

Zebra Access Management System



ZEBRA

Installation Guide

2024/03/14

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About This Guide

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

ZAMS Overview

The elements of the ZAMS software consists of mobile device application and services, kiosk application and services, and the Cloud resident console.

- Mobile device application and services - Provides the lock screen user interface (UI) and services for Android-based mobile devices.
- Kiosk application and services - Provides on-site device management, UI, and information to the Cloud-based console. The kiosk application is designed for the CC6000 device.
- Cloud resident console - the Web portal that provides various administration level tasks and reports. The server access portal is at zams.zebra.com.

Refer to the ZAMS Release Notes on the supported operating system platform for the version-specific supported features.

Installation Tools

The ZAMS installation process can be implemented using several methods, and users can choose a method based on preference and capabilities. This guide focuses on the default installation process, which uses Zebra Value Add (ZVA), and configuration tools such as StageNow and DataWedge. These tools are generic installation methods across Zebra customer environments with automation reuse, which can be configured by most Enterprise Mobility Management (EMM) software products.

Supporting references and notes for other non-ZVA installation options are for information only, and it is not intended to be a complete reference. Refer to the supported files used by the ZVA tools to understand how to reuse and integrate them into a specific support environment.

More references about the ZVA tools are available at techdocs.zebra.com. The ZAMS installation process relies on the following ZVA components:

- DataWedge profiles enable configuring data capture services like barcode scanning outside without the need to modify software applications.
- StageNow barcodes and support files allow for automated installation by scanning barcode into the device resident StageNow application and service.

- Mobility DNA Extensions (MX) enables configuring an application and device without the need to prompt users.

A typical updated ZAMS release contains the application software and the supporting files applicable to the device that is being installed, such as the mobile device or kiosk. There is no installation file for the ZAMS portal, however, all ZAMS kiosks are required to have connectivity to the portal.

After installing the ZAMS software on the kiosk and mobile devices for the first time, you must register the software before use. The ZAMS portal can create offline configuration files that can be incorporated into the device and kiosk for automatic software registration. Therefore, the ZAMS portal is also considered a tool to install the ZAMS software.

Notational Conventions

The following notational conventions make the content of this document easy to navigate.

- **Bold** text is used to highlight the following:
 - Dialog box, window, and screen names
 - Dropdown list and list box names
 - Checkbox and radio button names
 - Icons on a screen
 - Key names on a keypad
 - Button names on a screen
- Bullets (•) indicate:
 - Action items
 - List of alternatives
 - Lists of required steps that are not necessarily sequential.
- Sequential lists (for example, 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 visual indicators are used throughout the documentation set.



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.



CAUTION: If the precaution is not heeded, the user could receive a minor or moderate injury.



WARNING: If danger is not avoided, the user CAN be seriously injured or killed.



DANGER: If danger is not avoided, the user WILL be seriously injured or killed.

ZAMS Installation Overview

The ZAMS installation process includes completing the installation prerequisites and server setup regardless of the installation method used. Once the installation is completed, update the kiosk and mobile devices separately.

Contact Zebra Technical Support at supportcommunity.zebra.com/s/contactsupport if you need assistance.

Performing Installation Prerequisites

The initial procedure to install ZAMS is to download the latest software, rename the APK file, and then configure and validate the network.

1. Obtain the latest ZAMS software on the [Intelligent Cabinets support page](#).
2. Download the latest ZAMS software.
ZAMS is continually updated and the latest software is posted every quarter. Click **Subscribe to ZAMS Software Updates** on the Intelligent Cabinets support page to receive an email alert when a new version of ZAMS Software is available for download.
3. Rename the APK file.
You must rename the APK file before installing the file on the mobile device and kiosk. The APK file downloaded from Zebra support follows a naming convention that includes the version number of the relevant APK. For example, an APK provided in the download is named `ams-device-2.3.16.apk`. Rename the file to `AmsDevice.apk` before the file is pushed to the device or MDM before installation.
4. Perform network configuration and validation.
Ensure you meet the ZAMS network requirements so that the kiosk can communicate to the Cloud portal, and the mobile devices can communicate with the kiosk.
5. ZAMS limitation and recommendation:
 - No more than 100 devices (Mobile Computers or other peripherals) connected to each kiosk.
 - No more than 500 registered users, combining Global and Site Users, are allowed.

Performing Server Setup

The next procedure is setting up the server.

1. Create and manage user accounts.

On the ZAMS Portal at zams.zebra.com, log in with a Company Admin account. ZAMS has one initial admin user only who can create an account for all other users. Before installing ZAMS, create a new Company Admin to log into the ZAMS Portal and a number of Device Users to log into the devices.

2. Create a Cabinet.

Create Cabinets on the ZAMS Portal before installation by signing in as a Company Admin user. During the installation process and depending on which installation method is used that is outlined in this document, you can:

- Load a configuration file that is going to automatically configure the Cabinet.
- Create a Cabinet on the ZAMS user interface after the software is installed on the CC6000.
- Synchronize a previously created Cabinet on the ZAMS user interface.

3. Create the Cabinet and device configuration files.

Depending on the installation method used, you may be required to create a Cabinet configuration file and a Cabinet device configuration file. Create these configuration files after logging in as a Company Admin user on the ZAMS Portal. Load the configuration files to the CC6000 kiosk and mobile device to automatically create the Cabinet on the kiosk and automatically register the mobile device with a pre-configured Cabinet.

Installation Prerequisites

The ZAMS installation prerequisites process consists of obtaining and downloading the latest ZAMS software, renaming the downloaded APK files, and performing network configuration and validation for the cabinets.

Obtaining the Latest ZAMS Software

Go to the [Intelligent Cabinets support page](#) to check for the latest ZAMS software.

ZAMS software undergoes continuous updates to enhance the software and introduce new features. Backward compatibility for legacy systems is maintained.



NOTE: Android operating systems constantly evolve; therefore, ZAMS products and its install base undergo updates, too.

Downloading the Latest ZAMS Software

The kiosk and mobile device subfolders are in the ZAMS Auto Install folder.

1. Go to the [Intelligent Cabinets support page](#).

Installation Prerequisites

2. Download the latest ZAMS release zipped file.



NOTE: ZAMS application is a restricted software, so you must enter a **Contract Number (1)** on the **Alternate Validation Option** screen.

Intelligent Cabinets Support & Downloads

ZEBRA Solutions Products Services Support and Downloads Partners

ACCESS MANAGEMENT SYSTEM DOWNLOADS

Expand Versions

VERSIONS

ZAMS APPLICATION SOFTWARE	Release Date
ZAMS Version 22.1	April 2022

Device Compatibility

Documentation

ZAMS Release Notes v22.1 [Download 771 KB](#)

Software

ZAMS22.1.zip [Download 13 MB](#)

Component versions in this release:

- AMS Server (v3.0.14)
- Cabinet Mobile AMS (Care v1.2.5 and UI v1.2)
- Device AMS (v2.3.15)

Version	Release Date
ZAMS Version 21.4	January 2022
Previous Release Notes	November 2021
CRADLE LOCK APPLICATION	
Cradle Lock Version 1.8	November 2021
UV TRACE APPLICATION	
UV Trace Application V11.0b	October 2021
VIDEO ON DEVICE AND DASHBOARD TRAINING	
AMS VOD Package Android	November 2020

How To Download Software Under These EU/AS

- Unrestricted
- Unrestricted With Login
- DEMO
- Restricted
- Subscription

Alternate Validation | Zebra

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ALTERNATE VALIDATION OPTION

AN ACTIVE DEVICE WARRANTY OR SERVICE CONTRACT WAS NOT DETECTED

Enter the serial number of your device or your contract number below. **Please do not use spaces or dashes in your entry.**

Serial Number

.OR.

Contract Number

This information will be saved so you will not be asked to provide this again for the same device.

If the **Entitled?** field below displays **"Yes"**, click the radio button to the left of the line item that matches your product model, and click the Download button.

If the **Entitled?** field below displays **"No"** or you are not able to successfully complete the file download process, please contact us using the Need Assistance process described on the right side of the screen.

Serial Number	Model Number	Software Warranty End Date	Contract #	Contract End Date	Entitled?
					<input type="radio"/>

PLEASE NOTE:

Restricted software is available during the 90-day software warranty period or for the duration of your separately purchased Zebra OneCare service contract.

Zebra mobile computing devices come with a standard limited product warranty, good for one year from the date of purchase. This warranty covers manufacturing defects and includes **90-day access to operating system software maintenance releases and patches.**

NEED ASSISTANCE?

If you believe the information displayed is incorrectly limiting your ability to download software to which you are entitled:

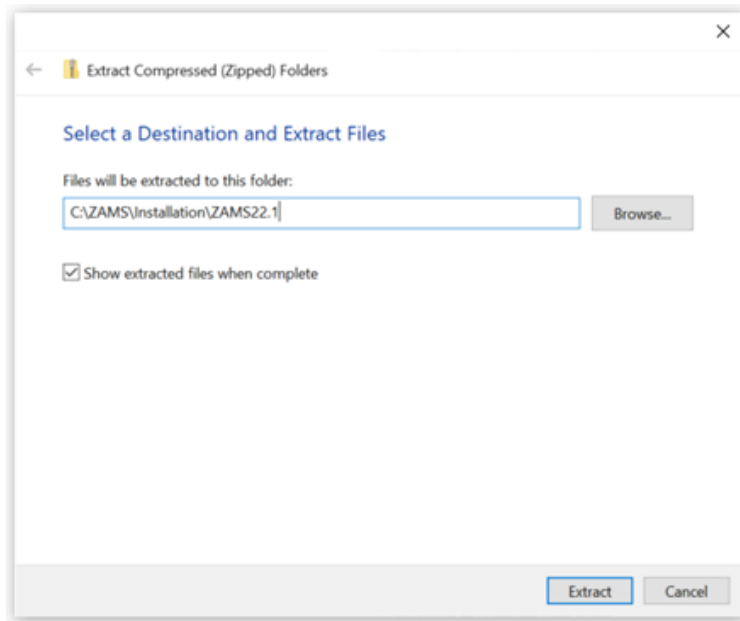
- Submit the **Software Request Form** (including your product serial number or contract number) to our Portal Support Team. We will respond as quickly as possible (typically within one business day).

[Software Request Form](#)

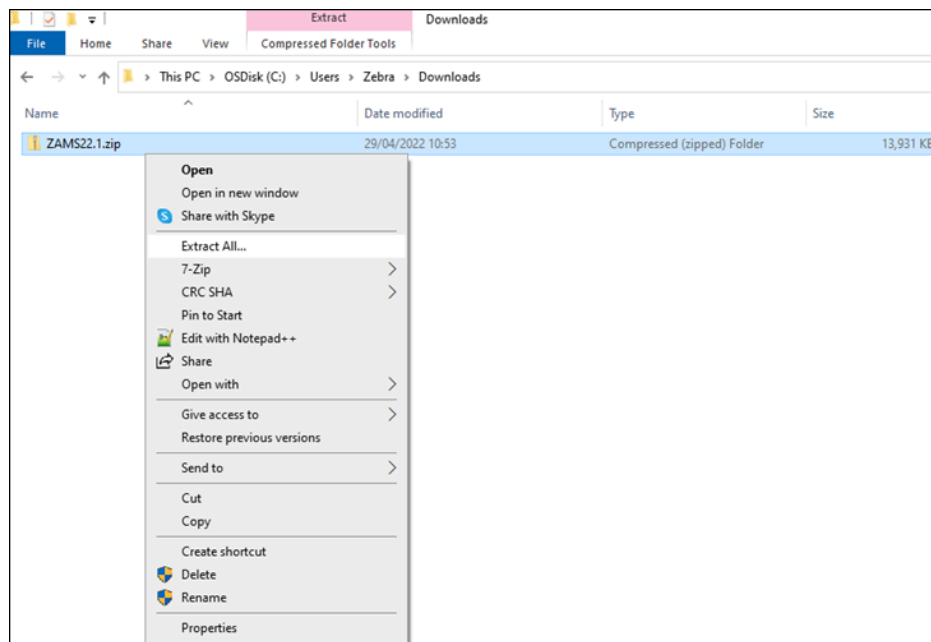
- For urgent needs, **Contact Support**. Choose the best phone number for you from a list of region- and country-specific options.

[Contact Support](#)

3. Extract the downloaded zipped file.



4. Select a destination to extract the files.



Installation Prerequisites

5. After the files have been extracted, in the subfolders in the ZAMS Auto Install folder (1), find the installation files for the mobile devices (2) and the kiosk (3).

