

Zebra Services Agent for SOTI MobiControl



ZEBRA

Installation Guide

2024/10/30

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Overview

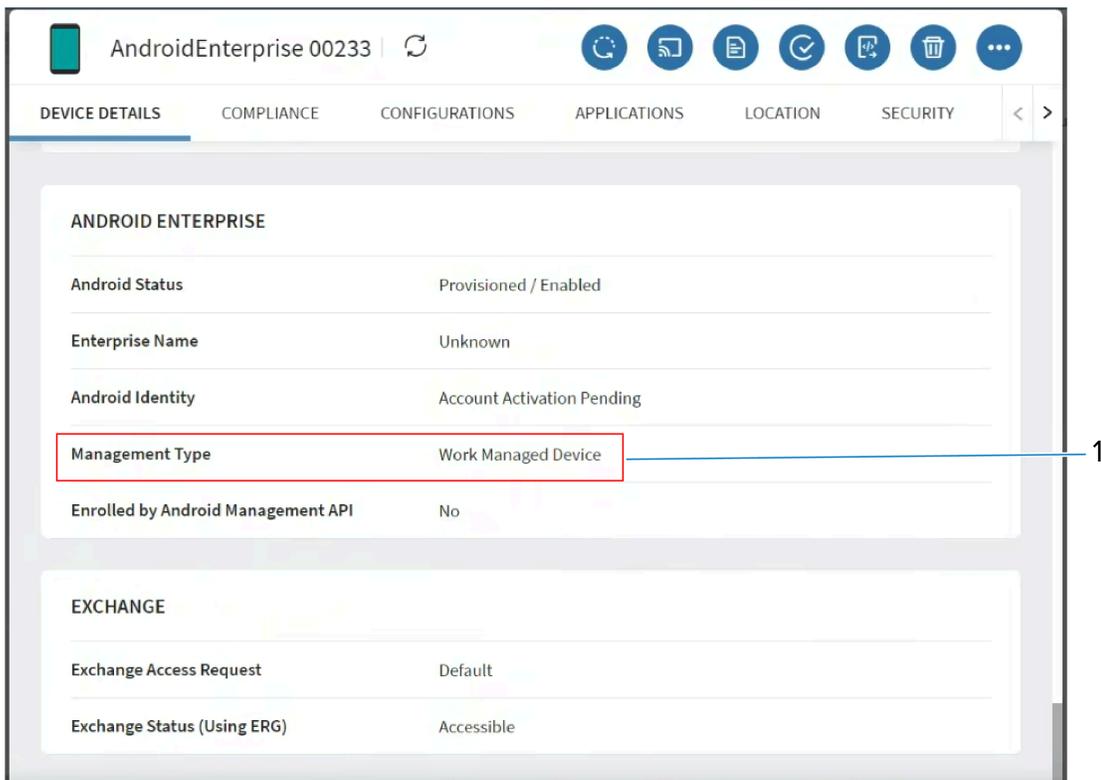
SOTI MobiControl is an Enterprise Mobility Management (EMM) solution that enables companies to securely manage devices and endpoints with any form factor and operating system throughout their lifecycle, from deployment to retirement.

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

Pre-requisites

All target devices for the app installation must be enrolled in Soti Mobicontrol under one or more Organization Groups. Devices must be enrolled as **Work Managed**.

To verify if devices are configured as **Work Managed**, select **Group** > **Device name** > **Device Details** > **Android Enterprise** > **Management Type**. **Work Managed Device (1)** displays.

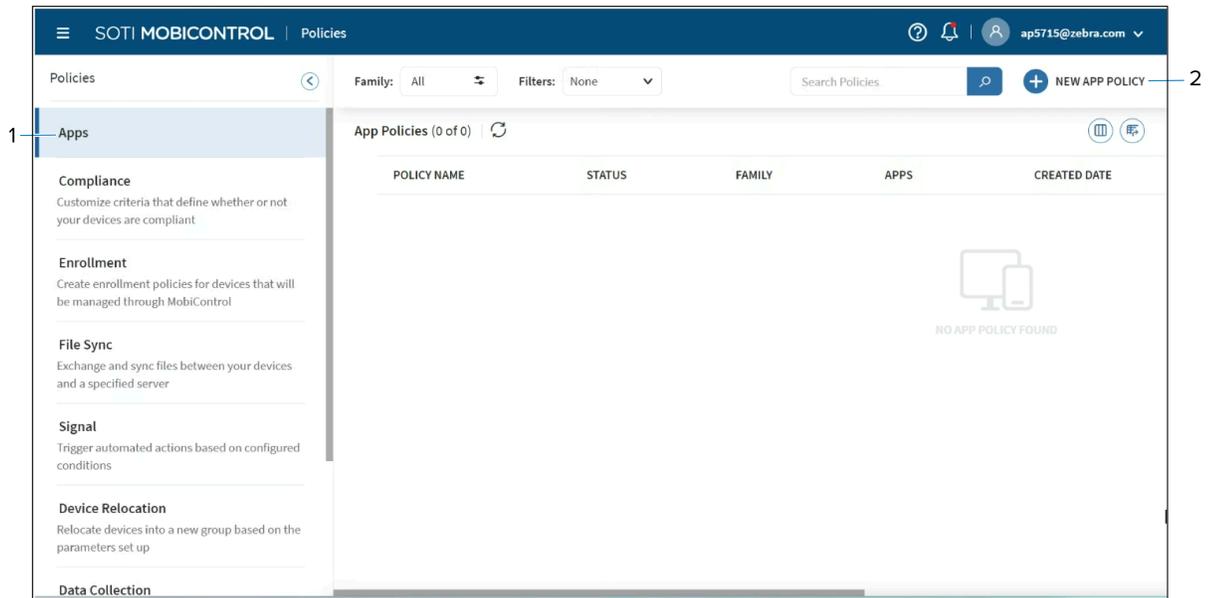


Deploying Zebra Services Agent

Install the ZSA app on the devices.

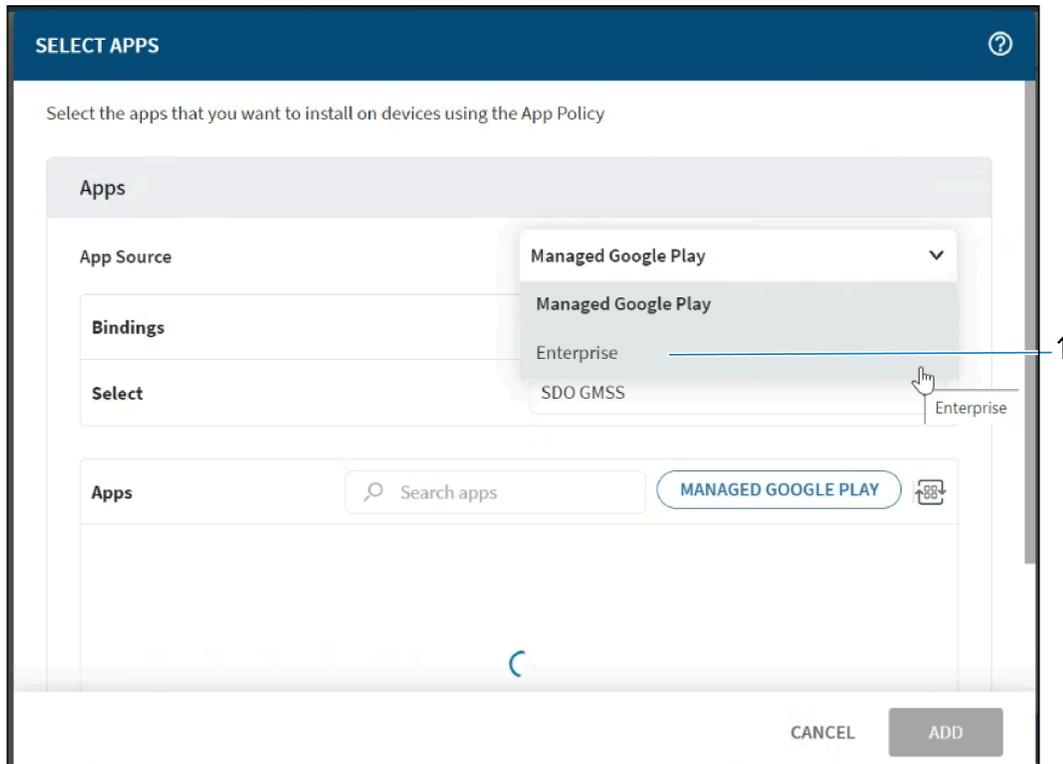
Download the file from zebra.com/zebra-services-agent.

