

Zebra DNA Cloud 5.0

Release Notes – January, 2025

Highlights

- **Device upgrades to Android 14 are blocked until a compatible DNA Cloud client is released**
- Displays presence for all ZDNA-managed devices and GMS devices enrolled by third-party EMM systems*
- Adds Zebra Wireless Insights analysis tools to the Support Tools section
- Adds Wireless Insights 1.1 to Zebra Collection
- Adds Identity Guardian 1.6.1 to Zebra Collection
- Displays DNA Cloud server downtime information
- Enhances pagination on the following pages:
 - DNA Cloud Users
 - Device Users
 - My Apps > My collection
 - Android Updates > Deployment and Automation
- Support added for OEMConfig 13.5.0.1

Device Support

Required minimum LifeGuard software updates **for devices running Android 11:**

Device Models	Supported OS	Device Software Location
All SDM660-platform devices running Android 11	11-26-05.00-RG-U00 or later	Go to download page
6490-platform devices running Android 11		
TC73/TC78	11-21-27.00-RG-U00 or later	Go to download page
TC53/TC58	11-12-31.00-RG-U00 or later	Go to download page
6375-platform devices running Android 11		
ET40/ET45	11-13-14.00-RG-U00 or later	Go to download page
TC15	11-14-13.00-RG-U00 or later	Go to download page
4100-platform device running Android 11		
WS50	11-19-19.00-RN-U00 or later	Go to download page

Required minimum LifeGuard software updates **for devices running Android 13:**

Device Models	Supported OS	Device Software Location
All SDM660-platform devices running Android 13	13-18-19.00-TG-U00 or later	Go to download page
6490-platform devices running Android 13		

TC73/TC78	13-14-21.00-TG-U00 or later	Go to download page
TC53/TC58	13-14-21.00-TG-U00 or later	Go to download page
5430-platform devices running Android 13		
TC22/TC27	13-14-21.00-TG-U00 or later	Go to download page
6375-platform devices running Android 13		
TC15	13-21-05.00-TG-U00 or later	Go to download page
ET40/ET45	13-21-05.00-TG-U00 or later	Go to download page
4490-platform devices running Android 13		
MC9400	13-10-03.00-TG-U00 or later	Go to download page

New Features in ZDNA 5.0

- Displays presence information for ZDNA-managed devices and devices enrolled by other EMMs
 - Now displays online/offline status for all ZDNA-managed devices as well as GMS devices enrolled by third-party EMM systems*.
 - The presence is shown in My Devices, Apply Now and Android Updates >Device View pages.
- Adds Zebra Wireless Insights diagnostics tool to the Support Tools section:
 - Reports Wi-Fi performance for all Zebra devices running Android 13 or later.
 - Reports cellular performance on 6490-platform and TC26 devices running Android 13 or later.
 - Allows analysis and troubleshooting of Wi-Fi and cellular networking issues and failure events.
 - Categorizes available data by device, device group and across an organization.
 - Supports data export based on time and date range (30 days max).
 - Supports device search by model, serial number and other fields.

* For display of presence information, devices managed by third-party EMM systems require Zebra Common Transport Layer v2.1, available from [Google Play](#).

Requirements

- Refer to the [System Requirements](#) section in ZDNA documentation.

Usage Notes

- Device Presence:
 - For newly ZDNA-enrolled devices, presence icon displays immediately; “Last Connected” status is updated after about 10 minutes.
 - For all devices enrolled in a third-party EMM system, device presence is enabled within 24 hours.
 - For existing ZDNA-enrolled devices, presence status is displayed after performing “Update zDNA client” action; “Last Connected” status is updated after about 10 minutes.
 - Devices with an out-of-date “DNA client” (indicated by a yellow triangle) must be updated to the latest client to see presence information.
 - The presence for existing and newly added devices running on an unsupported OS displays the presence status only after device is updated to the latest OS (in “Android Updates” section) and updated to the latest ZDNA client.
 - The presence changes from offline to online appear immediately in most cases but could take up to five minutes.
 - The presence changes from online to offline could take up to sixteen minutes in case of memory kill in devices.
- When using Advanced Settings, Stream configuration is NOT supported when exporting as .pdf files. (see UI Configuration > Volume UI Profiles > Volume UI Profile > Stream configuration)

