

# Profile Client

Workcloud Communication



**ZEBRA**

## Client User Guide

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# About This Guide

This guide provides information about using the Zebra Workcloud Communication (Zebra) Profile Client.



**NOTE:** Screens pictured in this guide are samples and can differ from actual screens. Some screen content may have been obscured for the purposes of this guide.

## Chapter Descriptions

Topics covered in this guide are as follows:

- [Getting Started](#) provides an introduction and description of graphical conventions used on this guide.
- [Using the Zebra Profile Client](#) provides information on elements of the user interface and information on how to use the application.
- [Troubleshooting](#) provides information on troubleshooting the application.

## Notational Conventions

The following conventions are used in this document.

- **Bold** text indicates:
  - Dialog box, window and screen names
  - Drop-down list and list box names
  - Check box and radio button names
  - Icons on a screen
  - Key names on a keypad
  - Button names on a screen
- Bullets (•) indicate:
  - Action items
  - Lists of alternatives
  - Lists of required steps that are not necessarily sequential
- Numbered lists indicate sequential lists (e.g., those that describe step-by-step procedures).

## Icon Conventions

The documentation set is designed to give the reader more visual clues. The following graphic icons appear where applicable in the documentation set.



**NOTE:** The text here indicates information that is supplemental for the user to know and that is not required to complete a task.



**IMPORTANT:** The text here indicates information that is important for the user to know.



**CAUTION:** If the precaution is not heeded, the user could receive minor or moderate injury.



**WARNING:** If danger is not avoided, the user CAN be seriously injured or killed.



**DANGER:** If danger is not avoided, the user WILL be seriously injured or killed.

## Related Documents and Software

The following documents provide more information about Zebra Workcloud Communication for device users:

- Workcloud Communication Voice Client 9 or higher Quick Start Guide
- Workcloud Communication Zebra PTT Pro Version 3.3 User Guide for Android
- Workcloud Communication Profile Manager Customer Administrator Guide

For the latest version of these guides and all guides, go to [zebra.com/support](https://zebra.com/support).

## Service Information

If you have a problem with your equipment, contact Zebra Global Customer Support for your region. Contact information is available at [zebra.com/support](https://zebra.com/support).

When contacting support, please have the following information available:

- Serial number of the unit
- Model number or product name
- Software/firmware type or version number.

Zebra responds to calls by email, telephone or fax within the time limits set forth in support agreements.

If your problem cannot be solved by Zebra Customer Support, you may need to return your equipment for servicing and will be given specific directions. Zebra is not responsible for any damages incurred during shipment if the approved shipping container is not used. Shipping the units improperly can possibly void the warranty.

If you purchased your Zebra business product from a Zebra business partner, contact that business partner for support.

## Revision History

Change	Date	Description
MN-003602-01 Rev A	06/ 2019	Initial release
MN-003602-01 Rev B	12/ 2019	Updates for RRR delivery
MN-003602-02 Rev A	03/ 2020	Updates for RRR delivery for WFC Profile Manager Version 4.0
MN-003602-03EN Rev A	04/2021	Updates for customer delivery.
MN-003602-04EN Rev A	12/2021	Added Change Site and Background Login.
MN-003602-05EN Rev A	03/2022	Profile Manager Proxy and re-login process added.
MN-003602-05EN Rev A	04/2022	Imprivata Client and Oauth information added.
MN-003602-06EN Rev A	05/2022	Refreshing Access Token Authentication added.
MN-003602-07EN Rev A	10/2022	Added Role Selection and Transfer Role .
MN-003602-08EN Rev A	12/2022	Added same user login from multiple devices.
MN-003602-09EN Rev A	03/2023	Added Landing Application, User's Properties, and Cancel Role.
MN-003602-10EN Rev A	07/2023	Added Role Display Preference and Maximum Role Selection.
MN-003602-11EN Rev A	10/2023	Removed Oreo and Pie OS from Zebra and Non-Zebra Support OS platform and updated Android OS in Non-Zebra devices.
MN-003602-12EN Rev A	04/2024	Updated Data Consent, Switch Role, added Imprivata and Profile Client Launching Scenario and rebranded Workforce Connect and WFC to Workcloud Communication and Zebra.

# Getting Started

This guide provides information about the Workcloud Communication Profile Client application (Zebra Profile Client) for the Zebra Workcloud Communication Profile Manager.

## Intended Audience

This user guide is intended for but not limited to the following audiences:

- users of mobile devices that have Zebra Profile Client software installed
- administrators of the applications and systems that manage and control the Zebra Profile Client devices including but not limited to the Zebra Profile Manager
- any audience that needs to learn about the Zebra Profile Client software

## Supported OS Platforms on Zebra Devices

The following table lists the supported operating system platforms.

**Table 1** Supported OS Platforms on Zebra Devices

Operating System Platform	Version	API Level
Android 10	10	29
Android 11	11	30
Android 13	13	33

## Supported OS Platforms on Non-Zebra Devices

The following OS are not validated but it might work for generic features of Profile Client.

**Table 2** Supported OS Platforms on Non-Zebra Devices

Operating System Platform	Version	API Level
Android 10	10	29
Android 11	11	30
Android 13	13	33



## Zebra Profile Client Overview

The Zebra Profile Client is an application that provides a secure login for access to Zebra applications. After login, the Zebra Profile Client provides access to configured applications such as Zebra Voice and Zebra PTT Pro.



**NOTE:** After the Zebra Profile Client is installed on a device, the behavior of Zebra Voice and Zebra PTT Pro changes. Local configuration files are not used.

The following examples show uses of the Zebra Profile Client:

- Provide multiple role selections for each user, such as manager and cashier, so that the user can perform more than one role at a time.
- Communicate with all associated applications at the same time, such as sending do not disturb (DND) and logging out of all applications.
- Report the presence of all available applications to the Profile Manager.

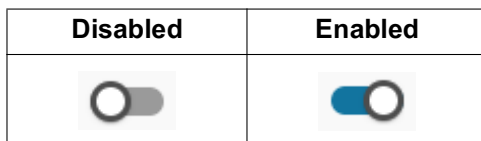
The following examples show scenarios when Zebra Profile Client interacts with associated applications, such as Zebra Voice and Zebra PTT Pro:

- A user signs in or signs out of Zebra Profile Client or the other applications.
- A user switches roles.
- A user changes status, such as from **Active** to **DND**.
- A user account is added or removed.

## Using the Slider Switches

Where sliders are used in the Zebra Profile Client, click the slider switches to enable and disable features or other options.

**Figure 1** Slider Switch - Positions for Disabled and Enabled



## Installing the Software on Mobile Devices

To install and configure the Zebra Profile Client on mobile devices, refer to the Workcloud Communication Profile Client Applications Installation and Configuration Guide for Administrators.

When the software is successfully configured, the **Sign in** screen appears.