1. Log into **Soti Mobicontrol Web Console**.
2. Select **Menu** and scroll down to **Configuration** section.
3. In the **Configuration** section, navigate to **Policies** and then choose **Apps** (1).
4. Select **New App Policy** (2) from the top-right corner. After you make the selection, a **Create App Policy** dialog box displays.



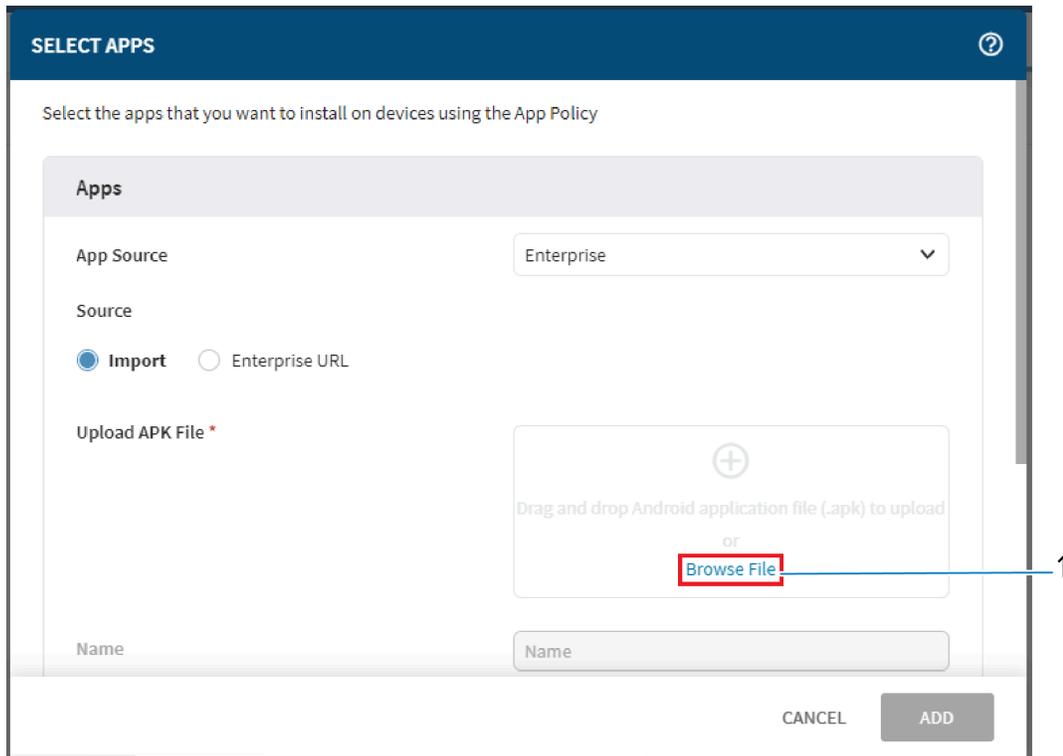
5. Go to **Android option > Android Enterprise**.
6. On the **General** tab, fill in the details. The **App Policy Name** is mandatory.

7. Select **Apps**.
8. Select **Add App**  from the top-right corner.
9. Select **Enterprise (1)** as **App Source**.

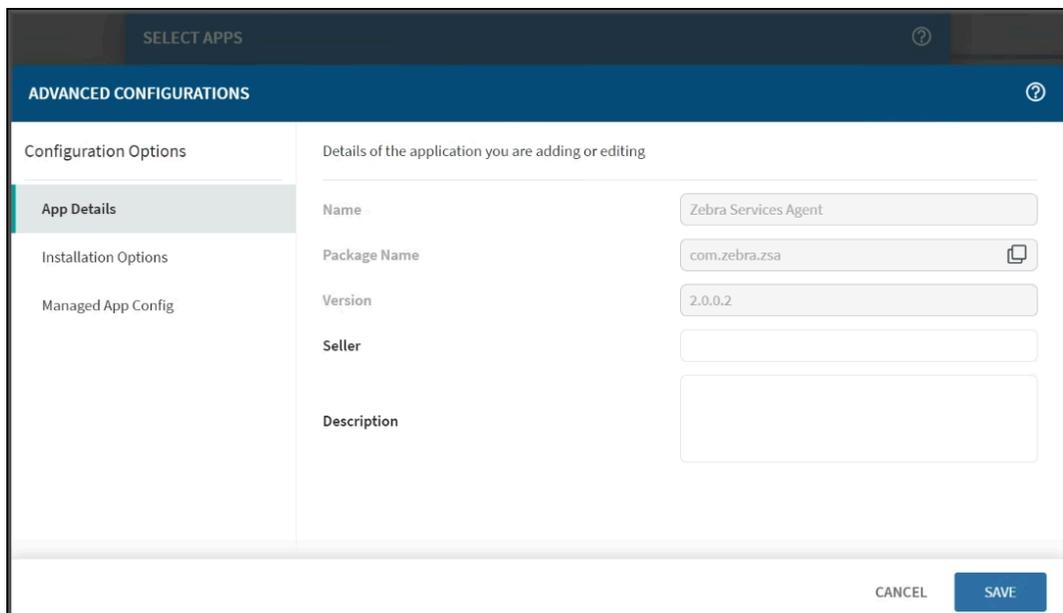


10. Select **Import** under the **Source** field.

11. Click **Browse File** (1) to upload the **APK** file.

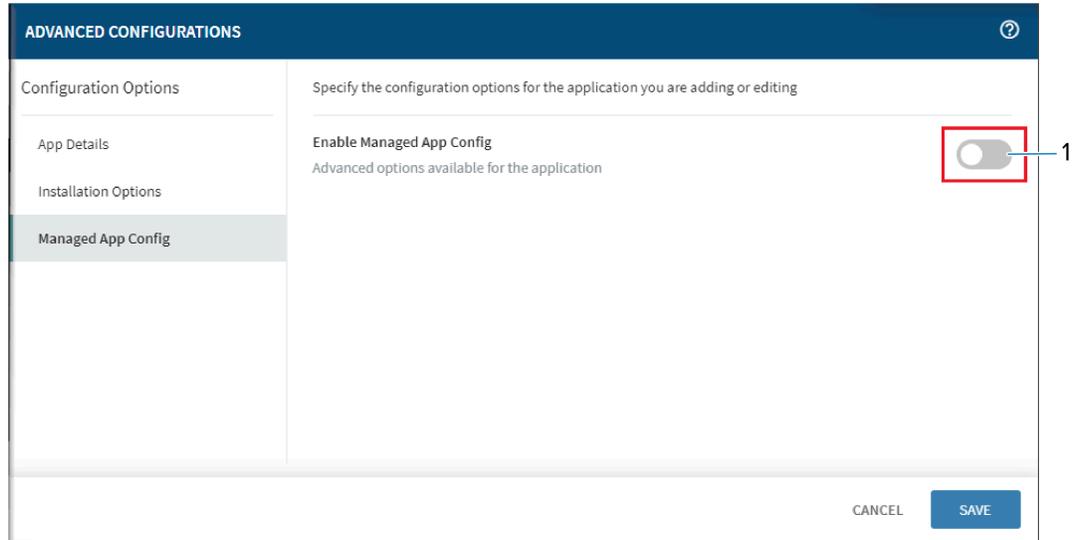


The Advanced Configurations page displays.

