

ZAMS Release Notes

ZAMS Release 24.1.0, March 28, 2024

Contents

Introduction.....	2
Version scheme	3
Target Environments.....	3
1 Change Highlights (Release 24.1.0).....	5
1.1 Features.....	5
1.1.1 User Metrics Report (Portal)	5
1.1.2 Enhanced Device Search (Portal).....	7
1.2 Bug Fixes	8
2 Upgrade instructions.....	9
3 Known Constraints, Workarounds and Limitations.....	9
4 Support	10
5 Important Links	10

Introduction

This document outlines the new features and changes since the last release of Zebra Access Management System (ZAMS) software.

ZAMS software comprises 3 elements recommended to be installed at the same time. For current release validation and support are limited to the underlying version configurations noted.

ZAMS Software elements contain:

1. **Mobile Device application and services:** Provides the lock screen UI and services for the android based mobile devices.
2. **Kiosk application and services:** Provides on-site device management, UI and provides information to cloud based console. The Kiosk application is designed for Zebra’s CC6000/ET40 devices.
3. **Cloud resident console:** Web portal that provides various administration level tasks and reports. The server access location is <https://zams.zebra.com/>

The following is an explanation of the files distributed in this release.

ZAMS SW release components

Item	Area	Description
AMS Server (URL) https://zams.zebra.com	Portal	ZAMS (cloud) Portal
AMS Core APK	Kiosk	Core services APK for CC6000/ET40 to operate AMS
AMS UI APK	Kiosk	UI APK for CC6000/ET40 user interface
AMS Device APK	Mobile Device	APK for mobile devices in AMS application
dwprofile_AmsDevice.db (part of auto install content)	Mobile Device	DataWedge profile for AMS application device registration
dwprofile_amsPin.db (part of auto install content)	Mobile Device	DataWedge profile for AMS application PIN scanning

dwprofile_code128_barcode_profile.db (part of auto install content)	Mobile Device	DataWedge profile for AMS application code128 barcode scanning
dwprofile_nmc.db (part of auto install content)	Kiosk	DataWedge profile for AMS application to scan barcodes for non-mobile devices
ZamsAutoInstall files and directory structure. (See install doc for details)	Kiosk and Mobile Device	Supporting files and documentation used to automate installation or deploy via EMM or Stage Now and set permissions that may not be exposed via the OS UI.

Version scheme

As a part of continual development and maintenance, it is highly recommended scheduled installation updates are planned for. Currently AMS releases major updates on a quarterly basis.

The versioning scheme for ZAMS software documentation is as follows:

<yy>.<pi>.<rel#>.<patch#> where

- **<yy>** is the 2-digit year of release.
- **<pi>** is the major product increment number of the release. Typically, there are 4 major incremental releases to correspond to 4 quarterly scheduled releases.
- **<rel#>** is the incremental release number since last product increment. This number is updated to note a change to collection of release elements.
- **<patch#>** It is typically used to denote hot fixes or patches or custom changes of a release.

Target Environments

ZAMS supports the following target environments.

Mobile Devices (Android 8 to Android 11)

- Zebra full touch devices (TC15, TC2x, TC5x, TC7x)
- Zebra keyboard device (MC22xx, MC33xx, MC93xx)
- Zebra Android Tablets (ET4x, ET5x, CC6000)
- Zebra small devices (EC3x, EC5x)
- Exceptions: Mobile devices with external power packs. Support on a case-by-case basis.

Kiosk

- CC6000 (Android 8 up to Android 11)
- ET40 (Android 11)

Portal UI

- Chrome desktop version 9 or later

System Limitation

- No more than 100 devices (Mobile Computers) connected to each kiosk.
- No more than 500 users, combining Global and Site Users, to be synced to each Kiosk.

1 Change Highlights (Release 24.1.0)

This is a Major release.

Updates in this release

- AMS Server (v4.1.0)
- Kiosk AMS (Core v1.7.0) (UI v1.5.0: No Change in UI from previous version.)
- Device AMS (v2.7.0)

1.1 Features

1.1.1 User Metrics Report (Portal)

New report has been added under Historical Reports to get device usage report for a given user.

