

tech&step

# Techstep Essentials MDM Campaigns

Date: 27/02/2024

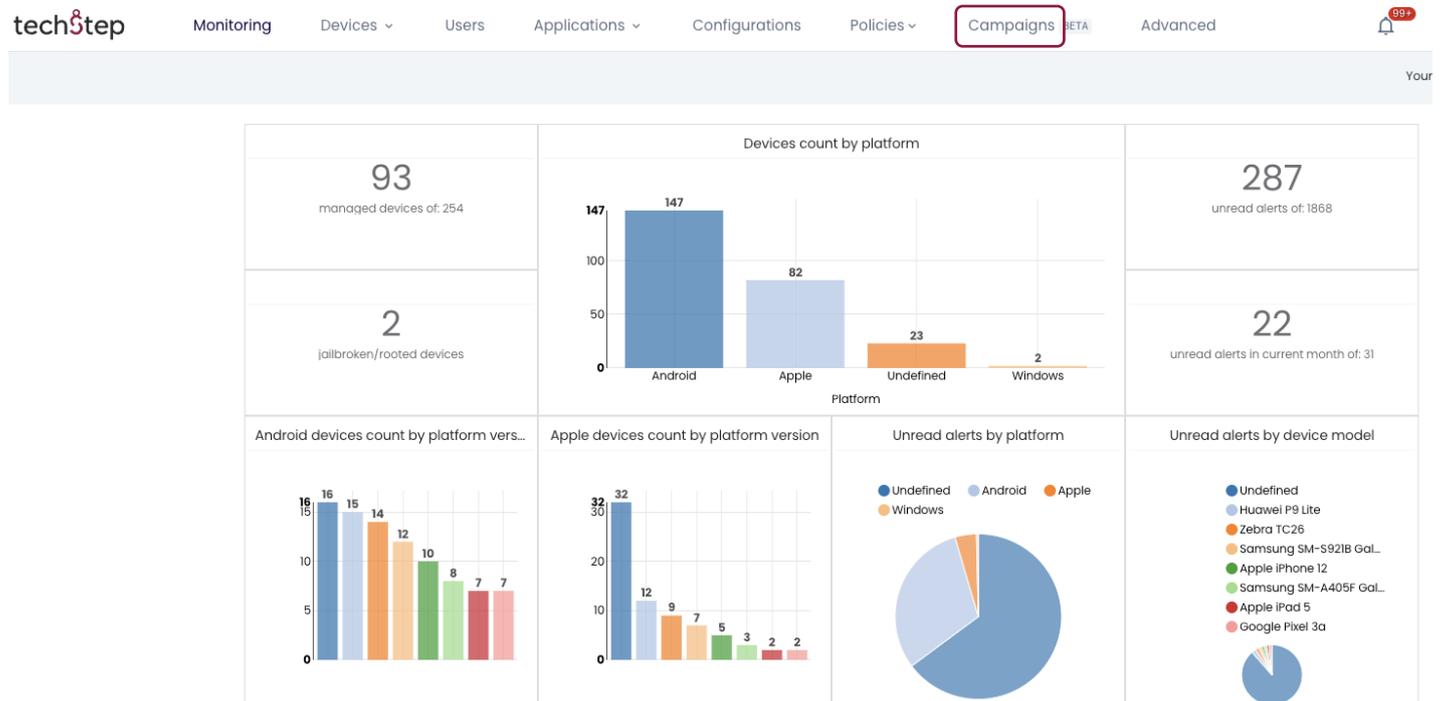


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## 1. General

From version 5.33 we got a new main tab: **Campaigns**



With Campaigns can you perform operations on multiple devices at the same time on an efficient way. Campaigns are tools that help you organize and plan these operations on the devices.

The first type of operation that could be tracked with Campaigns is Zebra Lifeguard OTA.

## 2. Zebra Lifeguard OTA Campaigns

With Zebra OTA campaigns can you manage firmware updates for supported Zebra devices directly from the console.

Prerequisite: Integration with Zebra (Settings > Android > Zebra OTA updates).