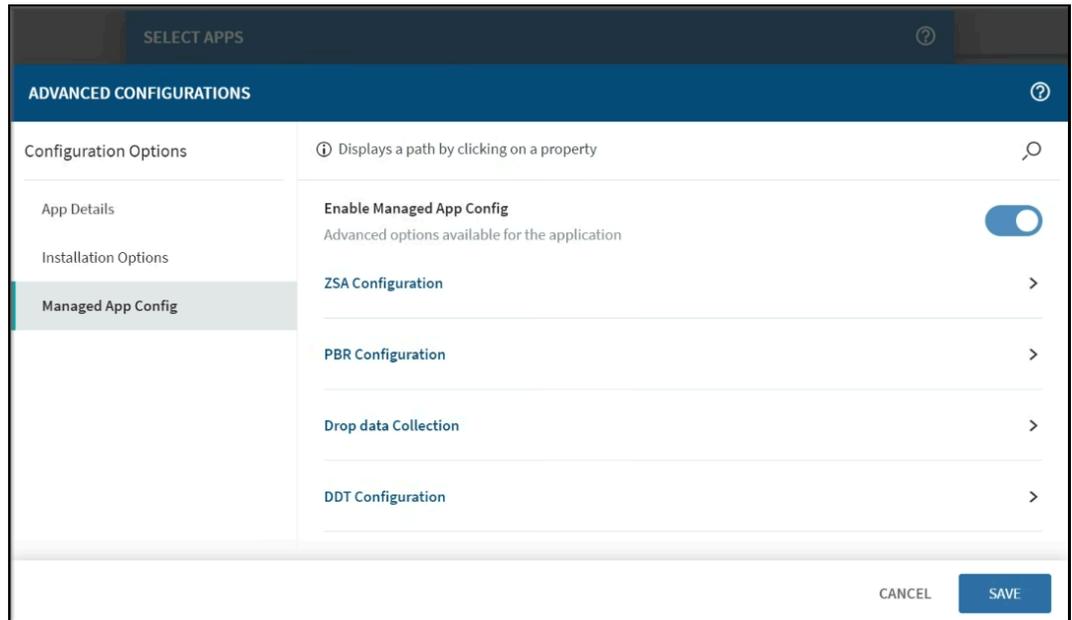


12. After uploading the **APK** file, scroll down, and select **Configure**:

- a) Keep the **App Details** and **Installation Options** as they are, or modify them as required.
- b) To activate **Proactive Battery Health (PBR)**, **Drop Detection**, and **Device Diagnostic Tool (DDT)**, enable the **Enable Managed App Config (1)** option.

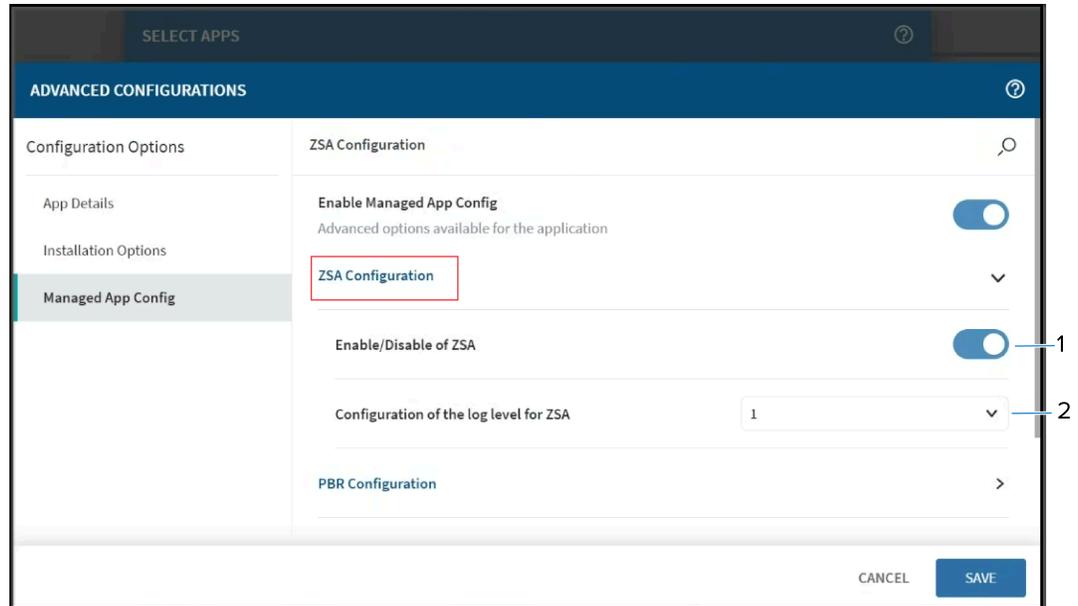


The configuration app lists display.

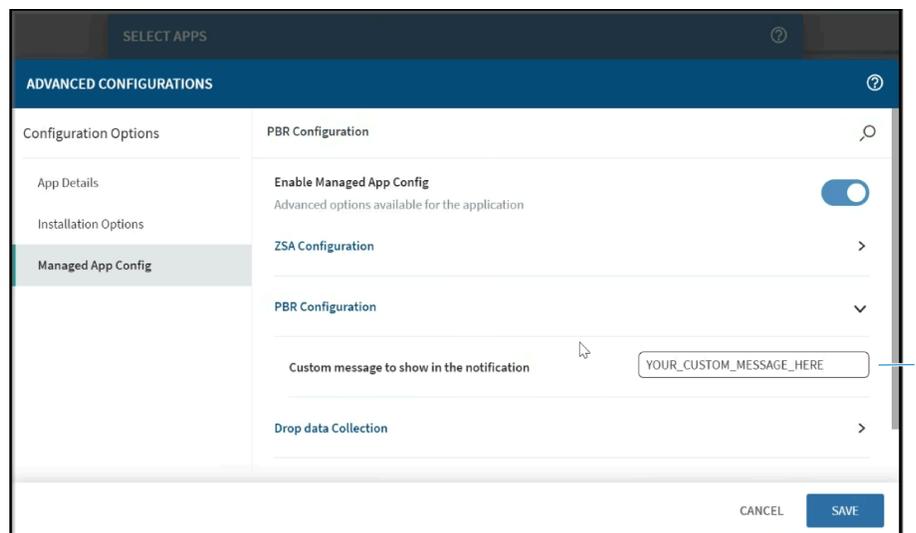


c) Under the **ZSA Configuration** section, enable the **Enable/Disable of ZSA (1)** option and set the **Configuration of the log level for ZSA (2)** with the following values:

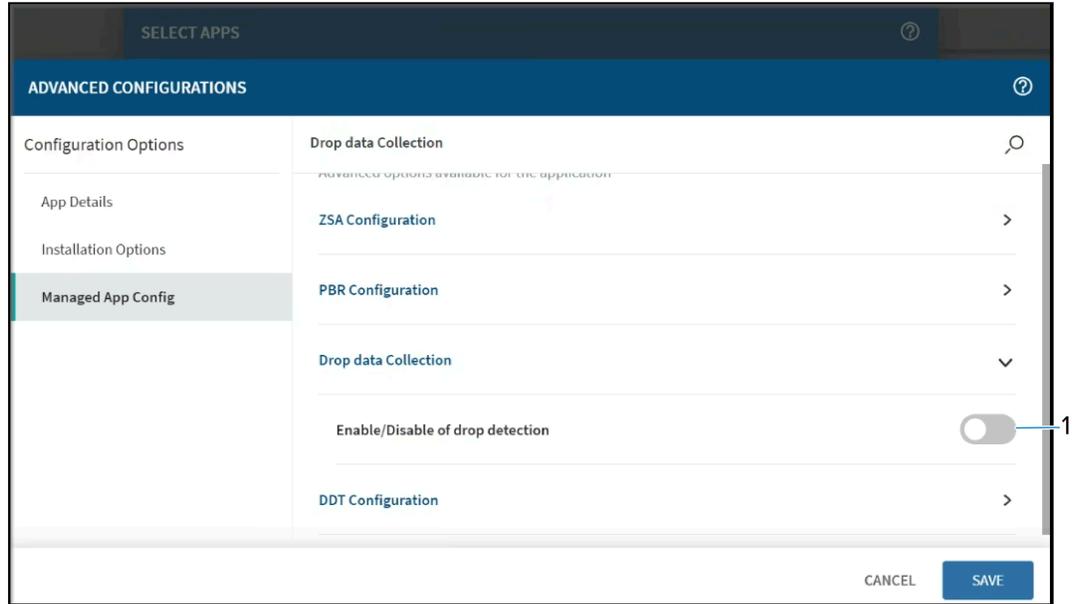
- 0: Info
- 1: Debug
- 2: Sensitive



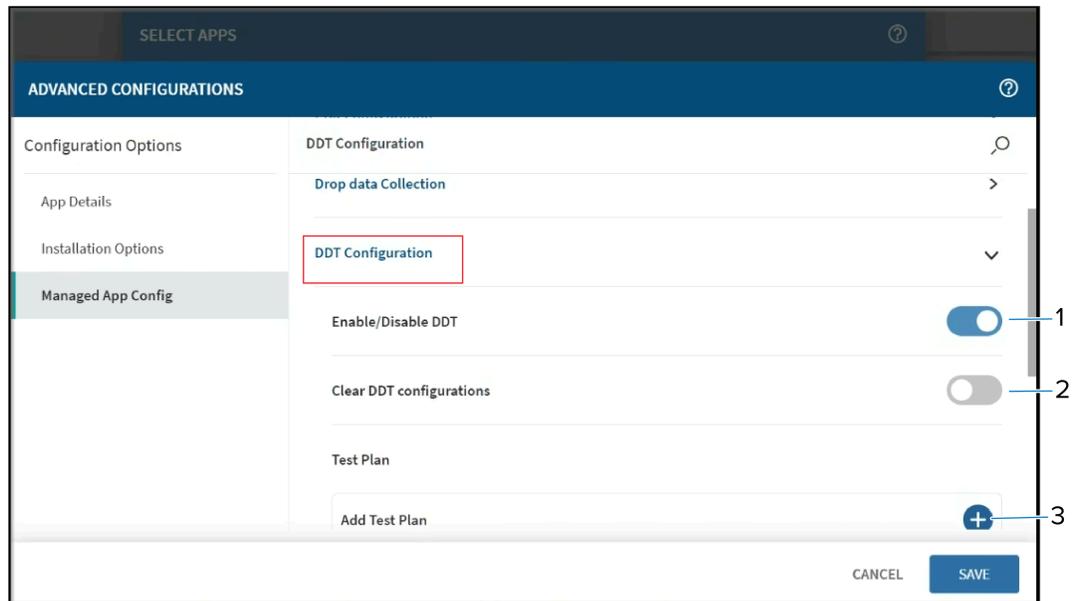
d) Provide a **Custom Message (1)** as required.



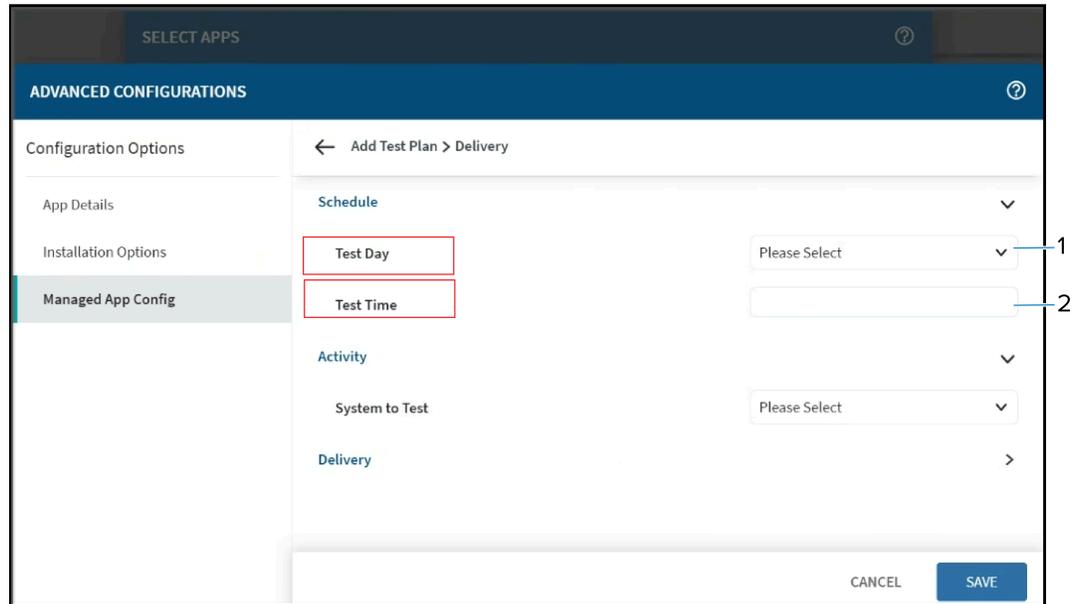
e) Enable **Drop Detection (1)**.



- f) Under the **DDT Configuration**, enable the **Enable/Disable DDT** (1) option, keep the **Clear DDT configurations** (2) disabled in primary setup and click **Add Test Plan** (3).

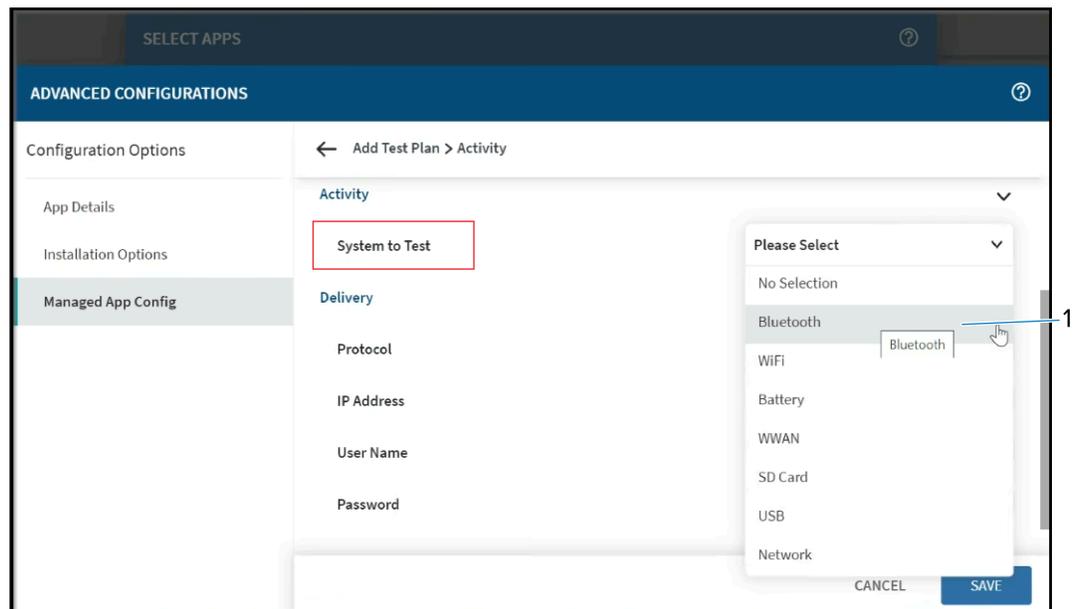


- g) Under the **Schedule** section, configure the test plan with the following values:

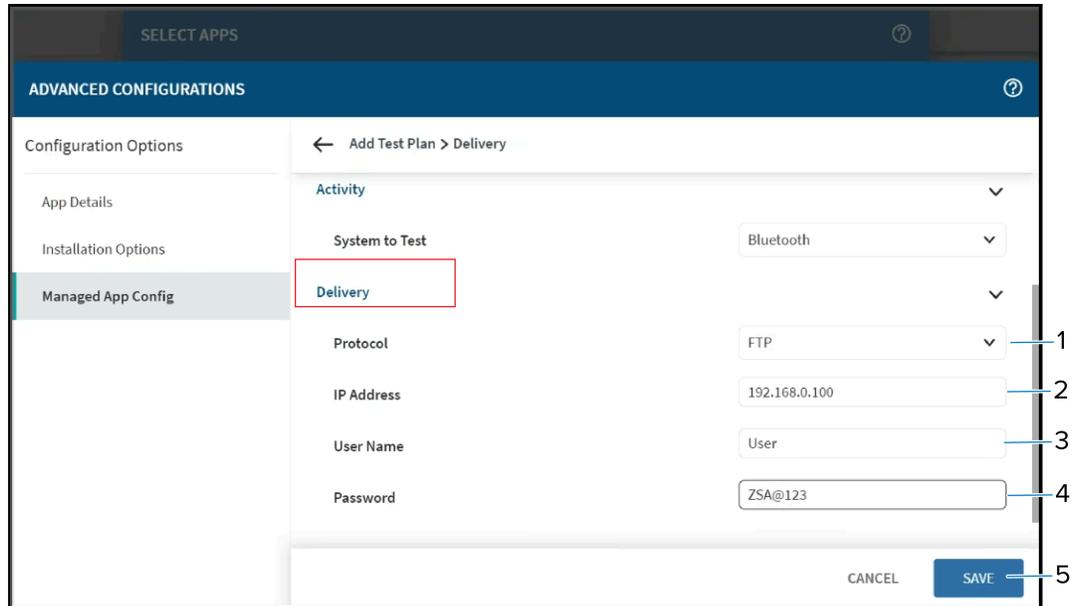


- **Test Day** (1): Day of the Week (For example, Monday)
- **Test Time** (2): Time of the day for the test (HH: MM format)

h) Select **Bluetooth** (1) as the **System to Test** option.

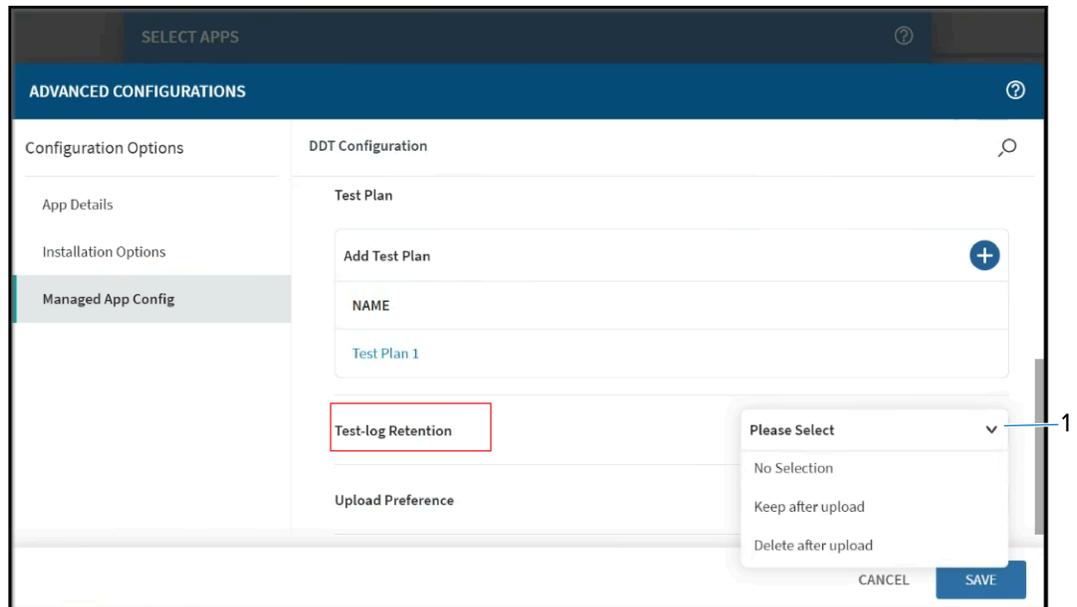


i) Under the **Delivery** section, select the **Protocol** as **FTP** (1), enter a valid **IP Address** (2), **User Name** (3), and **Password** (4), then click **Save** (5).

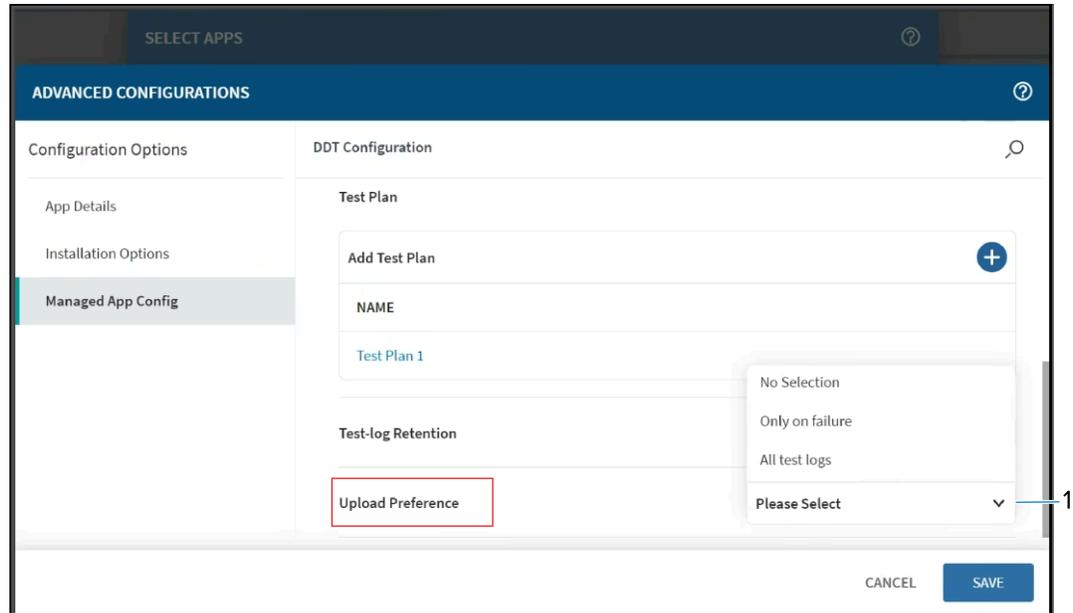


The DDT Configuration page displays.

- j) Select the **Test-log Retention** (1) as required.