## Signing in to Profile Client

### OAuth Authentication Prerequisites

Depending on the site's configuration, the prerequisites are as follow:

- In Active Directory Federation Services (ADFS), the device user must have a user account. For example: username = JoeMechanic
- In the Profile Manager, the device user must have a user account where the user name is the same as the user account in ADFS. For example, a device user = JoeMechanic

## Enter Credentials

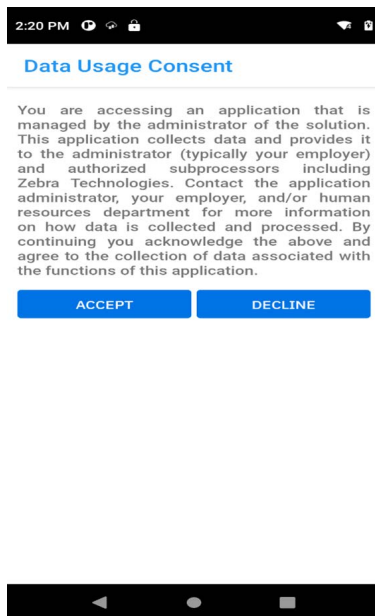
To enter credentials:

1. Power on the device.
2. Launch the Zebra Profile Client app.



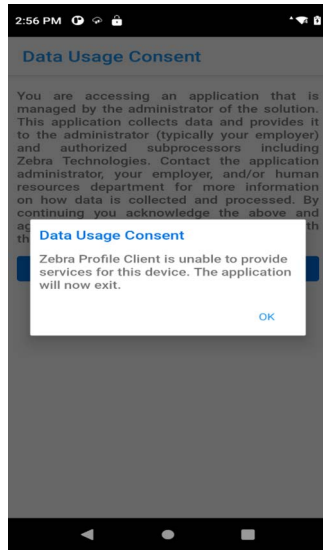
3. After launching the Profile Client, newly introduced Data Consent screen appears.
4. Data consent screen provides 2 buttons to perform action by the user as shown below

**Figure 2** Data Usage Consent



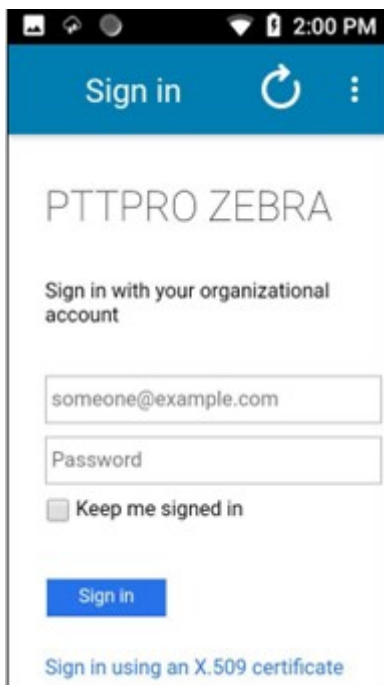
- Accept - If the user clicks the Accept button means the user agrees to the above information provided as part of the Data Consent page, and the user wants to continue to use the application.
- Decline - If the user clicks the Decline button means the user does not want to share the information with the Zebra profile Client and does not want to continue further with the application as by clicking Decline button simply quits the application after showing the dialog box as shown in the following screenshot.

**Figure 3** Data Consent Page Acceptance



Depending on the site's configuration, one of the following **Sign in** screens appears.

**Figure 4** Sign In Screen: OAuth Authentication



1. In the **User ID** box, enter user name.
2. In the **Password** box, enter password.
3. Select **Login**.
4. If you entered invalid information, the system displays an error message.

### **Bad credentials**

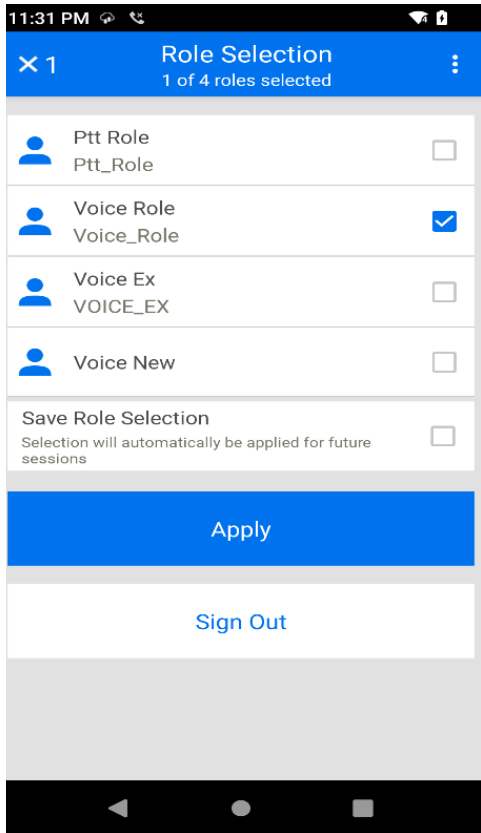
5. If you are already logged in to Zebra Profile Client on another device and you do not have permissions for concurrent sessions set in the Zebra Profile Manager, a message appears:
  - To be automatically logged out of an active Zebra Profile Client session you have on one device and to continue with login on the second device you are logging into, select **YES**.  
To return to the first session already started on the other device, select **NO**.

**Figure 5** Profile Client Force Logout Message

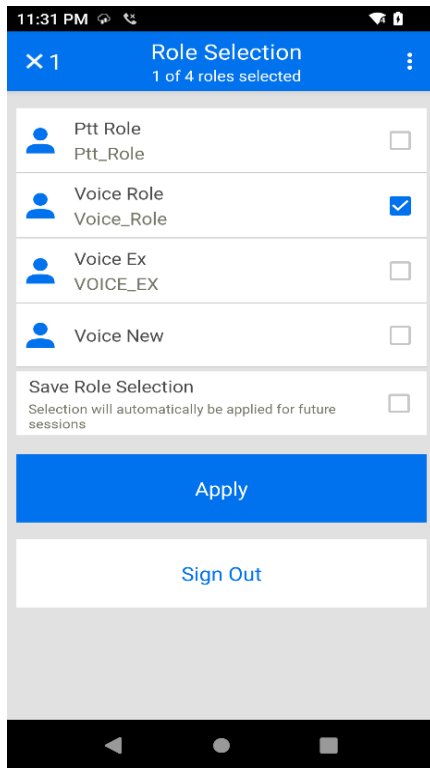


6. If the user has permission for concurrent sessions, the system response checks for other conditions during login. (See [Step 7](#)).
7. If the device you are using to log in is not set up as part of the system, an error message displays.  
"Device not activated"  
If your user account is removed from the system, your user license is expired, or if a user license is not available, the login process does not continue and an error message displays.  
"Device not activated"

8. After successful login, the **Role Selection** screen appears.



9. Select the checkbox. You can select up to four roles in the **Role Selection** screen.

**Figure 6** Role Selection Screen

**NOTE:** The normal roles and the transfer roles are sorted separately. Generally, the normal roles appear on the top whereas the transfer roles appear at the bottom of the scroll list. So, users must scroll down to the bottom to find the transfer roles in the scroll list. Transfer role is an exclusive role only one user possesses at a time, if another user requests for the same role, that role must be either released or denied.

