Zebra Services Agent for AirWatch



Installation Guide

2024/11/19

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Overview

VMware AirWatch is an Enterprise Mobility Management (EMM) solution that enables companies to securely manage devices and endpoints with any form factor and operating system throughout their lifecycle, from deployment to retirement.

The Zebra Services Agent (ZSA) app is designed to be installed and configured through EMM tools.

Pre-requisite

Devices must be enrolled as Work Managed.

- 1. To verify if devices are configured as Work Managed, log into the AirWatch Console.
- Select Groups & Settings > All Settings > Devices & Users > Android > Android EMM Registration > Enrollment Settings.
- 3. Verify the two settings below under Enrollment Settings.

System	Devices & Users > Android			
Devices & Lisers				
> General	Android EMM Registration	0		
Y Android				
Android EMM Registration	Configuration Zero Touch En	rollment Settings Enrollment Restrictions		
Intelligent Hub Settings	Courses Combine			
Service Applications	Corrent Setting	O inneric O override		
Security	Management Mode for Corporate Devices*	WORK MANAGED CORPORATE OWNED PERSONALLY ENABLED		
> Apple				
> Linux		A fully managed and locked-down device. Employees will only have access to corporate apps		
> QNX		and no access to personal apps through the Google Play Store.		
> Chrome OS	Google Account Generation for Corporate	DEVICE-BASED USEP-BASED AOSP / CLOSED NETWORK		
> Microsoft	Devices *	DETICE UNSED OSCIONSED ROST 7 CEOSED HET HORK		
Peripherals		The Canada assume example for shits do to will be she some assume all do toos assulted hershits		
> Advanced		employee. This enrollment type is preferable for employees assigned to devices but not for		
Apps		staged enrollments. There may be device limits per user account.		
Content	Work Profile Enterprise Wipe User Message		Ν	
Email		1	12	
Telecom				
lelecom		A default message to be displayed to a user when their Work Profile is removed with an Enterprise Wine command		
Admin		energinae wije commente.		
				_
				SAVE

- Management Mode for Corporate Devices: WORK MANAGED (1)
- Google Account Generation for Corporate Devices: USER-BASED (2)
- 4. Click Save (3).

Deploying Zebra Services Agent

Install the Zebra Services Agent (ZSA) app on the devices.

Download the Zebra_Services_Agent_V2.0.0.2.apk file from zebra.com/zebra-services-agent.

- 1. Log into the AirWatch Console.
- 2. Click Resources > Apps > Native > List View > Add > Application File.

3.	Upload the ZSA	APK file,	and click	Continue >	Save &	Assign(1).
----	-----------------------	-----------	-----------	------------	--------	------------

nes mages terms o	i use i mure +		
Name*	Zebra Services Agent	0	
Managed By	TestFlan.DO		
Application ID*	com.zebra.zsa		
App Version *	2002		
Current UEM Version	2 . 0 . 0 . 2	0	
is Beta	YES NO ()		
Update Notifications	NOTIFY NONE ()		
@Jange Log	4		
Categories	Start Typing to Select Category	0	
Minimum OS*	Any ×	0	
Supported Models*	Android	0	142
is App Restricted to Silent Install	YES NO		
Description			
Keywords		0	
URL		~	

The next screen prompts to configure application assignment parameters.

- **4.** Assignment Configuration:
 - a) Enter a distribution Name(1).
 - **b)** Add **Assignment Groups**(2), the organization groups created during registration.
 - c) Select the App Delivery Method (3) to Auto.

Distribution				- 1
Restrictions	(Distribution		
Tunnel	\$			
Application Configur	ation	Name *	Battery RUL, Drop Detection and Diagnostic tool Assignments	
Components Profile	Configurat	Description	Battery RUL, Drop Detection and Diagnostic tool Assignment configuration.	
		Assignment Groups *	To whom do you want to assign this app?	
		Deployment Begins *	10/21/2024 12:00 AM V (GMT-05:00) Eastern Time (US & Car	ada)
		App Delivery Method *	Auto On Demand ①	

d) Click Create (4).