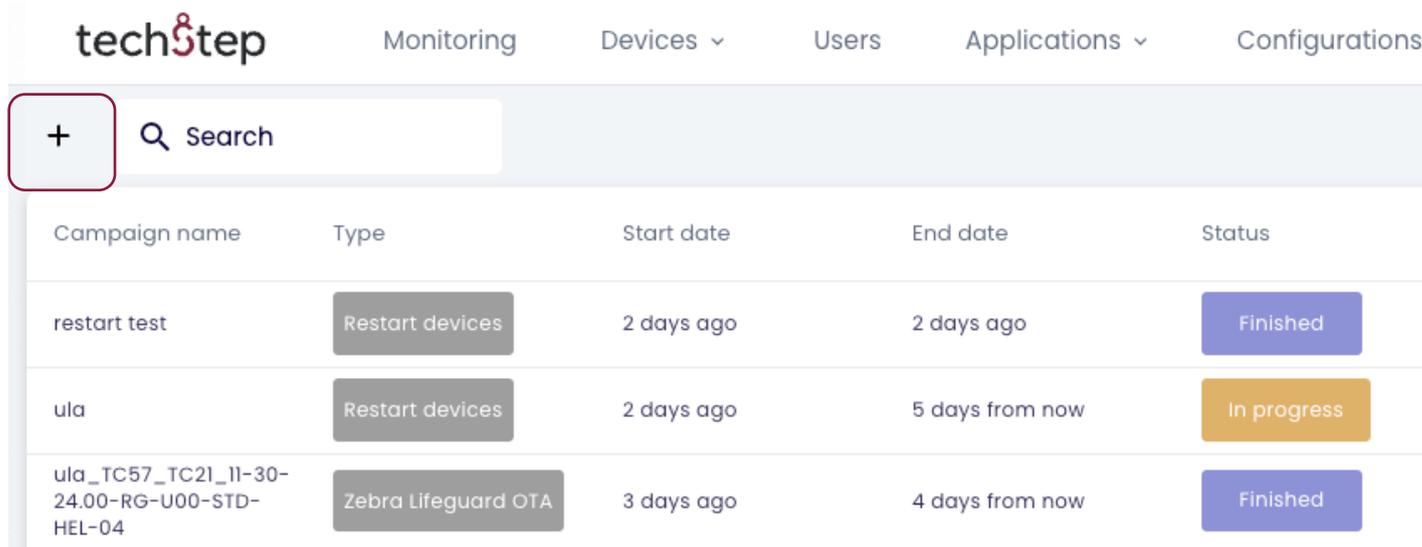
You can perform the following:

- Simple way to select devices that will receive the update
- Assign the devices to be updated
- Assign a time schedule for the updates
- Track the status of the campaign (number of operations, progress etc.)

