VisibilityIQ™ Foresight

Zebra Data Services (ZDS) Agent Verification Guide

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OVERVIEW

Zebra Data Service (ZDS) agent software is a continuous background service running on all supported Zebra devices and is responsible for collecting and uploading analytics data coming from ZDS plug-ins and Zebra-authorized third-party apps. ZDS starts collecting and transmitting data from the first time the device is turned on and updates itself and the ZDS Plug-ins automatically. Data is uploaded to the Zebra analytics database every 24 hours by default with transport secured with HTTPS.

Zebra's VisibilityIQ (VIQ) service leverages the data from ZDS agent to provide actionable insight for Zebra Android mobile computers for customers. ZDS data is required in all VIQF offerings to ensure users will have the same level of visibility insight no matter whether customer has an MDM in place or not.

VERIFICATION PROCEDURE

For VisibilityIQ Foresight customers, they can follow the steps below if they want to verify if ZDS is running on their devices and collecting/transmitting data to ZDS cloud.

1. CONFIRM DEVICE COMPATIBILITY WITH ZDS

   a. ZDS is compatible with all Zebra devices running Android 4.4 (Kit Kat) and later.
   b. Zebra offers active ZDS support for devices running Android 6.x (Marshmallow) and later.
   c. ZDS comes preinstalled on most devices with the latest Android 7.x (and later) builds.
   d. Installation might be required for devices running Android 4.4, Android 5.x (Lollipop) and later Android versions.

2. CONFIRM ZDS AGENT IS INSTALLED

The current ZDS agent is implemented as two applications installed on device:
   e. com.symbol.dataanalytics.apk | Main analytics engine (2 MB)
   f. com.symbol.dataanalytics.dca.apk | Data collection plug-in (0.2 MB)

There are two ways that customer can check if ZDS is installed on their devices.
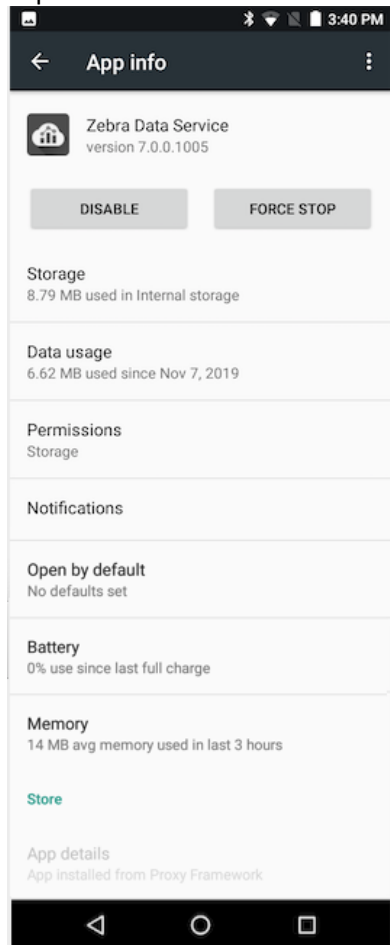1) If Customer has an MDM with the devices enrolled, they can check if the following package names show up for their devices on MDM console:
   • com.symbol.dataanalytics.apk
   • com.symbol.dataanalytics.dca.apk

If the package names do not show up, customer should contact VIQF portal support team (email: mscustomeronboarding@zebra.com) to raise service request for guidance on installation of the ZDS agent from ZDS team.

2) Customer can also check ZDS status on device if they have access to their devices by following the procedure below:
   a) In the Settings panel, locate and tap the "Apps" button. This displays a list of all apps and services on the device:
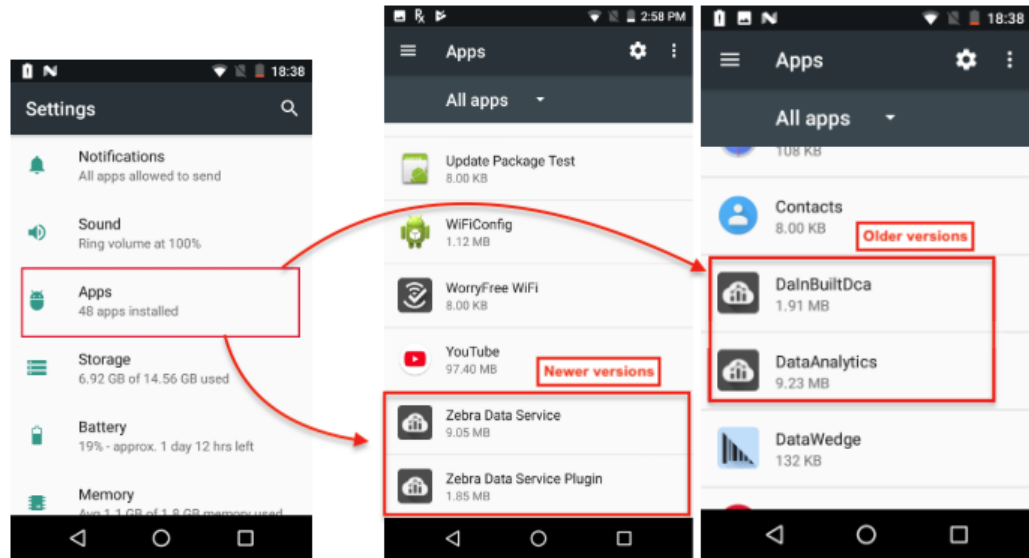
b) Scroll the list until the ZDS components are shown (as shown above).
c) Tap on a service to view its status and options:

d) To exit panel, tap left-facing arrow.