1

2

Name	Date modified	Type	Size
Ams-device-2.5.2.apk	9/22/2023 11:04 AM	APK File	10,786 KB
AmsDeviceExecute.xml	8/30/2023 9:17 PM	XML Document	10 KB
dwprofile_AmsDevice.db	6/28/2023 11:16 PM	Data Base File	292 KB
dwprofile_amsPin.db	10/28/2022 2:45 PM	Data Base File	128 KB
dwprofile_code128_barcode_profile.db	12/29/2022 4:31 PM	Data Base File	284 KB

3

Name	Date modified	Type	Size
AmsCore_1.5.2.apk	9/26/2023 3:27 PM	APK File	4,663 KB
AmsKioskExecute.xml	6/28/2023 11:13 PM	XML Document	11 KB
AmsUi_1.4.2.apk	9/22/2023 11:00 AM	APK File	5,764 KB
dwprofile_nmc.db	11/5/2022 1:34 PM	Data Base File	272 KB
mac_randomization.xml	10/28/2022 2:43 PM	XML Document	2 KB
ZamsKioskA11PlusStoragePermission.xml	10/28/2022 2:43 PM	XML Document	2 KB

Renaming the APK Files

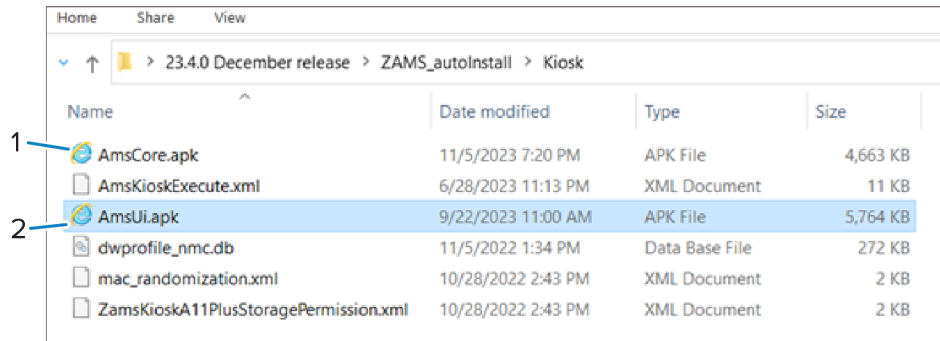
Before installing ZAMS software on the kiosk and mobile devices, rename some files in the extracted zipped file. The name of the APK file downloaded from Zebra support follows a naming convention that includes a version number of the APK. For example, `ams-device-2.3.16.apk`. The file name identifies the version of the APK in use and ensures that the most recent version of the APK is installed.

1. In the **Device** folder, rename `ams-device-x.x.x.apk` to `AmsDevice.apk` (1).

1

Name	Date modified	Type	Size
AmsDevice.apk	9/22/2023 11:04 AM	APK File	10,786 KB
AmsDeviceExecute.xml	8/30/2023 9:17 PM	XML Document	10 KB
dwprofile_AmsDevice.db	6/28/2023 11:16 PM	Data Base File	292 KB
dwprofile_amsPin.db	10/28/2022 2:45 PM	Data Base File	128 KB
dwprofile_code128_barcode_profile.db	12/29/2022 4:31 PM	Data Base File	284 KB

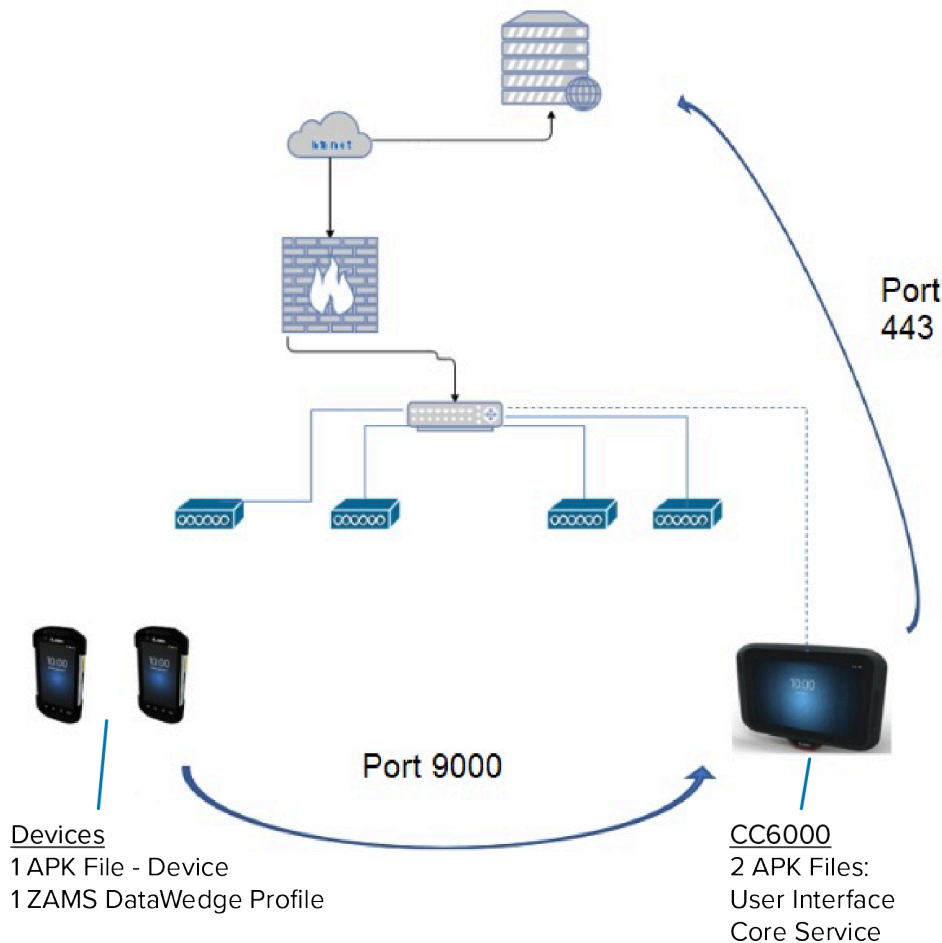
2. In the **Kiosk** folder, rename the following APK file names:
- a) Rename `ams-core-zams-x.x.x.apk` to `AmsCore.apk` (1).
 - b) Rename `ams-ui-x.x.x.apk` to `AmsUi.apk` (2).



Network Configuration and Requirements

ZAMS has three key components: Cloud portal, Cabinet APKs, and device APK. Communication between the three key components is crucial to ensure the ZAMS software works. Therefore, ensure the required network configurations are met before deploying the application in the environment.

Figure 1 ZAMS Network



The C6000 kiosk requirements are:

- Static IP address
- Wi-Fi or Ethernet access to zams.zebra.com
- TCP port 443 open
- Apply proxy settings (if required).

The mobile device requirements are:

- Must be Wi-Fi enabled
- Wi-Fi or WLAN connectivity to the CC6000
- TCP port 9000 used between mobile devices and CC6000 by default.

Server Setup

The server setup process consists of creating the user accounts to log into the ZAMS network, and setting up the Cabinet in the ZAMS portal.

User Management

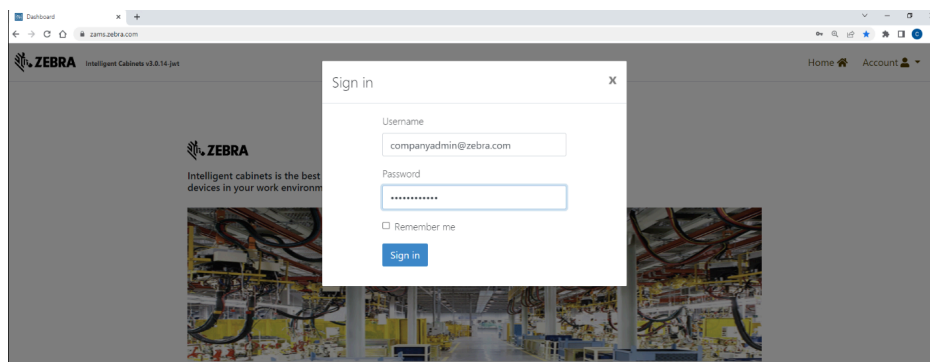
Before installing ZAMS kiosk and mobile device APKs, create a new **Company Admin** user for the ZAMS Portal access. For initial testing, create at least three to five **Device Users** to log into the devices.

Create a **Company Admin** user solely for the Cabinet registration. Once the username and password of this **Company Admin** user are configured, they should not be changed to prevent the Cabinet from prompting new credentials.

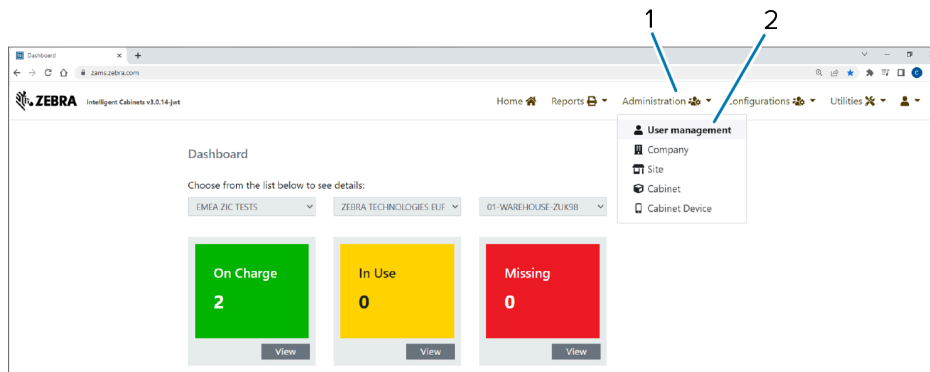
Creating a User Account

Create user accounts in zams.zebra.com before installing ZAMS software.

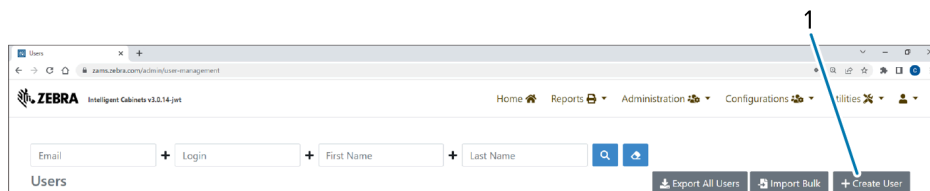
1. Log into the ZAMS Portal at zams.zebra.com with the Company Admin credentials.



2. On the **Dashboard** screen, select **Administration (1) > User Management (2)**.



3. Click **+ Create User (1)**.



Creating a Company Admin User

A Company Admin User is an administrator account with full access to manage settings and configurations on the ZAMS Portal. The Company Admin is able to create and manage users and Cabinets, Return Material Authorization (RMA) and Beyond Economical Repair (BER) devices, view reports, generate configuration files, and generate a Master Unlock Code.

To open the **Create or edit a user** screen, see [Creating a User Account](#) on page 15.

1. From the **Create or edit a user** screen, select the **ROLE_COMPANY_ADMIN** in the **Security Roles** drop-down list (1).

2. Complete the **Email (2)**, **First name (3)**, and **Last name (4)** fields.

3. Create a **Password** (5) that complies with the indicated criteria.
4. Enter the password again in the **Confirm Password** (6) field.
5. Check the **Activated** (7) box.
6. Select **Language** (8) from the drop-down list.
7. Click **Save**.

A Company Admin user is created and this user has access to the ZAMS Portal.

Creating a Device User

A Device User is an account that is used by an operator to log into a mobile device manually by entering a unique PIN code on the device, or scanning the PIN code from a barcode on an ID badge. The Device User does not have access to the ZAMS Portal, but can only use the unique PIN Code to log into a mobile device.

To open the **Create or edit a user** screen, see [Creating a User Account](#) on page 15.



NOTE: The **Device Login** account is used to identify the user who has a specific device that is in use and the account is displayed on the ZAMS Cabinet and ZAMS Portal.

1. From the **Create or edit a user** screen, select the **ROLE_DEVICE_USER** in the **Security Roles** drop-down list (1).

2. Complete the **First name** (2), **Last name** (3), and **Device Login** (4) fields.
3. Assign the User to a specific **Site** or create a **Global** user from the **Site Id / Name** (5) drop-down list.
4. Enter a unique **PIN Code** (6).
5. Check the **Activated** (7) box.
6. Select **Language** (8) from the drop-down list.
7. Click **Save**.

A Device User is created and this user can now log into a device.

Cabinet Setup

ZAMS requires kiosk APKs to be installed on the kiosk when setting up a Cabinet. Users can use two methods to set up the Cabinet.