## 2.1 Create a new «Zebra Lifeguard OTA» campaign

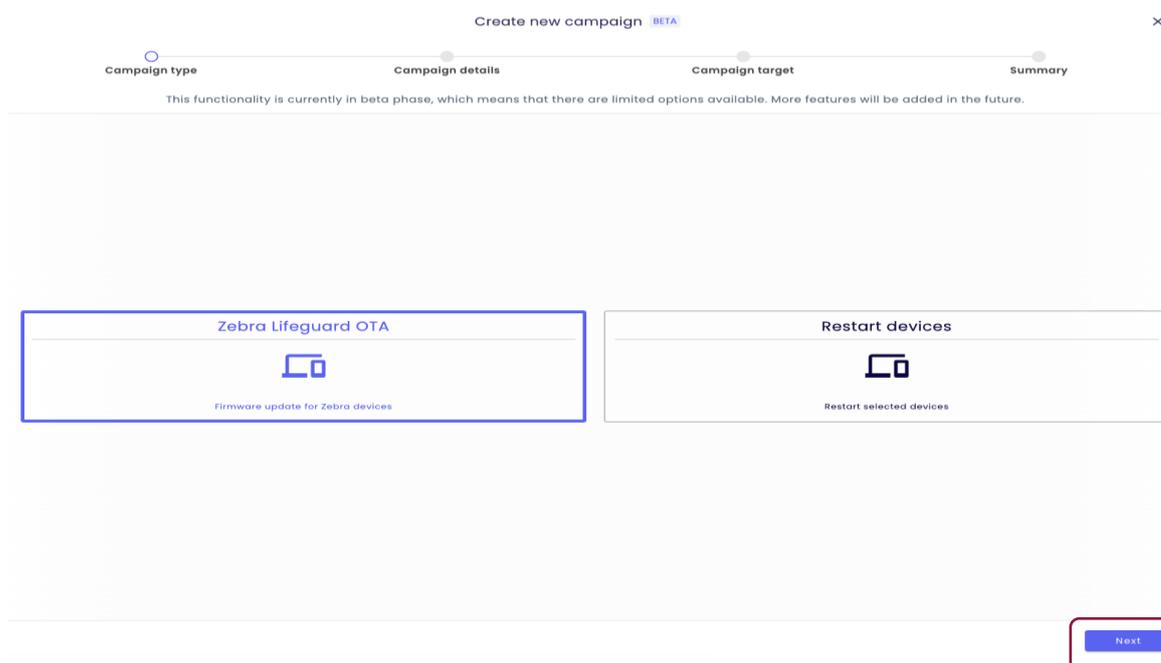
To add a new Campaign, you must click on the Campaigns button on the top of the screen as shown on the previous picture.

Then press the + sign on the top left corner.



Campaign name	Type	Start date	End date	Status
restart test	Restart devices	2 days ago	2 days ago	Finished
ula	Restart devices	2 days ago	5 days from now	In progress
ula_TC57_TC21_11-30-24.00-RG-U00-STD-HEL-04	Zebra Lifeguard OTA	3 days ago	4 days from now	Finished

Choose the type of Campaign (Zebra Lifeguard OTA) and press «Next»



Create new campaign BETA

Campaign type      Campaign details      Campaign target      Summary

This functionality is currently in beta phase, which means that there are limited options available. More features will be added in the future.

**Zebra Lifeguard OTA**



Firmware update for Zebra devices

**Restart devices**



Restart selected devices

**Next**

*(In upcoming Essentials MDM releases, there will be more campaign types like: Apple OTA updates, Samsung KNOX E-FOTA, application installation, configuration installation.)*

Type the Campaign name and description.

Create new campaign BETA ×

Campaign type Campaign details Campaign target Summary

Provide settings and details of this campaign

Type: Zebra Lifeguard OTA

Campaign name \*  
Techstep Zebra update

Campaign description  
Update test devices

Now we will set the start and end date. In our example we will use February 22<sup>nd</sup> as start date and February 29<sup>nd</sup> as end date.

Campaign name \*  
Techstep Zebra update

Campaign description  
Update test devices

Start and end date \*

Feb 2024

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	1	2
3	4	5	6	7	8	9

12 : 26

From: 22.02.2024, 12:22

To: 29.02.2024, 12:22

When this is set, we can set the «Time window» start and end. This is the time when the actions will be active during the campaign. When set, tap «Next»

Time window start 22 : 00

Time window end 03 : 00

Back Next

Select the firmware you want for this campaign and press «Next».