## Select Roles in Zebra Profile Client

The available roles depend on profile settings in the Profile Manager.

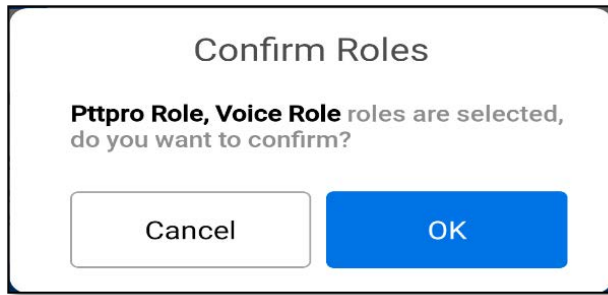
In the **Role Selection** screen of the Zebra Profile Client, the user can select up to four roles.

More than four roles might be shown in the list of available roles, however the user can only select a maximum of four. It is possible to later select other available roles without logging out.

To select role(s):

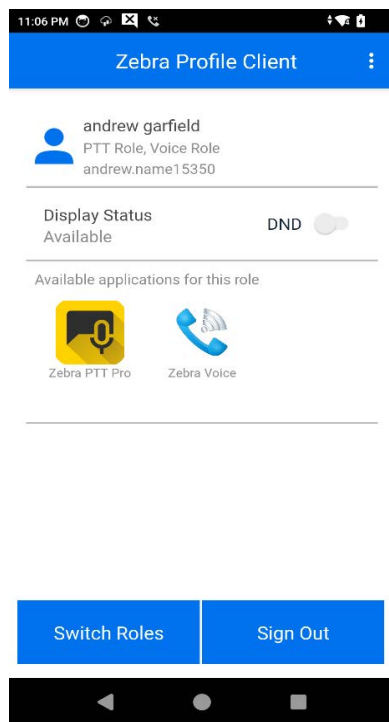
1. Select roles and select **Apply**.

If you selected more than one role, the **Confirm Roles** dialog box appears.

**Figure 7** Confirm Roles Dialog Box


2. Select **OK**.

The Zebra Profile Client screen appears, displaying the available applications for the confirmed roles, such as Zebra Voice and Zebra PTT Pro.

**Figure 8** Zebra Profile Client Screen

## Zebra Profile Client Screen

The **Zebra Profile Client** screen appears after role selection and displays the following:

- The menu button 
- First and last name of the user
- Role(s) selected at log in
- User ID
- **Display Status**
- **DND** (do not disturb) toggle button

- Applications available for the selected roles or the profiles (such as **Zebra Voice** and Zebra PTT Pro)
- **Switch Roles** button
- **Sign Out** button.

## Automatic Logout Scenarios

The system automatically logs the user out when one of the conditions listed below occur. The notification message describes the reason for logout unless the message is overwritten by a more recent notification.



**NOTE:** When Imprivata is used, the Zebra Profile Client automatically signs back in after sign out.

- If a user does not have permissions for simultaneous sessions and the user tries to log on in a second device, the user is prompted to log out of the previous session.
- If the user is logged in to the Zebra Profile Client and the user account is deactivated or deleted.
- If the user is logged in to the Zebra Profile Client and the refresh token expires. See [Refreshing the Access Token on page 17](#) for more information.
- If the device is connected to power when the **Sign out on power connection** setting is enabled.
- If the user is logged in to the Zebra Profile Client and the network is disconnected for more than 12 minutes. When the device reconnects to the Profile Manager, the user is automatically signed out.
- If the device is rebooted. When OAuth is enabled for the client, the client is launched automatically. For BlueFletch and Imprivata, the Zebra Profile Client does not launch automatically.
- When the Zebra Profile Client is force stopped and restarted by the user or when the Android system stops the app based on configuration `force_login_after_os_kill`.
- When the Zebra Profile Client is upgraded, the user is logged out after the upgrade completes based on configuration `force_login_after_os_kill`.
- When device is deleted during the device is signed in by the user, it is signed out. In case of OAuth, it displays “Invalid deviceId or tenantId” message.

## Logout Messages and Descriptions

**Table 3** Logout Notification Messages and Description

Message	Explanation
Logged out as refresh token expired: <message>	The refresh token expired with an error message from the IDP.
Logged out as refresh token expired.	BlueFletch/OAUTH refresh token has expired.
Schedule time completed. Signed out on power connection.	The client logs out if the user does not interact with the Profile Client after 15 seconds when the power is connected.
Signed out on power connection as user requested.	User has pressed <b>OK</b> to sign out after the power is connected.
Signed out as device rebooted.	Profile Client logs out when the device reboots.



**Table 3** Logout Notification Messages and Description (Continued)

Message	Explanation
Signed out as process restarted.	Profile Client logs out when the user force stops the client, the operating system restarts the application, or the client upgrades.
Signed out as network disconnected for more than allowed interval of 10 minutes.	The client logs out when the network is disconnected for more than 10 minutes. This interval can be configured by the customer administrator.
Logged out as token expired.	Profile client logs out after the refresh token expires.
Server requested logout as user <username> is logged into another device.	Profile Client logs out when the user does not have permission for simultaneous sessions.

## Refreshing the Access Token

*Profile Client refreshes the access token if it found the access token has expired at the time of launching the PTT Pro application from Profile Client. This is done only in following authentication types:*

- OAuth2
- Launcher passing username and password without the access token in the ACTION\_LOGIN intent.
- Imprivata with OAuth credentials

If the authentication type is launcher which passes the access token in the ACTION\_LOGIN intent then it is the responsibility of the launcher application to refresh the access token and send it to the Profile Client using the ACTION\_LOGIN intent. *Profile Client signs out if the new access token is not received before the access token expires and user launches the PTT Pro application from the Profile Client. Profile Client displays the message “Logged out as token Expired” in the notification.*

## Refresh Token Expiration

When the refresh token expires, the Profile Client signs out from the application. This depends on the refresh\_token\_expiration value coming from the IDP or in the ACTION\_LOGIN intent coming from the launcher. Profile Client does not sign out automatically if this value is not returned by the IDP or sent as 0 from the launcher in the ACTION\_LOGIN intent.