- When first booting (or rebooting from either a cold boot or hard reset), all Zebra devices running Android 13 (or later) must be unlocked (using PIN, password or pattern) before the DNA Cloud client app can launch. Also applies to 6490- and 6375-platform devices running Android 11.
- SDM660 devices running Android 11: DNA Cloud does NOT support the following device-OS update packages:
 - HE_FULL_UPDATE_11-13-13.00-RG-U26-STD-HEL-04.zip
 - HE_FULL_UPDATE_11-13-13.00-RG-U00-STD-HEL-04.zip
 - HE_FULL_UPDATE_11-13-13.00-RG-U12-STD-HEL-04.zip
- Regarding devices with the BSPs listed below:
 - 6490-platform: AT_FULL_UPDATE_11-17-16.00-RG-U00-STD-ATH-04.zip
 - 6490-platform: AT_FULL_UPDATE_11-19-15.00-RG-U00-STD-ATH-04.zip
 - SDM660-platform: HE_FULL_UPDATE_11-31-27.00-RG-U00-STD-HEL-04.zip**For full ZDNA functionality on such devices:**
 - If already enrolled, generate a new barcode using ZDNA 3.11 or later, re-enroll and update to the latest BSP.
 - If not already enrolled, generate a new barcode using ZDNA 3.11 or later and update to the latest BSP.
- Remote sessions automatically time-out after five (5) minutes of inactivity.

Resolved Issues

- SPR-55141 – A custom locale can now be applied when using the Basic Settings Wizard.
- SPR-54924 – Devices are now displayed correctly when enrolled in environments that combine ZDNA with a third-party EMM system.
- SPR-55345 – Special characters are now supported in the username/password section of FTP/S URLs for Remote RxLogger hosting locations.

Known Issues - DNA Cloud

- The “Lock Screen Visibility” feature introduced with OEMConfig 13.3.0.5 is not supported. If enabled on the device, the lock screen appears blank on the ZDNA console during Remote Support sessions.
- The Zebra Ping authentication dialog sometimes displays “Unexpected System Error” when double-clicking (or sometimes single-clicking) the “Sign In” button.
- Devices running Android 13:
 - Zebra collection apps are sometimes NOT uninstalled when device(s) are removed from a group.
 - The “Enterprise” Wi-Fi Security Mode is not supported.
- When creating a managed configuration for Enterprise Keyboard, remapping a programmable key requires two backslash (“\\”) characters (rather than one, as documented).

Known Issues - EKB Design Studio

- The System Bar in vehicle-mount devices occupies 10-15% more height than is displayed in the device simulator.
- Unchecking “Enable System Bar” and/or “Enable Status Bar” options in the editor page crops the layout on devices not set to a 9:16 aspect ratio.

Known Issues - Wireless Insights

- Voice events using the “WFC Voice” app cannot be sent when port 5060 is in use.
- Sorting on the “VOICE STATS” column on the All Analysis page (Wi-Fi) is not currently supported.
- A Wireless Insights deployment Profile cannot be created using the “New Setup” button; use the “Setup” button of the Wireless Insights tile instead.

- Filtering by WLAN code in the events timeline is not currently supported.

Important Links

- [About Zebra DNA Cloud](#)
- [Zebra DNA Cloud Setup](#)
- [Zebra DNA Cloud Licensing](#)

About Zebra DNA Cloud

[Zebra DNA Cloud](#) integrates our Mobility DNA portfolio solutions into a single, intuitively organized interface. By harnessing our existing software's capabilities, we offer customers and partners secure solutions that help deploy, manage and support every stage of device lifecycles. With Zebra DNA Cloud, organizations can tailor device settings to meet their specific needs by leveraging Mobility Extensions (Mx). Application management and configuration of Mobility DNA tools will ensure users have access to the Zebra applications required to accomplish their work. Administrators can leverage LifeGuard OTA to ensure their devices are always up to date with the latest features and security, all with a single click and without having to touch each device physically.

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