The report includes information like

- Device Serial Number
- Time when user logged into the device.
- Time when user logged out from the device.
- Total time the user logged into the device in each session (from login to logout)
- Total number of logins
- Total amount of time that user used the device till the time report generated.

This report can be generated on ZAMS Portal page, and the same report can be exported as PDF and CSV formats.

Users can find the “User Metrics” report under Reports à Historical Reports à under Select Report option.

Historical Reports

Select Report

- Select Report
- Cabinet Devices
- Device Status
- User Devices
- User Metrics

Below is the sample report:

Historical Reports

User Metrics

User Metrics Report

UserMetricsTestCompany

User Id: 9246
 Device Login: user1
 First Name: user
 Last Name: one
 Start Date: 01 Feb 2024
 End Date: 26 Feb 2024

DEVICE NAME	CABINET NAME	LOGGED IN AT [i]	HANDOVER/ RETURN AT [i]	USAGE TIME [i]
22165523021315	UserMetricsTestCabinet	06 Feb 2024 10:00:00 PM	06 Feb 2024 10:10:28 PM	00:10:28
22165523021315	UserMetricsTestCabinet	06 Feb 2024 10:14:06 PM	06 Feb 2024 10:17:16 PM	00:03:10
22165523021315	UserMetricsTestCabinet	07 Feb 2024 11:44:12 AM	07 Feb 2024 12:24:38 PM	00:40:26
22165523021315	UserMetricsTestCabinet	21 Feb 2024 11:27:34 AM	21 Feb 2024 11:34:40 AM	00:07:06
22165523021315	UserMetricsTestCabinet	21 Feb 2024 12:08:05 PM	21 Feb 2024 12:33:39 PM	00:25:34
22165523021315	UserMetricsTestCabinet	21 Feb 2024 01:20:19 PM	21 Feb 2024 01:21:44 PM	00:01:25

Monday 28 February 2024 Page 1 of 2

Total Number Of Logins[i] : 6
Total Logged In Time [i] : 01:28:09

1.1.2 Enhanced Device Search (Portal)

In ZAMS Portal, a User can search for Missing/Lost/Found/RMA/BER/Repaired devices report for any single given cabinet.

In this release, this search functionality has been enhanced to search for devices from multiple cabinets at a time.

A user with Company Admin role can list all Missing Devices, by selecting multiple sites, and multiple cabinets in the selected sites.

A user with Site Admin role can list all RMA Devices by selecting multiple cabinets within his/her control.

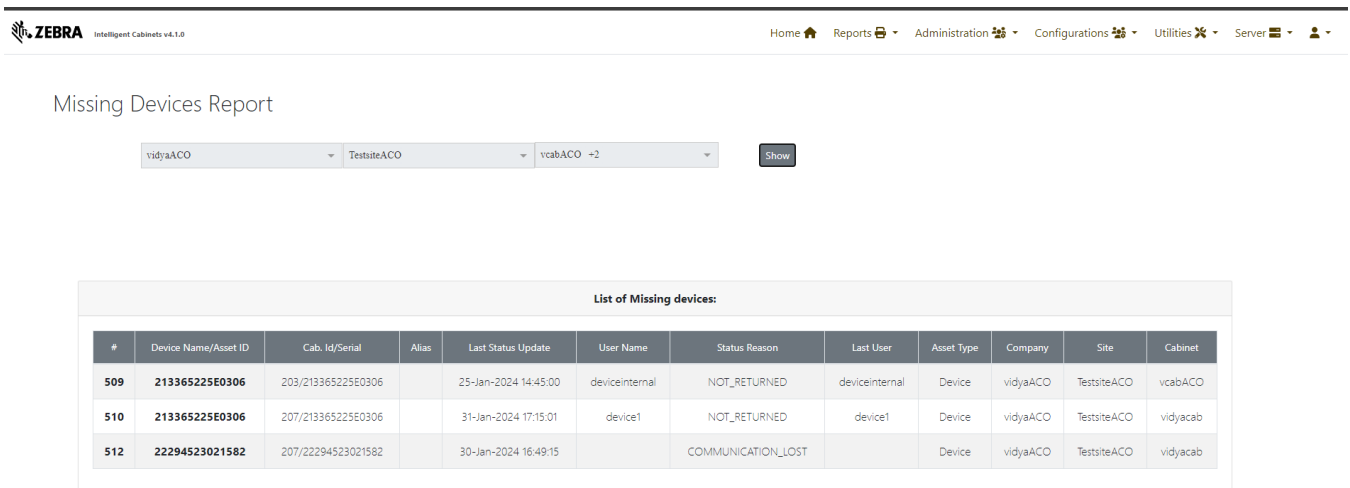
On Dashboard, A User with Company Admin role can find the status of devices by selecting multiple sites and multiple cabinets.