- **5.** Managed Configuration:
 - **a)** The ZSA Managed Configuration contains four modules, each with an enable/disable feature to set the configuration.

	6	Application Configuration	
S Tunnel	(a)		
Application Configuration	• d	EMM Managed Access	Hide /
 Components Profile Configuration 	C	EMM managed access defines which devices will be able to install this app from Intelligent Hub.	
		If this setting is disabled, all registered devices will be able to install this app.	
		If this setting is enabled, only EMM managed devices will be able to install this app.	
		Managed Access	
		Send Configuration ZSA Configuration ZSA Configuration CAPPLICATION CONFIGURATION	
		Enable/Disable of ZSA Enable ~	
		Enable Visable of 25A Enable V	

- b) To send the configurations to devices, go to Application Configuration > Send Configuration(1).
- c) Enable the **ZSA Configuration** (2) option and set the **Configuration of the log level for ZSA** (3) with the following values:
 - 0: Info
 - 1: Debug
 - 2: Sensitive
- d) Provide a Custom Message (1) as required in the PBR Configuration section.

Distribution Restrictions	6	Application Configuration	
Application Configuration	نه. جه	EMM Mananari Arcase	Hide 🔨
Components Profile Configuration		EMM managed access defines which devices will be able to install this app from intelligent Hub. If this setting is disabled, all registered devices will be able to install this app. If this setting is enabled, only EMM managed devices will be able to install this app. Managed Access	
		Send Configuration C O O O O O O O O O O O O O O O O O O	
		Custom message to show in the YOUR_CUSTOM_MESSAGE_HERE	

e) Enable Drop Detection (1) in the Drop data Collection section.

Distribution Restrictions Tunnel	😭 App	ication Configuration	
Application Configuration Components Profile Configuration	^{en} erer (EMM Managed Access EMM managed access defines which devices will be able to install this app from intelligent Hub. If this setting is deabled, all registered devices will be able to install this app. If this setting is enabled, only EMM managed devices will be able to install this app. Managed Access	Hide 🦔
	Send Cont Drop Drop data <appli< td=""><td>Iguration</td><td>ß</td></appli<>	Iguration	ß
		Enable/Disable of drop detection Enable	

f) Under the DDT Configuration section, enable the Enable/Disable DDT (1) option, keep the Clear DDT configurations (2) disabled in the primary setup, and click Add (3) in the Test Plan section. Select Test-log Retention (4) and Upload Preference (5).

[Zebra Services Agent - Assignment				×
	D	DT Configuration T Configuration			Î
1 2 3		Enable/Disable DDT Clear DDT configurations	Enable Disable	<u> </u>	_
5		Test Plan Test Plan ADD Schedule Activity			
4 - 5 -		> Delivery Test-log Retention Upload Preference	Select Select	<u>~</u> 0 ~ 0	Ţ
					CANCEL SAVE

g) Configure the Test Plan and click Save (1).

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Zebra Services Agent - Assignment		×
	DDT Configuration	^
	✓ Tett Plan	
	Tert Pan + 400	1 U
	Test Day	- 11
	ies ine 's ψ ν Activity	- 11
	System to Text Seect $\checkmark \Phi$.	- 11
	✓ Delivery Protocif Seect <u>©</u>	- 11
N	P Addens%s ⊕ User Name%s ⊕	- 11
~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	Peesevet''e ①	
		CANCEL SAVE

#### The ZSA Assignment page displays.

Zeb	ora Services ,	Agent - Assignment					$\times$
Deta App Assig	ails Version: 2.0.0.2 gnments Exclu	UEM Version: 2.0.0.2 Platform: Android Status: O Active sions					^
Devic assig	ces will receive app nment will automat D ASSIGNMENT	ilication based on the configurations below. Devices with multiple assignme ically reprioritize other assignments. Select the assignment to edit. Adding	nts will receive policies i a new assignment will c	n priority order. Ad reate a new rule at	justing the priority the bottom of the	for a single list.	
	Priority	Assignment Name	Description	Smart Groups	App Delivery Method	EMM Managed Access	
:	<u> </u>	Battery RUL, Drop Detection and Diagnostic tool Assignments (Default)	Battery RUL, Drop Detection and Diagnostic tool Assignment configuration.	1	Auto	⊘ Disabled	
							•
		4				CANCEL	SAVE

h) Preview the Assigned Devices to ensure only the target devices are listed, then click Publish(1).