Create new campaign BETA

● Campaign type
● Campaign details
○ Campaign target
● Summary

Select firmware  
Type: Zebra Lifeguard OTA

Q Search 1 - 25 of 26 |< >

	Firmware identifier	Firmware external identifier	Description	Version	Build date	OS variant	Release notes link	Download size (bytes)	Received on	Compatible devices
<input type="radio"/>	11-27-20.00-RG-U00-STD-GSE-04	GO_FULL_UPDATE_11-27-20.00-RG-U00-STD-GSE-04.zip	Full Package Update	016.007.000	4 months ago	11 (All)	<a href="https://www.zebra.com/content/dam/zebra_new_ia/en-us/software/operating-system/6375/GO_FULL_UPDATE_11-27-20.00-RG-U00-STD-GSE-04.pdf">https://www.zebra.com/content/dam/zebra_new_ia/en-us/software/operating-system/6375/GO_FULL_UPDATE_11-27-20.00-RG-U00-STD-GSE-04.pdf</a>	1865864641	18 days ago	ET45
<input type="radio"/>	13-21-05.00-TG-U00-STD-GSE-04	GO_FULL_UPDATE_13-21-05.00-TG-U00-STD-GSE-04.zip	Full Package Update	018.000.000	4 months ago	13 (A13)	<a href="http://www.zebra.com/content/dam/zebra_new_ia/en-us/software/operating-system/6375/GO_FULL_UPDATE_13-21-05.00-TG-U00-STD-GSE-04.pdf">http://www.zebra.com/content/dam/zebra_new_ia/en-us/software/operating-system/6375/GO_FULL_UPDATE_13-21-05.00-TG-U00-STD-GSE-04.pdf</a>	2236735840	2 months ago	ET45
<input type="radio"/>	11-23-13.00-RG-U01-STD-HEL-04	HE_FULL_UPDATE_11-23-13.00-RG-U01-STD-HEL-04.zip	Full Package Update	016.003.001	about a year ago	11 (All)	<a href="https://www.zebra.com/content/dam/zebra_new_ia/en-us/software/operating-system/helios/HE_FULL_UPDATE_11-23-13.00-RG-U01-STD.pdf">https://www.zebra.com/content/dam/zebra_new_ia/en-us/software/operating-system/helios/HE_FULL_UPDATE_11-23-13.00-RG-U01-STD.pdf</a>	1695749309	about a year ago	TC21
<input type="radio"/>	11-23-13.00-RG-U07-STD-HEL-04	HE_FULL_UPDATE_11-23-13.00-RG-U07-STD-HEL-04.zip	Full Package Update	016.003.007	about a year ago	11 (All)	<a href="https://www.zebra.com/content/dam/zebra_new_ia/en-us/software/operating-system/helios/HE_FULL_UPDATE_11-23-13.00-RG-U07-STD.pdf">https://www.zebra.com/content/dam/zebra_new_ia/en-us/software/operating-system/helios/HE_FULL_UPDATE_11-23-13.00-RG-U07-STD.pdf</a>	1695645043	about a year ago	TC21

Select the devices that will receive the firmware.

Create new campaign BETA

● Campaign type
● Campaign details
○ Campaign target
● Summary

Select devices that will receive the update  
Type: Zebra Lifeguard OTA

Q Search 🔍 ☆ ▼

	Model	Description	IMEI	Phone number	Enrollment method	Device mode	Last contact	Created on	Last modification	User photo	User	Login	Platform icon	Platform	Policy name	Policy status
<input type="checkbox"/>	Zebra ET45	Added in Device Owner mode ...	359496760066099		<span style="background-color: #4a7ebb; color: white; padding: 2px;">DEVICE OWNER QR</span>	<span style="background-color: #4a7ebb; color: white; padding: 2px;">COBO</span>	2023-11-22 15:46:22	2023-11-21 14:34:55	2023-11-22 16:48:56		Mankus, Urszula	urszula.mankus		Android 11.0	urszula_COBO_Zebra	<span style="background-color: #4caf50; color: white; padding: 2px;">OK</span>

Check the summary and the campaign and if the information is correct, click Apply.

### 3. Restart devices

The «Restart devices» campaign is new in version 5.34 and will let you restart selected devices at a given time.

You can perform the following:

- A simple way to select devices to be restarted
- Assign a time schedule for the operations/restarting
- Track the status of the campaign (number of operations, progress etc.)

#### 3.1 Create a new «Restart devices» campaign

To create a new campaign, you must click on the campaigns button on the top of the screen and then chose what type of campaign you will create and then tap «Next».

The screenshot shows the Techstep MDM interface. At the top, there are navigation tabs: Monitoring, Devices (selected), Users, Applications, and Configurations. A search bar with a magnifying glass icon and the text 'Search' is visible. Below the search bar is a table of existing campaigns.