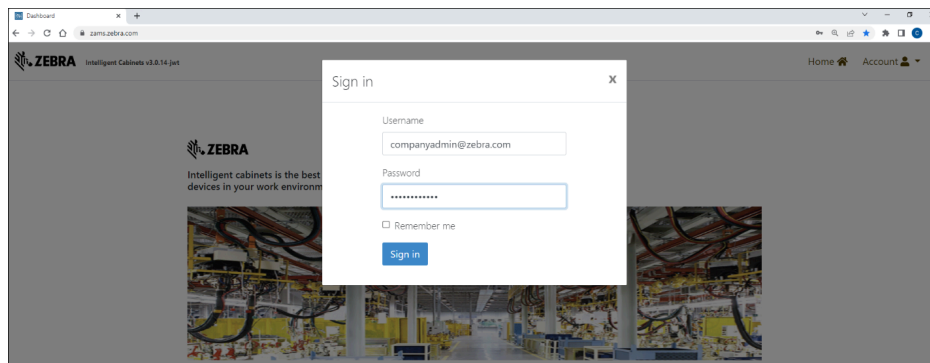
The first method is to configure the Cabinet in the ZAMS Portal when users log in as a Company Admin. This method allows for a configuration file to be created and pushed to the kiosk during the installation process which automatically sets up the Cabinet on the kiosk.

The second method allows a Company Admin to create the Cabinet on the kiosk after the kiosk APK is installed. This method allows a Company Admin to enter the credentials on the kiosk to create a new Cabinet or synchronize an existing Cabinet that is created on the ZAMS Portal previously.

Setting up a Cabinet on ZAMS Portal

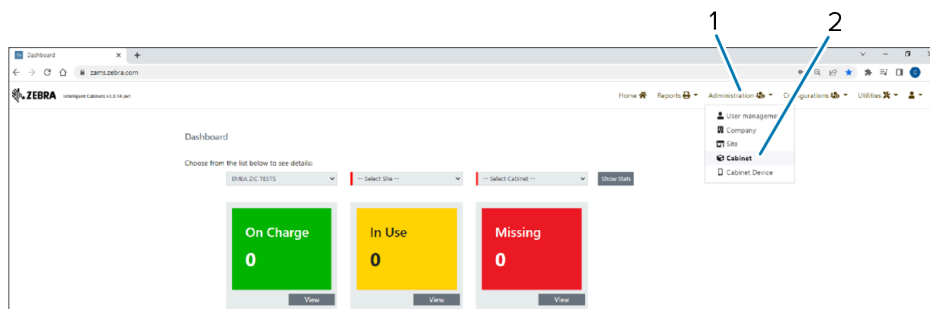
Set up a Cabinet on the ZAMS Portal at zams.zebra.com.

1. Log into the ZAMS Portal at zams.zebra.com with the Company Admin credentials.



The ZAMS Portal Dashboard displays.

2. Select **Administration** (1) > **Cabinet** (2).



3. Click + **Create a new Cabinet** (1).



4. Select a site from the **Site** drop-down list (1), and then enter a **Cabinet Name** (2).

Create or edit a Cabinet

Company: ZAMS ZC TESTS

Site: ZAMS TECHNOLOGIES EUROPE

Cabinet Name: ZUBER WAREHOUSE-01

Image Url:

Location:

External Wi-Fi SSID:

External Wi-Fi Password:

BLE MAC:

Connectivity Method:

IP Address:

Host Name:

Save Cancel

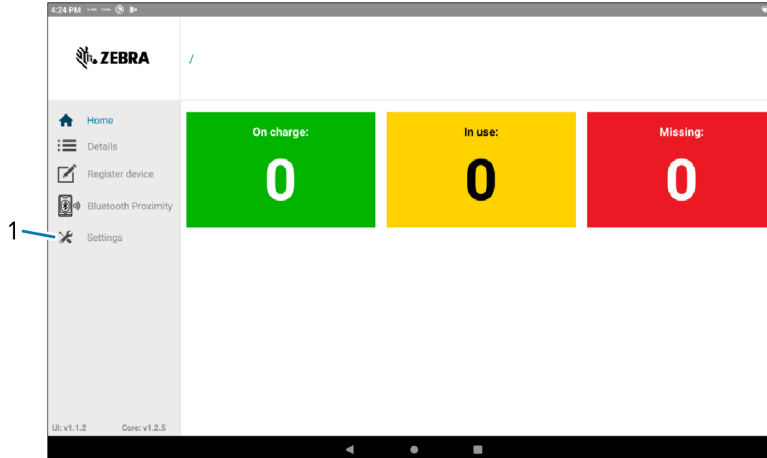
5. Click **Save**.

A Cabinet is created.

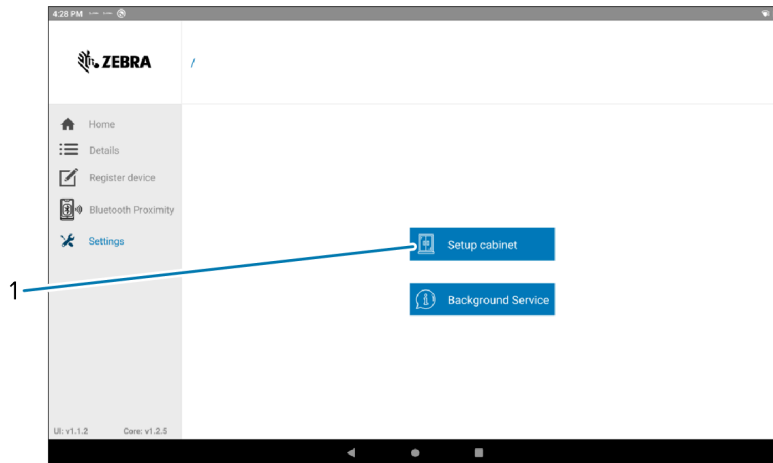
Setting up a Cabinet on the Kiosk

After ZAMS is installed on the kiosk, users can set up the Cabinet through the ZAMS user interface on the Kiosk. The Company Admin credentials are required to create a new Cabinet.

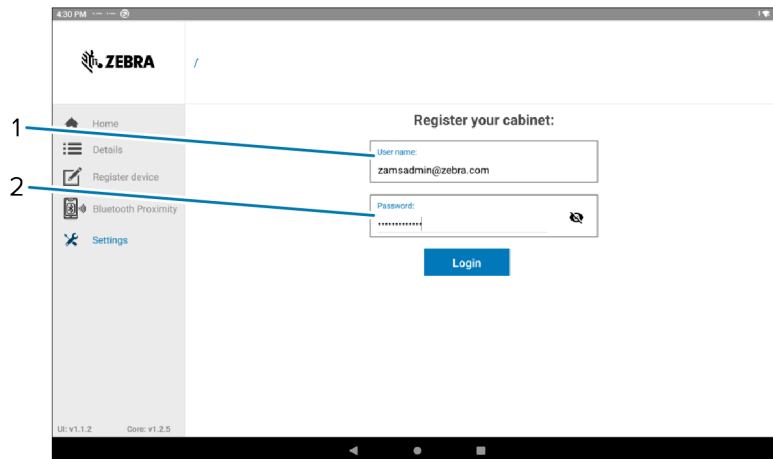
1. To set up the Cabinet in the kiosk, touch **Settings** (1) on the ZAMS Home screen.



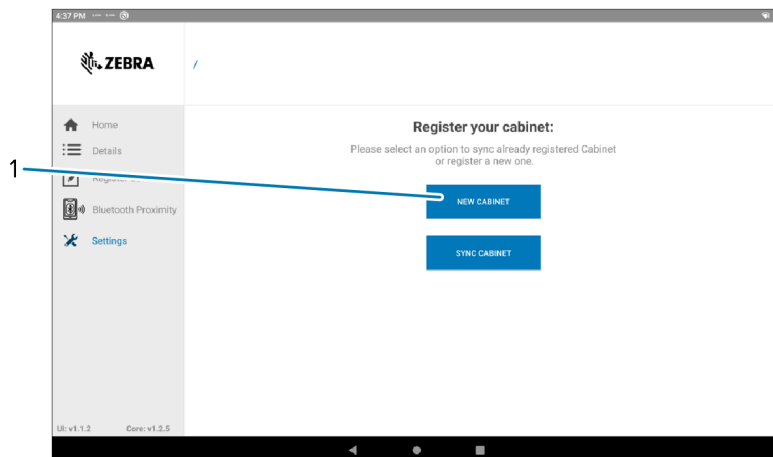
2. Touch **Setup cabinet** (1).



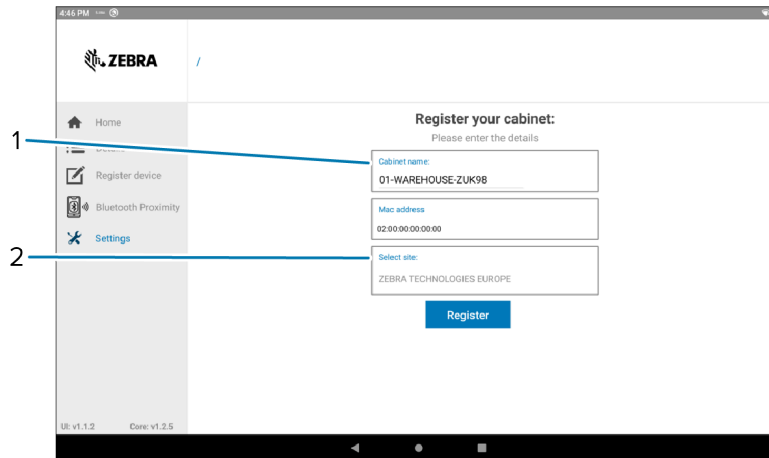
3. Enter a **Username** (1) and **Password** (2) of a user with the Company Admin credentials, and then click **Login**.



4. Click **NEW CABINET** (1).

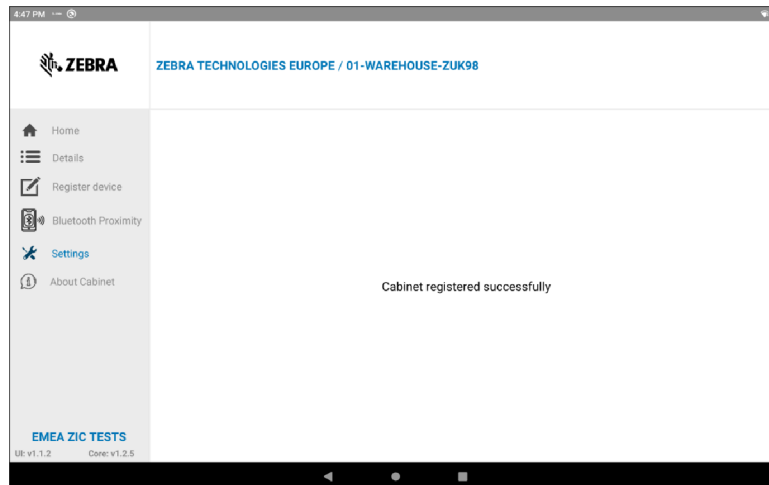


5. Enter a new **Cabinet name** (1) and select a site from the **Select site** (2) drop-down list.



6. Click **Register**.

A Cabinet is registered successfully.

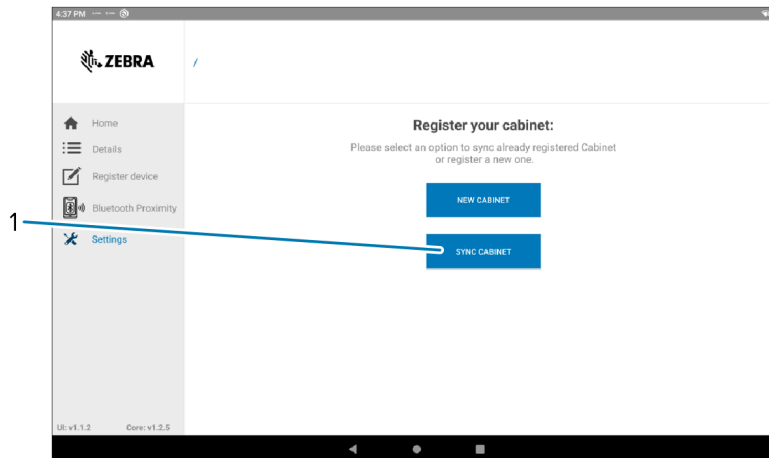


Synchronizing a Cabinet on the Kiosk

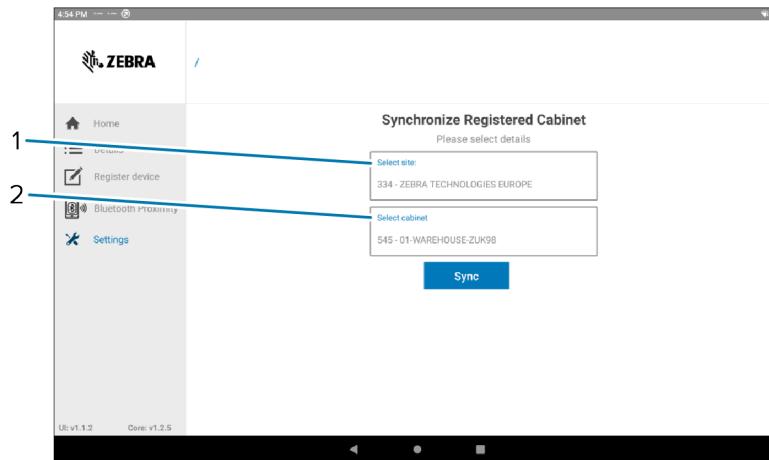
After ZAMS is installed on the kiosk, synchronize a Cabinet created previously through the ZAMS user interface.