		As	signment Status All	✓ Search List C
inment Status	Friendly Name	User	Platform	Organization Group
ed	TestPlan-DO Zebra ET45 Android 14.0 0148	TestPlan-DO	Android	TestPlan-DO
				Page Size 20 V Items 1 – 1 of 1

The application is now installed on the devices.

12:22	АМ	ው 🛿 100%
	@	
<b>€</b> ×	Internet > *	<b>Bluetooth</b> Off
Θ	Do Not Disturb	<b>Flashlight</b> Camera in use
<u>ل</u>	Auto-rotate On	<b>Battery Saver</b> Unavailable
+	<b>Airplane mode</b> Off	
0	Android System Zebra Services Agent Installed by your admin	

# **Auto-Grant Permissions for Zebra Services Agent**

To add the automatic permissions:

1. Select Devices > Provisioning > Components > Profiles > Add Profiles > Android.

The Add a New Android Profile page displays. Enter the name as Grant ZSA Permissions Profile.

🛱 Add a New Android	Profile		×
Find Payload General	General		
Passcode	Name *	Grant ZSA Permissions Profile	
Chrome Browser Settings	Version	1	
Restrictions Exchange ActiveSync	Description		
Credentials	OEM Settings	ENABLE DISABLE	
Custom Messages Application Control	Profile Scope	Production v	2
Proxy Settings	Allow Removal	Always *	
System Updates	Managed By	TestPlan-DO	
VPN			
Permissions			
Cinala Ann Mada			
			SAVE CANCEL

