VIQF Connect with SOTI

Customer requirements

1. Technical form

After the PO is received by Zebra, 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 the following VIQF reports:

- Applications Analytics
- Smart battery health
- Battery swap activity
- Device disruptions
- Scan metrics

Customer must familiarize themselves with the **Zebra Data Services (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 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 ZDS data upload frequency to at least 4 times every 24 hours to improve data availability and accuracy in analytics insight provided by VIQF.

3. WLAN / GPS data collection enablement

To protect customers' privacy, WLAN and GPS data collection is disabled on all Zebra devices by default. WLAN / GPS data collection can be enabled by using ZDS configuration files GPS configuration files / WLAN configuration files provided by Zebra.

If the customer wants to have access to the Geo Locations / WLAN Signal Strength reports, The GPS/WLAN data collection needs to be enabled by customer in their SOTI environment.

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

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

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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.

4. OneCare contract

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

If VIQF dashboard is located in EMEA VIQ environment, the devices enrolled in customer's MDM must be covered by Zebra OneCare contract in order for the ZDS dependent reports *(Smart Battery Health, Scan Metrics, …)* to be available in VIQF.

Onboarding steps

After all requirements have been met, a **VIQF connector script installation** session is arranged, and a VIQF connector script installation is performed. If the server is hosted on-cloud, the installation session can be performed without customer participation. However, customer must attend a remote Zoom installation session if the server is hosted on premise.

VIQF Onboarding team proceeds with **VIQF dashboard preparation.**

Once the VIQF Dashboard is set up, the connectivity between the MDM server and the VIQF Dashboard is verified, basic Dashboard checks are performed, access to the VIQF **is provided to the customer**.

After a minimum of 10 % devices is enrolled, **VIQF Onboarding team** proceeds with **validation of data in selected VIQF reports**. After the validation is completed, VIQF Onboarding team closes the onboarding phase by sending a service summary and contacts for technical support in run phase.

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.