Launch Bulletin – PMB-10817

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Bulletin Type (Select One)	Business Segment	Portfolio	Applicable Region(s)
☐ Distributor Notice ☒ Product Marketing Bulletin	☒ EMC ☐ DCS ☐ Printers ☐ Supplies ☐ SWS ☐ Solutions ☐ Service	Mobile Computer	☐ NA ☒ EMEA ☐ LA ☐ APAC

Description:	Updates on How Zebra Apps Are Accessed and Managed (Part 1 in a multipart series)
Reason for Change:	PMB-10817: Announcing the Availability of Zebra Apps on Google Play

1.   Introduction

Android's Application Management undergoes constant enhancements, and these enhancements change customer needs. Many customers have begun to utilize and depend on some of these new enhancements as their preferred way of handling application management, primarily Google Play. In some instances, some third-party tools require any application pushed and installed on a device be from Google Play.

Considering the changing landscape of Zebra customers, we have made some changes to the way Zebra apps are made available to customers, starting with Android 10:

1.1 Removal of Zebra Built-in Apps.
1.2 Availability of Zebra Apps on Google Play.
1.3 Changes to the Naming Convention for APKs & What Does That Mean for Our Customers?
1.4 Google Play Store Release Strategy for Enterprise Browser and Enterprise Keyboard.

1.1   Removal of Zebra Built-In Apps

Certain Zebra apps have been removed from the Android image of our devices, starting in Android 10. These apps will continue to be available on Zebra.com and will also be independently released on Google Play.

The following applications will be available off-device:

- Enterprise Keyboard
- PTT Express
- Device Central
- Device Diagnostic Tool v 1.x
- Device Diagnostic Tool v 2.x
- Enterprise Home Screen
- Device Tracker
- Enterprise Browser
- Workstation Connect
- OEM Config
- Fusion Logging – Deprecate in Android 11

What does this mean for customers?
These apps will no longer be built into the device and customers can choose to install the Zebra apps they require either from Zebra.com or Google Play.

This change will help optimize device space, as you install only what is needed. This also allows for easier and faster updating of applications, as these apps are no longer part of Zebra's Android device image.

1.2   Availability of Zebra Apps on Google Play

In addition to the above-mentioned apps, Zebra will begin to make other value-added Mobility DNA apps available on Google Play.

Previously, Zebra customers could download their desired Mobility DNA apps from Zebra.com and then use StageNow or a third-party EMM to install the app(s) on their devices. Going forward, we will continue to support this method, but also will provide the additional option to download and install from Google Play.

The following applications will be available on Google Play:

- Enterprise Home Screen
- Enterprise Keyboard
- Enterprise Browser
- Device Tracker
- Device Central
- Data Wedge
- Device Diagnostic Tool 2.X

*Release dates for each will vary

What does this mean for customers?
Customers can now have the option to continue to download and install from Zebra.com or from Google Play. This will help make the process of finding and delivering the desired app easier and is preferred in cases involving third-party tools that require any application be pushed and installed on a device be from Google Play.

Notes:

1. Apps posted to Google Play will support the most current version of Android (and second most current) supported by Zebra. Current and older versions of the app also will be available on Zebra.com

2. Managed Google Play supports only two states for application updates:
   a. Auto-update for all applications
   b. No updates for all applications

   When a device is set in Auto-update mode, any application that is installed on the device (regardless of how it was installed) and is also on Google Play will be updated by Google Play if it's not running the most current version.

Zebra understands that this behavior might not be ideal for all customers, especially those who prefer to first validate the behavior of an application update before upgrading. With this in mind, Zebra has introduced a new feature to Mx to allow customers to individually control which applications are updated automatically. More information about this feature can be found among App Manager Actions.

1.3 APK Naming Convention Change

There will be a change in the format of the application name that will impact Zebra applications in the Google Play store. This section describes how the old and new versions of the application name will be handled going forward.

1.3.1 Zebra Support Central

- APKs with the old package name will remain in Support Central for at least for the next several years.
- APKs with the new version will be released in Support Central.

1.3.2 Google Play Store

Application bundles that are using the new application name format will be released in Google Play.

1.3.3 Compatibility Matrix

The compatibility matrix will be provided in TechDocs for both EB and EKB showing the supported board support package (BSP) and other sideloaded app versions. Also note that as new apps are posted to Google Play, the compatibility matrix will be updated.