## Integrating the Enterprise Keyboard with EC30 Devices

The Zebra Profile Client works with Enterprise Keyboard (EKB) on EC30 devices to enable custom layout provided following steps are taken:

1. Install the Zebra Profile Client.
2. Install the version of EKB that is compatible with the Profile Client version.
3. Configure the device to make the EKB the default keyboard.
4. Start the Profile Client. The layout file bundled with the Profile Client (EKBCustomLayoutEC30v5.encrypted) is copied to the EKB folder.

- The username or password box appears with EKB custom layout keyboard.



**NOTE:** Launch the Profile Client before any other application after installing the EKB. If another application is launched before the Profile Client, then the EKB shows the default keyboard. To resolve this issue, reboot the device.

With an IDP such as Keycloak or Okta, the username, password, and submit button box names are not the same as the values used with ADFS. The customer administrator must change the ID names (key\_user\_name, key\_user\_pwd, key\_submit) in the Profile Client configuration file.

## Proxy Profile Manager URL

When there are multiple PFMs run in a deployment and proxy PFM is enrolled, the proxy Profile Manager url and its key to be provided the users so that the users can be on-boarded for the first time. They also can be migrated to different instances. The device also can be enrolled through PFM proxy urls into Profile Manager and Zebra PTT Pro portals.

In case of Launcher, if the passed-site id is not present in the sitemap file or is a part of the disallowed site, Profile Client does not allow to log in. No error message is displayed in the Profile Client. It just logs a message and sends the broadcast intent to the Launcher with the error.

## Re-Login on Process Restart

When Profile Client is killed by Android OS, Profile Client can be re-logged in if `foce_login_after_os_kill` parameter is set to true. The default behavior signs out after process is restarted.

## Landing Application

After login to Profile Client, users can decide which application to be in launched state.

The settings mentioned in following table are controlled at tenant level.

Table 4

Name	Description
BACKGROUND	When the Landing application is configured to this option, all the applications go to background so that the launching application appears in the foreground. This is default value.
VOICE	If the selected roles have both PTT Pro and Voice Profiles, then VOICE application appears in the foreground after the role selection.
PTTPRO	If the selected roles have both PTT Pro and Voice Profiles, then PTT PRO application appears in the foreground after the role selection.
PROFILE CLIENT	Profile Client appears in the foreground.

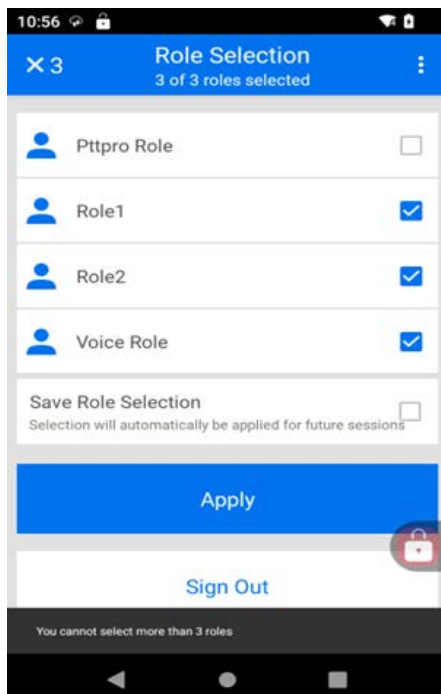
## Role Display Preference

After login to the Profile Client, user is presented with multiple roles of which the user can select single or multiple role. The presentation of these roles depends on the preference chosen at the tenant level configuration of Profile Manager portal.

Role Appearance	Description
Role and Description	Both the role name and the description are displayed in Profile Client. This is default value.
Role Only	Only the role name is displayed.
Description Only	The client logs out if the user does not interact with the Profile Client after 15 seconds when the power is connected.

## Maximum Role Selection

The maximum number of roles that user can select in Profile Client is configurable at tenant level. The default value of role selection is 4. User is not allowed to select more than the defined number of role in Profile Client.



## User Properties

When any user's properties like firstname, lastname, referredname or role is changed in the Profile Manager, user must log out the Profile Client and logs in again to reflect those changes.

## logging

Logging effects if we choose the option to Log only after sign-out and not during login state.

## Viewing the Software Version and License Agreement

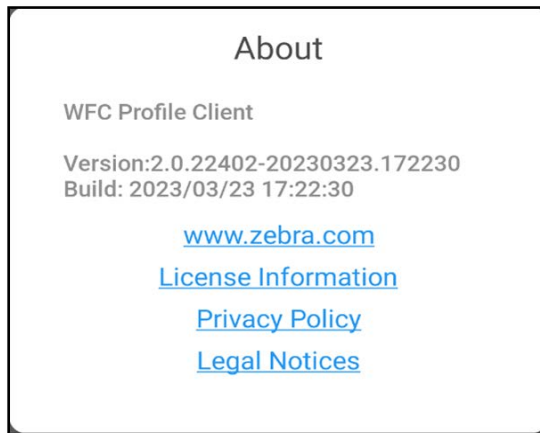
To view the software version and license agreement, do the following to open the About screen.

1. Select the menu button  then select **Settings**.
2. Select **About**.

The About screen appears.

The About screen also has an option to view the license agreement.

**Figure 9** Zebra Profile Client About Screen

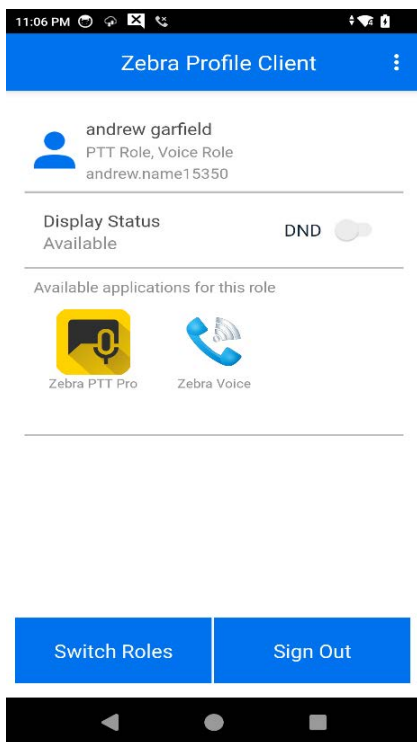


3. To close the About screen, select **OK**.

# Using the Zebra Profile Client

This chapter describes how to use **Zebra Profile Client** after login.

**Figure 8** Zebra Profile Client Screen



## Using Settings

Select the menu button  then select **Settings**.

### Access Zebra Profile Client Settings

Access to Zebra Profile Client Settings is dependent on the logged in user's configuration in Zebra Profile Manager.

