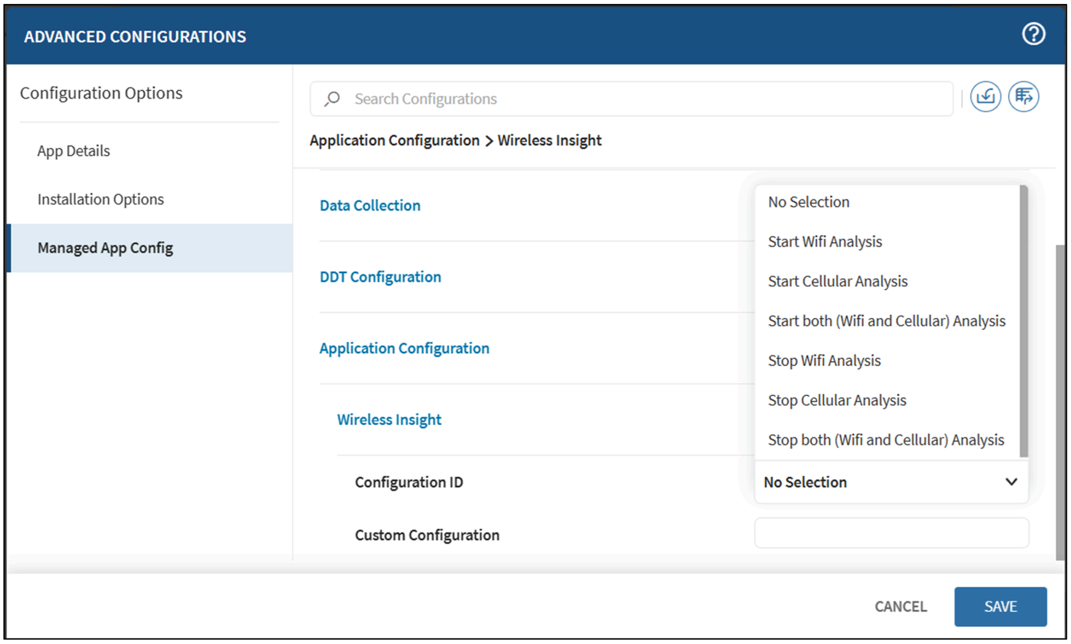
Application Configuration > Wireless Insight

- Data Collection
- DDT Configuration
- Application Configuration
  - Wireless Insight

Configuration ID: No Selection

Custom Configuration:

- **Wireless Insight**: Configured using Managed Configuration through MDM or VIQ.
  - **Configuration ID**: Pre-defined ID specific to the Wireless Insight configuration that includes several options.



ADVANCED CONFIGURATIONS

Configuration Options

- App Details
- Installation Options
- Managed App Config

Application Configuration > Wireless Insight

Data Collection

DDT Configuration

Application Configuration

Wireless Insight

Configuration ID: No Selection

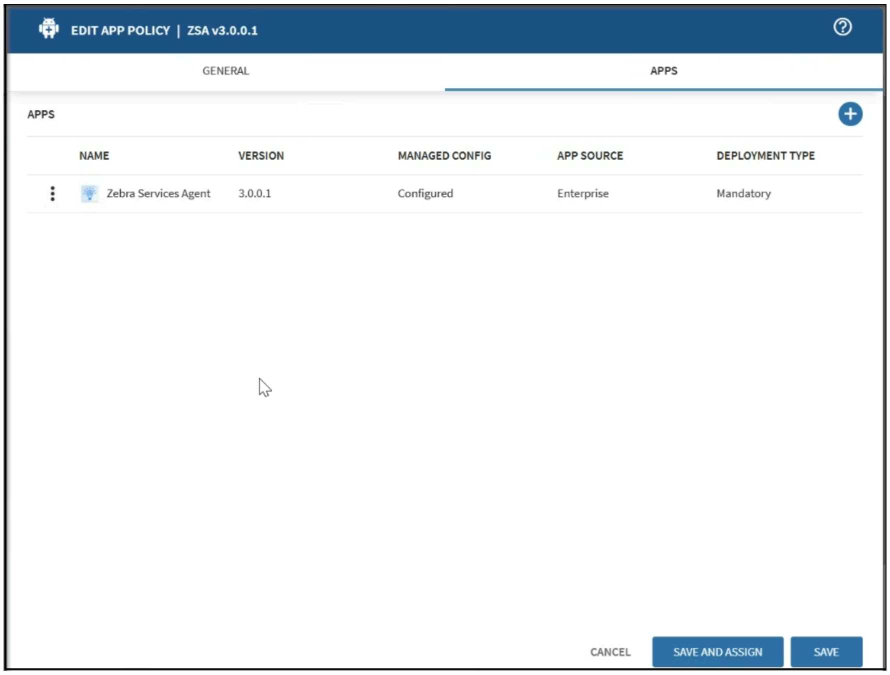
Custom Configuration:

- **Custom Configuration**: Add the custom Wireless Insight configuration as a value.

- **ZDS**: Configured through VIQ with a custom ZDS configuration.

v) Select **Save** > **Add**.

11. The **Zebra Services Agent** app is added. Click **Save and Assign**.

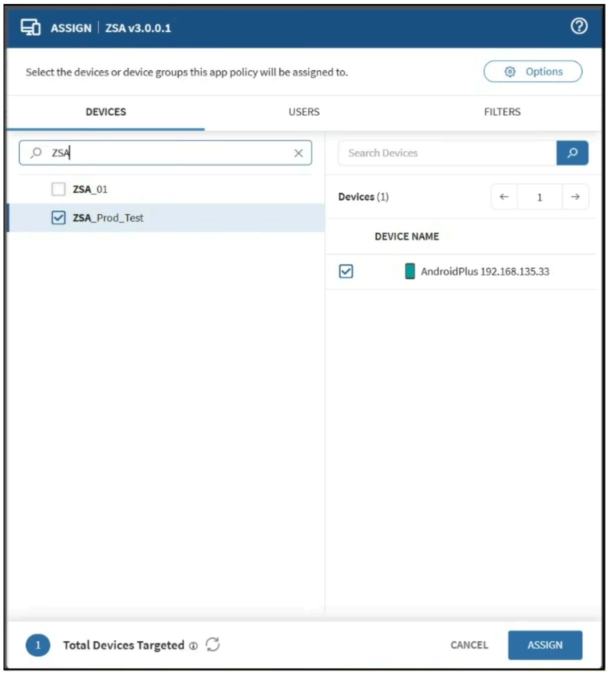


EDIT APP POLICY | ZSA v3.0.0.1

APPS

NAME	VERSION	MANAGED CONFIG	APP SOURCE	DEPLOYMENT TYPE
Zebra Services Agent	3.0.0.1	Configured	Enterprise	Mandatory

12. **Assign** to a group device or single device.



