# Zebra Services Agent for SOTI MobiControl



## **Installation Guide**

#### 2024/10/30

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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**.

To verify if devices are configured as Work Managed, select Group > Device name > Device Details > Android Enterprise > Management Type. Work Managed Device (1) displays.

AndroidEnterprise 00233					-
EVICE DETAILS COMPLIANCE	CONFIGURATIONS	APPLICATIONS	LOCATION	SECURITY	< >
ANDROID ENTERPRISE					
Android Status	Provisioned /	Enabled			
Enterprise Name	Unknown				
Android Identity	Account Activa	ation Pending			
Management Type	Work Manage	d Device			
Enrolled by Android Management API	No				
EXCHANGE					
Exchange Access Request	Default				
Exchange Status (Using EBG)	Accessible				

## **Deploying Zebra Services Agent**

Install the ZSA app on the devices.

Download the 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 (1).
- 4. Select New App Policy (2) from the top-right corner. After you make the selection, a Create App Policy dialog box displays.

	;			Ø 🗘	ap5715@zebra.com ∨
Policies (	Family: All <b>\$</b> F	ilters: None 🗸	Searc	h Policies	> + NEW APP POLICY
— Apps	App Policies (0 of 0) $\mid \mathcal{G}$				
Compliance Customize criteria that define whether or not your devices are compliant	POLICY NAME	STATUS	FAMILY	APPS	CREATED DATE
Enrollment Create enrollment policies for devices that will be managed through MobiControl					
File Sync Exchange and sync files between your devices and a specified server					P POLICY FOUND
Signal Trigger automated actions based on configured conditions					
Device Relocation Relocate devices into a new group based on the parameters set up					
Data Collection				_	

- 5. Go to Android option > Android Enterprise.
- 6. On the General tab, fill in the details. The App Policy Name is mandatory.

CREATE APP POLICY		0
GENERAL	APPS	
App Policy Name *	Zebra Service Agent Policy	
Description	This policy contains Zebra Service Agent Policy with three modules. 1. Zebra Services Battery Health. 2. Drop Detection 3. Device Diagnostic Tool.	
Policy Status	N/A	
Family	Android Plus	
Туре	Android Enterprise	
Apps	0	
	CANCEL SAVE AND ASSIGN S	SAVE

- 7. Select Apps.
- 8. Select Add App 🕀 from the top-right corner.
- 9. Select Enterprise (1) as App Source.

App Source		Managed G	oogle Play	~
Bindings		Managed ( Enterprise	Google Play	վեղ
Select		SDO GMS		Enterpris
Apps	,O Search app	DS	MANAGED GOOGLE PLAY	

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

11. Click Browse File (1) to upload the APK file.

SELECT APPS		0
Select the apps that you want to install on devices usi	ng the App Policy	
Apps		
App Source	Enterprise V	
Source		- L
Import O Enterprise URL		- L
Upload APK File *		1
	or Browse File	·
Name	Name	
	CANCEL ADD	

The Advanced Configurations page displays.

ADVANCED CONFIGURATIONS			0
Configuration Options	Details of the application you are adding or editing		
App Details	Name	Zebra Services Agent	
Installation Options	Package Name	com.zebra.zsa	þ
Managed App Config	Version	2.0.0.2	
	Seller		
	Description		
		CANCEL	SAVE

- 12. 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 activate Proactive Battery Health (PBR), Drop Detection, and Device Diagnostic Tool (DDT), enable the Enable Managed App Config (1) option.



The configuration app lists display.

		0
ADVANCED CONFIGURATIONS		0
Configuration Options	① Displays a path by clicking on a property	, Q
App Details Installation Options	Enable Managed App Config Advanced options available for the application ZSA Configuration	•
managed App Coning	PBR Configuration	>
	Drop data Collection	>
	DDT Configuration	>
	CAI	NCEL SAVE

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

SELECT APPS			0
ADVANCED CONFIGURATIONS			0
Configuration Options	ZSA Configuration		Q,
App Details Installation Options Managed App Config	Enable Managed App Config Advanced options available for the application ZSA Configuration		<b>v</b>
	Enable/Disable of ZSA		<b>•</b>
	Configuration of the log level for ZSA	1	× 2
	PBR Configuration		>
			CANCEL SAVE

d) Provide a Custom Message (1) as required.

		0
ADVANCED CONFIGURATIONS		0
Configuration Options	PBR Configuration	Q
App Details Installation Options Managed App Config	Enable Managed App Config Advanced options available for the application ZSA Configuration	• •
	PBR Configuration $$\Box_{\rm S}$$ Custom message to show in the notification	YOUR_CUSTOM_MESSAGE_HERE
	Drop data Collection	CANCEL SAVE

e) Enable Drop Detection (1).