2. Scroll down to Custom Settings, select Configure, and then add the below script:

```
<characteristic uuid="e135b2b0-e9ac-4dd2-8b92-65eb259dc301"</pre>
 type="com.airwatch.android.androidwork.permissions"
 target="1"><parm name="MasterRuntimePermission" value="1"</pre>
 type="integer" /><parm name ="AppLevelRuntimePermissions"</pre>
 value="W3sicGFja2FnZU5hbWUiOiJjb20uemVicmEuenNhIiwicGVybW
lzc2lvbnMiOlt7Im5hbWUiOiJhbmRyb2lkLnBlcm1pc3Npb24uV1JJVEVfQ090
VEFDVFMilCJ2YWx1ZSI6IjEifSx7Im5hbWUi0iJhbmRyb2lkLnBlcm1pc3Npb2
4uQ0FMTF9QSE9ORSIsInZhbHVlIjoiMSJ9LHsibmFtZSI6ImFuZHJvaWQucGVy
bWlzc2lvbi5SRUNPUkRfQVVESU8iLCJ2YWx1ZSI6IjEifSx7Im5hbWUiOiJhbm
Ryb21kLnBlcm1pc3Npb24uUkVBRF9DT05UQUNUUyIsInZhbHV1IjoiMSJ9LHsi
bmFtZSI6ImFuZHJvaWQucGVybWlzc2lvbi5JTlRFUk5FVCIsInZhbHVlIjoiMS
J9LHsibmFtZSI6ImFuZHJvaWQucGVybWlzc2lvbi5SRUFEX1NFVFRJTkdTIiwi
dmFsdWUiOiIxIn0seyJuYW1lIjoiYW5kcm9pZC5wZXJtaXNzaW9uLlJFQURfUE
hPTkVfU1RBVEUiLCJ2YWx1ZSI6IjEifSx7Im5hbWUiOiJhbmRyb2lkLnBlcm1p
c3Npb24uUkVBRF9FWFRFUk5BTF9TVE9SQUdF1iwidmFsdWUiOi1xIn0seyJuYW
111joiYW5kcm9pZC5wZXJtaXNzaW9uLldSSVRFX0VYVEVSTkFMX1NUT1JBR0Ui
LCJ2YWx1ZSI6IjEifSx7Im5hbWUi0iJhbmRyb2lkLnBlcm1pc3Npb24uUkVBRF
9QUk9GSUxFIiwidmFsdWUiOiIxIn0seyJuYW11IjoiYW5kcm9pZC5wZXJtaXNz
aW9uLlVTRV9DUkVERU5USUFMUyIsInZhbHVlIjoiMSJ9LHsibmFtZSI6ImFuZH
JvaWQucGVybWlzc2lvbi5NQU5BR0VfQUNDT1VOVFMiLCJ2YWx1ZSI6IjEifSx7
Im5hbWUiOiJhbmRyb2lkLnBlcm1pc3Npb24uUkVBRF9TWU5DX1NUQVRTIiwidm
FsdWUiOiIxIn0seyJuYW11IjoiYW5kcm9pZC5wZXJtaXNzaW9uL1JFQURfU110
Q19TRVRUSU5HUyIsInZhbHVlIjoiMSJ9LHsibmFtZSI6ImFuZHJvaWQucGVybW
lzc2lvbi5XUklURV9TWU5DX1NFVFRJTkdTIiwidmFsdWUiOiIXIn0seyJuYW11
```

```
IjoiYW5kcm9pZC5wZXJtaXNzaW9uLlJBSVNFRF9USFJFQURfUFJJT1JJVFkiLC
J2YWx1ZSI6IjEifSx7Im5hbWUiOiJhbmRyb2lkLnBlcm1pc3Npb24uUE9TVF90
T1RJRklDQVRJT05TIiwidmFsdWUiOiIxIn0seyJuYW1lIjoiYW5kcm9pZC5wZX
JtaXNzaW9uLlJFQURfUFJJVklMRUdFRF9QSE9ORV9TVEFURSIsInZhbHVlIjoi
MSJ9LHsibmFtZSI6ImFuZHJvaWQucGVybWlzc2lvbi5SRUNFSVZFX0JPT1RfQ0
9NUExFVEVEIiwidmFsdWUiOiIxIn0seyJuYW1lIjoiYW5kcm9pZC5wZXJtaXNz
aW9uLkZPUkVHUk9VTkRfU0VSVklDRSIsInZhbHVlIjoiMSJ9XX1dIA==" type="string" /
></characteristic>
```



**NOTE:** The **AppLevelRuntimePermissions value** is encoded using the below permission JSON value into base64 via <u>base64decode.org</u>:

```
[{"packageName":"com.zebra.zsa","permissions":
[{"name":"android.permission.WRITE_CONTACTS","value":"1"},
{ "name": "android.permission.CALL_PHONE", "value": "1" },
{ "name": "android.permission.RECORD_AUDIO", "value": "1" },
{ "name": "android.permission.READ_CONTACTS", "value": "1" },
{ "name": "android.permission.INTERNET", "value": "1" },
{ "name": "android.permission.READ_SETTINGS", "value": "1" },
{"name":"android.permission.READ PHONE STATE","value":"1"},
{"name":"android.permission.READ_EXTERNAL_STORAGE","value":"1"},
{"name":"android.permission.WRITE_EXTERNAL_STORAGE","value":"1"},
{"name":"android.permission.READ_PROFILE","value":"1"},
{"name":"android.permission.USE CREDENTIALS","value":"1"},
{ "name": "android.permission.MANAGE_ACCOUNTS", "value": "1" },
{ "name": "android.permission.READ_SYNC_STATS", "value": "1" },
{"name":"android.permission.READ_SYNC_SETTINGS","value":"1"},
{"name":"android.permission.WRITE_SYNC_SETTINGS","value":"1"},
{"name":"android.permission.RAISED_THREAD_PRIORITY","value":"1"},
{"name":"android.permission.POST_NOTIFICATIONS","value":"1"},
 "name":"android.permission.READ PRIVILEGED PHONE STATE","value":"1"},
{"name":"android.permission.RECEIVE_BOOT_COMPLETED","value":"1"},
{"name":"android.permission.FOREGROUND_SERVICE","value":"1"}]}
```