ASSIGN | ZSA v3.0.0.1

Select the devices or device groups this app policy will be assigned to.

ZSA

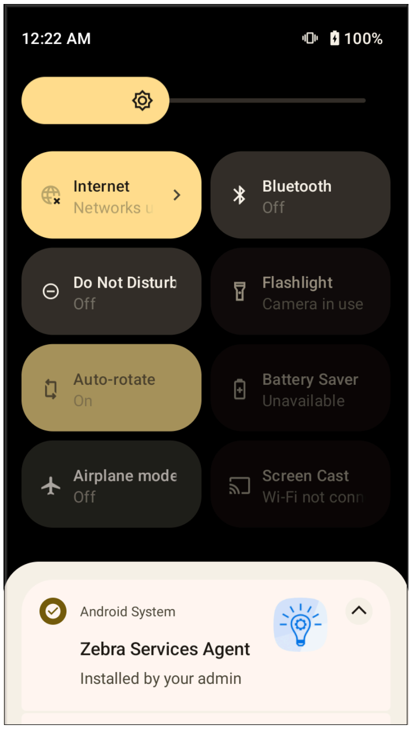
- □ ZSA_01
- ☑ ZSA_Prod_Test

Devices (1)

	DEVICE NAME
☑	AndroidPlus 192.168.135.33

1 Total Devices Targeted

The application is now installed on the devices.



Android System

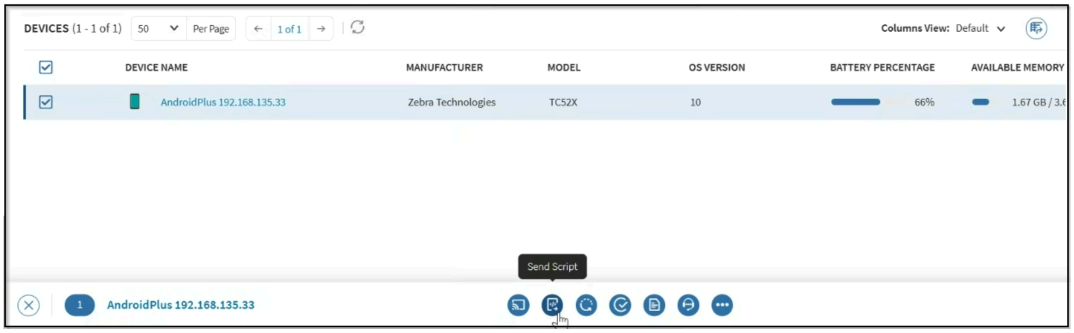
Zebra Services Agent

Installed by your admin

Auto-launching Zebra Services Agent

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

1. Select **Devices** from the menu.
2. Select all devices and click **Send Script** from the available options below.

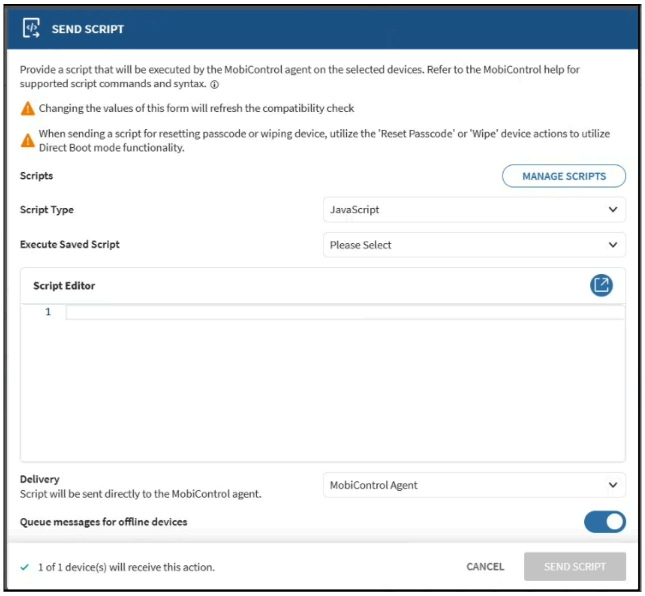


DEVICES (1 - 1 of 1) 50 Per Page ← 1 of 1 →

Columns View: Default

☑	DEVICE NAME	MANUFACTURER	MODEL	OS VERSION	BATTERY PERCENTAGE	AVAILABLE MEMORY
☑	AndroidPlus 192.168.135.33	Zebra Technologies	TC52X	10	66%	1.67 GB / 3.(

3. Select **Manage Scripts**.



SEND SCRIPT

Provide a script that will be executed by the MobiControl agent on the selected devices. Refer to the MobiControl help for supported script commands and syntax.

Changing the values of this form will refresh the compatibility check

When sending a script for resetting passcode or wiping device, utilize the 'Reset Passcode' or 'Wipe' device actions to utilize Direct Boot mode functionality.