Similarly, a User with Site Admin role can find the status of devices from multiple cabinets.

Missing/Lost/Found/RMA/BER/Repaired devices reports can be found under “Reports” section.

Below are the sample reports:

Missing Device Report for all cabinets under TestSiteACO.



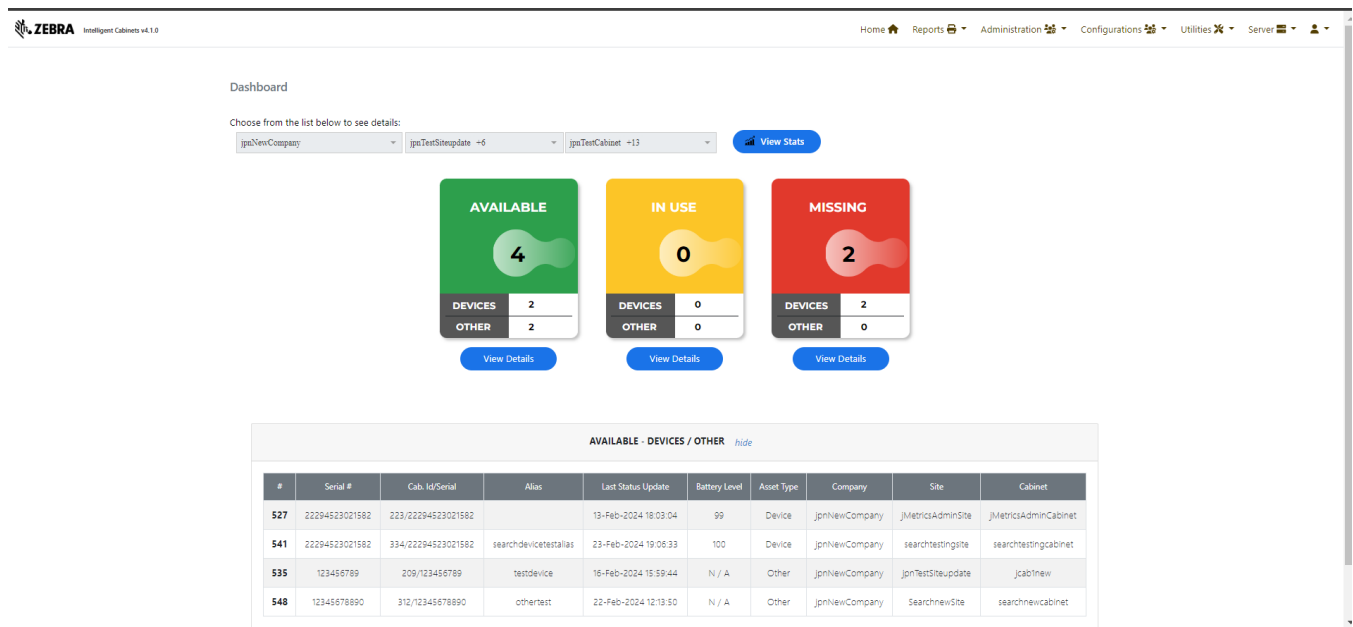
Missing Devices Report

vidyaACO TestsiteACO vcabACO -2 Show

#	Device Name/Asset ID	Cab. Id/Serial	Alias	Last Status Update	User Name	Status Reason	Last User	Asset Type	Company	Site	Cabinet
509	213365225E0306	203/213365225E0306		25-Jan-2024 14:45:00	deviceinternal	NOT_RETURNED	deviceinternal	Device	vidyaACO	TestsiteACO	vcabACO
510	213365225E0306	207/213365225E0306		31-Jan-2024 17:15:01	device1	NOT_RETURNED	device1	Device	vidyaACO	TestsiteACO	vidyacab
512	22294523021582	207/22294523021582		30-Jan-2024 16:49:15		COMMUNICATION_LOST		Device	vidyaACO	TestsiteACO	vidyacab

Below is the sample screen shot of Dashboard with devices status with multiple site and cabinet selection.