To access settings:

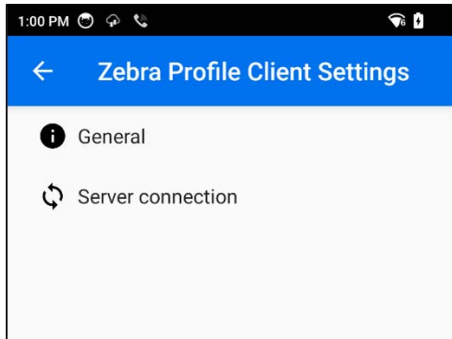


**NOTE** To access the settings screen, phone state permission is mandatory. Starting Android 11, If user declines the Phone State Permission more than once, user doesnot see the permission dialog again. User is not able to access Settings screen.

Select the menu button  then select **Settings**.

The **Zebra Profile Client Settings** screen appears.

**Figure 9** Zebra Profile Client Settings Screen



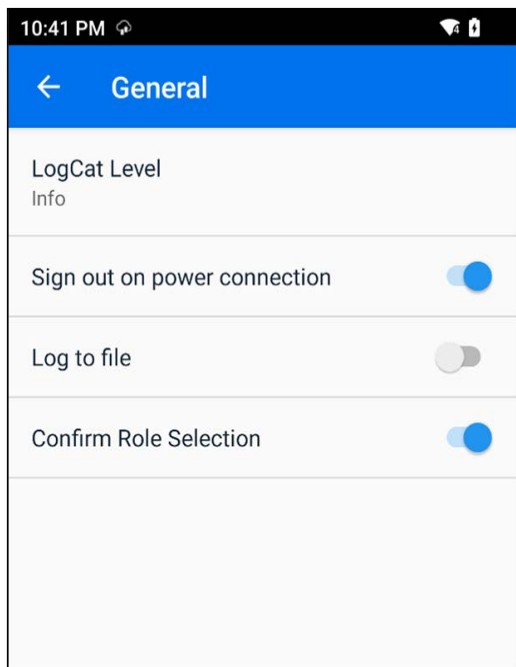
## View or Change General Settings

To view general settings:

1. Select **General**.

The **General** screen appears.

**Figure 10** General Screen



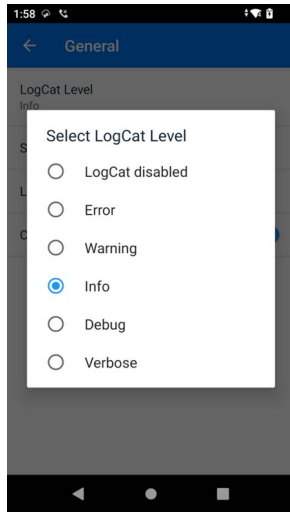
## Changing LogCat Level Settings

To change LogCat Level settings, do the following.

1. On the General screen, select **LogCat Level**.

The **LogCat Level** dialog box appears, with the following parameters to set.

**Figure 11** LogCat Level Parameters



2. Select an option from the list.

The dialog box closes and the new setting is saved.

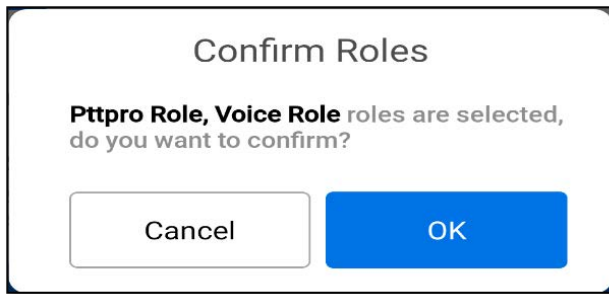
## Changing the Sign Out on Power Connection Setting

To change Sign Out on Power Connection setting, do the following.

1. On the General screen, select **Sign out on power connection**.
2. Select the **Sign out on power connection** toggle button.
3. Select one of the following options for the toggle button.

**Enabled:** Give the user the ability to choose whether or not to automatically sign out from the device upon power connection or upon connection with a cable or a cradle. In these scenarios, the sign-out screen displays in front of any other screen being displayed.

- When the feature is enabled and the device is in AWAKE mode, the following dialog displays on the device.

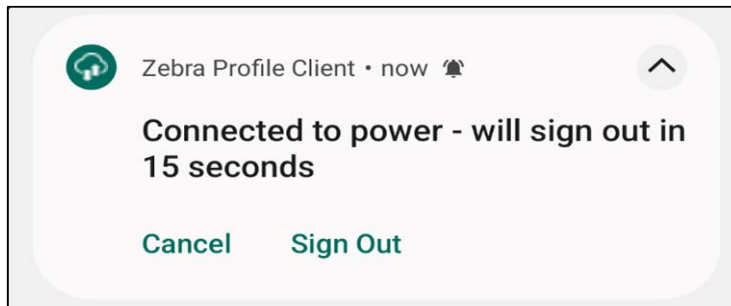


To cancel automatic user, sign out from the device, select **Cancel**.

To sign out the user from the device immediately, select **OK**.

If a selection is not made after 15 seconds, the user is automatically signed out from the device.

- When the feature is enabled and the device is in ASLEEP mode, the following dialog displays on the device.



- To cancel automatic user, sign out from the device, select **Cancel**.
- To sign out the user from the device immediately, select **OK**.

If a selection is not made after 15 seconds, the user is automatically signed out from the device.

**Disabled:** Do not automatically sign out the user from the device upon power connection or upon connection with a cable or a cradle.

1. Select  to navigate to previous screens.

### Changing the Log to File Setting

To change Log to File setting, do the following.

1. On the General screen, select **Log to file** toggle button.
2. Select one of the following options for the toggle button.

**Enabled:** Log files are stored on the SD card of the device in the dfs directory (dfs0.log, dfs2.log, etc.). The log file capacity is 10MB and then a new log file is created.



**NOTE:** From WPC 21200 onwards, the Profile Client log location is /sdcard/Android/data/com.zebra.dfs/files/DFS/


**Disabled:** Log files are not created.

3. Select  to navigate to previous screens.



## Changing the Confirm Role Selection Setting

To change the Confirm Role Selection, do the following.

1. On the General screen, select the **Confirm Role Selection** toggle button.
2. Select one of the following options for the toggle button.
  - Enabled:** Displays a dialog box before updating the roles (user can confirm this is the selected action).
  - Disabled:** Doesn't display a dialog box before updating the roles.
3. Select  to navigate to previous screens.

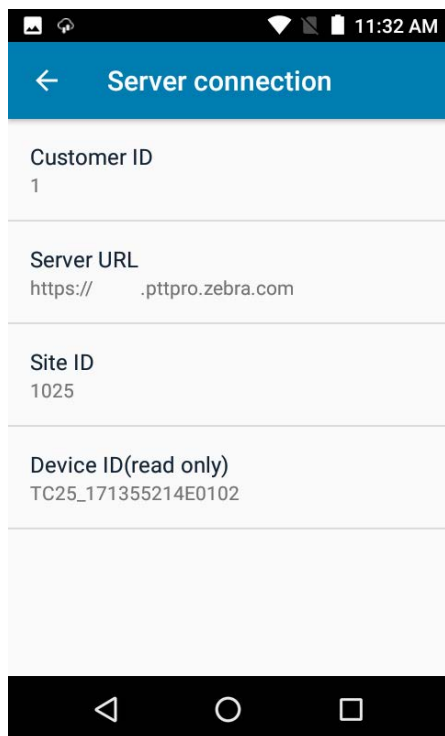
## View or Change Server Connection Settings

To access server connection settings, do the following.

