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Introduction

The guide provides information about installing and using the Zebra Access Management System (ZAMS) software that is used with the Zebra Intelligent Cabinet product.

IMPORTANT: If you have a problem with your equipment, contact Zebra Global Customer Support for your region. Contact information is available at: zebra.com/support.

Chapter Descriptions

Topics covered in this guide are as follows:
• Getting Started provides an overview of the ZAMS application, kiosk set up, and network requirements.
• Mobile Device Installation provides information on installing and setting up ZAMS on mobile devices.
• Troubleshooting provides information on potential problems, causes, and solutions.

Notational Conventions

The following conventions are used in this document:
• Bullets (•) indicate:
  • Action items
  • Lists of alternatives
  • Lists of required steps that are not necessarily sequential.
• Sequential lists (such as those that describe step-by-step procedures) appear as numbered lists.

Icon Conventions

The documentation set is designed to give the reader more visual clues. The following graphic icons are used throughout the documentation set. These icons and their associated meanings are described below.

NOTE: The text here indicates information that is supplemental for the user to know and that is not required to complete a task.

IMPORTANT: The text here indicates information that is important for the user to know.
WARNING: Warning text goes here. If danger is not avoided, the user CAN be seriously injured or killed. Confirm with your Compliance Engineer before using this.

Related Documents and Software

The following documents provide more information about Intelligent Cabinets:

- Racks 1 & 2 Shipping and Unpacking Quick Reference Guide
- Zebra Cabinet Site Installation Guide
- Zebra Cabinet Shelf Assembly Instructions
- Access Management System User Guide
- Access Management System Cabinet and Mobile Device Quick Reference Guide
- dwprofile_AmsDevicePIN\(^1\) - DataWedge profile for AMS application PIN scanning
- dwprofile_AmsDeviceReg\(^1\) - DataWedge profile for AMS application device registration
- StageNow installation files\(^1\) - StageNow software staging solution for simple profile creation and device deployment.
- Release notes\(^1\)

For the latest version of this guide and all guides, go to zebra.com/support.

\(^1\) Actual filenames may have a version extension to match the software release it applies to.
ZAMS Cabinet Set Up

The ZAMS installation process consists of establishing network connectivity, accessing the Portal, and installing APKs and supporting files for the cabinets.

Figure 1  ZAMS Network

ZAMS Network Requirements

NOTE: The CC6000 and Zebra devices need to be on the same VLAN.

CC6000 Cabinet requirements:

- Static IP Address
- Wi-Fi access to zams.zebra.com
- TCP port 443 open
- Apply settings to proxy (if needed)
Devices requirements:
• Must be Wi-Fi enabled
• Wi-Fi/WLAN connectivity to the CC6000
• TCP port 9000 used between mobile devices and CC6000 by default

Portal access

Initial Set Up

The initial set up of the ZAMS Cabinet on the Zebra CC6000 requires the following:
• Wi-Fi connection
• Portal account - You must complete log in and location site set up on the portal. See Accessing ZAMS Portal on page 5.
• Install Cabinet APK software. See Installing Cabinet APKs on page 6. For additional software and information, see Related Documents and Software on page 3.
• Install device APK software. See Installing APK on Device on page 12, DataWedge Profile Installation on page 13 (optional) and StageNow under Related Documents and Software on page 3 (optional).

Accessing ZAMS Portal

To access the ZAMS account:
1. Open a browser on your PC or laptop and enter the URL: https://zams.zebra.com.
2. From the Account drop-down menu, click Sign in. The Sign in dialogue box displays.
3. Enter Username and Password.

![Image of Zebra portal sign in](image)

4. Click **Sign in**. The ZAMS Portal Dashboard displays.

![Image of Zebra portal dashboard](image)

For additional ZAMS Portal Dashboard information, refer to the Zebra Access Management System User Guide on [zebra.com/support](http://zebra.com/support).

**Installing Cabinet APKs**


The first time Cabinet set up requires installation of two APK files as follows:

1. Double click and install the **AMS Core Service with Ams Core 0.X.XX.apk** (where 0.X.XX = version number).

2. Double click and install the **AMS User Interface with Ams Ui 0.X.XX.apk**.

3. Verify, that you are connected to a Wi-Fi network with access to the ZAMS Portal.
4. Click on the icon **AMS UI** in the Application Folder.
5. Click **Setup cabinet**.

The Register your Cabinet screen displays.
Registering the Cabinet

A one-time registration of the cabinet’s CC6000 to the portal is required. To register the cabinet to the portal:

1. Enter the **User name** and **Password** provided by your administrator.
2. Click **Login**.
3. In the Cabinet name field, enter the desired name of the Cabinet.