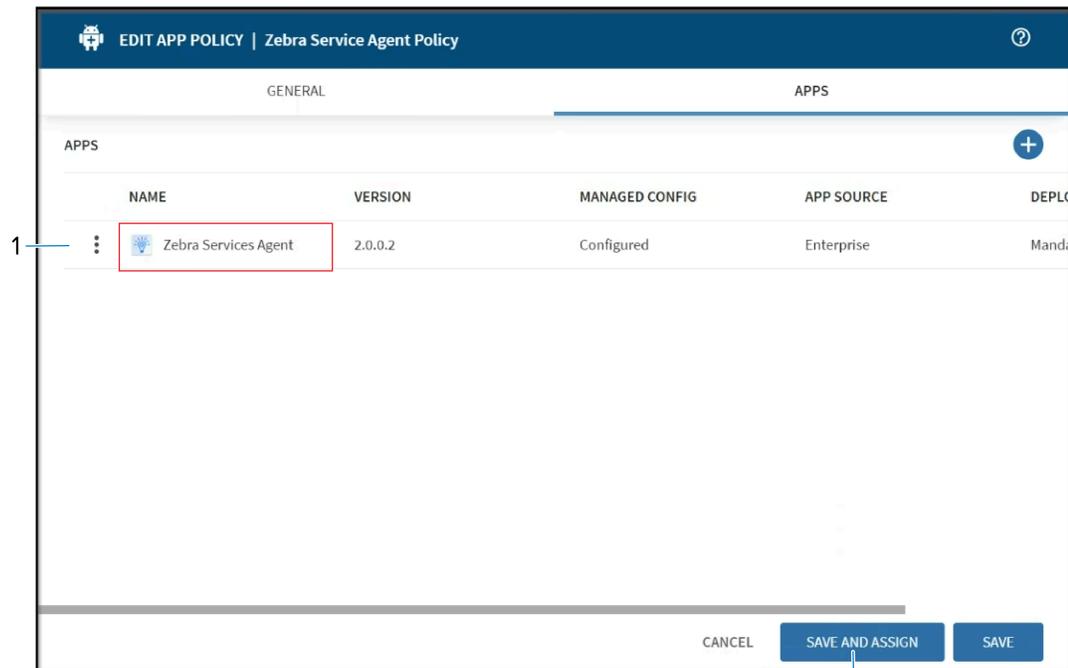
- k) Select the **Upload Preference** (1) as required.



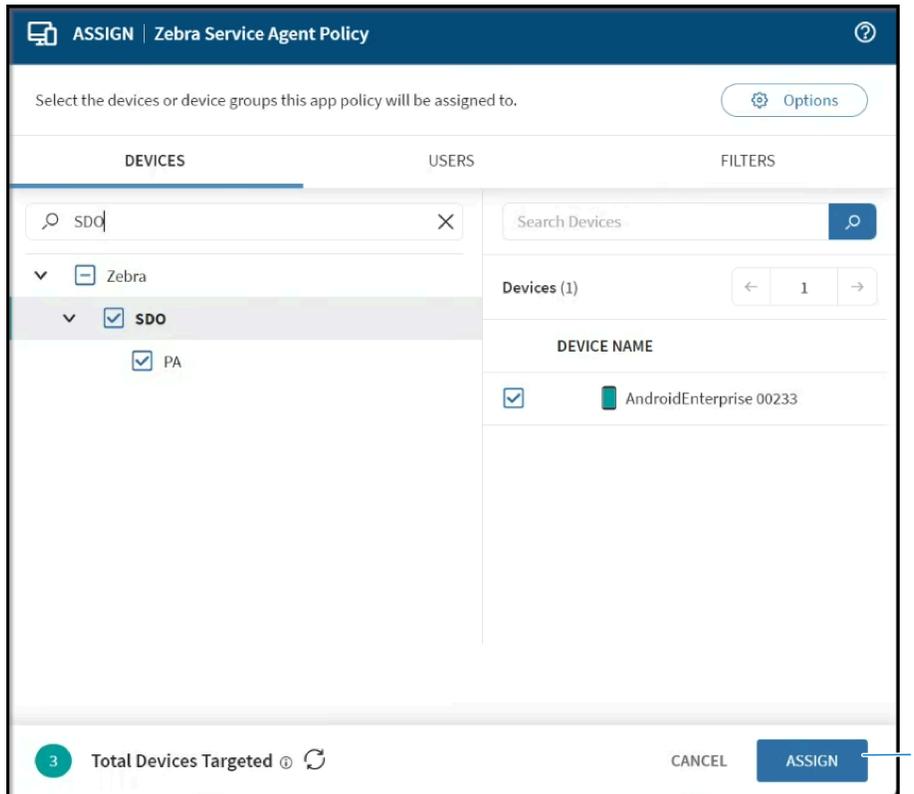
l) Select **Save > Add**.

The **Zebra Services Agent (1)** app is added.

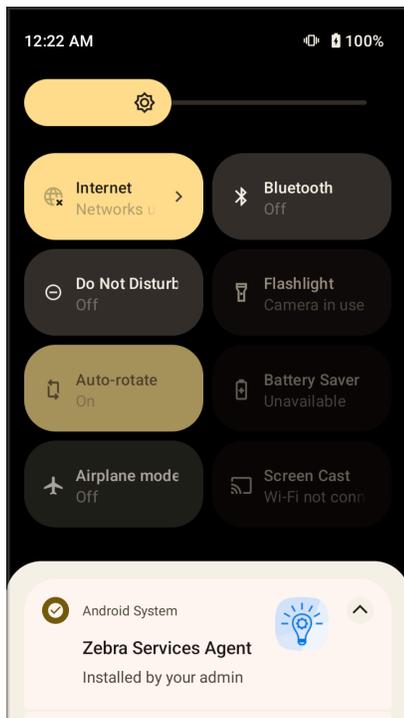
13. Click **Save and Assign (2)**.



14. Assign (1) to a group device or single device.



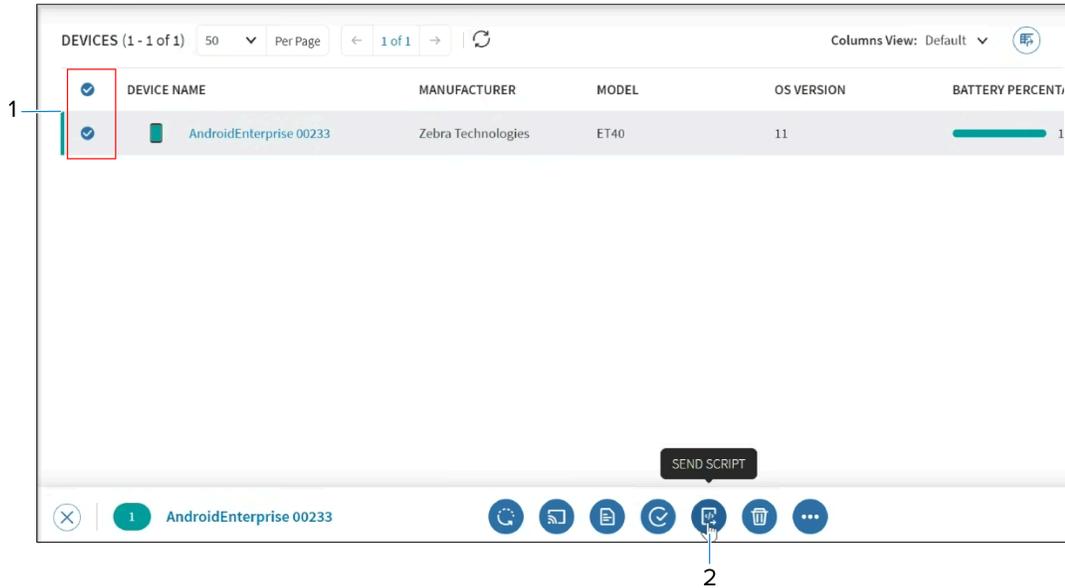
The application is now installed on the devices.



