



# Release Notes

## *Scanner Management Service (SMS) for Windows v4.2* *April 2024*

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### Overview

The Scanner Management Service (SMS) enables your enterprise to remotely manage its Zebra scanners. In addition to accessing asset tracking information, the SMS (which runs on the scanner's host PC) can remotely set parameters and update firmware. Providing your enterprise maximum flexibility, the SMS can operate in an automated, unattended manner with no operator intervention required.

For more information on the SMS, including how-to videos go to <http://www.zebra.com/sms>.

Note: A silent installation of the Scanner Management Service can be performed using a response file. For more details, consult the SMS User Guide available online at <http://www.zebra.com/sms>.

For support, please visit <http://www.zebra.com/support>.



## Device Compatibility

For the compatible devices list, please visit following page.

<https://www.zebra.com/us/en/support-downloads/software/utilities/scanner-management-service-for-windows.html>

## Version History

### Version 4.02.0017 – 04/2024

1. Updated behavior on SMS – Scanner now switches to the original host mode upon the execution of an SMS package containing only a firmware update.

### Version 4.02.0015 – 01/2024

1. **Bug fix** – Fixed issue with missing attributes in the startup package when SMS is executed in Application Mode.

### Version 4.02.0013 – 10/2023

1. SMS code base updated (migrated) to **Visual Studio 2019** from Visual Studio 2017.
2. Access to **SMS Version Info** – Modified how-to-access SMS Version info. Now read from registry key, Instead of SMS binary file.

### Version 4.02.0012 – 07/2022

1. Enhancement – At deployment of the SMS, when performing a Standard Installation, “Run as application” type default package is now copied into the Download folder.

### Version 4.02.0011 – 04/2022

1. Added configurable option to delete SMS package once the package has been loaded. Option located in the SMS package.
2. Added configurable option to force configuration load from SMS package upon launch of the SMS, even if the configuration is already present on the scanner. Option located in the SMS package.
3. Added support to manage scanners in IBM HH. This option is desired when the scanner is communicating with an OPOS/JPOS driver. Option located in the SMS package.

### Version 4.02.0010 – 04/2020

1. Updated the version of Visual C++ redistributable package from 2012 to 2017. Note redistributable package for 2012 is no longer included with the SMS.
2. Bug fix – On the MP7000, loading a configuration file through a SMS package no longer causes the configuration name to change to “Modified” on the scanner.
3. Bug fix – At deployment of the SMS, when performing a “Custom Installation” the correct service type default package is now copied into the Download folder.
4. Removed Windows XP support

### Version 4.02.0005 – 11/2019



1. Installation software enhanced to improve installation path security. Note this change does not impact or apply to SMS operation.

### Version 4.02.0004 - 05/2019

1. Fixed a bug in SMS which prevent ADF rules in DS8178 scanners from working correctly.

### Version 4.02.0003 - 11/2018

1. Cascaded scanners support like MP7000 with CSS and connected DS8178/cradle. All cascading scenarios now supported.
2. Enhanced SMS by adding retry logic for failed firmware download and configuration push. Default = 3 attempts. Retry attempts are registry configurable.
3. Enhances SMS logging.

### Version 4.1 – 11/2017

1. SMS supports any SMS package created with any versions of 123Scan2 for SMS v4.1.

### Version 4.0 – 09/2017

1. SMS optimized for faster performance. For example, at bootup, asset information can be retrieved within around 20 seconds versus around 5 minutes.

### Version 3.1 – 09/2016

1. Added DS8108/DS8178, DS3608/DS3678, LI3608/LI3678 scanner support.
2. SMS package must be generated using 123Scan<sup>2</sup> v4.2 or newer.

### Version 3.0 – 02/2016

1. Rebranded Motorola SMS to Zebra SMS.
2. Updated the version of Visual C++ redistributable package from 2005 to 2012.
3. Security enhancements to address potential security vulnerabilities.
4. Added support for Windows 10.
5. Added a new default package in order to skip scanner actions till a new custom package is loaded.
6. NOTE: SMS package must be generated using 123Scan2 v4.0.

### Version 2.3 – 07/2015

1. Enable operation of SMS even if Windows login does not occur.
2. Fixed scenario where parameter scanning disabled incorrectly by SMS package.