If the ZDS apps do not show up, customer should contact VIQF portal support team (email: mscustomeronboarding@zebra.com) to raise service request for guidance on installation of the ZDS agent from ZDS team.

3. CONFIRM ZDS AGENT IS ENABLED

As mentioned in step 2, customer has 2 ways to verify if ZDS agent is enabled or not:

a. If Customer has an MDM with the devices enrolled, they can check if the following package names show up for their devices on MDM console:
   - com.symbol.dataanalytics.apk
   - com.symbol.dataanalytics.dca.apk

   If both apps show up, then it'll indicate both applications of the ZDS agent are enabled.

b. Customer can also check if ZDS agent is enabled on device when they have access to their devices by following the procedure below:
   1) Check if the ZDS main analytics engine is enabled.
      i. In the Settings panel, locate and tap the "Zebra" button. This brings up the ZDS info screen:
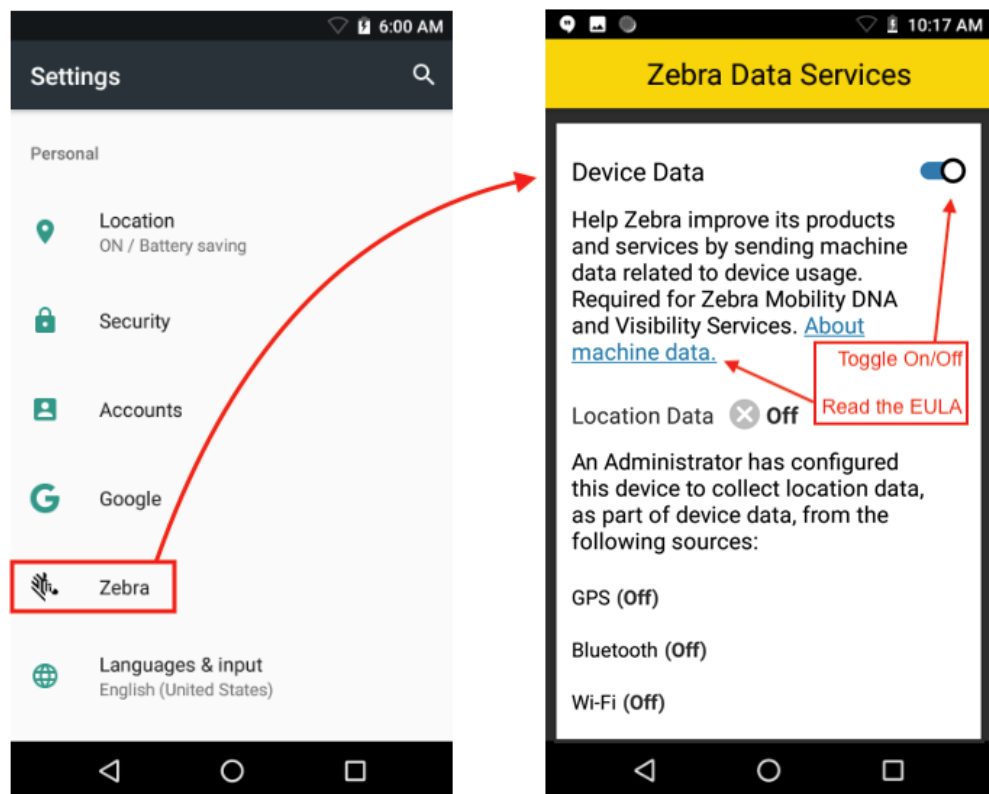
      ii. If the toggle switch is "on" as shown above, then it indicates the main analytics engine is enabled.
      iii. If the toggle switch is "off", then user can switch to "on" to enable the main analytics engine.

2) Check if the ZDS data collection plug-in is enabled:

     i.   In the Settings panel, locate and tap the "Apps" button. This displays a list of all apps and services on the device

    ii.   Click on "Zebra Data Service Plug-in" and check if it is enabled or disabled.

If either application is not running, customer can use a barcode or XML to ensure ZDS apps are running and enabled. Please follow the procedure as described in the document below:

https://www.zebra.com/content/dam/zebra_new_ia/en-us/support-and-downloads/visibilityiq/visibilityiq-foresight/VIQ-ZDS-Agent-Configuration-Guide.pdf

4. CONFIRM DEVICES ARE CONNECTED TO INTERNET

Verify if the devices can reach Internet via Wi-Fi connection or Cellular connection. The devices need to connect to Internet to transmit data to VisibilityIQ platform.

5. MODIFY FIREWALL SETTINGS IF NEEDED

There are scenarios that customer restricts their devices to directly connect to Internet. Therefore, they need to modify their firewall settings to allow the devices to reach ZDS cloud server so the data can be transmitted to VisibilityIQ platform.

The following 2 URL's need to be whitelisted in the firewall settings to allow devices send data to ZDS cloud server:

a. ZDS Server 1:
URL: https://analytics.zebra.com
Port: 443

b. ZDS Server 2:
URL: https://device-https.savannacore.zebra.com
Port: 443

For more detailed information regarding ZDS agent, please follow the link below:

https://techdocs.zebra.com/zds/about/