1.4   Google Play Store Release Strategy for Enterprise Browser and Enterprise Keyboard

The new Enterprise Browser (EB) and Enterprise Keyboard (EKB) applications (with new package names) will be made available on both Google Play and the Zebra Support Portal.

All future BSP and LG updates will support only the new package name formats.

In order to use Google Play with these apps for Android v10 or Android v11, you need to be running the **January 2022 LifeGuard patch** as well.

1.4.1   Enterprise Browser

1.4.1.1 Upgrading Enterprise Browser

Simply performing an upgrade from the current version is not applicable in this case. The following steps must be followed when upgrading Enterprise Browser:

Step 1 - The customer must uninstall the previous version of Enterprise Browser.

Step 2 - The customer can then install the new version of Enterprise Browser.

Step 3 - The customer <u>must redeploy</u> the Enterprise Browser configuration. This step is crucial because the previous configuration would have been deleted when the previous version of Enterprise Browser was uninstalled in Step 1. For additional information on redeploying the configuration for the new Enterprise Browser package name, please refer to TechDocs.

1.4.1.2   Adding Enterprise Browser to a List of Approved Apps or Any Other Hardcoding of the Existing Enterprise Browser Package Name

If the customer has completed any activity that enables the Enterprise Browser app to be part of an approved list of applications to be used within the enterprise or any other hardcoding of the previous Enterprise Browser package name (i.e., **com.symbol.enterprisebrowser**) in their setup, they must now update with the new Enterprise Browser package name (i.e.**com.zebra.mdna.enterprisebrowser**).

1.4.1.3   Mass Deployments of Enterprise Browser Using the EB Configuration File

The admin configuration steps will now change to the Enterprise folder. Mass deployments from other folders will not be supported.

In the previous Enterprise Browser versions, administrators had the option to copy the EB configuration files to an SD Card for mass deployment purposes. With the new version of Enterprise Browser, the config file must now be copied to the Enterprise partition (i.e., /enterprise/device/enterprisebrowser/). More information on mass deployments of Enterprise Browser can be found on TechDocs.

A new Enterprise Application Configurator (EAC) (Version 1.0.3.0), which is a PC tool, that is compatible with the new Enterprise Browser package name, is also released on the support portal.

1.4.2   Enterprise Keyboard

1.4.2.1 Upgrading Enterprise Keyboard

Simply performing an upgrade from the current version is not applicable in this case. The following steps must be followed when upgrading Enterprise Keyboard:

> Step 1 - The customer must uninstall the previous version of Enterprise Keyboard.

> Step 2 - The customer can then install the new version of Enterprise Keyboard.

> Step 3 - The customer **must redeploy** the Enterprise Keyboard configuration. This step is crucial because the previous configuration would have been deleted when the previous version of Enterprise Keyboard was uninstalled in Step 1. For additional information on redeploying the configuration for the new Enterprise Keyboard package name, please refer to TechDocs.

1.4.2.2   Adding Enterprise Browser to a List of Approved Apps or Any Other Hardcoding of the Existing Enterprise Keyboard Package Name

If the customer has completed any whitelisting or any other hardcoding of the previous Enterprise Keyboard package name (i.e., **com.symbol.mxmf.csp.enterprisekeyboard**) in their setup, they must now update with the new Enterprise Keyboard package name (i.e., **com.zebra.mdna.enterprisekeyboard**).

1.4.2.3   The Use of Other Tools

If you are using Enterprise Keyboard within DataWedge or Enterprise Browser, it is important to use the latest updated DataWedge and Enterprise Browser versions. Refer to the TechDocs for the minimum version of OS Updates and Enterprise Browser version needed.

Any Line of Business (LOB) application that uses Enterprise Keyboard Intent APIs must be updated to the new package name.

2. Configurations Available for Booking

N/A

3. Country Release Schedule

All application will be available globally on Zebra.com and Google Play.

4. Future Configurations

N/A

5. Reference Material on the Web

Various application-level information and marketing assets can be found under:

- **Enterprise Home Screen**
  - https://www.zebra.com/us/en/products/software/mobile-computers/mobile-app-utilities/enterprise-home-screen.html
  - https://www.zebra.com/us/en/support-downloads/software/utilities/enterprise-home-screen.html

- **Enterprise Keyboard**
  - https://www.zebra.com/us/en/products/software/mobile-computers/enterprise-keyboard.html
  - https://www.zebra.com/us/en/support-downloads/software/productivity-apps/enterprise-keyboard.html