1. Touch **Settings** on the ZAMS Home screen.

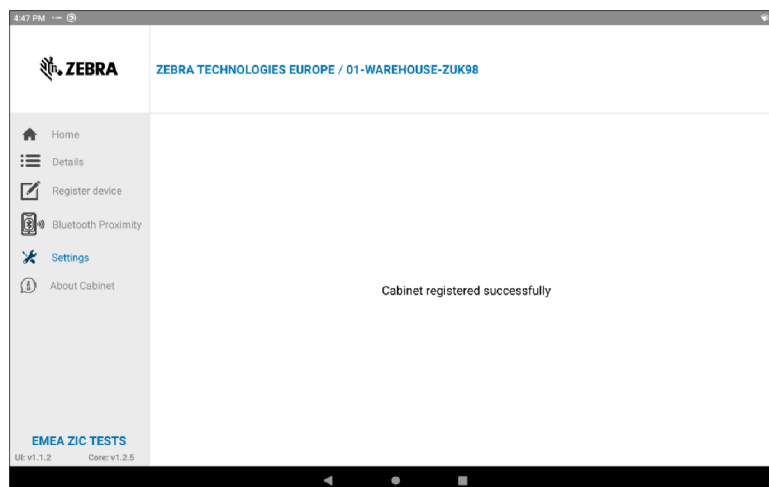
2. To synchronize a registered Cabinet, click **SYNC CABINET** (1).



3. Select the appropriate site and Cabinet from the **Select site** (1) and **Select cabinet** (2) drop-down list, and then click **Sync**.



The Cabinet is synchronized successfully.



Cabinet and Device Configuration Files

The Cabinet and device configuration files can be generated by the Company Admin user. Configurations files are required in the StageNow automated installation with a manual file copy process.

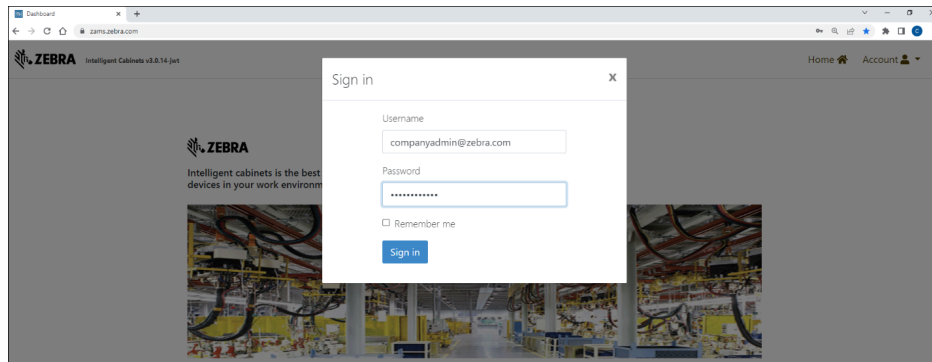
By using the configuration files, when installing a Cabinet the files automatically creates a Cabinet on the kiosk without having to set up the Cabinet or synchronize a Cabinet using the ZAMS UI on the kiosk as described in [Setting up a Cabinet on the Kiosk](#) on page 19 and [Synchronizing a Cabinet on the Kiosk](#) on page 21.

When installing a Cabinet on the mobile device, the configuration file automatically registers the device with the Cabinet without the need to manually link a mobile device with the Cabinet by scanning the QR Code displayed on the **Register device** screen on the Kiosk.

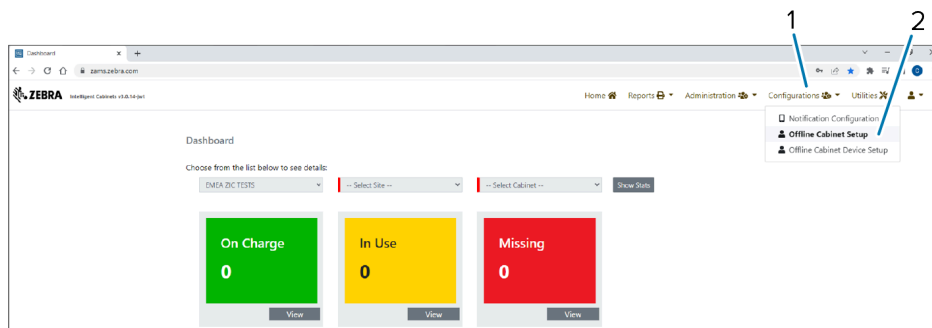
Generating the Cabinet Configuration Files

The Company Admin can generate the Cabinet configuration files at the ZAMS Portal.

1. Log into the ZAMS Portal at zams.zebra.com with the Company Admin credentials.



2. Select **Configurations (1)** > **Offline Cabinet Setup (2)**.



The **Offline Cabinet Setup** screen displays.

3. To generate the offline Cabinet configuration file, select a site and a Cabinet configured previously in the **Site (1)** and **Cabinet (2)** drop-down list.

Offline Cabinet Setup

Company: EMMA ZIC TESTS

1 Site: ZEBRA TECHNOLOGIES EUROPE

2 Cabinet: 01-WAREHOUSE-ZUK08

3 Company Admin User Name: companyadmin@zebra.com

4 Company Admin Password: *****

5 [Cancel] [Download Cabinet Setup]

4. Enter the Company Admin login credentials in the **Company Admin User Name (3)** and **Company Admin Password (4)** text boxes, and then click **Download Cabinet Setup (5)**.

The `cabinet.config` file is downloaded automatically.

Transfer the `cabinet.config` file to the `/sdcard/Download/` folder before installing the application on the kiosk.

Generating the Device Configuration File

The Company Admin can generate the configuration file of the device at the ZAMS Portal.

1. Log into the ZAMS Portal at zams.zebra.com with the Company Admin credentials.

Sign in

Username: companyadmin@zebra.com

Password: *****

☐ Remember me

[Sign in]

2. Select **Configurations (1)** > **Offline Cabinet Device Setup (2)**.

Dashboard

Choose from the list below to see details:

EMMA ZIC TESTS | Select Site | Select Cabinet | Show Stats

On Charge: 0

In Use: 0

Missing: 0

The **Offline Cabinet Device Setup** screen displays.

3. Enter an IP address and host name in the **IP Address** (1) or **Host Name** (2) text boxes.

Offline Cabinet Device Setup

IP Address
192.168.10.13

Host Name

Port

9000

Cancel Download Cabinet Device Setup

4. Enter 9000 in the **Port** (3) field, and then click **Download Cabinet Device Setup** (4).

The `cabinet-device.config` file is downloaded automatically.

Transfer the `cabinet-device.config` file to the `/sdcard/Download/` folder before installing the application on the mobile device.

APK Installation

ZAMS Software contains several components that must be installed on the kiosk and mobile devices. ZAMS can be installed on both the kiosk and devices using StageNow with manual file push, StageNow with local server push, and various MDM applications.

Review the [Installation Prerequisites](#) before proceeding with the kiosk and mobile device installations.

Kiosk Installation

Install ZAMS on the kiosk by manually copying files or transferring files from the local server in StageNow, or using an MDM tool such as SOTI, 42Gears, or VMWare Workspace ONE.

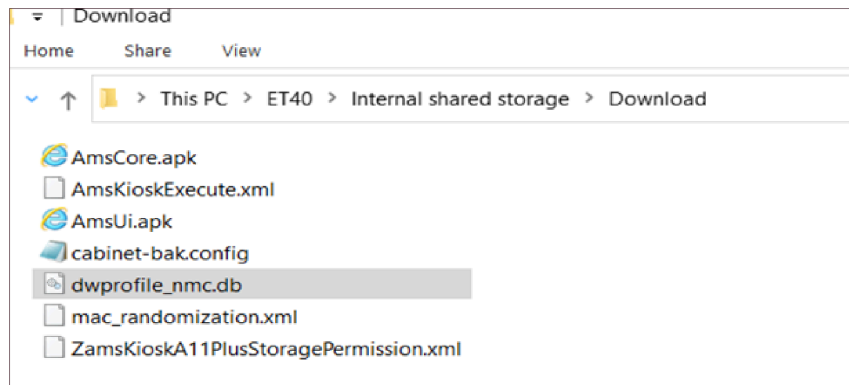
Copying Files Manually in StageNow

This method requires you to manually copy the required ZAMS files in the kiosk folder of the extracted ZIP file to the internal storage of the kiosk, and then use the StageNow application on the kiosk to complete the installation.

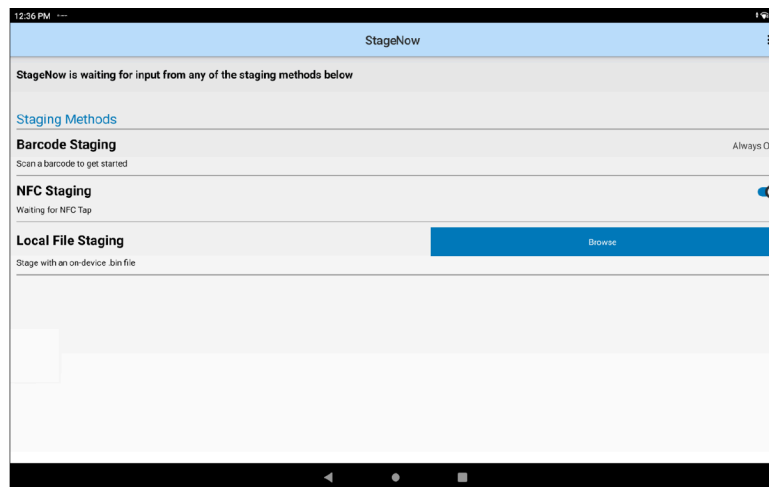
See [Installation Prerequisites](#) on page 9 and [Cabinet and Device Configuration Files](#) on page 23 to learn how to download the appropriate APK and configuration files from zebra.com/support.

1. Copy the following files into the /sdcard/Download folder in the kiosk:

- AmsCore.apk
- AmsKioskExecute.xml
- AmsUi.apk
- cabinet-bak.config
- dwprofile_nmc.db
- mac_randomization.xml
- ZamsKioskA11PlusStoragePermission.xml.



2. Open the **StageNow** application in the kiosk.

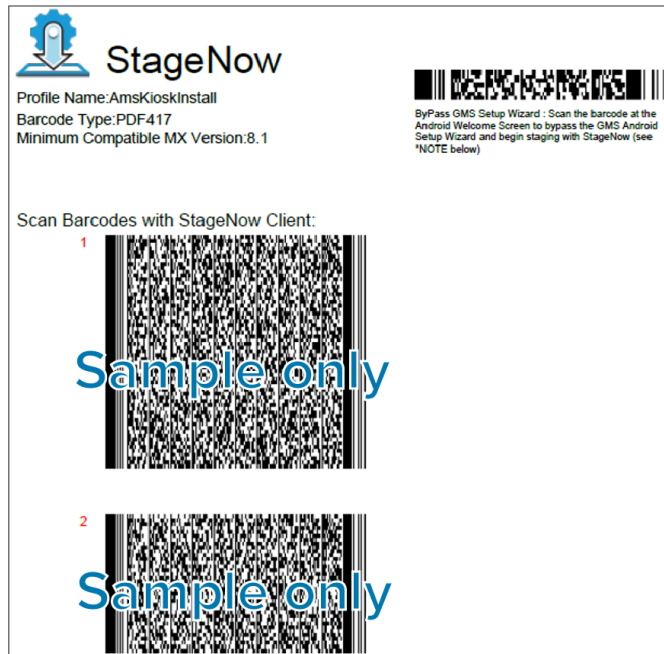


3. Open the **AmsKioskInstall** PDF file in the extracted zipped file.



NOTE: See [step 5](#) in [Downloading the Latest ZAMS Software](#) on page 9 to locate the PDF file.

4. With the StageNow application running, scan the barcodes in the AmsKioskInstall PDF file so that the ZAMS application can be installed and configured automatically on the kiosk.



ZAMS is now installed in the kiosk.