Scripts: MANAGE SCRIPTS

Script Type: JavaScript

Execute Saved Script: Please Select

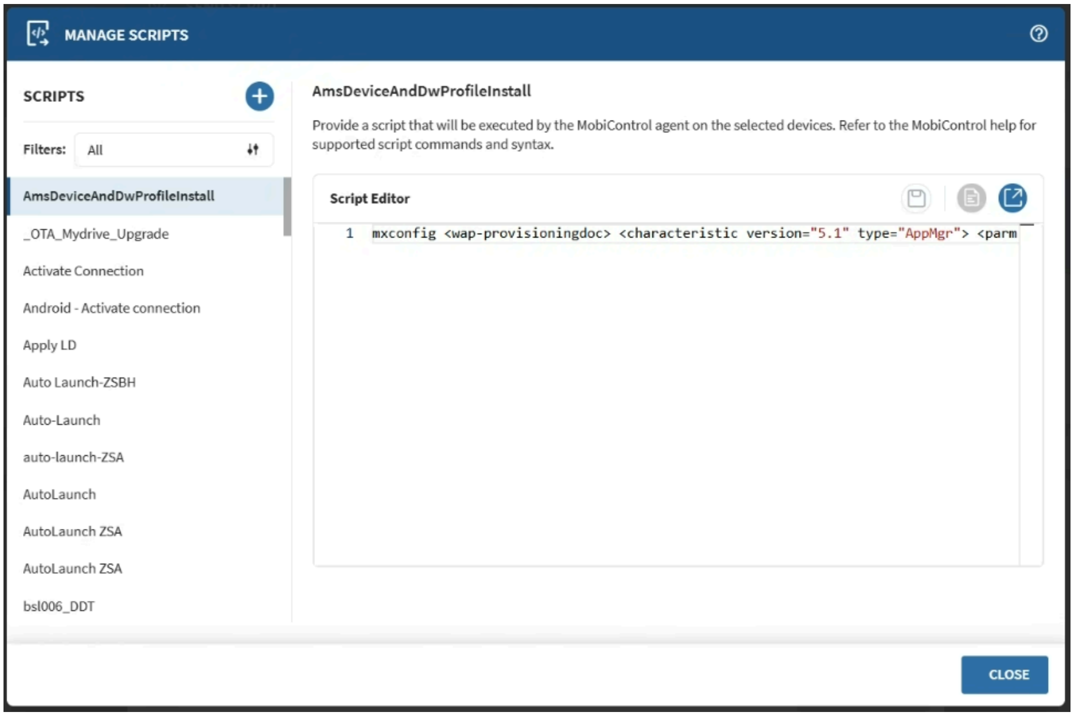
Script Editor

Delivery: MobiControl Agent
Script will be sent directly to the MobiControl agent.

Queue messages for offline devices: ●

✓ 1 of 1 device(s) will receive this action.

4. Select **Add New Script**.

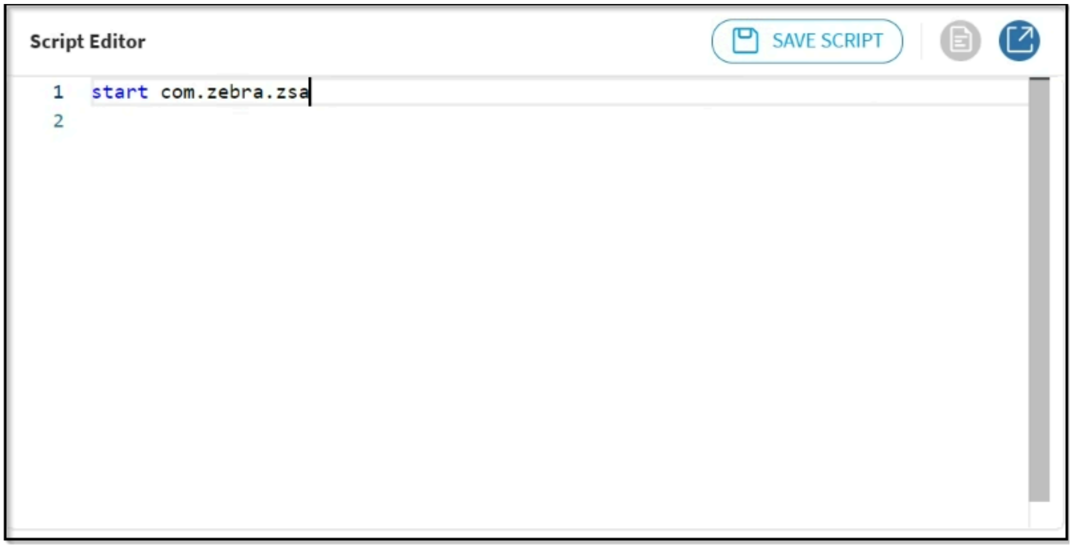


AmsDeviceAndDwProfileInstall

Provide a script that will be executed by the MobiControl agent on the selected devices. Refer to the MobiControl help for supported script commands and syntax.

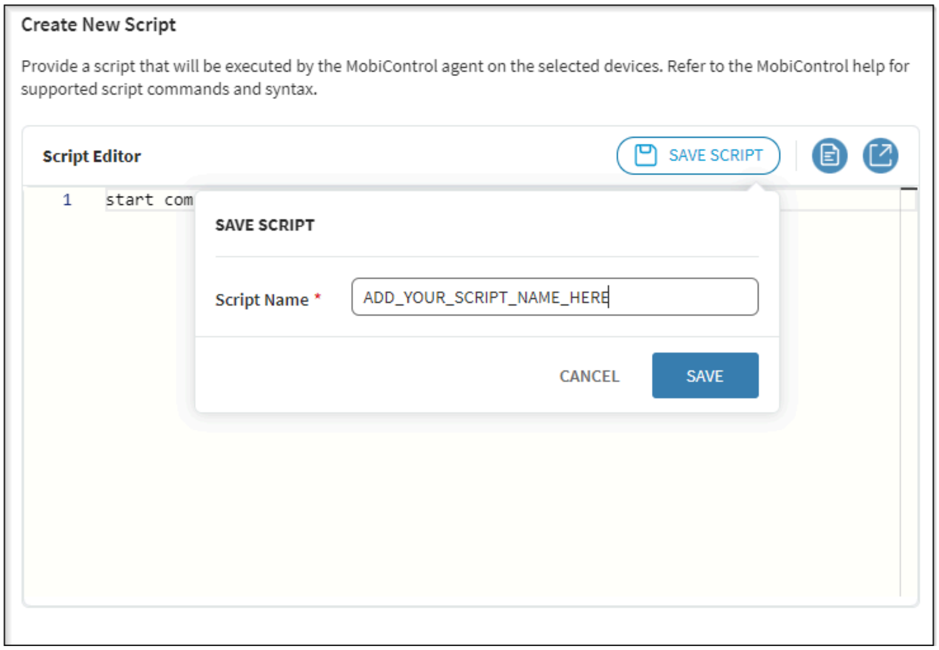
```
mxconfig <wap-provisioningdoc> <characteristic version="5.1" type="AppMgr"> <parm
```

5. Add the command below to the script and then click **Save Script**.



```
start com.zebra.zsa
```

6. Add a name for the script, and then click **Save**.



Create New Script

Provide a script that will be executed by the MobiControl agent on the selected devices. Refer to the MobiControl help for supported script commands and syntax.