- **Enterprise Browser**
  - https://www.zebra.com/us/en/products/software/mobile-computers/mobile-app-utilities/enterprise-browser.html
  - https://www.zebra.com/us/en/support-downloads/software/developer-tools/enterprise-browser.html

- **Device Tracker**
  - https://www.zebra.com/us/en/products/software/mobile-computers/device-tracker.html
  - https://www.zebra.com/us/en/support-downloads/software/productivity-apps/device-tracker-on-prem.html

- **Device Central**
  - https://www.zebra.com/us/en/products/software/mobile-computers/device-central.html
  - https://www.zebra.com/us/en/support-downloads/software/utilities/device-central.html

- **Data Wedge**
  - https://www.zebra.com/us/en/products/software/mobile-computers/datawedge.html
  - https://www.zebra.com/us/en/support-downloads/software/utilities/datawedge-toolkit.html

- **PTT Express**
  - https://www.zebra.com/us/en/products/software/mobile-computers/ptt-express.html

- **Power Precision Console**
  - https://www.zebra.com/us/en/products/software/mobile-computers/powerprecision-console.html

Planned PMB release date	December 23rd, 2021
Public Announcement date	December 30th, 2021

6. LifeGuard for Android

Recently Zebra introduced LifeGuard™ for Android™ (LG) representing an Operating System (OS) security support model for select Zebra Android products covered by a Zebra OneCare active contract. (Read about LifeGuard as part of our **Mobility DNA Solution**).

LG is available on the [*insert product family*] and for devices covered by a Zebra OneCare active contract, it includes the following support:

1) **Extended Security Service Life** - Security updates under LG are based on the device life cycle. Under LG, security patches are made available for the product hardware service life. For Zebra products that is either 6, 8, or 10 years. This is well beyond the security support provided by Google. Extended security support significantly lowers customer Total Cost of Ownership (TCO) by enabling devices to stay in service for a longer period of time.

2) **Timely, Periodic Security Updates** – customers receive security updates as frequently as monthly or quarterly (depending on the platform lifecycle). Having the latest updates on a regular cadence enhances portfolio security while making update logistics more manageable.

3) **Security Support Through OS transitions** - when Zebra releases a new Android OS, quarterly, LifeGuard updates for the older OS continues for a period of 12 months. Referred to as an OS Transition Period (OTP), this maintains the security of the customer portfolio during the transition to a new OS release.

For more information about LifeGuard, please click **here.**

7. Zebra Services

N/A

8a. Software Support and Entitlement Process

Except for warranty coverage, which will be as specified below, End User Customers are required to have a valid Zebra OneCare Technical Support and Software (TSS), Special Value, Essential or Select service agreement in place to be entitled to any restricted software including Printer Profile Manager Enterprise, Enterprise Connector, LifeGuard, telephone and e-mail support. End user Customers will need to provide product information when initiating their support requests, including the serial number of the product configuration(s) for which they require restricted software and/or support.

For warranty coverage, software is licensed "as is" with no warranty. However, unless otherwise stated by Zebra in the product warranty exceptions list at https://www.zebra.com/content/dam/zebra_new_ia/en-us/support-and-downloads/general/Warranty/product-warranty-exceptions-list.pdf or in a sales agreement between Zebra and End-User Customer, for restricted software and for licensed demoware, as identified at zebra.com, End-User Customer may, for a period of 90 days from when the instance of Software or Hardware are first shipped by Zebra or, with proof of purchase or license, from the purchase date

whichever is later, obtain if available, releases, from https://www.zebra.com/us/en/support-downloads.html and technical support.

End User Customers who wish to purchase a services agreement can do so through the normal channels that they currently use to purchase Zebra products and services. Requests to download restricted software releases are completed through Support and Downloads pages at https://www.zebra.com/us/en/support-downloads.html. For purposes hereof End User Customer means the original user of the product.

8b. ZaaS (as a Service)

[*For all as a Service Offers approved by the ZaaS Hub*]

Zebra is making a change to better process "as a Service" subscription orders, based on their unique attributes. These changes should result in faster order processing and improved support for Renewal quotes and Add-ons (Incremental Licenses that will terminate at the same time as the original contract).

For submission of orders that include Zebra "as a Service" SKUs, please submit these orders to ZaaS@zebra.com.

Updated Order Criteria. For your convenience, we have updated Zebra's Bookable Order Criteria reference guide to reflect the process change for "as a Service" subscription orders.