Loading Files from Local Server in StageNow

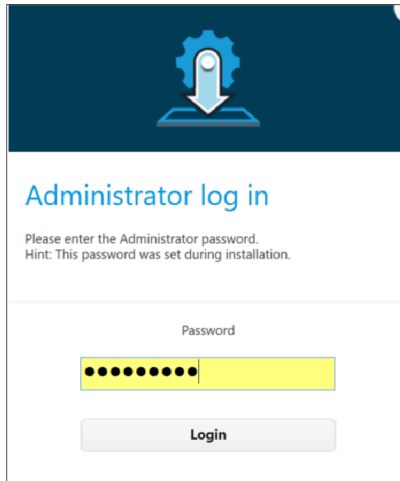
This method uses the StageNow administrator tool to import a StageNow profile to a host computer. The StageNow profile then uses the local File Transfer Protocol (FTP) storage to store the files required for the installation. Upon scanning the StageNow barcodes, the files are automatically loaded and installed on that kiosk.



NOTE: The computer hosting the StageNow local FTP storage and the kiosk must be connected to the same local area network (LAN).

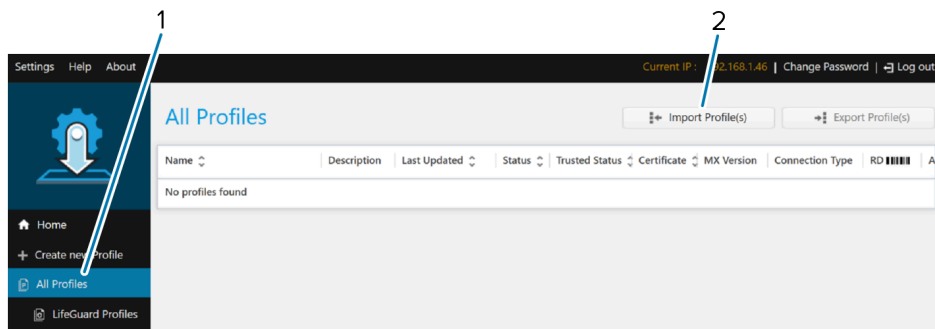
1. In the kiosk, locate the ZAMS Device installation StageNow Profile in the Admin folder in the extracted zipped file:
 - Use the Ams_Kiosk_Install.zip file for a kiosk installed with Android 7, 8, 9, and 10 operating systems.
 - Use the Ams_Kiosk_Install_All.zip file for a kiosk installed with the Android 11 operating system.
2. Open StageNow on the host computer, and then select **Administrator Login**.

3. Log into StageNow using an Administrator password.



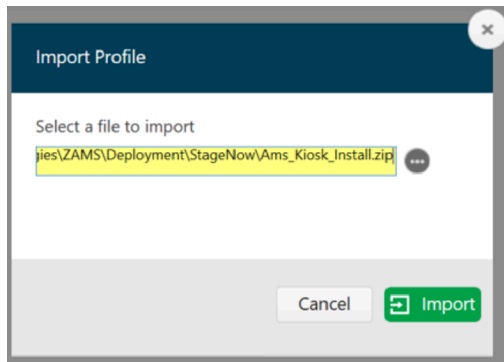
The screenshot shows the 'Administrator log in' page. At the top is a blue header with a gear icon and a downward arrow. Below the header, the text 'Administrator log in' is displayed in blue. Underneath, it says 'Please enter the Administrator password.' and 'Hint: This password was set during installation.' There is a password input field with a yellow background and a 'Login' button below it.

4. Select **All Profiles** (1), and then click **Import Profile(s)** (2).

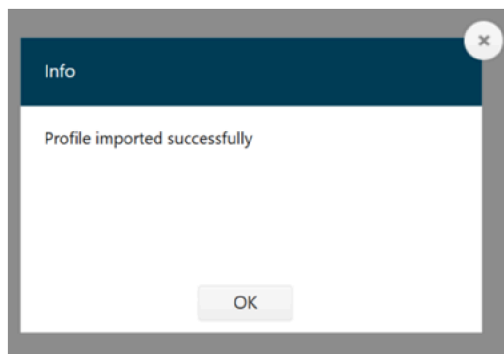


APK Installation

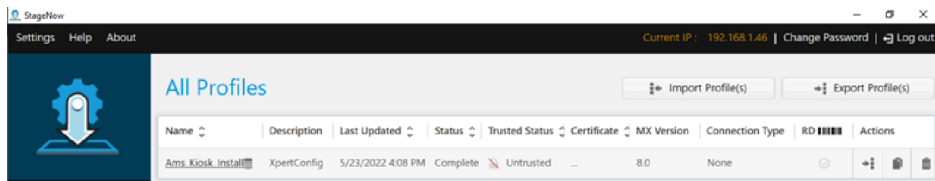
5. Select the file location that has the zipped file, and then click **Import**.



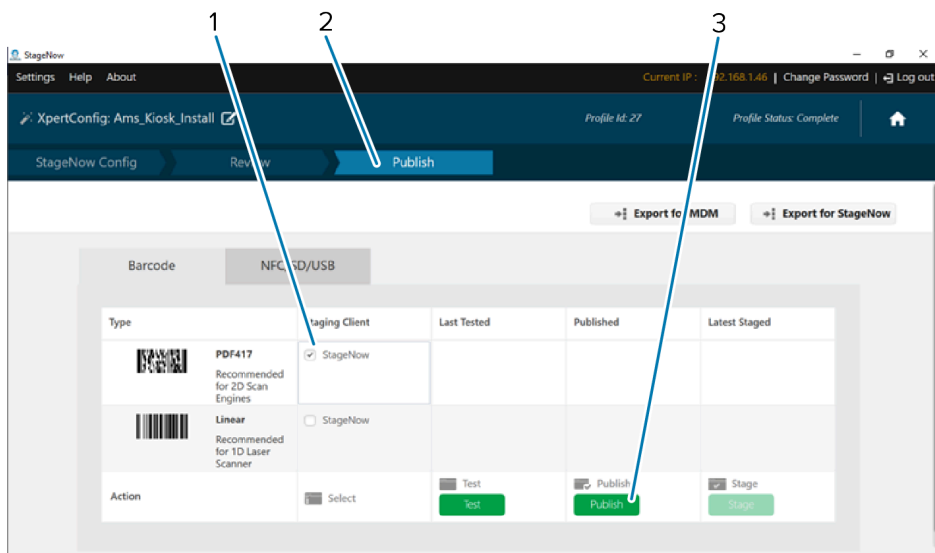
The window displays a **Profile imported successfully** message.



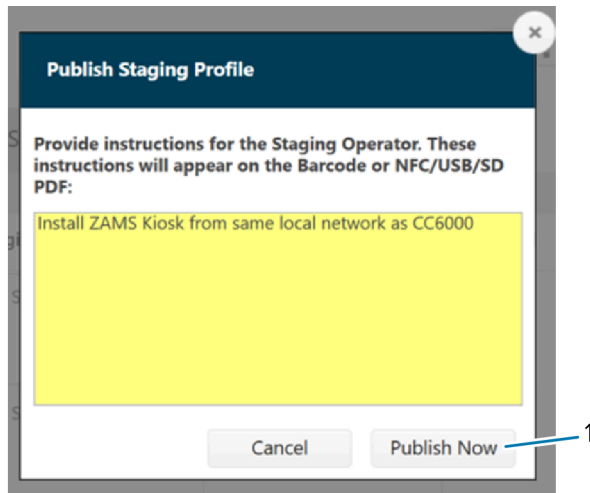
6. On the **All Profiles** screen, select the **Ams_Kiosk_Install** profile.



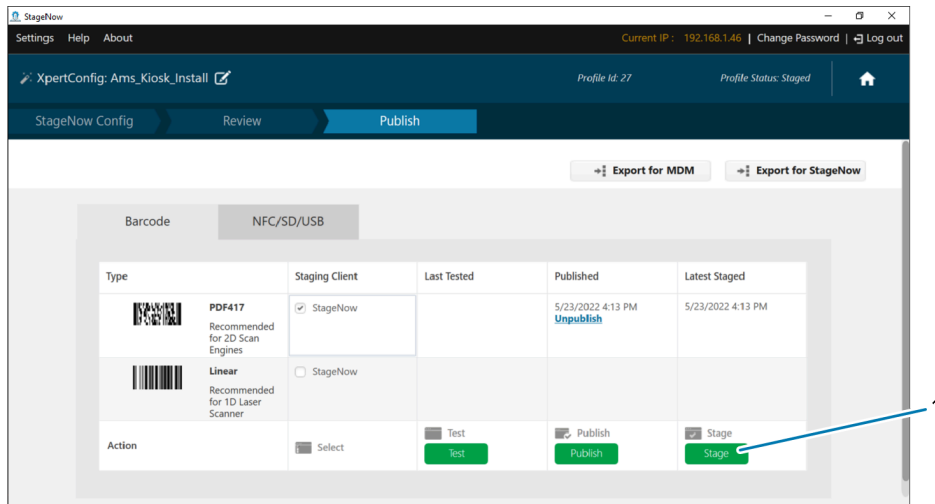
7. Select **Publish (2) > Staging Client (1) > Publish (3)**.



8. Add a custom instruction, and then click **Publish Now** (1).



- Click **Stage (1)** to generate a PDF with barcodes.



StageNow

Settings Help About

Current IP: 192.168.1.46 | Change Password | Log out

XpertConfig: Ams_Kiosk_Install

Profile Id: 27 Profile Status: Staged

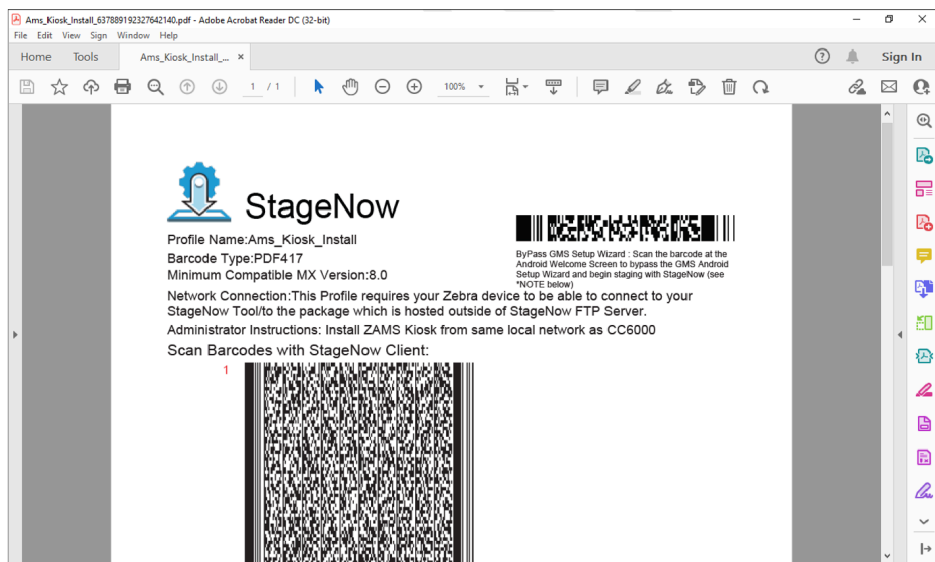
StageNow Config Review Publish

Export for MDM Export for StageNow

Barcode NFC/SD/USB

Type	Staging Client	Last Tested	Published	Latest Staged
PDF417 Recommended for 2D Scan Engines	<input checked="" type="checkbox"/> StageNow		5/23/2022 4:13 PM Unpublish	5/23/2022 4:13 PM
Linear Recommended for 1D Laser Scanner	<input type="checkbox"/> StageNow			
Action	Select	Test Test	Publish Publish	Stage Stage

1



Ams_Kiosk_Install_637809192327642140.pdf - Adobe Acrobat Reader DC (32-bit)

File Edit View Sign Window Help

Home Tools Ams_Kiosk_Install_...

Sign In

1 / 1 100%

StageNow

Profile Name:Ams_Kiosk_Install

Barcode Type:PDF417

Minimum Compatible MX Version:8.0

Network Connection:This Profile requires your Zebra device to be able to connect to your StageNow Tool/to the package which is hosted outside of StageNow FTP Server.