Note: Dashboard refreshes data automatically every 10 seconds for selected sites and cabinets



1.2 Bug Fixes

- i. Installation instructions inaccurate
- ii. Device APK crashes after entering PIN.
- iii. Kiosk unregistered itself as token is missing to call portal.
- iv. Dashboard Scheduled Reporting issues.

2 Upgrade instructions

If KIOSK AMS or Device AMS is being upgraded from any of its previous versions, please follow below steps before upgrade.

1. Please press and hold on AMS Core app on the Kiosk, it will show App info window, please click on App info -> click on Storage -> click on CLEAR DATA.
2. Please press and hold on AMS UI app on the Kiosk, it will show App info window, please click on App info -> click on Storage -> click on CLEAR DATA.

3 Known Constraints, Workarounds and Limitations

1. BT proximity range could be seen as inconsistent due to several factors including device limitations, BLE poll rates and RF environmental influences. Devices need to be placed within environment specific acceptable ranges to obtain consistency. It is recommended to verify proximity consistency during installation.
2. ZAMS Bluetooth Proximity feature does not work as expected on A10 devices with BSPs 10-16-10.00-QG-U120-STD-HEL-04, 10-16-10.00-QG-U142-STD-HEL-04). It is recommended to use BSP 10-16-10.00-QG-U00-STD-HEL-04 or upgrade A10 Devices to A11 BSP 11-16-05.00-RG-U00-STD-HEL-04.
3. It is recommended that setting “App Login on Reboot” should be turned off while using Imprivata APP.
4. It is recommended to turn off BLE proximity while using Imprivata.
5. A Random behavior has been reported in Android 8 (Oreo) devices that Sometimes A 8 device takes long time to connect to the Wi-Fi and toast (Wi-Fi not connected) appears.
6. Bug – Scheduled Email Configuration – After the daylight-saving time came into effect There was one-hour time difference delay in the delivery of the email reported by Zebra. The work-around to resolve this issue at present is just to change the scheduled time of the Configuration by signing into the ZAMS Portal if the delivery of the Scheduled Email has been disturbed.
7. After a factory reset on the CC6000, the offline cabinet files may fail to be processed the first time if placed on the device by Stage Now. It may begin working with
 - a Retry
 - b Retry the profile after uninstalling the applications or relaunching the apps after clearing from the Recent apps.
8. ZAMS SSO intent known issues:
 - a Login status may not update on portal when Special character is used in the username field while logging in.

- b When device is AVAILABLE, if a user log in intent is sent, the AVAILABLE status is lost and may not be recoverable. The intent must only be sent when the device is outside of the charger.
 - c When using the intent, the ZAMS client should be configured (via the portal) so PIN UI is not shown. In this case, if “send alarm” is sent via the port UI, there is not UI prompt so the device will alarm until the unit is placed back into the cradle.
9. Username disappearing when new Other Asset is checkout (Random Bug)
 10. Based on quality of network performance and/or wifi coverage. Server updates from the kiosk may take up to a few minutes.
 11. Current solution is limited to handle up to max of 500 users (combined as global and site level together) for all the cabinets at a site. In case, there is a requirement to have more users at site level, product needs to be enhanced.
 12. If Kiosk is crashing due to out of memory error or any other issue, it is recommended to clear the cache at prescribed intervals.
 13. Bulk-Upload functionality supports only upload of 2000 user records at a time.

4 Support

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

However, ZAMS extends support to the below versions as well.

- Kiosk AMS & Device AMS
 - Core v1.6.0, UI v1.5.0, Device v2.6.0
 - Core v1.5.1, UI v1.4.1, Device v2.5.1

5 Important Links

- [Zebra Techdocs](#) - Zebra community support
- [Developer Tools](#) - Zebra Developer support
- [Partner Portal](#) – Zebra Partner news and other support
- [Intelligent Cabinet Support and downloads](#) – Zebra support and downloads