Script Editor

```
start com
```

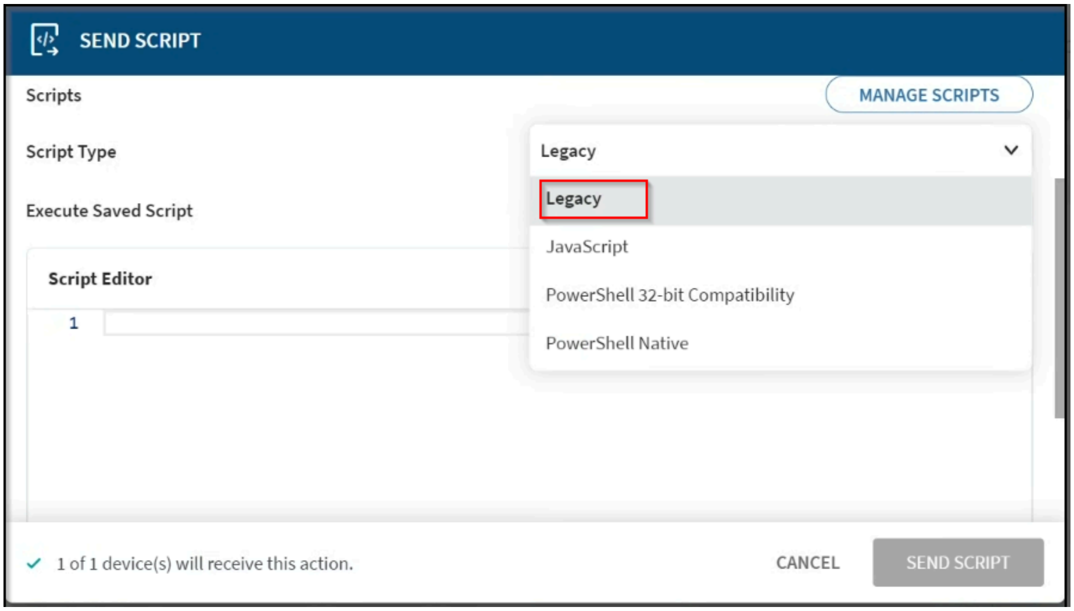
SAVE SCRIPT

Script Name * ADD_YOUR_SCRIPT_NAME_HERE

7. Save the script and close the portal.

8. Repeat step 2.

9. Select **Legacy** as the script type option.



SEND SCRIPT

Script Type: Legacy

1 of 1 device(s) will receive this action.

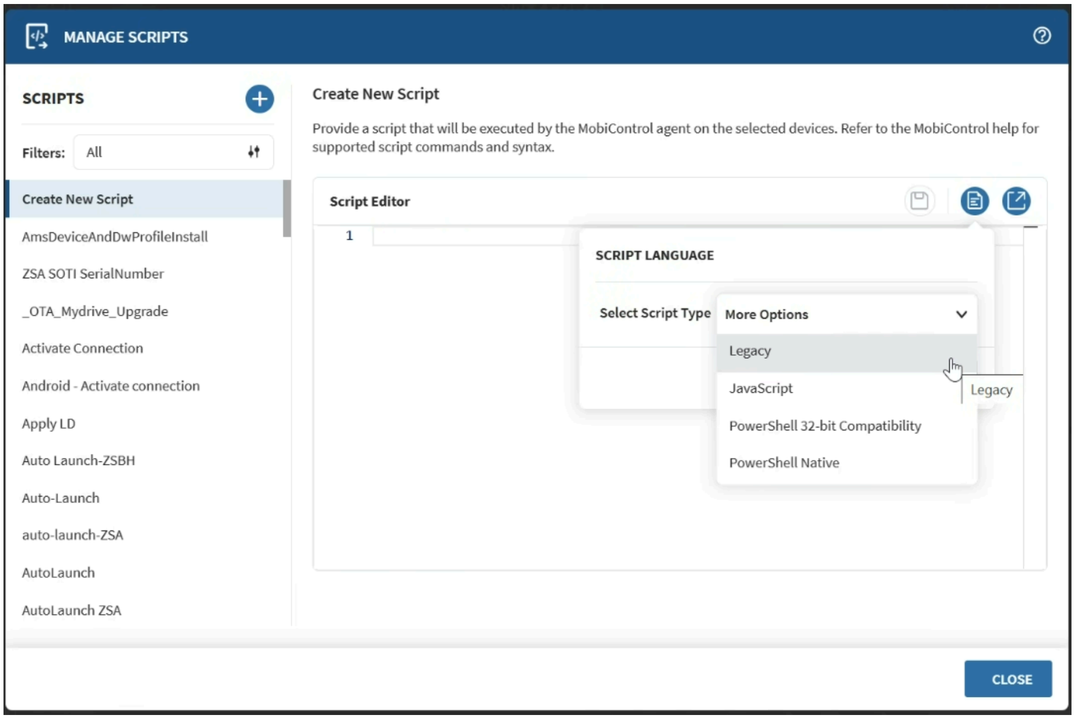
10. Select your saved script as **Execute Saved Script** from the drop-down menu.

11. Click **Send Script** to deploy the script to all selected devices. This action launches the Zebra Services Agent application on the targeted group of devices.

