



ZEBRA

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Dear ZAMS & Intelligent Cabinets Customers,

Zebra is moving the Zebra Access Management System ZAMS, which powers our Intelligent Cabinets solution, to a new cloud provider.

Zebra solution servers will be migrated to a new (Google-based) cloud platform on **June 1st, 2023**, From 12:00 AM PST/8:00 AM GMT To 6:00 AM PST/2:00 PM GMT. A new server static address of 34.117.247.85 will be established. Please update any site firewall rules on HTTPS (Port 443) routing to avoid disruption. If you experience any issues related to ZAMS, please contact [Zebra Technical Support](#).

Please see below our Frequently Asked Questions to help you with preparations:

When is this migration going to happen?

The ZAMS portal application currently hosted on Digital Ocean cloud provider will be migrated to Google Cloud Platform Services (GCP) on **June 1st, 2023**, from 12:00 AM PST/8:00 AM GMT To 6:00 AM PST/2:00 PM GMT.

My kiosks are running on a private network. What firewall/proxy changes need to be done before this transition, if any?

- Is the URL changing?
No change in the URL
- Is the IP address changing?
Yes. After successful migration, Customers may have to add to the 'inclusion list' the new IP address 34.117.247.85.
It is recommended to update any firewall rules before the migration date.
- Do my admin users need to access a new URL or IP address to access the portal?
Yes. The URL <https://zams.zebra.com> will not change but will point to a new IP address after the update.

Do I need to be on the latest APKs?

This is not a requirement of the cloud platform migration. However, we always recommend that customers take the latest APK version. Customers can check for the latest APK versions on this page ([Intelligent Cabinets Support](#)).

Is there a minimum version required or suggested?

There is no need to change unless it is asked to change for other reasons. We suggest customers continue using the same APK until the completion of the migration.



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What changes should I expect?

No functional changes will be seen on the ZAMS portal. However, this platform migration will enable greater stability, scale, and resilience.

Do I need to reload all my users, site, and cabinet data?

Not required

Am I going to lose my device history?

The device history remains intact.

How will I know when the transition has been done?

Communication will be sent to individual customers upon successful transition.

Will the master unlock code from the portal still work correctly after the change if I have some kind of connectivity issue after the change (broken firewall rule, for instance)?

Yes, it will work.

Will my notification e-mails still come from the same domain/IP as they do today?

Yes, email notifications will come from the same domain.