### Version 2.2 – 12/2014

1. Intelligent firmware update - If target firmware already present on scanner, firmware load is not performed.
2. Intelligent configuration update - If target config file name already present on scanner, config file parameters are not loaded. NOTE SMS package must be generated using 123Scan2 v3.5.
3. Log file - Asset tracking information enhanced



- a. Now include config file name (cfg) and communication mode (mode)  
[2014-12-10, 18:32:14] ASSET INFO :: id=1 ; mode=USBHIDKB ;  
model=CR0078-SC10001WR ; sn=1204100501861 ; fw=NBCACAAAN ;  
cfg=Front Reg ; dom=29MAR12
- b. Asset tracking information shall be disabled by default at launch of SMS (when run in service mode), IF no customer package is present in the download folder. Parameter is set in installation process.

## Version 2.1

1. Windows 8 support.
2. Security enhancements to address potential security vulnerabilities.

## Version 2.0

1. Support for RS-232 (SSI) communication protocol (Scanner firmware support required).
2. Support for statistics (Scanner firmware support required).
3. MP6000 Scanner support without auxiliary scanners connected.

## Version 1.0 – 12/2017

1. Initial release of the Scanner Management Service.

# Components

If the default install location is not changed, the components are installed in the following folders:

Component	Location
SMS Program Files	%ProgramFiles%\Zebra Technologies\Barcode Scanners\SMS
SMS Package Download Folder	%ProgramFiles%\Zebra Technologies\Barcode Scanners\SMS\Download
SMS Debug Log Folder	%ProgramFiles%\Zebra Technologies\Barcode Scanners\SMS\Download\Logs
Launch SMS as an Application	%ProgramFiles%\ Zebra Technologies\Barcode Scanners\SMS\Launch as an Application.vbs
Start SMS Agent	%ProgramFiles%\ Zebra Technologies\Barcode Scanners\SMS\Start SMS Agent.vbs
Stop SMS Agent	%ProgramFiles%\ Zebra Technologies\Barcode Scanners\SMS\Stop SMS Agent.vbs



# Installation – Requirements

## Hardware Requirements

- Pentium Dual-Core E214 1.6GHz or Pentium Mobile Dual-Core T2060 or Pentium Celeron E1200 1.6GHz.
- 2GB RAM 1.2 GB free hard drive space.
- USB port, 1.1 or higher, for the connection of USB Scanners

## Software and Supported Operating Systems

- Supported Operating Systems
  - Windows 10 32bit
  - Windows 10 64bit
  - Windows 11 64bit

The Scanner Management Service agent can operate as a software service – always running and available, or as an application – started by a 3rd party console initiated command.

1. If operating as a software service - The SMS agent automates the process of loading an SMS Package to your Zebra scanner. Once on the host PC, the Scanner Management Service's agent will review the SMS Package content and automatically program the scanner appropriately. Unlike traditional console based management solutions, the Scanner Management Service is intelligent and can run independently of a management console. Using your SMS Package, the Scanner Management Service programs your scanner without any console initiating command, enabling your store clerk to just plug in the scanner and walk away – true set and forget operation any time of day, any day of the week.
2. If operating as an application - The SMS agent can be launched as an application by a 3rd party console initiated command. Upon completion of task(s) outlined in the SMS Package, the SMS agent will terminate operation and release the USB device (scanner). In application mode, the SMS agent can be used with 3rd party applications and drivers such as a non-Zebra OPOS scanner driver.

### Note:

- For developers - 123Scan2 and the Scanner Management Service cannot be operated at the same time on a developer/lab PC.
- For production environments - 123Scan2 should not be loaded on a production PC.

The SMS agent can be controlled from the Windows Start button: Start / All Programs / Zebra Scanner / Scanner Management Service

- Launch as an Application - Menu option = Launch SMS Agent in application mode
- Start-Stop SMS Service / Start SMS Agent - Menu option = Start SMS Agent in service mode
- Start-Stop SMS Service / Stop SMS Agent - Menu option = Stop SMS Agent

Users can enable following registry keys to view detailed logs and to specify final action

Registry key 'FinalAction' - If value is 'initial', scanners switch to initial mode after execution. If registry key is not available or value is not 'initial' scanners reboot after execution.



Registry key 'InitAsset' - If value is 1, asset info of every scanners are logged into log file before and after device group executions. If user requires asset info for connecting scanners he should set this value to 1.

Registry key 'ExecutingAsset' - If value is 1, asset info is logged into log file while device group execution happens.

Silent installation/un-installation instructions available in the Scanner Management Service User Guide accessible from <http://www.zebra.com/sms>, click the “Support and Documents” tab and download the user guide.