**NOTE:** Following a standard naming convention may be helpful with future reporting on the portal.

4. Select the location for the Cabinet from the **Select site** drop-down list.
5. Click Register. A Cabinet registered successfully screen displays.

The application displays the Location, Cabinet Name, and Company Name after the Cabinet is registered.

**Replacing CC6000 for an Existing Cabinet**

ZAMS allows the Cabinet to be set up as new or a replacement to an existing Cabinet by using the Sync Cabinet option.

To set a Cabinet up as a replacement Cabinet device (CC6000) if the current device is broken:

1. Install both Core and UI APKs as standard process onto the replacement CC6000.
2. Run Core followed by the UI app (need to use the same IP address of the old Cabinet).
3. Go to Settings.
4. Go to Setup Cabinet.
5. Provide Company Admin User name and Password.

The Register your cabinet screen displays and offers two options to register your Cabinet: New Cabinet or Sync Cabinet.

6. To choose the Site and the Cabinet that you want to replace, select Sync Cabinet.

7. From the Synchronize Registered Cabinet screen, complete the Select site field and then select an existing Cabinet name that was previously registered in the Select cabinet field.

For example, if the CC6000 is wiped and reconfigured, or a defective CC6000 is replaced.

This replaces the CC6000 for the selected Cabinet and registers all devices linked with the original Cabinet to the new Cabinet.

NOTE: Selecting the wrong Cabinet may result in being locked out of the devices at the Site with the original Cabinet.
Mobile Device Installation

APK Installation

Installing APK on Device

**NOTE:** Optional UV-C Device Sanitizer Tracing APKs obtained from Zebra may be installed at this time. See [UV-C Device Sanitizer Tracing App on page 20](#).

Copy **AMS Device 0.X.XX.apk** to the device using Zebra’s StageNow technology or your usual method (where 0.X.XX = version number).

**NOTE:** For Android version 10 and later, permissions must be enabled to read the device serial number. During manual installation, a prompt is displayed to enable this setting. A StageNow profile barcode and XML file is posted on the Zebra support site at [zebra.com/support](http://zebra.com/support) for installation via EMM (Enterprise Mobility Management) software.

A standard manual approach is as follows:

1. Tap on the **AMS** icon from file manager.
2. Click **INSTALL** when prompted.
3. Click **OPEN** once the installation is complete.
4. Install DataWedge profile (see [DataWedge Profile Installation on page 13](#)).
5. Click **Activate device administrator** to allow AMS admin access to the device.
6. Click **ALLOW** to any permissions that are requested.
7. Click on **Register Device** to associate the Zebra device with the Cabinet.
8. To register the device to the cabinet / location, scan the device barcode on the Cabinet screen.
9. To confirm the registration, select the **Register** button at the bottom of the screen. A **Successfully registered** message displays.

![DataWedge registration screen](image)

10. Place the device back into the cabinet to charge. A brief confirmations displays.

**DataWedge Profile Installation**

To enable scanning, the Zebra DataWedge service needs to be registered with the ZAMS application. This is done by installing or creating a DataWedge profile on to the mobile device to support the following scanning purposes:

- **Registration**: For scanning of QR codes during the registration process.
- **PIN code**: Optional ability to scan a pin code.

In addition to the device APK file, a DataWedge profile is required to allow scanning QR Codes with your Zebra mobile device. This profile posted with the APK files on the Zebra support site at [zebra.com/support](http://zebra.com/support).

The instructions for importing this profile to your Zebra device are as follows:

- To manually import the profile: [https://techdocs.zebra.com/datawedge/latest/guide/settings/#importaprofile](https://techdocs.zebra.com/datawedge/latest/guide/settings/#importaprofile)
- To automatically import the profile by sending it with your EMM or StageNow: [https://techdocs.zebra.com/datawedge/latest/guide/settings/#autoimport](https://techdocs.zebra.com/datawedge/latest/guide/settings/#autoimport)
- To manually create the profile (ONLY for creating and naming a DW Profile): [https://techdocs.zebra.com/datawedge/6-3/guide/creatingprofile/](https://techdocs.zebra.com/datawedge/6-3/guide/creatingprofile/)

Once you have created and named the profile, select it and follow the steps in **Manual DataWedge Profile Configuration** for specific parameters to enable scanning for the ZAMS Application.
**Manual DataWedge Profile Configuration**

This is an optional step used to edit or create the DataWedge profile and must be completed after APKs are installed.

To manually configure the DataWedge profile:

1. Choose **Associated apps**.

2. Tap the menu and select icon and select **New app/activity**. A list displays with all apps and activities installed on the device.
3. From the device apps/activities list, navigate down to `com.zebra.ams.device`. When an app is selected, its activities list appears.

