

08/10/2024 General

# VIQF IOT for Mobile Devices

## Customer requirements

### 1. Technical form

After the purchase order is received by Zebra, the 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 all VisibilityIQ Foresight reports, as well as for the *Lifeguard analytics* report on the VisibilityIQ OneCare dashboard.

Customer must familiarize themselves with the [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 the 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 data upload frequency to at least 4 times in 24 hours to improve data availability and accuracy in analytics insight provided by VIQF. The data upload frequency configuration files are available [here](#).

### 3. WLAN / GPS data collection enablement

To protect customers' privacy, WLAN and GPS data collection is disabled on all Zebra devices by default. The customer can enable it by means of [ZDS configuration files](#).

- The collection of GPS data is a prerequisite for *Geo Locations* report,
- The collection of WLAN data is a prerequisite for *WLAN Signal Strength* report.

### 4. OneCare contract

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

## Onboarding steps

After all requirements have been met, Onboarding team proceeds with the **VIQF dashboard setup**.

Once the service is ready, dashboard **access is provided** to the customer.

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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.

Once a minimum of 10 % devices are being actively used, **the Onboarding team** proceeds with the **validation of data in selected VIQF reports**. After the validation is completed, the Onboarding team closes the onboarding phase by providing the customer with a **service summary and a contact for technical support** in the run phase ([mscustomeronboarding@zebra.com](mailto:mscustomeronboarding@zebra.com)).

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).