Campaign name	Type	Start date	End date	Status
restart test	Restart devices	2 days ago	2 days ago	Finished
ula	Restart devices	2 days ago	5 days from now	In progress
ula_TC57_TC21_II-30-24.00-RG-U00-STD-HEL-04	Zebra Lifeguard OTA	3 days ago	4 days from now	Finished

Below the table is a 'Create new campaign' dialog box. It has a progress bar with four steps: Campaign type, Campaign details, Campaign target, and Summary. The 'Campaign type' step is currently selected. Below the progress bar, there are two options for campaign types:

- Zebra Lifeguard OTA**: Firmware update for Zebra devices. This option is currently selected.
- Restart devices**: Restart selected devices. This option is highlighted with a blue border.

At the bottom right of the dialog box, there is a 'Next' button, which is highlighted with a red border.

Next you will need to set name and description for the campaign and also the start and end date.

Create new campaign BETA

Campaign type      Campaign details      Campaign target      Summary

Provide settings and details of this campaign

[Type: Restart devices](#)

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Campaign name \*  
Techstep restart campaign

Campaign description  
We need to restart all devices during this week

Start and end date \*

Feb 2024

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	1	2
3	4	5	6	7	8	9

13 : 51

From: 22.02.2024, 13:45  
To: 29.02.2024, 13:45

You will also have the option to select «Schedule mode».

Schedule mode \*

Execute once

- Execute once
  - This will execute the action once, but will try 3 times
- Execute to success in time window
  - Will keep on trying until the action is successful
- Recurring operations
  - This is the place to set the recurring scheme for the action. You can set “Days of week»” like

Days of week\*

Tuesday, Wednesday

Monday

Tuesday

Wednesday

○ And what hour the campaign should be active

Hour

00 : 00

When this is done, tap “Next» on the bottom right on the screen.

The next step is to choose which device(s) who will restarted.

Create new campaign BETA ✕

● Campaign type
● Campaign details
● Campaign target
● Summary

Select devices to be restarted

Type: Restart devices

☰ ☆ ▼ 1 - 25 of 69 ◀ ▶ ⌂

	Model	Description	IMEI <sup>^</sup>	Phone number	Enrollment method	Device mode	Last contact <sup>▼</sup>	Created on	Last modification	User photo	User	Login	Platform icon	Platform	Policy name
<input type="checkbox"/>	Samsung SM-G980 Galaxy S20	Added in Device Owner mode ...	354460114699661	48538810479	DEVICE OWNER QR	COBO	about a minute ago	2 days ago	about a minute ago		Ozimek, Magdalena	magdalena.gutman		Android 12.0 - Samsung	Magda_COBO
<input type="checkbox"/>	Motorola Moto G9 Plus	Added in Device Owner mode ...	35554111230417		DEVICE OWNER QR	COBO	2 minutes ago	26 minutes ago	2 minutes ago		Gradowski, Krzysztof	krzysztof.gradowski		Android 10.0	KgCobo

Choose your device(s) and then tap «Next». You will now be able to create the campaign.

Create new campaign BETA ✕

● Campaign type
● Campaign details
● Campaign target
○ Summary

Verify data correctness before continuing

**Restart devices**  
Restart selected devices

**Campaign name:** Techstep restart campaign

**Campaign description:** We need to restart all devices during this week

**Start and end date:** 22/02/2024, 13:45 - 29/02/2024, 13:45

**Schedule mode:** Recurring operation

**Days of week:** Tuesday, Wednesday

**Hour:** 00:00

**Selected devices:** 1 of 69

[Back](#)

Create

## 4. Summary

In the main Campaigns menu, you will see all the active campaigns.