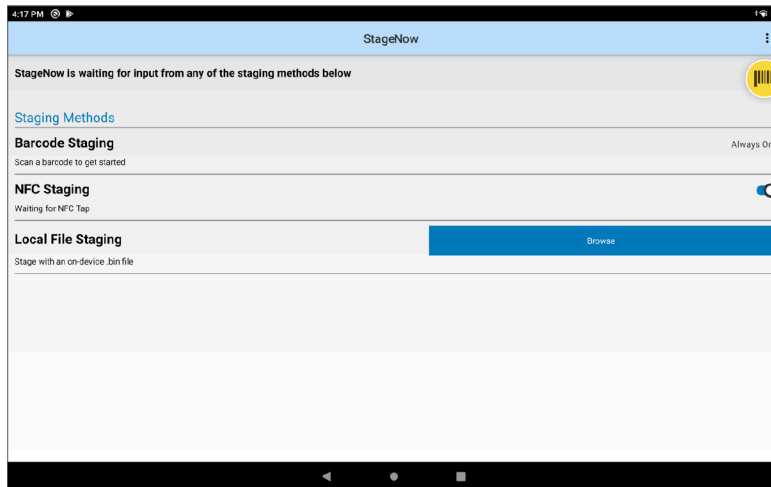
Administrator Instructions: Install ZAMS Kiosk from same local network as CC6000

Scan Barcodes with StageNow Client:

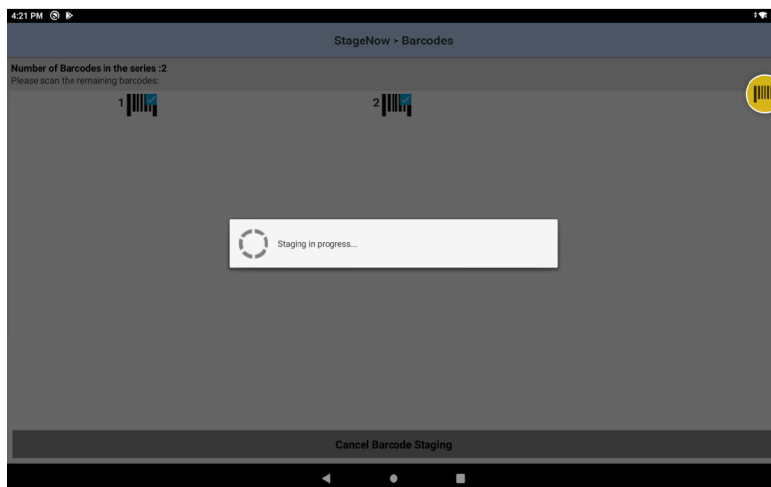
1

The barcodes are generated.

10. Open the StageNow application on the kiosk, and then scan the barcodes generated in [step 9](#) to automatically install the ZAMS software into the kiosk.



11. Follow the steps on the screen to scan the remaining barcodes.



ZAMS is installed on the kiosk.

Device Installation

Install ZAMS on the mobile device by manually copying or transferring files from the local server in StageNow, or using an MDM tool such as SOTI, 42Gears, or VMWare Workspace ONE.

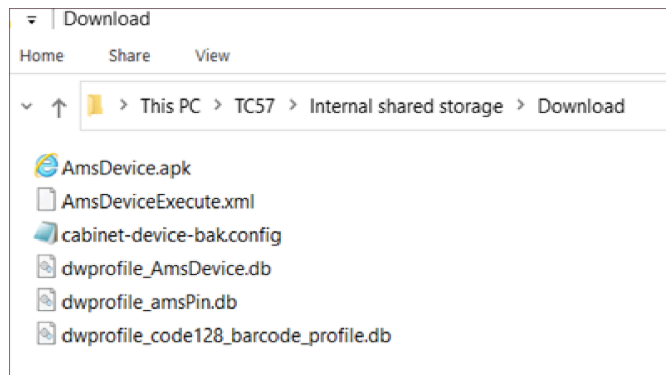
Copying Files Manually in StageNow

This method requires you to manually copy the required ZAMS files in the device folder of the extracted ZIP file to the internal storage of the mobile device, and then use the StageNow application on the mobile device to complete the installation.

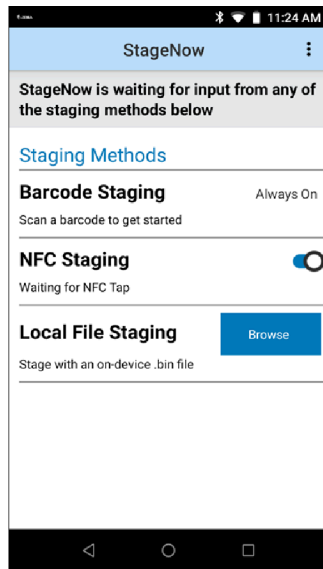
See [Installation Prerequisites](#) on page 9 and [Cabinet and Device Configuration Files](#) on page 23 to learn how to download the appropriate APK and configuration files from zebra.com/support.

1. Copy the following files into the /sdcard/Download folder in the mobile device:

- AmsDevice.apk
- cabinet-device-bak.config
- dwprofile_AmsDevice.db
- dwprofile_amsPin.db
- AmsDeviceExecute.xml
- dwprofile_code128_barcode_profile.db.



2. Open the **StageNow** application on the mobile device.

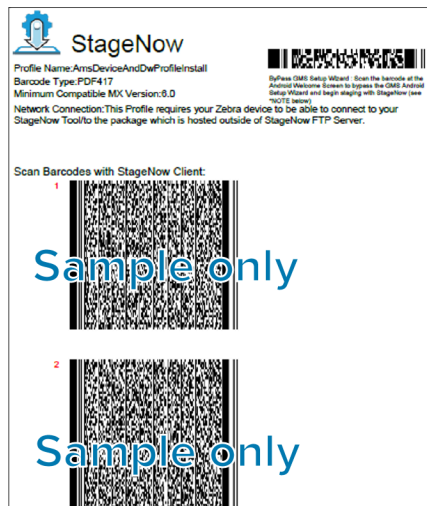


3. Open the **AmsDeviceAndDwProfileInstall** PDF file in the extracted zipped file.



NOTE: See [step 5](#) in [Downloading the Latest ZAMS Software](#) on page 9 to locate the PDF file.

4. With the StageNow application running, scan the barcodes in the **AmsDeviceAndDwProfileInstall** PDF file so that the ZAMS application can be installed and configured automatically on the device.



ZAMS is now installed on the mobile device.

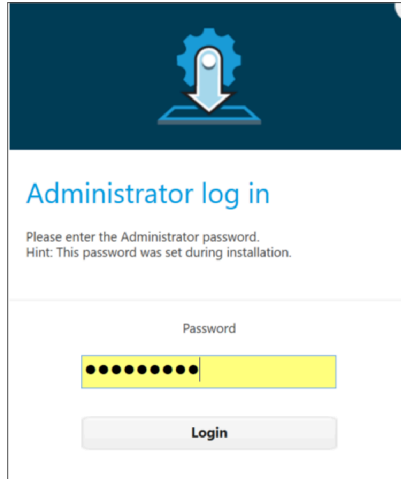
Loading Files from Local Server in StageNow

This method uses the StageNow administrator tool to import a StageNow profile to a host computer. The StageNow profile then uses the local FTP storage to store the files required for the installation. Upon scanning the StageNow barcodes, the files are automatically loaded and installed on that mobile device.



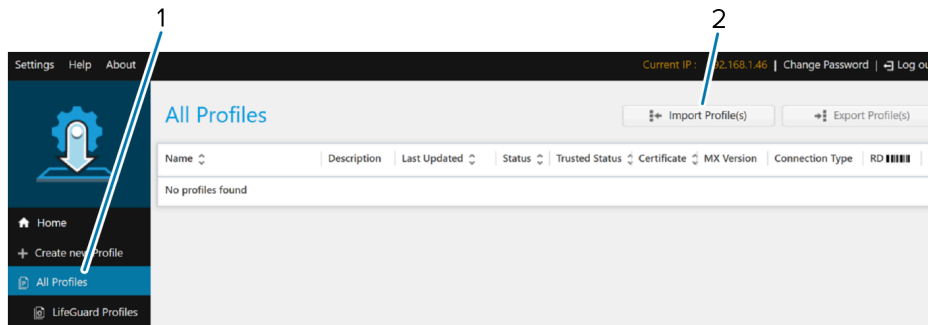
NOTE: The computer hosting the StageNow local FTP storage and the mobile device must be connected to the same local area network (LAN).

1. In the kiosk, locate the ZAMS Device installation StageNow Profile in the Admin folder in the extracted zipped file:
 - Use the `Ams_Device_Install.zip` file for a mobile device with Android 7, 8, 9, and 10 operating systems.
 - Use the `Ams_Device_Install_A11.zip` file for a mobile device with the Android 11 operating system.
2. Open StageNow on the host computer, and then select **Administrator Login**.
3. Log into StageNow using an Administrator password.



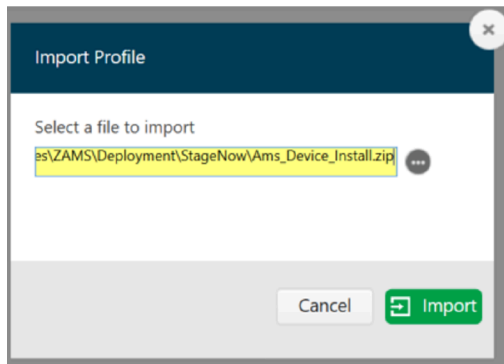
The image shows the 'Administrator log in' screen. At the top is a blue header with a gear icon and a downward arrow. Below the header, the text 'Administrator log in' is displayed in blue. Underneath, it says 'Please enter the Administrator password.' and 'Hint: This password was set during installation.' There is a password input field with a yellow background and black dots, and a 'Login' button below it.

4. Select **All Profiles** (1), and then click **Import Profile(s)** (2).

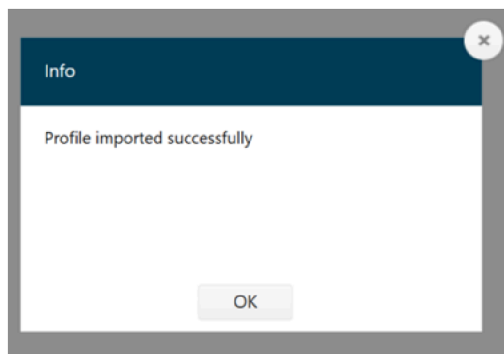


APK Installation

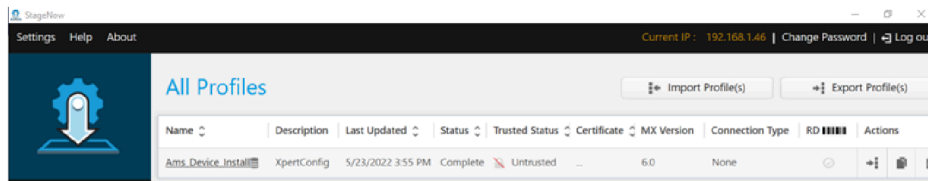
5. Select the file location that has the zipped file, and then click **Import**.



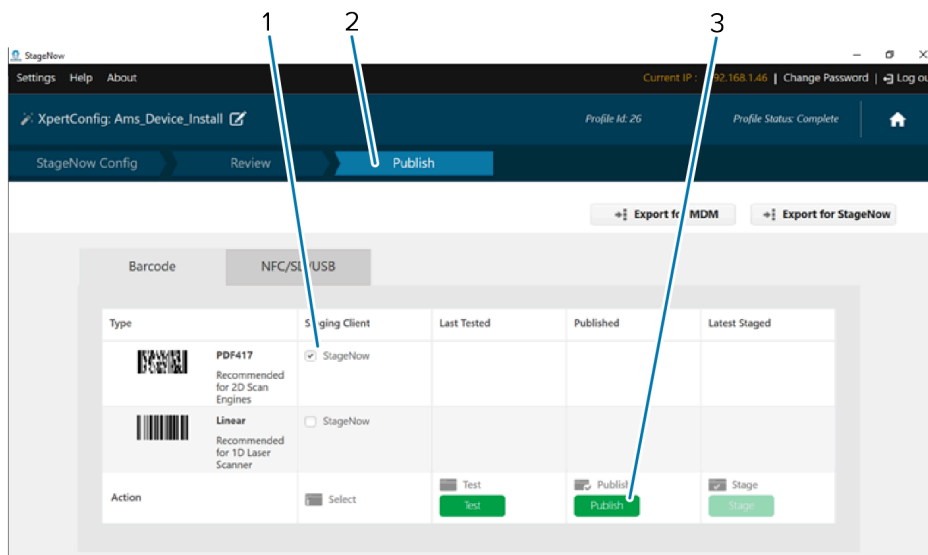
The window displays a **Profile imported successfully** message.