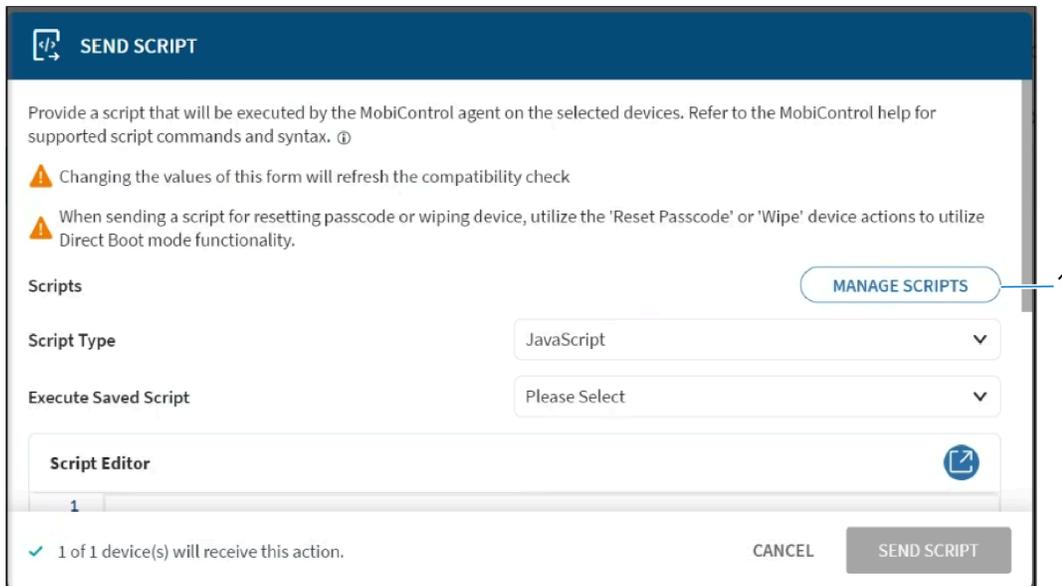
Auto-launching Zebra Services Agent

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

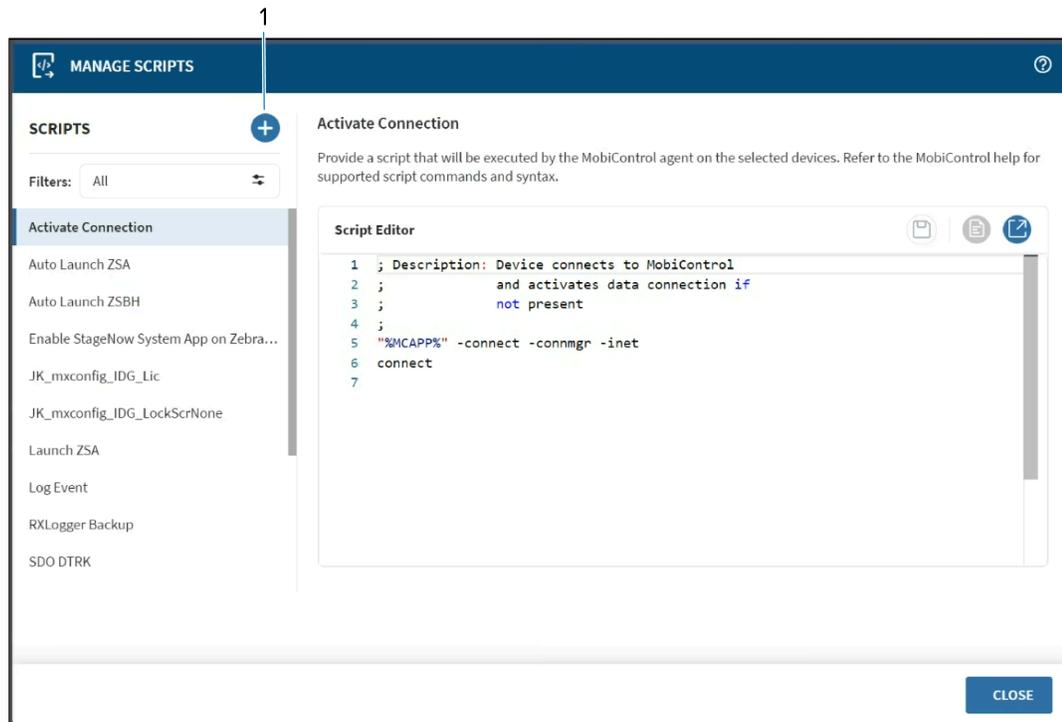
1. Select **Devices** from the menu.
2. Select all devices (1) and click **Send Script** (2) from the available options below.



3. Select **Manage Scripts** (1).



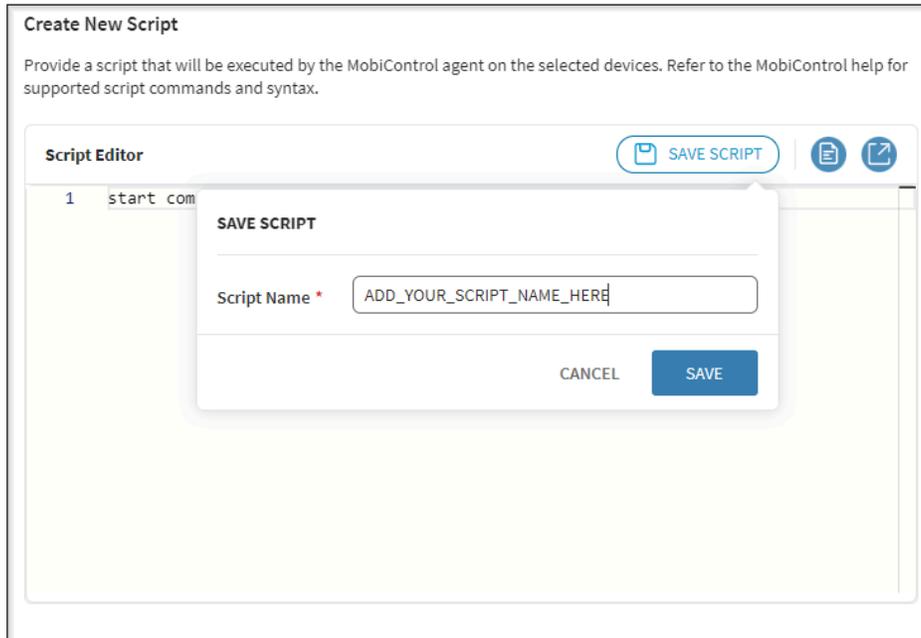
4. Select **Add New Script** (1).



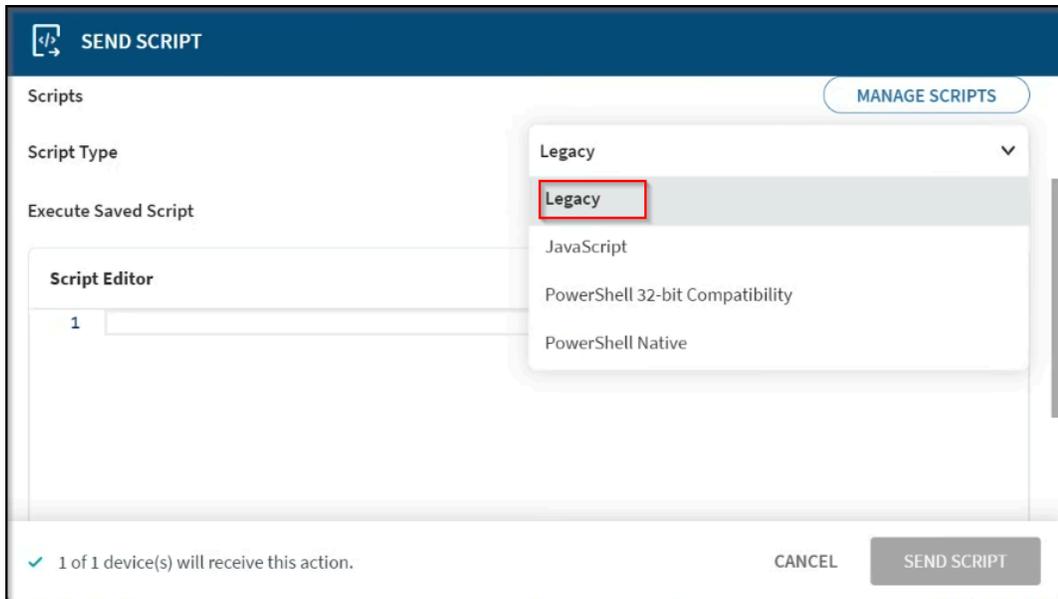
5. Add the command below to the script (1) and then click **Save Script** (2).