Allowing ZSA Application to Read Device Serial Numbers

To enable the ZSA application to obtain the serial number:

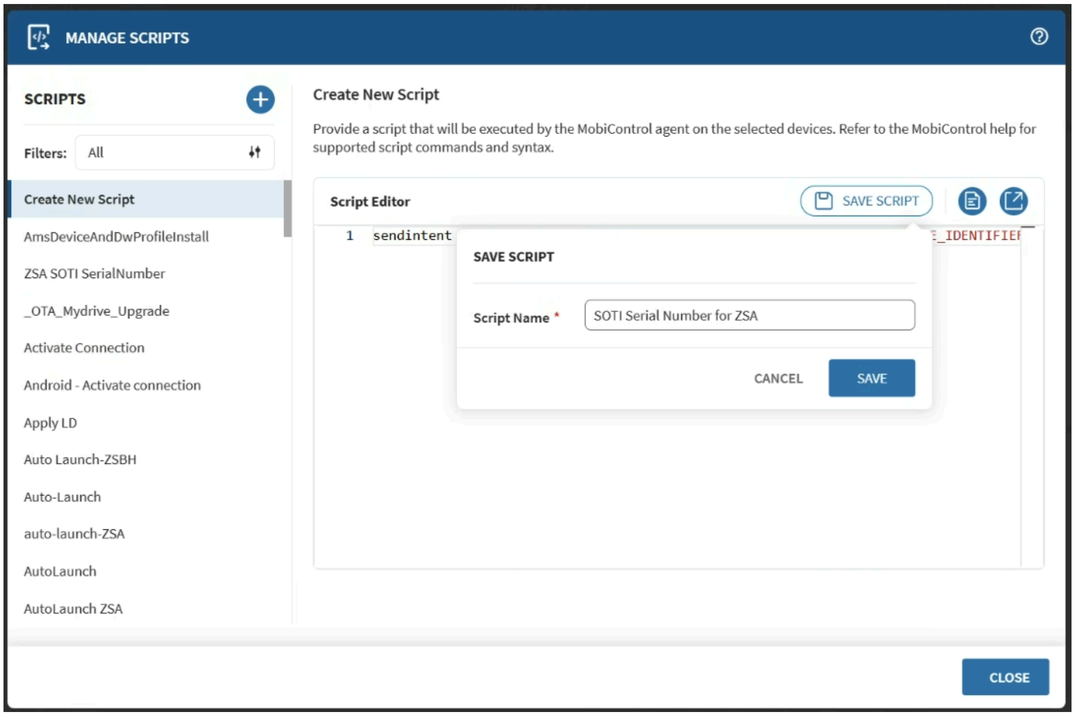
1. Go to **Devices** > **All devices** > **Send Script** > **Manage Scripts** > **Add New Script** .



2. Select **Legacy** as the script type in the **Script Language** section, and add the command below in the editor section.

```
sendintent -b
 "intent:#Intent;action=com.zebra.zsa.action.FETCH_DEVICE_IDENTIFIERS;
 S.serialNumber=%SERIALNUM%;component=com.zebra.zsa/com.zebra.utility.
 deviceIdentifier.SOTIReceiver;end;"
```

3. Save the script with an appropriate name.



MANAGE SCRIPTS

Create New Script

Provide a script that will be executed by the MobiControl agent on the selected devices. Refer to the MobiControl help for supported script commands and syntax.

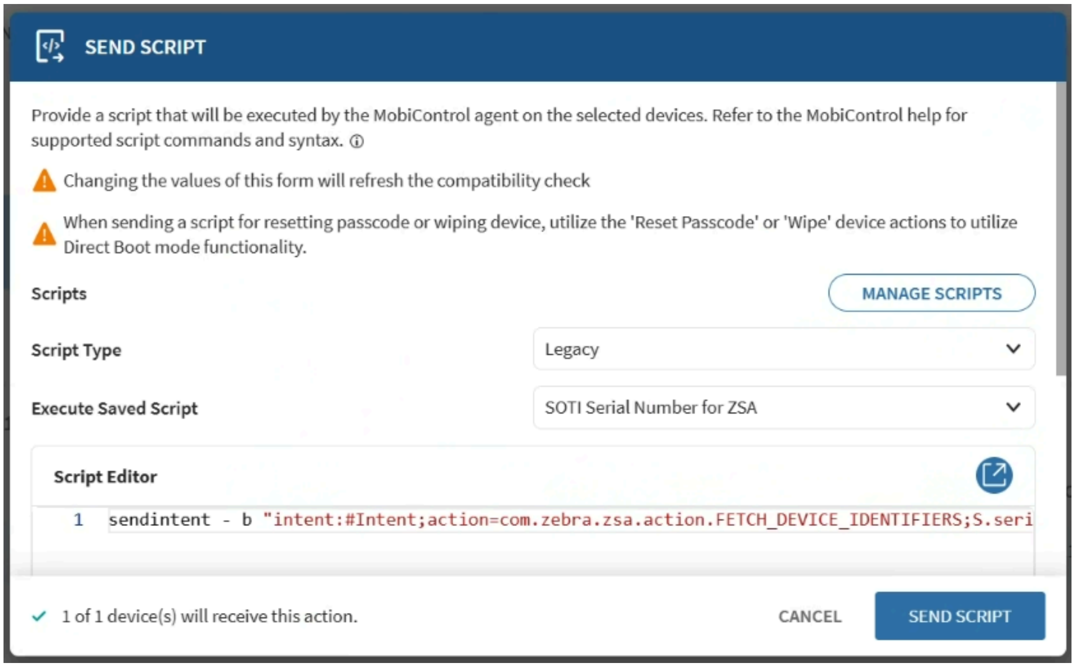
Script Editor

```
sendintent                                                  _IDENTIFIEI
```

SAVE SCRIPT

Script Name * SOTI Serial Number for ZSA

4. Navigate to **Devices** > **All devices** > **Send Script**. Choose **Legacy** as the script type and select created scripts from **Executed Saved Script**.



SEND SCRIPT

Provide a script that will be executed by the MobiControl agent on the selected devices. Refer to the MobiControl help for supported script commands and syntax. ⓘ

⚠ Changing the values of this form will refresh the compatibility check

⚠ When sending a script for resetting passcode or wiping device, utilize the 'Reset Passcode' or 'Wipe' device actions to utilize Direct Boot mode functionality.