6. On the **All Profiles** screen, select the **Ams_Device_Install** profile.

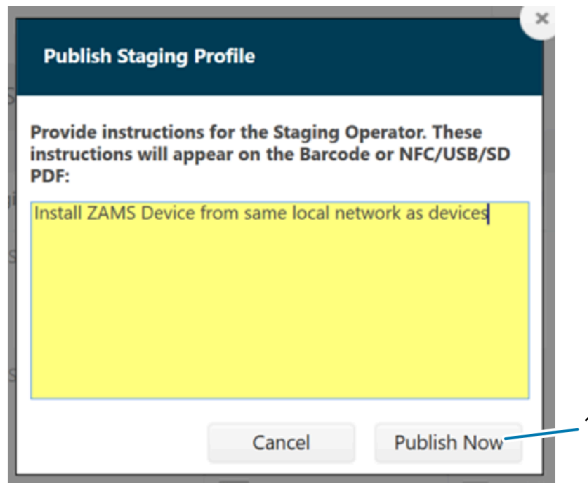


7. Select **Publish (2) > Staging Client (1) > Publish (3)**.

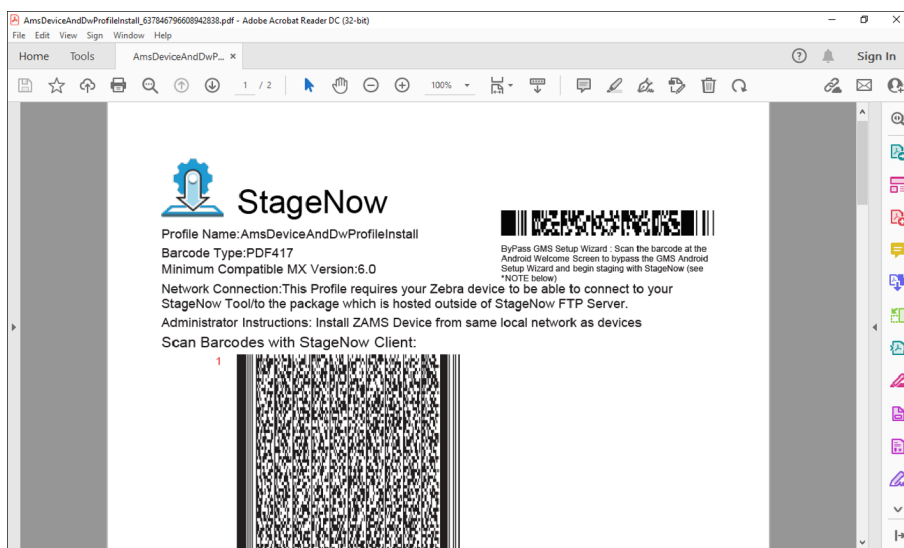
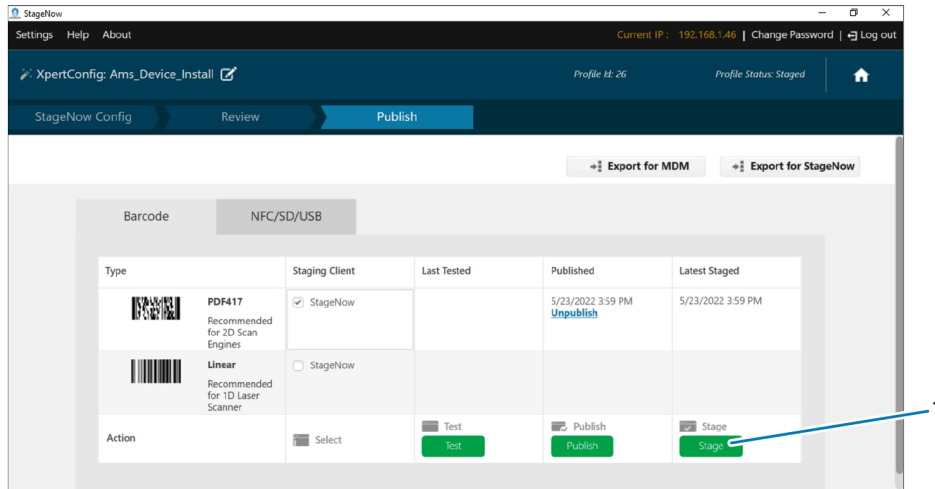


APK Installation

8. Add a custom instruction, and then click **Publish Now** (1).

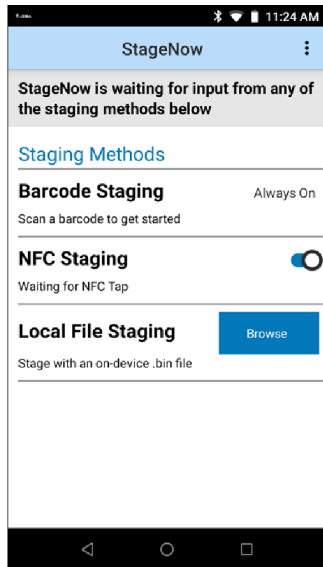


9. Click **Stage** (1) to generate a PDF with barcodes.

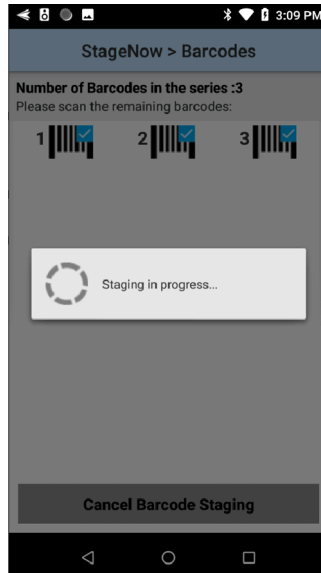


The barcodes are generated.

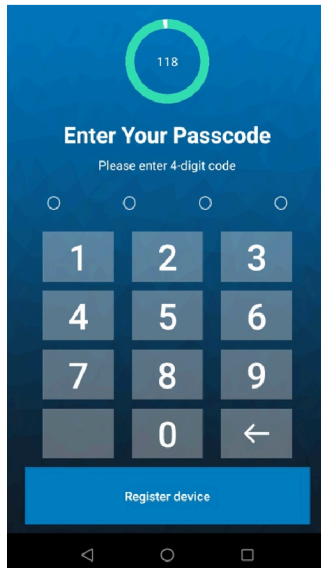
10. Open the StageNow application on the mobile device, and then scan the barcodes generated in [step 9](#) to automatically install the ZAMS software into the mobile device.



11. Follow the steps on the screen to scan the remaining barcodes.



ZAMS is installed on the mobile device and the screen displays an **Enter Your Passcode** message, number keypads, and a **Register device** button.



Cabinet Registration on Devices

You must register a Cabinet on the mobile device before the ZAMS Software is configured on the device. After registering with the Cabinet, you can then unlock the device.

Two methods to register Cabinet on the mobile device are as follows:

- Load the `cabinet-device.config` file to the mobile device before installing the APK on the device. This configuration file automatically registers the mobile device with a selected Cabinet.
- Scan a QR Code displayed on the Cabinet UI to manually register the Cabinet.

Automatic Registration

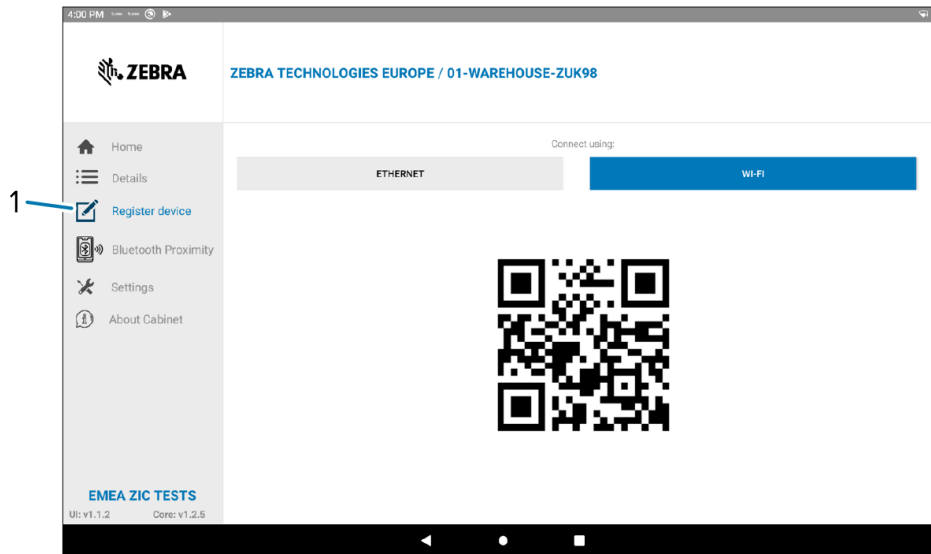
You can use the **StageNow** application to register the mobile device with the Cabinet automatically when installing ZAMS on the device.

Load the `cabinet-device.config` file to the mobile device before installing the APK on the device. This configuration file automatically registers the mobile device with a selected Cabinet. See [Loading Files from Local Server in StageNow](#) on page 35 to learn how to load the configuration file.

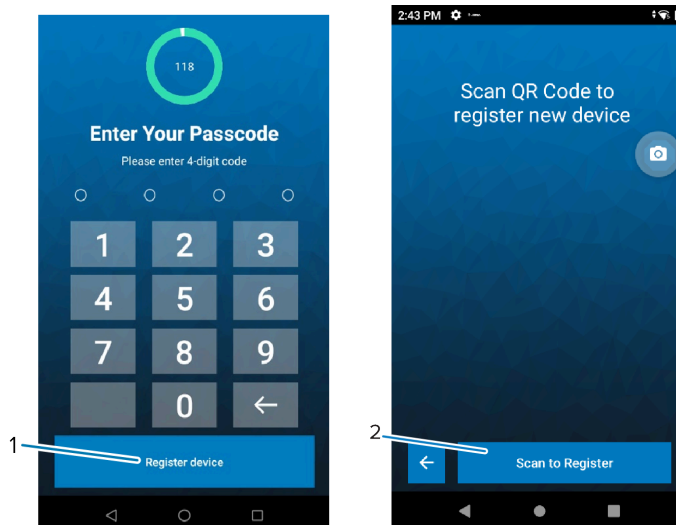
Manually Registering the Mobile Device

When installing the ZAMS software on the mobile device, you may be required to manually register the Cabinet on the mobile device by scanning a QR Code displayed on the Cabinet user interface.

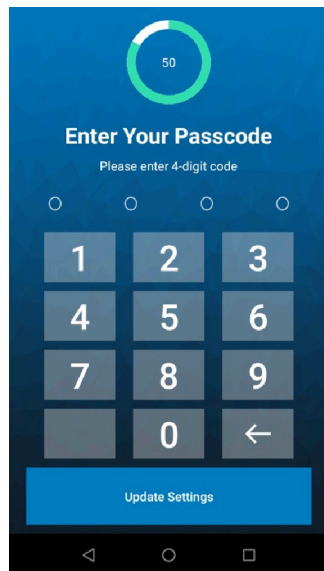
1. On the CC6000 kiosk, touch **Register device** (1).



2. On the mobile device, touch **Register device** (1), and then **Scan to Register** (2).



3. Point the exit window of the device at the barcode display on the CC6000 kiosk to register ZAMS on the mobile device.



The mobile device displays a **Enter Your Passcode** message with number keypads on the screen after the registration is successful.

The mobile device is now associated with the Cabinet and ready to use.

Software Updates

ZAMS software undergoes continuous updates to enhance the software and introduce new features. Therefore, it is necessary to update the APKs on the kiosk and mobile devices.

ZAMS can always be updated to replace the existing APKs in the kiosk or mobile device by using any installation methods described in this guide.

After updating the ZAMS software in the kiosk or mobile devices, it is not required to register Cabinet or mobile computer again.

Uninstallation

Uninstall the ZAMS software on the kiosk or mobile device manually when the software is not required.

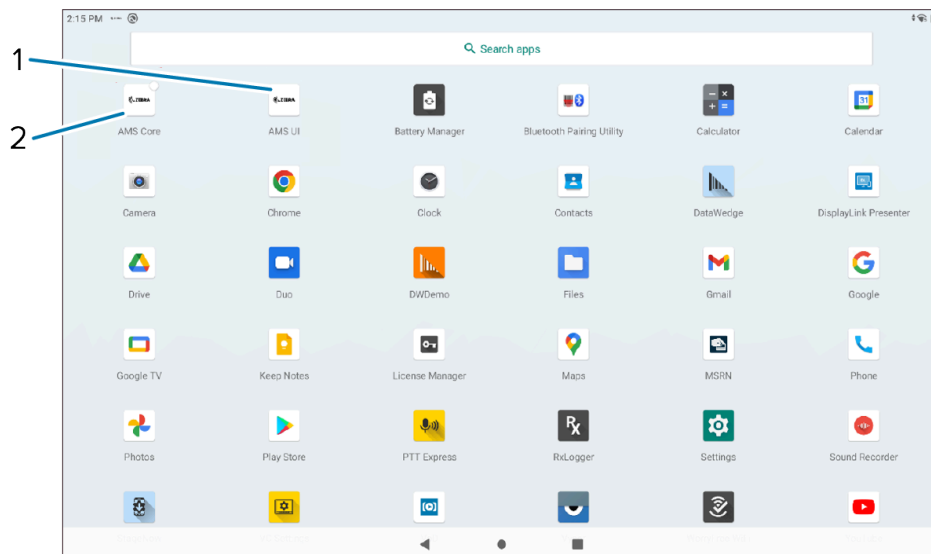


NOTE: Uninstalling ZAMS using the Mobile Device Managers (MDM) or other applications may require separate procedures from the following sections.

