12/08/2024 General

VIQF IOT for Mobile Devices

Customer requirements

1. Technical form

After the purchase order is received by Zebra, the customer must fill out the **Technical Form** that gathers information necessary for service set up.

2. ZDS (Zebra Data Service) enablement

ZDS is a set of background services responsible for collecting and uploading analytics data coming from ZDS plug-ins and Zebra-authorized third-party apps. ZDS enablement on devices is a prerequisite for all VisibilityIQ Foresight reports, as well as for the *Lifeguard analytics* report on the VisibilityIQ OneCare dashboard.

Customer must familiarize themselves with the **ZDS Agent Configuration Guide** and make sure ZDS is enabled on the devices by meeting following requirements:

- Enable network connectivity on devices (WWAN or WLAN based) and ensure the device can reach the Internet.

- If devices are behind the corporate firewall, ensure the ZDS cloud server can be reached from the devices. The server info and port used by ZDS are[1]:
  - Server 1 address: https://analytics.zebra.com; using IP address 104.198.59.61 on Port: 443
  - Server 2 address: https://device-https.savannacore.zebra.com; using IP address: 34.68.84.87 on Port: 443

Data is uploaded to the Zebra analytics database every 24 hours by default; however, it is recommended to increase the data upload frequency to at least 4 times in 24 hours to improve data availability and accuracy in analytics insight provided by VIQF. The data upload frequency configuration files are available here.

3. WLAN / GPS data collection enablement

To protect customers' privacy, WLAN and GPS data collection is disabled on all Zebra devices by default. The customer can enable it by means of ZDS configuration files.

- The collection of GPS data is a prerequisite for *Geo Locations* report,

- The collection of WLAN data is a prerequisite for *WLAN Signal Strength* report.

4. OneCare contract

To see data on the OneCare Dashboard (*Repairs, Contracts…*), customer needs to purchase a Zebra OneCare contract and provide its number to VIQF Onboarding team.

Onboarding steps

After all requirements have been met, Onboarding team proceeds with the **VIQF dashboard setup**.

Once the service is ready, dashboard **access is provided** to the customer.

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[1] Zebra recommends using DNS server names (instead of IP addresses) when whitelisting (aka "allowlisting") to avoid service interruptions and required router changes if IP addresses change in the future.

Once a minimum of 10 % devices are being actively used, **the Onboarding team** proceeds with the **validation of data in selected VIQF reports**. After the validation is completed, the Onboarding team closes the onboarding phase by providing the customer with a **service summary and a contact for technical support** in the run phase (mscustomeronboarding@zebra.com).

Customer is also registered for a short VIQ Learning Series to help them effectively utilize the VIQF reports and insights.

Let us know what you think

We would love to hear from you about your experience with VIQF via an anonymous **CSAT review**!

If you have any questions, feel free to contact us on onboarding.pm@zebra.com.