1. Select the **Server connection** button.
 

The **Server connection** screen appears.

**Figure 12** Server Connection Screen



2. To view or change a setting, select the setting's name.
 

The applicable dialog box appears.
3. Select **Cancel** to leave the setting as is and close the dialog box. Otherwise, change the setting and select **OK**.
 

The dialog box closes.
4. Repeat for other settings, if needed.

## Enabling or Disabling DND

To change the setting for do not disturb (DND):

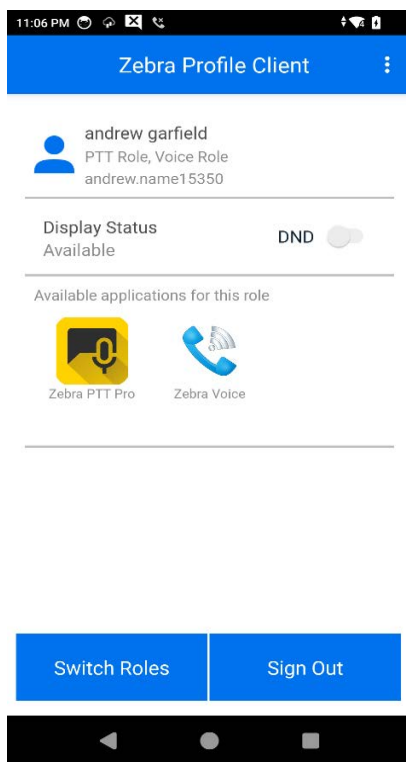
- Select the DND toggle switch.

The setting is enabled or disabled.

## Switching Roles

A user can change between selected roles without logging out. The **Switch Roles** button is available at the bottom of the main screen.

**Figure 13** Main Screen



1. Select **Switch Roles**.
2. From the list that appears, select previously applied role(s) to remove, if any.

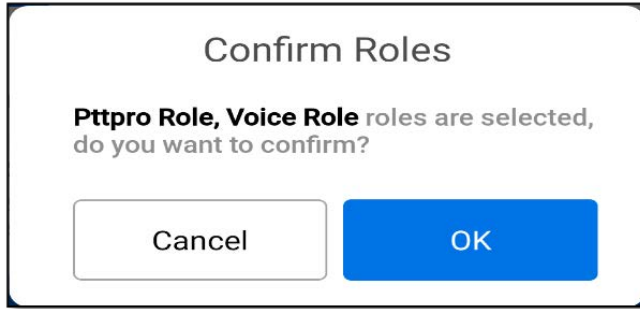


**NOTE:** If you selected four roles during login, clear at least one to select other role(s).

3. Select roles to add, if any, and select **Apply**.

If you selected more than one role, then the Confirm Roles dialog box appears.

**Figure 14** Confirm Roles Dialog



4. Select **OK**.

The roles are applied, and applications appear in the **Zebra Profile Client** for the applied roles, such as **Zebra Voice** and Zebra PTT Pro

5. After the user clicks Switch Role button, the existing applied roles are persisted until new roles are selected in Role selection screen and applied.

## PTT Pro Dynamic Talk Groups and Switching Roles

The PTT Pro Dynamic Talk Group functionality is available for device users that use Zebra PTT Pro Client. When a device user selects/switches roles in Zebra Profile Client, the device user is dynamically added to and removed from the PTT Pro Dynamic Talk Group.

For information about Zebra PTT Pro and Zebra Profile Manager, see the respective guides for these applications.

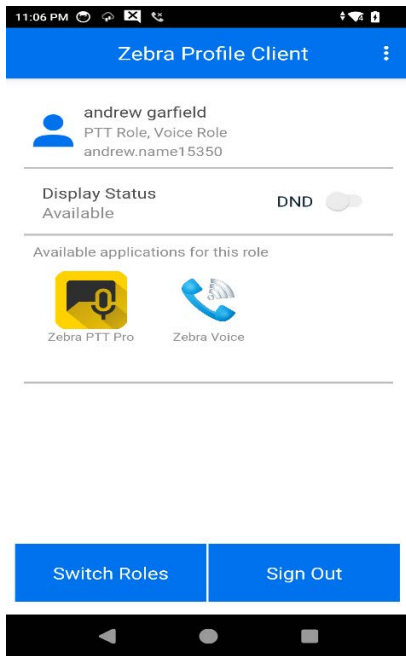
## Signing Out

1. Launch the Zebra Profile Client.



The **Zebra Profile Client** screen appears.

**Figure 15** Main Screen – Zebra Profile Client



2. Select **Sign Out**.  
A confirmation dialog box appears.
3. Select **Apply**.  
The **Sign In** screen appears.

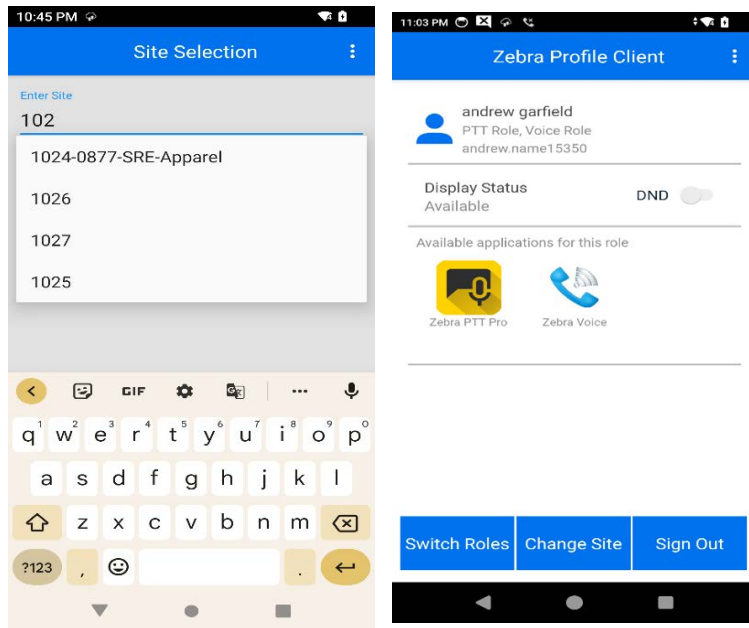
## Change Site

If the users want to change site without logging out of Profile Client, they can enable the option site change at tenant level configuration.