Scripts

Script Type: Legacy

Execute Saved Script: SOTI Serial Number for ZSA

Script Editor

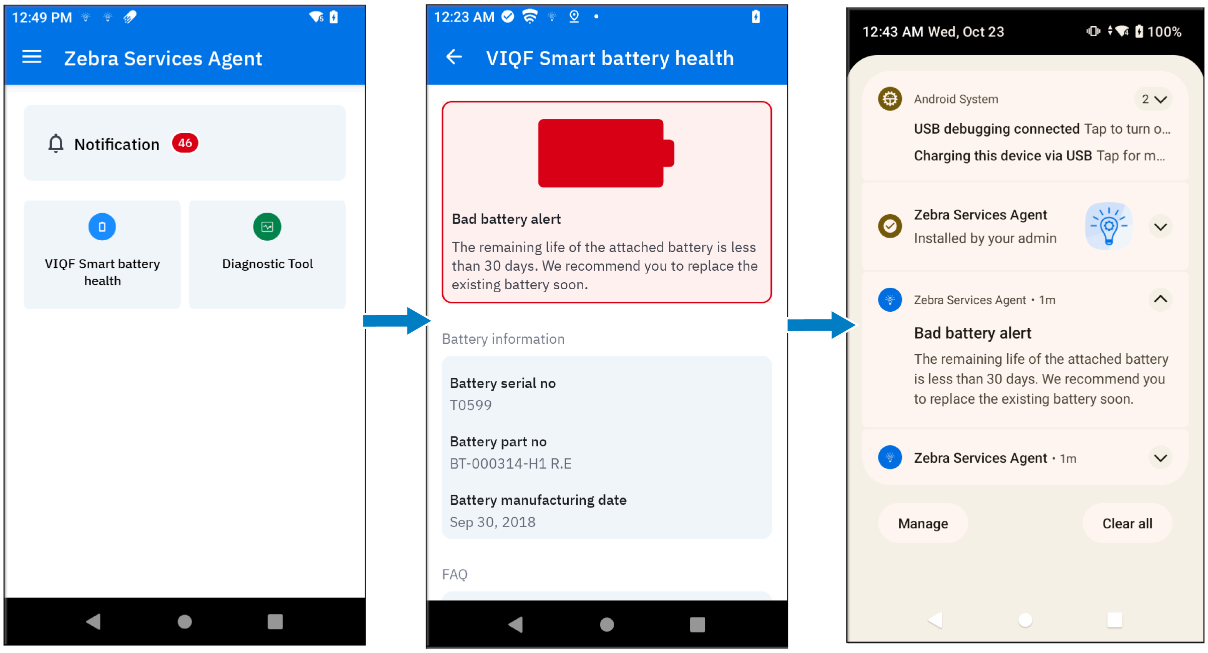
```
sendintent - b "intent:#Intent;action=com.zebra.zsa.action.FETCH_DEVICE_IDENTIFIERS;S.seri
```

✓ 1 of 1 device(s) will receive this action.

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 Proactive Battery Health (PBR) module is entitled, the ZSA app automatically launches it after a few seconds.
3. The PBR screen displays both good and bad battery details, and if a **bad battery** condition is detected, a notification will display.
4. After a few seconds, the battery details screen and the ZSA app will close.



12:49 PM

Zebra Services Agent

Notification 46

VIQF Smart battery health

Diagnostic Tool

12:23 AM

VIQF Smart battery health

Bad battery alert

The remaining life of the attached battery is less than 30 days. We recommend you to replace the existing battery soon.

Battery information

Battery serial no
T0599

Battery part no
BT-000314-H1 R.E

Battery manufacturing date
Sep 30, 2018

FAQ

12:43 AM Wed, Oct 23 100%

Android System 2

USB debugging connected Tap to turn o...

Charging this device via USB Tap for m...

Zebra Services Agent
Installed by your admin

Zebra Services Agent • 1m

Bad battery alert

The remaining life of the attached battery is less than 30 days. We recommend you to replace the existing battery soon.

Zebra Services Agent • 1m

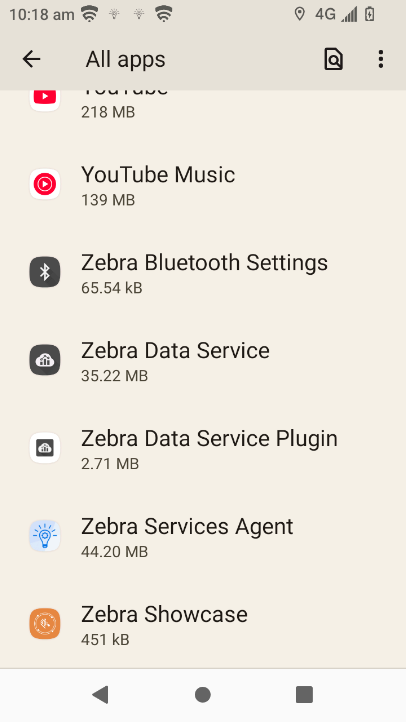
Manage

Clear all

Verifying App Installation and Connection to Zebra Servers

To verify if the app is installed with the correct permissions and is able to connect to Zebra servers:

1. Go to **Settings** > **Apps** > **All apps** and select **Zebra Services Agent**.



10:18 am 4G

All apps

YouTube
218 MB

YouTube Music
139 MB

Zebra Bluetooth Settings
65.54 kB

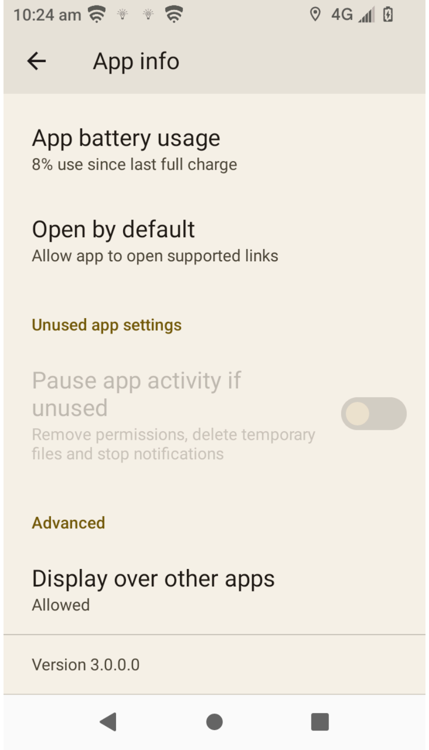
Zebra Data Service
35.22 MB

Zebra Data Service Plugin
2.71 MB

Zebra Services Agent
44.20 MB

Zebra Showcase
451 kB

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



10:24 am 4G

App info

App battery usage
8% use since last full charge

Open by default
Allow app to open supported links

Unused app settings

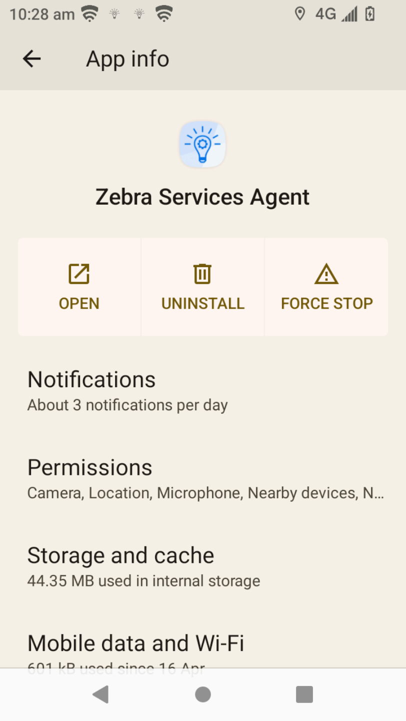
Pause app activity if unused
Remove permissions, delete temporary files and stop notifications

Advanced

Display over other apps
Allowed

Version 3.0.0.0

2. For the ZSA Permissions, go to **Settings** > **Apps** > **All apps** > **Zebra Services Agent** > **Permissions**.



10:28 am 4G

App info

Zebra Services Agent

OPEN UNINSTALL FORCE STOP

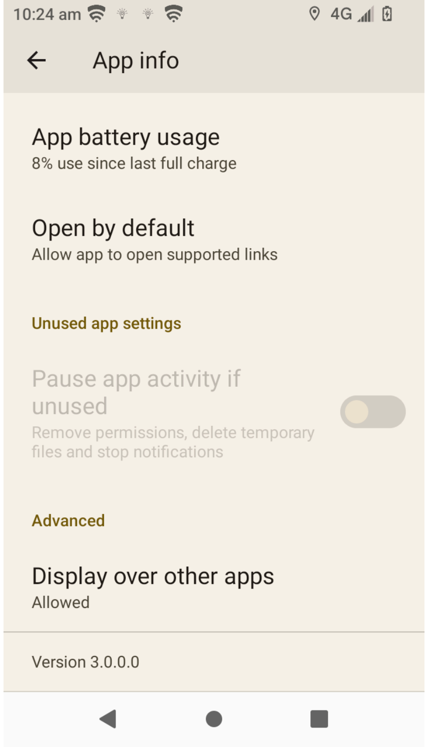
Notifications
About 3 notifications per day

Permissions
Camera, Location, Microphone, Nearby devices, N...

Storage and cache
44.35 MB used in internal storage

Mobile data and Wi-Fi
601 kB used since 16 Apr

3. To verify the Display over other apps permission, go to **Settings** > **Apps** > **All apps** > **Zebra Services Agent** > **Advanced** > **Display over other apps**.



10:24 am 4G

App info

App battery usage
8% use since last full charge

Open by default
Allow app to open supported links

Unused app settings

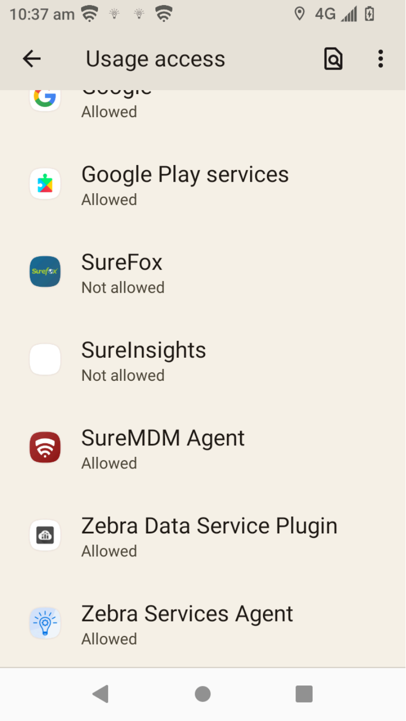
Pause app activity if unused
Remove permissions, delete temporary files and stop notifications

Advanced

Display over other apps
Allowed

Version 3.0.0.0

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



10:37 am 4G

Usage access

Google
Allowed

Google Play services
Allowed

SureFox
Not allowed

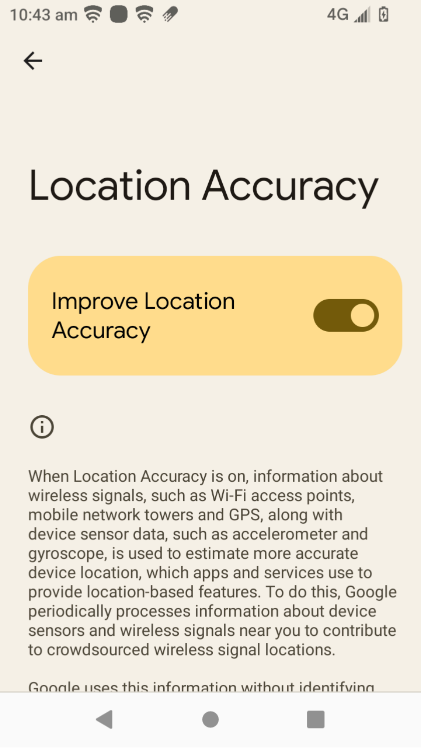
SureInsights
Not allowed

SureMDM Agent
Allowed

Zebra Data Service Plugin
Allowed

Zebra Services Agent
Allowed

5. For the **Device action** > **Outdoor Location Tracking** feature, ensure that location accuracy is enabled on the device for precise location information. Navigate to **Settings** > **Location** > **Location Services** > **Location Accuracy**.