4. For the registration DataWedge profile, from the app activities list, tap the asterisk (*) to associate all app activities with the profile. Do the same for the Pincode DataWedge profile except tap the `com.zebra.backsafe.and.android.Lock.HatchLock`.
5. Scroll down and disable **KeyStroke Output**.

![Profile: ams](image)

6. Scroll down and enable **IntentOutput**.

7. Under **Intent Output**, tap on **Intent Action**.

8. Name the intent action **com.zebra.device.ACTION**.

9. Scroll to and select **Intent Delivery**.

10. A pop up menu with options displays. Select **Broadcast Intent**. The final result should look like the following screen for Intent Output.

![Profile: ams](image)

**Manually Uninstalling ZAMS from a Zebra Android Device**

ZAMS must be removed as a Device Administrator as part of the uninstall process.

To manually uninstall ZAMS from a Zebra Android device:
1. Tap on the **Zebra AMS Device** icon in the application drawer and drag it to the delete option.

![Search Apps](image1)

2. The message **Do you want to Uninstall this app?** message displays. Click **OK**.

![Uninstall Confirmation](image2)
3. A Can’t uninstall because this package is an active device administrator message displays. Click MANAGE DEVICE ADMINISTRATORS.

4. The Device administration setting screen displays. Uncheck Zebra AMS Device.
5. The **Device administrator screen** displays. Click **Deactivate this device administrator** and then tap and hold on the **Access Management System** icon to delete it again.

6. Click **OK** to finish uninstalling the Access Management System app.
UV-C Device Sanitizer Tracing App

The UV-C Device Sanitizer Tracing Integration is an optional health and safety feature that provides sanitization indications.

If the UV-C Device Sanitizer Tracing app is installed, the UV-C shield indicators display along with the battery icon. The three indicators are:

- Green - Device is sanitized and safe to handle.
- Amber - Device is due to be sanitized.
- Red - Device sanitization is overdue.

Figure 2  UV-C Device Sanitizer Tracing Indications
## Troubleshooting

### Table 4  Troubleshooting

<table>
<thead>
<tr>
<th>Problem</th>
<th>Possible Cause</th>
<th>Possible Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zebra Terminal displays <strong>Unable to communicate with cabinet</strong> message displayed when docked.</td>
<td>There is a connectivity issue between the mobile computers and the reporting module. Check that the 4G or Wi-Fi networks are running correctly.</td>
<td>Report the problem to your Help Desk.</td>
</tr>
<tr>
<td><strong>Unable to reach to the Cabinet. Please scan QR code</strong> message displayed if undocked.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ZAMS application does not allow a user to log on to the terminal.</td>
<td>The password is not recognized as valid.</td>
<td>Return the terminal to its Location/cradle to stop the alarm sounding and reset the Lock screen.</td>
</tr>
<tr>
<td>Access denied to the Admin Portal.</td>
<td>The password is not valid. Check your password before attempting to log in again.</td>
<td>Report the problem to your help desk.</td>
</tr>
<tr>
<td>ZAMS Lock screen is not shown but the alarm is sounding after the allotted time.</td>
<td>To allow some third-party applications to have access, ZAMS can move into the background but still function.</td>
<td>Tap on the <strong>Zebra Access Management System</strong> icon and bring it to the foreground to allow sign on.</td>
</tr>
<tr>
<td>The ZAMS Lock screen does not come to the foreground when the terminal is returned to its charging cradle.</td>
<td>Check that the terminal is seated correctly in the cradle, the cradle is functioning correctly, and power is supplied.</td>
<td>If the issue persists, report it to your help desk.</td>
</tr>
<tr>
<td>Mobile Computer does not allow one or some of the following:</td>
<td>If during the initial loading of the APK, permission is not granted for Camera / Location / Microphone / access to storage or the Telephone, then the application will not function correctly.</td>
<td>Reinstall the Zebra Access Management System APK and accept all permissions.</td>
</tr>
<tr>
<td>• Scan QR code</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Access to its location</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Store its registration data.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Technical Support

When your own Help Desk is unable to solve your issue entitled to technical support, you can escalate issues to the Zebra support team. Please escalate issues to Zebra only after you have utilized your own support procedures and still require assistance.

Multi-lingual support is provided during normal regional business hours only. After hours technical support is provided in English only for products under contracts that include 24/7 support. Each region observes various local regional holidays, and days are subject to change from year to year. For information regarding Zebra Support go to: zebra.com/us/en/about-zebra/contact-zebra/contact-tech-support.html.

Zebra also provides access to technical and solution training as well as access to professional services offerings to ensure your ability to effectively deploy Zebra solutions.

Contact your account team to learn more.