Campaign name	Type	Start date	End date	Status	Operation status	Last status	Created on	Created by
restart test	Restart devices	about 2 hours ago	about 2 hours ago	Finished		about 2 hours ago	about 2 hours ago	Gorkowski Michal (michal.gorkowski)
ula	Restart devices	about 3 hours ago	7 days from now	In progress	1 1	about 3 hours ago	about 3 hours ago	Mańkus Urszula (urszula.mankus)
ula_TC57_TC21_I1-30-24.00-RG-U00-STD-HEL-04	Zebra Lifeguard OTA	a day ago	6 days from now	Finished	2	about 24 hours ago	a day ago	Mańkus Urszula (urszula.mankus)
aa	Zebra Lifeguard OTA	20 days ago	4 days from now	Failed	1	20 days ago	20 days ago	Mańkus Urszula (urszula.mankus)
aaa	Zebra Lifeguard OTA	20 days ago	4 days from now	Failed	1	20 days ago	20 days ago	Mańkus Urszula (urszula.mankus)
Urszula_TC57	Zebra Lifeguard OTA	3 months ago	4 days from now	Finished	1	3 months ago	3 months ago	Mańkus Urszula (urszula.mankus)

If you click on the type of the campaign, you will see the status or edit the selected campaign. This is an example of an ongoing restart device campaign overview

Campaign name\* ula

**Restart devices**

IN PROGRESS

Summary

General settings

Operation status

No data

Error message

Q Search

IMEI	UID	Serial number	Description	Model	Platform	Phone number	Login	User	Number of operation retries	Status	Message	Last status	Created on	Execution time
35396882272608		22148522504069	Added in Device Owner mode ...	Zebra TC57	Android 11.0		urszula.mankus	Mańkus, Urszula	1			about 2 hours ago	about 3 hours ago	about 2 hours ago
	89327cc6-7063-4f73-b15f-3d7...	23146523022419	Added in Device Owner mode ...	Zebra TC21	Android 11.0		urszula.mankus	Mańkus, urszula	1			less than a minute ago	about 3 hours ago	about 22 hours from now

If you click on a device here you will get an overview of the device and from here you can also do some operations, like cancel it.

COBO MANAGED

89327cc6-7063-4f73-b15f-3d7bb67fe3af

Zebra TC21

Android 11.0

Mańkus, Urszula

2 hours ago

Device status

General

Agents

Applications on device

Compatible applications

Logs

Assigned groups

Locations

Usage data

Last refresh: 14:35:27

Action	Component	Target	Created on	Created by	Created for	Last status	Status	Message	ID	Campaign ID	Campaign name
Restart device		Device	about 3 hours ago			about a minute ago	1		331476	5	ula
Refresh policy	Policy urszula_general	Device	about 4 hours ago	Mańkus, Urszula		about 4 hours ago	1		331261		
Refresh policy	Policy urszula_general	Device	about 4 hours ago			about 4 hours ago	2		331258		
Refresh policy	Policy urszula_general	Device	about 4 hours ago			about 4 hours ago	1 1		331251		
Firmware update		Device	a day ago			about 24 hours ago	1		330638	4	ula_TC57_TC21_I1-30-24.00-RG-U00-STD-HEL-04
Refresh policy	Policy urszula_general	Device	a day ago			a day ago	2 1		330581		
Refresh policy	Policy urszula_general	Device	a day ago			a day ago	3 1		330146		
Enable Usage access permission		Device	a day ago			a day ago	1		330130		
Refresh policy	Policy urszula_general	Device	a day ago			a day ago	7		330123		
Refresh policy	Policy urszula_general	Device	a day ago			a day ago	10 2		330092		
Device Monitor		Device	a day ago			a day ago	1		330091		
Install	Agent Base Agent	Device	a day ago			a day ago	1		330090		

In «General settings» you can see the details of the campaign and also edit them

Campaign name\*  
ula

Restart devices  
IN PROGRESS

Summary

General settings

Q Search

Campaign description

Start and end date\*  
22/02/2024, 11:49 - 29/02/2024, 11:49

Schedule mode\*  
Execute to success in time window

Time window settings

To cancel a campaign, you only have to set the end date to current time and date and tap «Set»

< Feb 2024 >

Sun Mon Tue Wed Thu Fri Sat

28 29 30 31 1 2 3

4 5 6 7 8 9 10

11 12 13 14 15 16 17

18 19 20 21 22 23 24

25 26 27 28 29 1 2

3 4 5 6 7 8 9

14 : 37

From: 22.02.2024, 11:49

To: 22.02.2024, 14:37

Cancel Set