3. Click Save.

## **Auto-launching Zebra Services Agent**

After deploying the apps, set the app to auto-launch:

- 1. Select Devices > Provisioning > Components > Files/Action > Android.
- 2. In the General tab, enter the Name and Description.
- 3. In the Manifest tab, click Add Action under Install Manifest.

- 4. Configure the following information in the Add Manifest options.
  - Action(s) to Perform: Run Intent
  - Command Line and Arguments to run:

```
mode=explicit,broadcast=false,action=android.intent.action.MAIN,
package=com.zebra.zsa,class=com.zebra.zsa.ui.splash.SplashActivity
```

TimeOut: -1

5. Click Save.

# **Activating Permissions Product**

To activate the Permissions Product:

- **1.** Go to **Devices > Provisioning > Product List View**.
- 2. Click Add Product, and select Android.
- 3. In the General tab, fill in the Name, Description, and Smart Groups fields.

ocheran mannest	conditions Deployment Depend		
Name *	ZSA All Permission		
Description			
Managed By *	TestPlan-DO		
Smart Groups	洚 ZSA - Test (TestPlan-DO)	×	
	Start typing to add a group	Q.	
	VIEW DEVICE ASSIGNMENT		
Assignment Rules	ADD RULES		

- 4. Click Save.
- 5. In the Manifest tab, click Add (1).

6. Configure the following information in the Add Manifest options.

Up       Down       Step Number       Action Type       Persistent       Description         ▲       ▼       1       Install Profile       Yes       Profile = Grant ZSA P         Items 1-1 of 1		Deployment Dependencies	'S	
Up     Down     Step Number     Action Type     Persistent     Description       ▲     ▼     1     Install Profile     Yes     Profile = Grant ZSA P	• ADD			
▲ ▼ 1 Install Profile Yes Profile = Grant ZSA P Items 1-1 of 1	Ip Down Step Number Action Type	Persistent	Description	
Items 1-1 of 1	▲ ▼ 1 Install Profile	Yes	Profile = Grant ZSA P	/ × -

- a) Select Profile Install from the drop-down list.
- b) Search for the permissions profile of Zebra Services Agent and select the permissions profile.
- c) Select the Persistent checkbox via enterprise reset.
- d) Click Save(2).
- e) Repeat steps a e to add Zebra Services Battery Health permissions.

#### **Creating an Auto-launch Product**

To create an Auto-launching Product:

- **1.** Go to **Devices > Provisioning > Product List View**.
- 2. Click Add Product, and select Android.

3. In the General tab, fill in the Name, Description, and Assigned Groups fields.

General Manifest	Conditions Deployment Dependencies	
Name *	ZSA - Auto Launch	
Description		
Managed By *	TestPlan-DO	
Smart Groups	ZSA - Test (TestPlan-DO)	
	Start typing to add a group	
	VIEW DEVICE ASSIGNMENT	
Assignment Rüles	ADD RULES	

- 4. Click Save.
- 5. In the Manifest tab, click Add (1).

6. Configure the following information in the Add Manifest options.

	neral Manifes	t Conditions Deplo	yment Dependenc	ies	
O AD	D				c
Up D	own Step Num	ber Action Type	Persistent	Description	
	1	Install Files/Actions	Yes	Files/Actions = Zebra	/ × =
					J

- a) Select File/Action from the drop-down list.
- **b)** Search the auto-launch File/Action for Zebra Services Agent.
- c) Select the auto-launch File/Action.
- d) Select the Persistent checkbox via enterprise reset.
- e) Click Save(2).