Uninstalling the APKs in the Kiosk

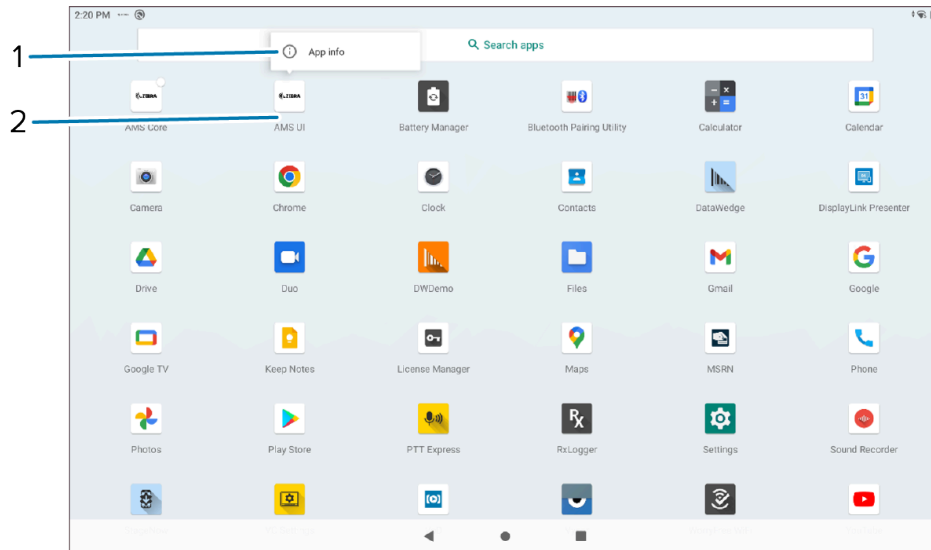
To uninstall the ZAMS APKs in the kiosk, remove both the **AMS Core** and **AMS UI** applications.

1. Locate the **AMS Core** (1) and **AMS UI** (2) applications in the application menu.



Uninstallation

2. Press and hold the **AMS UI (2)** application.

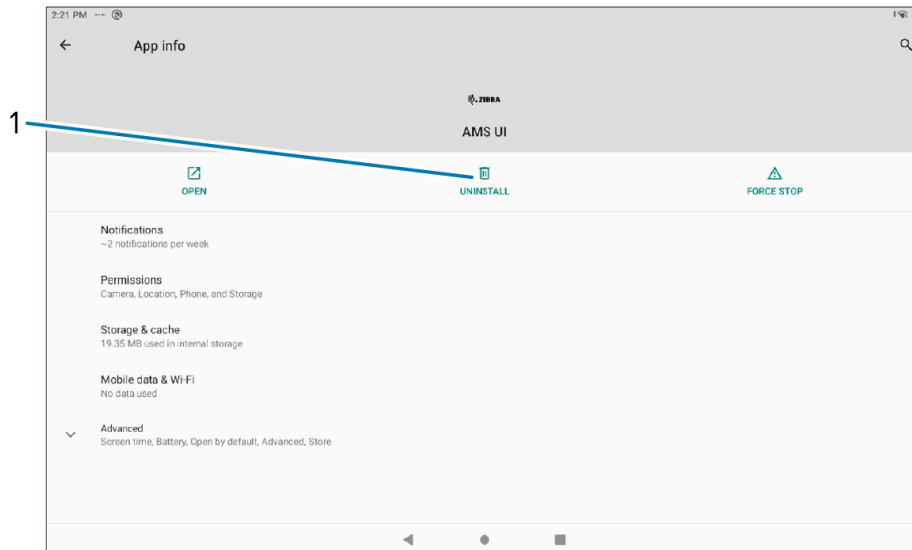


An **App info** (1) dialogue box displays.

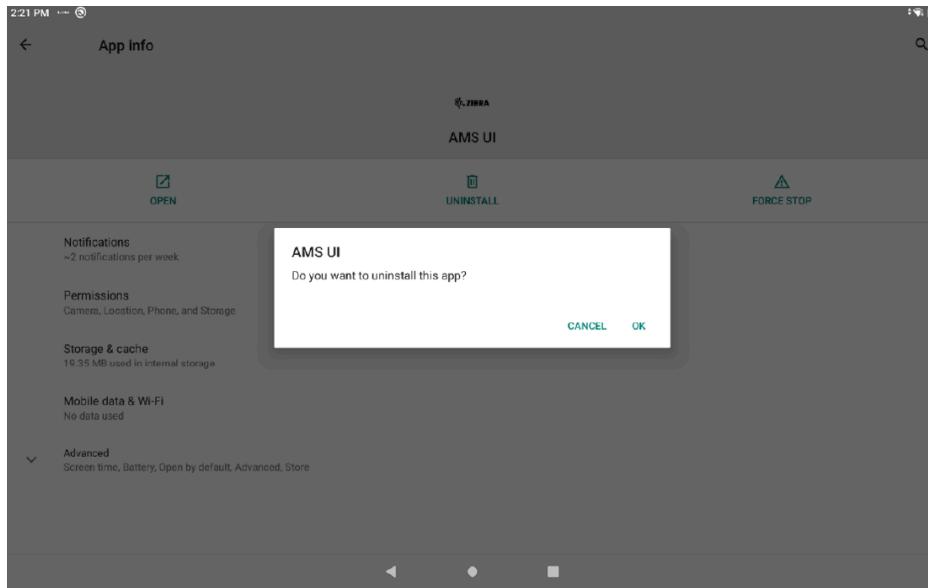
3. Touch **App info** (1).

The **App info** screen displays.

4. On the **App info** screen, touch **UNINSTALL** (1).



5. On the confirmation dialog box, touch **OK**.



The **AMS UI** application no longer displays in the application menu.

6. To remove the **AMS Core** application, repeat [step 1](#) to [step 5](#).

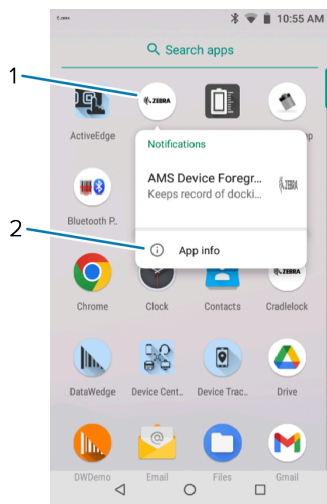
Uninstalling the APKs in the Mobile Device

To uninstall the ZAMS APKs in the mobile device, remove the **AMS Device** application.



NOTE: You can also use the `AmsDeviceRemove.xml` file with EMM or StageNow to uninstall the APKs. The `AmsDeviceRemove.xml` file is in the ZAMS Auto Install folder. When using this XML file, the device does not prompt the **Device admin app** screen during the uninstallation process.

1. Locate the **AMS Device** (1) application in the application menu, and then press and hold the icon.

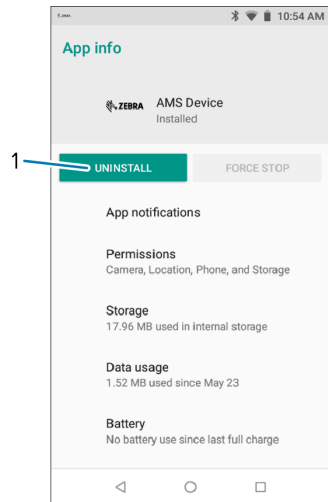


An **App info** (2) dialogue box displays.

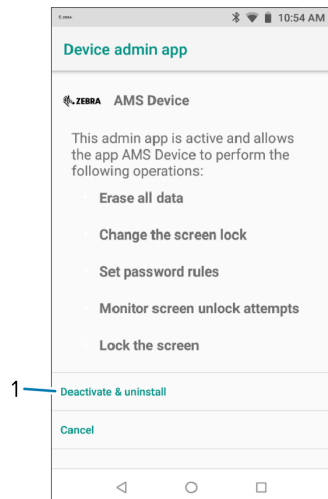
2. Touch **App info** (2).

The **App info** screen displays.

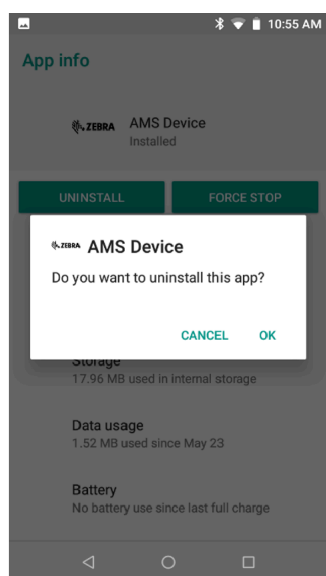
3. On the **App info** screen, touch **UNINSTALL** (1).



4. On the **Device admin app** screen, touch **Deactivate & uninstall** (1).



5. On the confirmation dialog box, touch **OK**.



The **AMS Device** application no longer displays in the application menu.

Glossary

Refer to this list of terms and definitions when installing ZAMS software on the kiosk and mobile device.

Term	Description
AmsCore.apk	An APK file of the ZAMS Core Service must run on the kiosk to enable the core kiosk functionality.
AmsDevice.apk	An APK file of the ZAMS Device must run on the mobile device to enable the core mobile device functionality.
AmsDeviceAndDwProfileInstall.xml	An XML file used by the MDM to install the ZAMS Device application and DataWedge profiles on the mobile device.
AmsDeviceAndDwProfileInstall.zip	A zipped file containing the StageNow profile that can be imported into the StageNow administrator tool to manage the installation of the ZAMS Device application and DataWedge profiles on the mobile device.
AmsDeviceRemove.xml	An XML file used by the EMM or StageNow to uninstall the AMS Device application on the device.
AmsKioskInstall.xml	An XML file used by the MDM to install the ZAMS Core and ZAMS UI applications on the kiosk.
AmsKioskInstall.zip	A zipped file containing the StageNow profile that can be imported into the StageNow administrator tool to manage the installation of ZAMS Core and ZAMS UI application on the kiosk.
AmsUi.apk	An APK file of the ZAMS UI must run on the kiosk to enable the core kiosk functionality.
Cabinet.config	A configuration file used during the kiosk installation process to automatically register a Cabinet on the kiosk.
Cabinet-device.config	A configuration file used during the mobile device installation to automatically register the mobile device in the kiosk.

Term	Description
DataWedge	An application to configure data capture services such as barcode scanning without the need to modify software applications.
dwprofile_AmsDevice.db	A DataWedge profile used by the mobile device to enable barcode scanning functionality to manually register a mobile device in the kiosk.
Dwprofile_amsPin.db	A DataWedge profile used by the mobile device to enable barcode scanning functionality to enter a PIN code by scanning a barcode.
Kiosk	An Android concierge kiosk runs the ZAMS Core and ZAMS UI applications
mac_randomisation.xml	An XML file that disables MAC randomization on a kiosk that is running the Android 11 operating system.
Mobile device	An Android mobile device runs the ZAMS Device application.
Zebra Mobility DNA (MX)	An additional enterprise-class security and management function layer for Android devices.
StageNow	An Android and Windows Desktop application that can perform automated application and service installation into the device by scanning barcodes.
ZAMS	Zebra Access Management System
ZamsA10SerialPermission.xml	An XML file to use to enable certain permissions on the mobile devices with the Android 10 operating system during the ZAMS installation process.
ZamsDeviceA11PlusStoragePermission.xml	An XML file to use to enable certain permissions on the mobile devices with the Android 11 operating system during the ZAMS installation process.
ZamsDeviceA11PlusStoragePermission.zip	A zipped file containing the XML file to enable certain permissions on the mobile devices with the Android 11 operating system during the ZAMS installation process.
Zams_Device_Install.zip	A zipped file containing the StageNow profile that can be imported into the StageNow administrator tool to automatically install ZAMS Device on the mobile device. For Android 7, 8, 9, and 10 only.
Zams_Device_Install_A11.zip	A zipped file containing the StageNow profile that can be imported into the StageNow administrator tool to automatically install ZAMS Device on the mobile device. For Android 11 only.

Term	Description
ZamsKioskAllPlusStoragePermission.xml	An XML file to use to enable certain permissions on the kiosks with the Android 11 operating system during the ZAMS installation process.
ZamsKioskAllPlusStoragePermission.zip	A zipped file containing the XML file to enable certain permissions on the kiosks with the Android 11 operating system during the ZAMS installation process.
Zams_Kiosk_Install.zip	A zipped file containing the StageNow profile that can be imported into the StageNow administrator tool to automatically install the ZAMS Core and ZAMS UI applications on the kiosk. For Android 7, 8, 9, and 10 only.
Zams_Device_Install_A11.zip	A zipped file containing the StageNow profile that can be imported into the StageNow administrator tool to automatically install the ZAMS Core and ZAMS UI applications on the kiosk. For Android 11 only.