		0
ADVANCED CONFIGURATIONS		Ø
Configuration Options	Drop data Collection	0
App Details Installation Options	ZSA Configuration	>
Managed App Config	PBR Configuration	>
	Drop data Collection	~
	Enable/Disable of drop detection	
	DDT Configuration	>
		CANCEL SAVE

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

SELECT APPS		0
ADVANCED CONFIGURATIONS		0
Configuration Options	DDT Configuration	,
App Details	Drop data Collection	>
Installation Options	DDT Configuration	~
Managed App Config	Enable/Disable DDT	
	Clear DDT configurations	
	Test Disc	
	Add Task Disc	
	Auu rest Flam	
		CANCEL SAVE

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

SELECT APPS		0	
ADVANCED CONFIGURATIONS			0
Configuration Options	← Add Test Plan > Delivery		
App Details	Schedule		~
Installation Options	Test Day	Please Select	<b>∼</b> _1
Managed App Config	Test Time		2
	Activity		~
	System to Test	Please Select	~
	Delivery		>
		CANCEL	SAVE

- Test Day (1): Day of the Week (For example, Monday)
- Test Time (2): Time of the day for the test (HH: MM format)
- h) Select Bluetooth (1) as the System to Test option.

SELECT APPS		0
ADVANCED CONFIGURATIONS		0
Configuration Options	← Add Test Plan > Activity	
App Details	Activity	~
Installation Options	System to Test	Please Select 🗸
Managed App Config	Delivery	No Selection
	Protocol	Bluetooth
Protoc		WiFi
	IP Address	Battery
	User Name	WWAN
		SD Card
	Password	USB
		Network
		CANCEL SAVE

i) Under the Delivery section, select the Protocol as FTP (1), enter a valid IP Address (2), User Name (3), and Password (4), then click Save (5).

SELECT APPS			0
ADVANCED CONFIGURATIONS			0
Configuration Options	← Add Test Plan > Delivery		
App Details	Activity		~
Installation Options	System to Test	Bluetooth	*
Managed App Config	Delivery		~
	Protocol	FTP	✓ 1
	IP Address	192.168.0.100	2
	User Name	User	3
	Password	ZSA@123	4
		CANCI	EL SAVE 5

The DDT Configuration page displays.

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

SELECT APPS		Ø
ADVANCED CONFIGURATIONS		0
Configuration Options	DDT Configuration	0,
App Details	Test Plan	
Installation Options	Add Test Plan	¢
Managed App Config	NAME Test Plan 1	
	Test-log Retention	Please Select 🗸 🗸
	Upload Preference	No Selection Keep after upload
		Delete after upload CANCEL SAVE

k) Select the Upload Preference (1) as required.

		0
ADVANCED CONFIGURATIONS		Ø
Configuration Options	DDT Configuration	Q
App Details	Test Plan	
Installation Options	Add Test Plan	¢
Managed App Config	NAME	
	Test Plan 1	No Selection
Test-log Retention	Test-log Retention	Only on failure All test logs
	Upload Preference	Please Select 🗸 🗸
		CANCEL

I) Select Save > Add.

The **Zebra Services Agent** (1) app is added.

13. Click Save and Assign (2).

	CENERAL			1996	
	GENERA	_		APPS	
APPS					÷
	NAME	VERSION	MANAGED CONFIG	APP SOURCE	DEPL
:	👻 Zebra Services Agent	2.0.0.2	Configured	Enterprise	Mano
			CANCEL	SAVE AND ASSIGN	SAVE

14. Assign (1) to a group device or single device.



The application is now installed on the devices.



## **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 (1) and click Send Script (2) from the available options below.



3. Select Manage Scripts (1).

⊕ SEND SCRIPT		
Provide a script that will be executed by the MobiCont supported script commands and syntax. ①	rol agent on the selected devices. Refer to the	MobiControl help for
A Changing the values of this form will refresh the compatibility check		
When sending a script for resetting passcode or wind Direct Boot mode functionality.	ping device, utilize the 'Reset Passcode' or 'Wi	pe' device actions to utilize
Scripts		MANAGE SCRIPTS
Script Type	JavaScript	
Execute Saved Script	Please Select	Y
Script Editor		۷
1		
✓ 1 of 1 device(s) will receive this action.	CAN	ICEL SEND SCRIPT

#### 4. Select Add New Script (1).

MANAGE SCRIPTS     MANA	ଡ
SCRIPTS	Activate Connection 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.
Activate Connection	Script Editor
Auto Launch ZSA Auto Launch ZSBH Enable StageNow System App on Zebra. JK_mxconfig_IDG_Lic JK_mxconfig_IDG_LockScrNone Launch ZSA Log Event RXLogger Backup SDO DTRK	<pre>1 ; Description: Device connects to MobiControl 2 ; and activates data connection if 3 ; not present 4 ; 5 "%MCAPP%" -connect -connmgr -inet 6 connect 7</pre>
	CLOSE

5. Add the command below to the script (1) and then click **Save Script** (2).



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

t Editor	(P SAVE SCRIPT)	Ľ
start com	SAVE SCRIPT	
	Script Name * ADD_YOUR_SCRIPT_NAME_HERE	
	CANCEL SAVE	

- 7. Save the script and close the portal.
- 8. Repeat step 2.
- 9. Select Legacy as the script type option.

[♣] SEND SCRIPT	
Scripts	MANAGE SCRIPTS
Script Type	Legacy V
Execute Saved Script	Legacy
Script Editor	JavaScript PowerShell 32-bit Compatibility PowerShell Native
✓ 1 of 1 device(s) will receive this action.	CANCEL SEND SCRIPT

- **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.

## **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.



## 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 (1).



The App Info page displays the Version (1).



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



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





• Launch ZSA and go to **Setting** (1) > **Refresh** (2).



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