10:43 am 4G

Location Accuracy

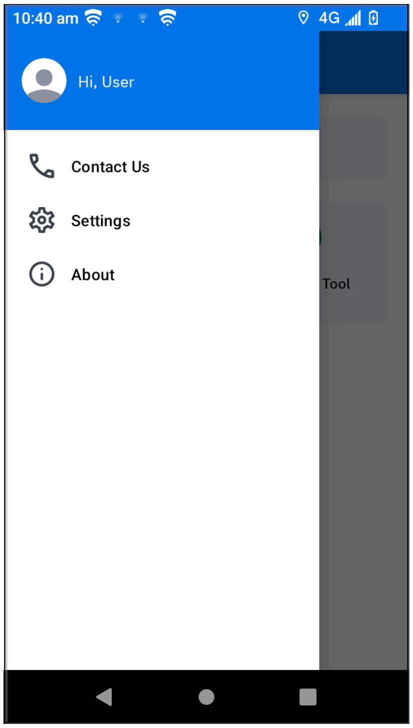
Improve Location Accuracy

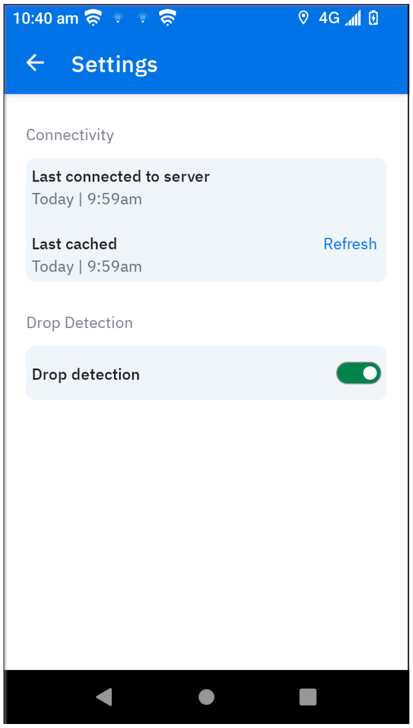
When Location Accuracy is on, information about wireless signals, such as Wi-Fi access points, mobile network towers and GPS, along with device sensor data, such as accelerometer and gyroscope, is used to estimate more accurate device location, which apps and services use to provide location-based features. To do this, Google periodically processes information about device sensors and wireless signals near you to contribute to crowdsourced wireless signal locations.

Google uses this information without identifying

6. To verify ZSA Network connectivity to the Zebra URL:

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




10:40 am 4G

Settings

Connectivity

Last connected to server
Today | 9:59am

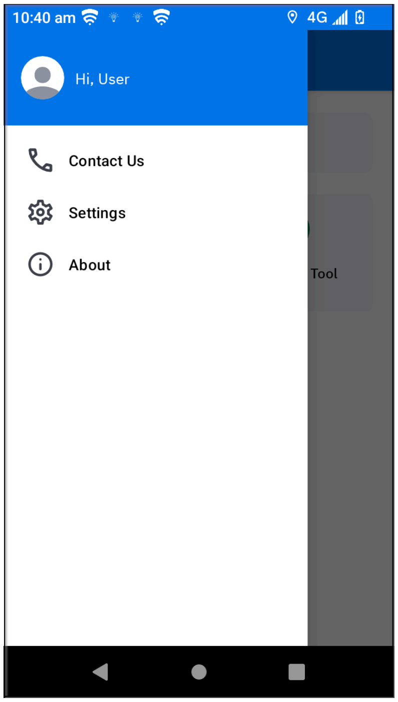
Last cached — Refresh
Today | 9:59am

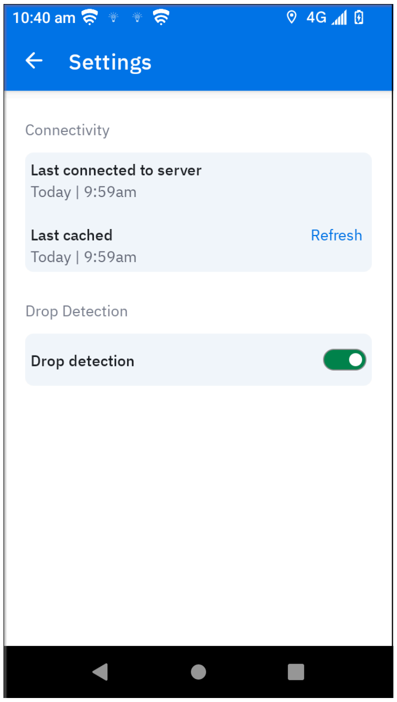
Drop Detection

Drop detection — on

7. To verify the Drop Detection status:

   Launch ZSA and go to **Settings**. Enable **Drop detection**. The user can enable or disable drop detection if the administrator provides toggle access.




10:40 am 4G

Settings

Connectivity

Last connected to server
Today | 9:59am

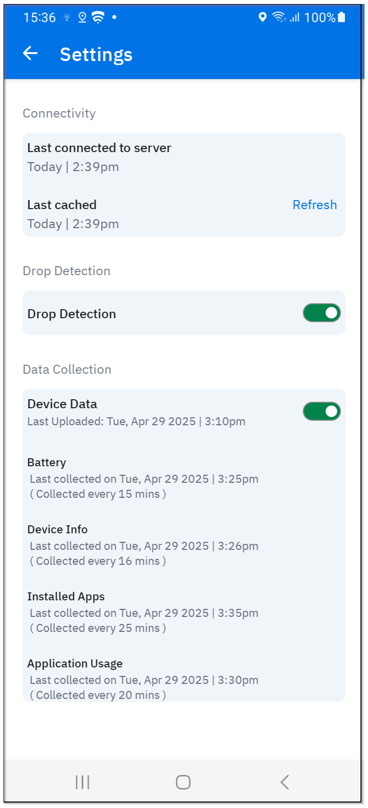
Last cached — Refresh
Today | 9:59am

Drop Detection

Drop detection — on

8. To verify Data collection in a non-Zebra device:

   Launch ZSA and go to **Settings** > **Data Collection**.



15:36 100%

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 | 3:25pm
(Collected every 15 mins)

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)

In data collection, the **last uploaded time** indicates when all data was successfully sent to the server. Each data type has its own **last collected time** and a specific collection interval.