9. Other Information

NOTE: PLEASE REFER TO THE LINKS BELOW FOR THE MOST UP TO DATE PRODUCT INFORMATION AND PRODUCT OPTIONS. INFORMATION SUCH AS GLOBAL (REGION SPECIFIC) PRICING, PRODUCT AVAILABILITY, AND PRODUCT ACCESS CODES ARE AVAILABLE. ZEBRA ASSOCIATES SIGN INTO THE EMPLOYEE PORTAL USING YOUR COREID/USER NAME AND PASSWORD. ZEBRA PARTNERS/DISTRIBUTORS SIGN INTO PARTNERGATEWAY. THE SOLUTIONS PATHWAY LINK WILL BE UNDER "CONNECTING TOOLS".

Zebra Associates: Click Here
Zebra Partners/Distributors: **Click Here**

10. Frequently Asked Questions

1. **Which Zebra Apps have been removed from the Android BSP?**
   The following apps are no longer built –into Zebra devices:
   - Enterprise Keyboard
   - PTT Express
   - Device Central
   - DDT v 1.x

2. **Why have apps been removed from the Android image?**
   We have removed these based on feedback from our partners and customers, that not all apps are required to be in the Android image as these apps are not needed and take up device space.

3. **What is the benefit of removing these apps from the Android image?**
   Removing these apps from the Android image saves space on the device. Also, as an independent release, updating these apps is a lot easier.

4. **Where can I get these Zebra apps from now?**
   You can download and install these apps from either Zebra.com or Google Play.

5. **Which Zebra Mobility DNA Apps* will be available on Google Play?**
   The following apps will be available on Google Play:

   - Enterprise Home Screen
   - Enterprise Keyboard
   - Enterprise Browser
   - Device Tracker
   - Device Central
   - Data Wedge
   - Device Diagnostic Bot

*Release dates for each will vary

6. **Why are Zebra Value Adds being made available on Google Play?**
   Many customers prefer to deploy these apps using Google Play. In some instances, some third-party tools require that any application pushed and installed on a device comes from Google Play.

7. **Will Zebra apps continue to be available on Zebra.com?**
   Yes, Zebra will continue to provide these apps on Zebra.com.

8. **I do not use Google Play; how will this impact my organization?**
   There will be no impact of this on your business/organization. Zebra will continue to provide these apps on Zebra.com as in the past.

9. **As an existing user of the app, am I required to I re-downloaded the app from Google Play?**
   No, no action is required from your side.

10. I already have this app; how do I update it?
Update will be available via Zebra.com or Google Play.
If you have enabled Google's auto-update on your devices, Google will automatically update these apps as well.

11. I downloaded the apps from Zebra.com. Can I update the apps from Google Play?
Yes, you update the app directly from Google Play. If you have enabled Google's auto-update on your devices, Google will automatically update these apps as well.

12. I have enabled Google's Auto-update but do not want certain apps to be updated automatically. How do I stop Google auto-update from doing that?
With Mx's DisallowApplicationUpgrade feature, customers enrolled in Google Play Auto-update can disable the auto-update feature on the specific applications they choose.

13. Is there any difference between the apps downloaded from Google Play and Zebra.com?
No, there is no difference between the two methods to download and install the Zebra Apps.

14. Which versions of Android will be supported by Google Play and on Zebra.com?
Google Play will support Android's current active version (A11) and previous version (A10).
Zebra.com will support all Android versions.

15. I work on an older version of Android. Can I update the app from Google Play?
No, Google Play will support only Android's current active version (A11) and previous version (A10). To utilize the auto-update facility of Google Play, you must move to A10 or A11.
On Zebra.com, we will continue to support our older Android versions.

16. I have an EMM, from where do I download these apps – Zebra.com or Google Play?
Please reach out to your EMM partner to understand their preferred method.

17. Will the old APK package name for EB and EKB still remain in Support Central?
Yes.

18. Will the new APK package names for EB and EKB be released within Support Central?
Yes.

19. Will Google Play still support the old EB and EKB APK package names?
No, Google Play will support only the new EB and EKB package name formats going forward.

20. Where will detailed documentation on the new APK package names for both EB (Enterprise Browser) and Enterprise Keyboard (EKB) be located?
Enterprise Browser and EKD docs can be found on Zebra TechDocs.

21. Will newer versions of Android support the old EB and EKB APKs?
No. The newer versions of Android will support only the new APK name formats for EB and EKB.

22. Can I simply upgrade Enterprise Keyboard or Enterprise Browser when updating the APKs from the old to the new naming format?
No. Old versions of EB and EKB must be uninstalled before the new versions are installed.

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