

08/10/2024 General

# 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<sup>1</sup>:
  - 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 [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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<sup>1</sup> 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](#).

### 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](mailto:onboarding.pm@zebra.com).