Sites are validated against ESN stores created in Profile Manager. When the users enter initial few numbers of site ID in Enter Site box, the site name is displayed in the suggestion box and the users select the site. If the users enter any random site id which was not created earlier then it displays an error message "Site id is not valid".

Once it is enabled after the login the following screen appears.

After login also, one can change the site.



## Background Login and Logout

If Login is initiated through the Login intent, Profile Client is not launched until either error messages or role is selected. The same rules are applicable if Logout is initiated through intent.

## Transfer Role

If a user requests to transfer a role, which is already acquired by another user, a notification message is sent to the user who has already acquired the same role to approve or deny the transfer. If the user does not act within the stipulated time which is set at the tenant configuration, the role is automatically transferred.

A priority notification appears to the user who has already acquired the role earlier with a sound and vibration to notify the user that there is some urgency to act.

After the role is transferred to another user, remaining roles are re-applied.

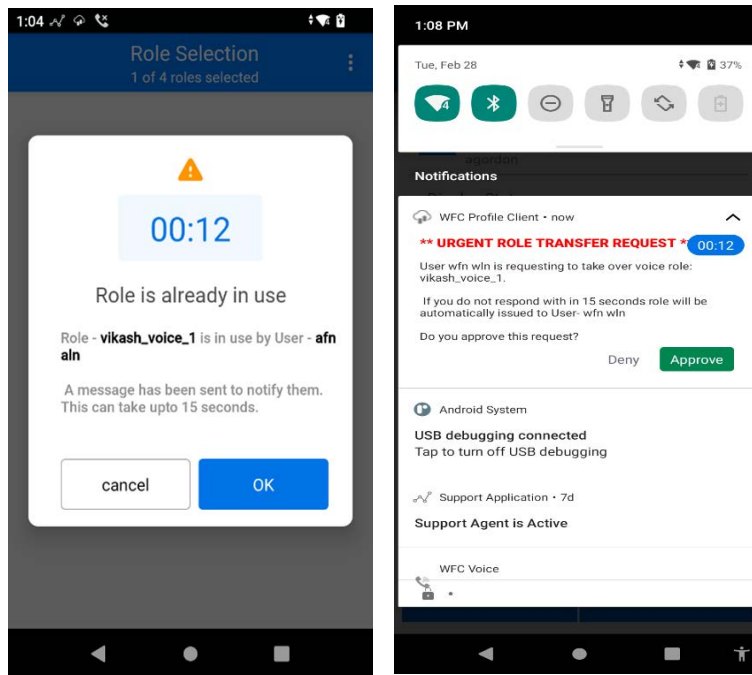
A role can be set as type **Transfer Role** in the Profile Manager. Refer to Zebra PFM Sever Guide for details.



**NOTE** If a user is already logged in and type of role is changed from non-transferable role to transferable role, the changes are not reflected. The user must sign out and sign in again to reflect the new role type changes for the user. If the owner of the role is in a call or in DND mode, Role Transfer is automatically rejected.

At a time, user can apply maximum one role to transfer.

Figure 16 Role Transfer Screen



## Cancel Transfer Role

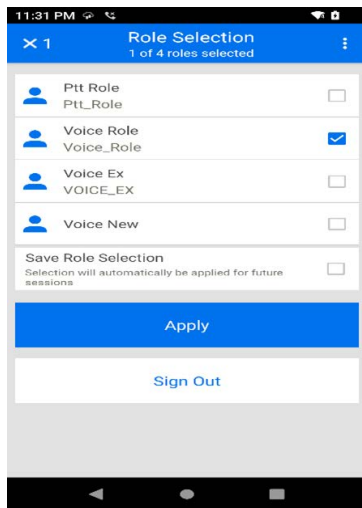
If the users want to cancel the role transfer request, they can do so before timer expires. It closes the notification in device-A and applies to the remaining roles.

## Save Role Selection

Going forwards, **Role Selection** screen has an extra checkbox, if user selects that checkbox, the current-selection information is stored in the server. So when the user logs in next time, it directly takes the user to the dashboard of **Profile Client** instead of **Role Selection** screen as the server stores the previous selection information and skips a step.

**Switch Role** again takes the user to **Role Selection** screen. By default, the checkbox is not selected . You have to ensure that checkbox is selected each time before applying roles.

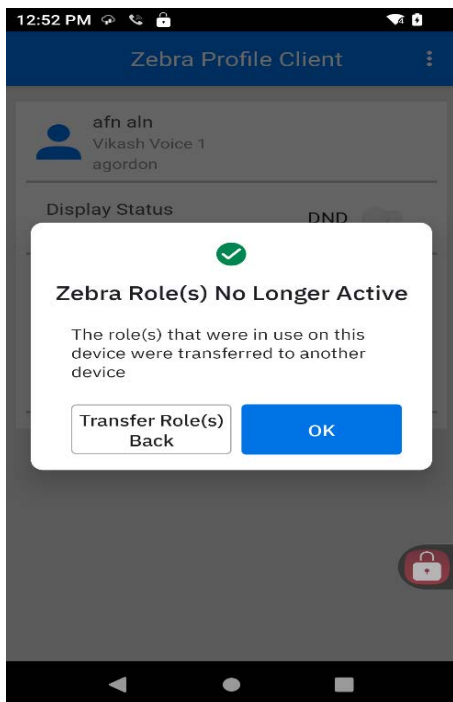
**Figure 17** Role selection screen

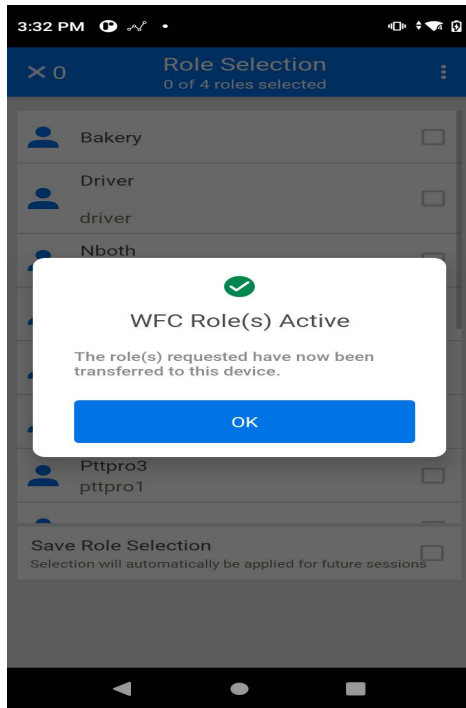


## Same User Login from Multiple Devices (Imprivata and LAUNCHER)

When the same user logs in from multiple devices, the device logged in first (for example; device-A) receives a notification that the roles are transferred to another device(for example; device-B). If the user wants, he/she can bring the roles back to device-A by pressing the **Transfer Role(s) Back** button or by unlocking the device in case of Imprivata, it applies automatically. If a user in device- A presses **OK** button, the assigned roles are taken out from device-A and gets activated in device-B. Device-A user gets notified with a sound and vibration. The **Alert Popup Dialog** box re-appears when user presses OK button in device-A. This popup can only be dismissed by transferring the roles back or logs in as different user.