After creating two products, activate the first permission product and wait for it to comply with all devices.

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#### IMPORTANT:

You are only required to **Activate** the Zebra Services Agent autolaunching products from the list of products under Provisioning.

### **Expected Behaviour After Auto-launching Zebra Services Agent**

This section explains the behavior of the ZSA app after the auto-launching.

- **1.** Auto-launching the ZSA application on your device. The ZSA home screen displays the appropriate entitlement.
- 2. If the ZSBH module is entitled, the ZSA app automatically launches it after a few seconds.

- **3.** The ZSA home screen displays the VIFQ Smart battery health and Diagnostic tool, and if a **bad battery** condition is detected, a notification will display.
- 4. After a few seconds, the ZSA app will close.



# FAQs

- 1. How do you determine which apps are installed on the devices in AirWatch?
  - a) Go to Devices > List View.
  - b) Select any device from the list, and it provides information about the selected device.

🙄 Work	space ONE UEM		VIQUSAAPP		Add 🗸	Q \$ \$ @	rs4486 🗸
FREESTYLE MONITOR	Dashboard List View <b>Detalls View</b>		Devices > List View	» entuser Zebra TC		QUERY SEND LO	< 5/5 > Recent List CK MORE ACTIONS ♥
	Lifecycle Compliance Policies	> >	Summary Compli	ance Profiles Apps	Content Location	User More 🗸	
iii RESOURCES 俗	Certificates Provisioning	> >	Last Scan: Tuesday,	February 13, 2024 6:50 AM	Insta	llation Status Last Scan: Tuesday	y, February 13, 2024 6:51 /
	Peripherais Devices Settings	<b>&gt;</b>	Name	App Status		C EXPORT	Search List
EMAIL			VouTube Zebra Bluetooth	<ul> <li>Installed (3.2.13)</li> <li>Installed (13.46.5)</li> <li>Settings</li> <li>Installed (1.0)</li> </ul>	1)	Not Applic Not Applic Not Applic	able Not Assig able Not Assig cable Not Assig
TELECOM			O   Zebra Services A     O   Zebra Services B	gent Installed (1.1.0.18 attery Health Installed (1.1.0.18)		Managed Managed	Assigned Assigned
	·	<	I< < > >I	Items 1 - 43 of 43			Page Size: 50 ×

c) Click the Apps tab, then scroll down or use the Search feature to find the ZSA app.

- **2.** How can the user verify if the app is installed with the correct permissions and is able to connect to Zebra servers?
  - a) To verify the app version, go to Settings > Apps > All apps and select Zebra Services Agent(1).

	12:29 AN	1 🛛 🛜 🐐	* •		† <b>T</b> i	3
	÷	All app	os		Q	:
		1.12 MB				
	0	YouTul 0.95 MB	be Music			
	*	Zebra 16.38 kB	Bluetooth	Setting	8	
	6	Zebra 32.63 MB	Data Serv	ice		
		Zebra 2.33 MB	Data Serv	ice Plug	in	
1-	*	Zebra 3 32.51 MB	Services A	Agent		
	۲	Zebra 3 451 kB	Showcase	9		
			٠			

**b)** The **App Info** page displays the **Version**(1).

	12:30 AM 🔮 🛜 🐐 🔹	÷ 🗣 🖬
	← App info	
	Allow app to open supported links	
	Unused app settings	
	Pause app activity if unused Remove permissions, delete temporary files, and stop notifications	
	Advanced	
	Display over other apps Allowed	
	Store	
	App details App installed from SureMDM Agent	
1	version 2.0.0.2	
	< • •	

c) To verify the ZSA Permissions, go to Settings > Apps > All apps > Zebra Services Agent > Permissions.



- d) To verify ZSA Network connectivity to the Zebra URL:
- Launch ZSA and go to Settings (1) > Refresh (2).







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