6. Add a name for the script, and then click **Save**.



7. Save the script and close the portal.
8. Repeat step 2.
9. Select **Legacy** as the script type option.

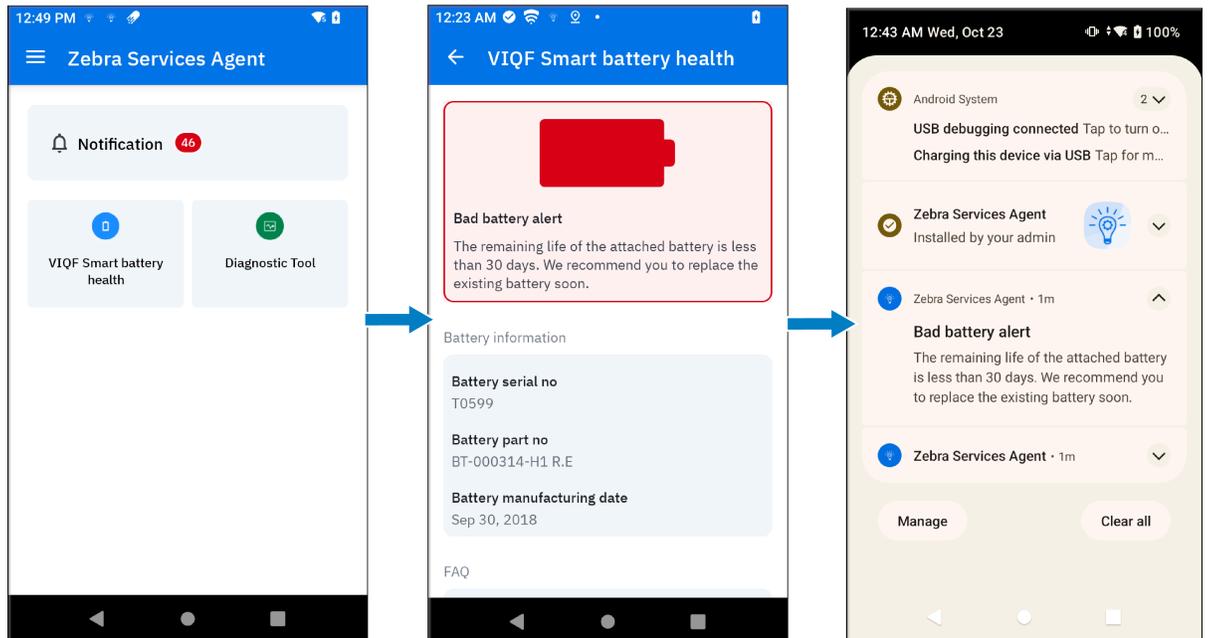


10. Select your saved script as **Execute Saved Script** from the drop-down menu.
11. Click **Send Script** to deploy the script to all selected devices. This action launches the Zebra Services Agent application on the targeted group of devices.

Expected Behaviour After Auto-launching Zebra Services Agent

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

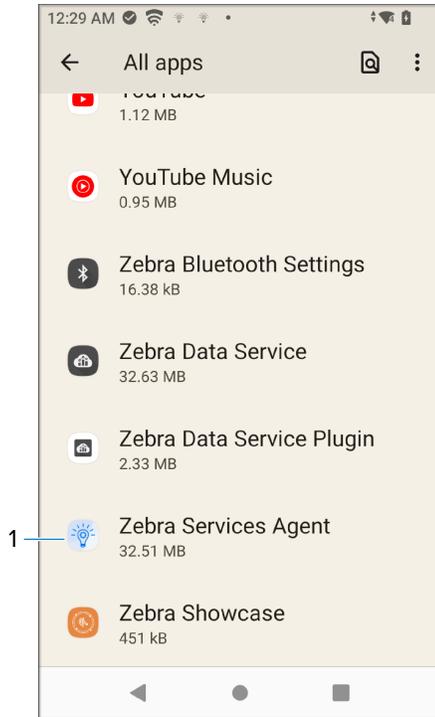
1. Auto-launching the ZSA application on your device. The ZSA home screen displays the appropriate entitlement.
2. If the Proactive Battery Health (PBR) module is entitled, the ZSA app automatically launches it after a few seconds.
3. The PBR screen displays both good and bad battery details, and if a **bad battery** condition is detected, a notification will display.
4. After a few seconds, the battery details screen and the ZSA app will close.



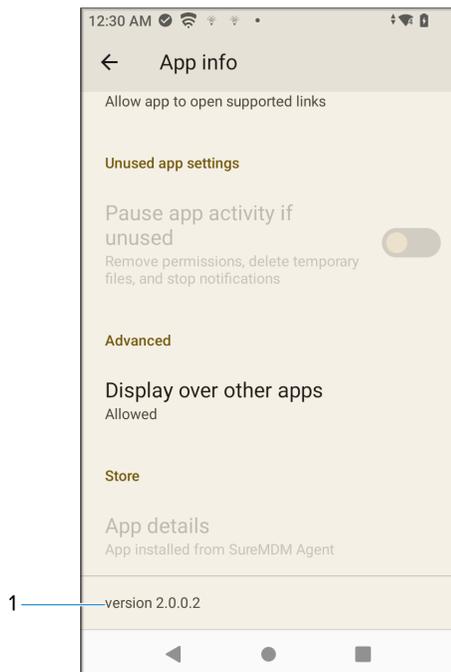
Verifying App Installation and Connection to Zebra Servers

To verify if the app is installed with the correct permissions and is able to connect to Zebra servers:

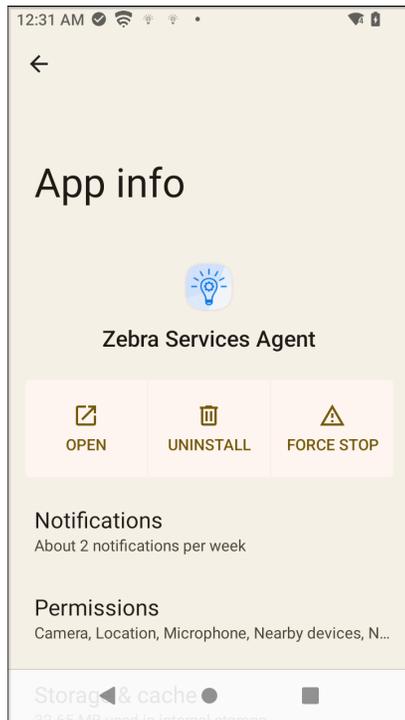
1. Go to **Settings > Apps > All apps** and select **Zebra Services Agent (1)**.



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



- For the ZSA Permissions, go to **Settings > Apps > All apps > Zebra Services Agent > Permissions**.



- To verify ZSA Network connectivity to the Zebra URL:

- Launch ZSA and go to **Setting (1) > Refresh (2)**.