**Figure 18** Role Activation Screen





NOTE:-When old client and new server is used, the same extension is retrieved in both the devices. Hence it is recommended that when this feature is used, both client and server are synchronized and updated to supported version.

If a user in device-B is denied role transfer by user in device-A, the **Zebra Role(s) No Longer Active** popup is displayed for user in device- B.

Whenever **Zebra Role(s) Active** popup is displayed in the device, user needs to click **OK** to complete the role transfer. If the user does not complete the role transfer and the device-A pulls back the role, Role Selection screen appears for the user to select the roles again.

## Imprivata Client and OAuth

When the PTT Pro profile is used, the OAuth details such as host URL, auth URL, token, URL, client ID, and client secret are required. The OAuth details are specified in the tenant configuration of Profile Manager.

## Imprivata and Profile Client Launching Scenario

Profile Client does not appear in the foreground when user is already signed-in, and user unlocks the device using Imprivata Launcher or via card. Profile Client appears in the foreground when user logs in via Imprivata for the first time.



# Troubleshooting

This chapter describes error messages and suggested solutions when working with the **Zebra Profile Client**. If an error repeats after trying the suggested solution, or for additional assistance, contact an administrator.

## Error Messages and Suggested Solutions

**Table 5** Error Messages and Suggested Solutions

Error Message(s)	Possible Cause(s)	Suggested Solution(s)
Please configure server address in the application settings.	The URL to the Profile Manager is missing or not correct.	Click <b>Settings &gt; Server connection &gt; Server URL</b> and enter the Profile Manager URL. When the device is configured through an JSON file, the format of the URL is: <code>"sfs_ur1": "https://&lt;server&gt;.pttpro.zebra.com"</code>
Phone state permission is mandatory to continue.	The user did not provide permission for the Zebra Voice client to make and manage calls.	Grant all permissions to the Zebra Voice client when installing the app.
Invalid tenant ID or device ID.	Tenant ID or device serial number is not recognized by the Profile Manager.	The Tenant ID in the Profile Manager is labeled as the Customer ID in the JSON file, "customer_id": "1234", and must match.  This error may also indicate that the device serial number is not correct in the Device table of the Profile Manager.

**Table 5** Error Messages and Suggested Solutions (Continued)

Error Message(s)	Possible Cause(s)	Suggested Solution(s)
Not connected to the server.	Occurs when the network connection is lost and or when the Profile Manager URL is missing or incorrect.  May also be observed during initial sign-on when reconnecting to the Profile Manager.	Check that the network connection is available and verify that the server URL is correct.  This message is displayed in the network disconnect bar.  By default, the network disconnect bar is hidden. The administrator can change the visibility of the bar with the <b>suppress_network_disconnect_bar</b> parameter in the JSON file. See the Workcloud Communication Profile Manager Administrator Guide for more information.
Invalid username or password. Error=400.	The username or password is wrong.	Click <b>Try Again</b> and enter the correct username and password.
User has not been created in the system as a device user.	Occurs when the user logs in to the IDP but the user account does not exist in the Profile Manager.	The customer administrator must create a user account in the Profile Manager. Users are added to the Profile Manager through import jobs. Run the job again to verify the user is added
Please connect device to network.	The user is using the Zebra Voice or Zebra PTT Pro app when the network connection is lost.	Re-connect the device to the network.
Cannot reach server. Connection timed out.	Occurs when the server connection is not established or the URL is wrong	Check the Profile Manager URL is correct and verify the network connection.
You cannot select more than 4 roles.	The user selects more than four roles.	The Profile Client supports a maximum of four roles.
User profile response timed out.	Occurs when the Profile Client does not receive a response from the Profile Manager.	Try again to connect or verify the user account in the Profile Manager. If that fails, try an account that is known to work.
Device profile response timed out.	Occurs when the Profile Client does not receive a response for the device request. As a result, the login screen does not display.	Try to connect again.

**Table 5** Error Messages and Suggested Solutions (Continued)

Error Message(s)	Possible Cause(s)	Suggested Solution(s)
Role profiles not configured properly.	Occurs when the Profile Client does not receives a response for the selected role.	The Profile Manager administrator should verify that roles are properly configured. This can be observed if the Roles, Configuration Profiles, and/or Rules have a configuration error and are undeliverable to the client.
Please install Imprivata application or contact administrator for more details.	Occurs when the Profile Manager is configured for Imprivata authentication and the Imprivata client is not installed.	Install and configure the Imprivata application. Verify that Tenant ID specified by the Profile Client is correct.
Invalid access token or Invalid access token due to token mismatch.	Occurs when the token expires in the Profile Manger and the device sends a message with an expired or invalid token or wrong token.	Select <b>Try Again</b> to log out the user. When the user logs in, the device receives a valid token.
You will be logged out from the other device. Would you like to continue with login?	Occurs when the user logs in to another device while still logged in to first device.	A user can only be logged in to one device. Click <b>Yes</b> to log in to the new device and log out from current device or click <b>No</b> to stay logged in to the current device.
Valid license not available. Please contact your administrator.	Profile Client license has expired.	Contact your administrator.
The extension for < selected role name> is not available.	No extensions available for the selected role.	Click <b>Continue</b> to proceed without the extension or click <b>Select Role</b> to select a different role.
Contact List could not be retrieved. Please contact your admin to provide Site_id and define IP range in the Extension Manager and Re-Login. Error=210.	Site ID or IP address is not configured to retrieve contacts.	Contact your administrator.
Extensions could not be retrieved. Please contact your admin to provide Site_id and define IP range in the Extension Manager and Re-Login. Error=211 for <selected role name>.	Site ID or IP address is not configured to get extensions.	Contact your administrator.

**Table 5** Error Messages and Suggested Solutions (Continued)

Error Message(s)	Possible Cause(s)	Suggested Solution(s)
<p>The group &lt;selected role name&gt; doesn't exist in Zebra PTT Pro. The user won't be added to it. Please contact your admin to add the group to Zebra PTT Pro and Re-Login.</p>	<p>The selected group is not configured in Zebra PTT Pro for user to be added (212).</p>	<p>Contact your administrator.</p>
<p>Please configure server address in the application settings.</p>	<p>Occurs when URL the Profile Manager is not entered.</p>	<p>Click <b>Settings &gt; Server connection &gt; Server URL</b> and enter the URL the Profile Manager.</p>
<p>Device is not activated. Please contact your administrator.</p>	<p>There is no license available for this device or device limit for license is exceeded.</p>	<p>Contact your administrator.</p>

