

First Zero-Touch Deployment

Recommended approach and troubleshooting



android

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Gather devices

Selecting devices and setting up supply arrangements

02

Configure and test

Creating the configuration and testing it with your EMM and corporate network

03

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End-to-end test with a small but representative group of end users

04

Launch

Switching to zero-touch as your mainstream deployment method

Step 1: Gather your devices

android

Device supply

Buying the right devices from the right place

Device Compatibility

Supported on Android 8.0 and higher

Optional feature, so requires the manufacturer to enable on each model

Check the [Android Enterprise Device Catalog](#)



android
enterprise
recommended

Ram Size

Select the minimum amount of memory for your search.

1 GB

2 GB

3 GB

4 GB

5 GB

6 GB

Display Size

Small — up to 4.5"

Medium — 4.5" to 5.5"

Large — 5.5" and up

Features



Zero-touch

Android devices



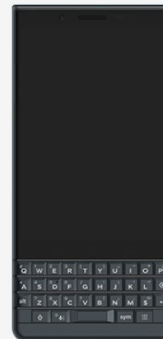
Altice S61

Technical specs ▾



BlackBerry BlackBerry KEY2

Technical specs ▾

BlackBerry BlackBerry KEY2
LE

Technical specs ▾

Device supply

Buying the right devices from the right place

Device Compatibility

Supported on Android 8.0 and higher

Optional feature, so requires the manufacturer to enable on each model

Check the [Android Enterprise Device Catalog](#)

Reseller Support

Check the [zero-touch website](#) for a device reseller in your region

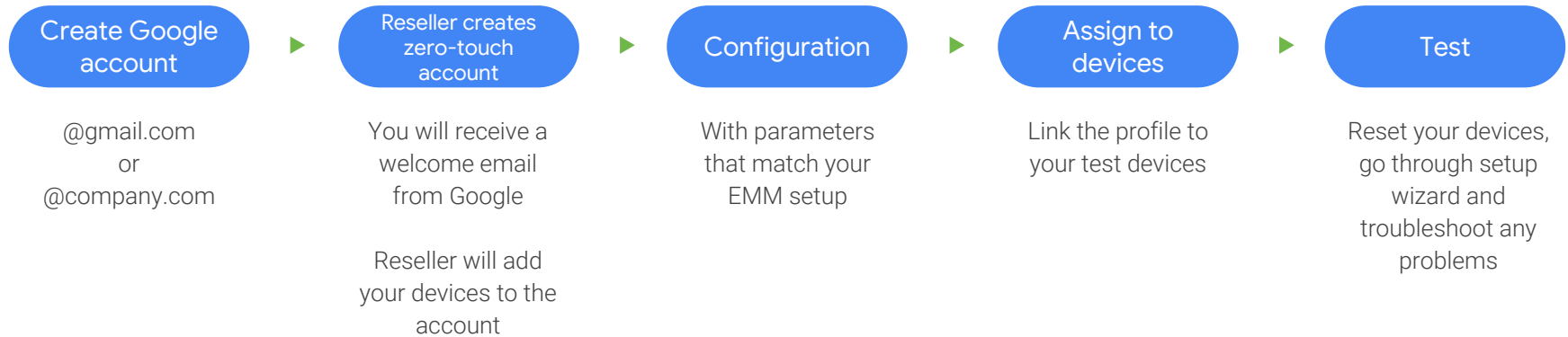


android
enterprise
recommended

Step 2: Configure and test

android

Process flow



Creating the configuration

Consult your EMM provider for advice

Can re-use/adapt JSON bundle from a QR or NFS provisioning method

If you can't enroll the device, debug by removing elements from the DPC extras JSON bundle

PACE test

Configuration name

PACE test

EMM DPC

Test DPC

DPC extras

```
{
  "android.app.extra.PROVISIONING_LEAVE_ALL_SYSTEM_APPS_ENABLED":true/false,
  "android.app.extra.PROVISIONING_ADMIN_EXTRAS_BUNDLE":{
    "serverurl":"your.server.com",
    "gid":"yourGroupID"
  }
}
```

Company name

Google Test

Support email address

DELETE

CANCEL

ADD

Assign the configuration to your test devices

Zero Touch

group test

Configurations

Devices

Users

Resellers

Admin Console

Send feedback

Account Labels

Shoutbox Notifications

Devices

1

Search for devices

Enter IMEI, MEID, or serial number

Choose an iden...

SEARCH

Devices (Total: 2)

IMEI or serial number	Configuration	Deregister
866218032945421	<u>PACE test</u>	DEREGISTER
JJN6R18809000430	<u>No config</u>	DEREGISTER

No config

Test DPC

PACE test

Martin Test

Test and troubleshoot

Test

When the device connects to a network (Wi-Fi or cellular data) the zero-touch provisioning flow should start

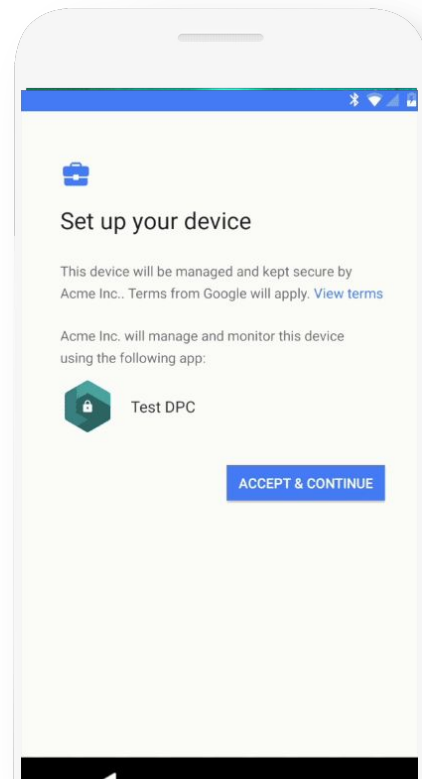
Troubleshoot

Device not supported

Configuration not assigned to device

Device offline

Device asking for QR code or token



Step 3: Pilot

android

Are your users happy?

- End-to-end trial - order device from your reseller with direct delivery to users
- Track calls to your helpdesk
- Survey pilot participants, compare their satisfaction to existing deployment methods



Step 4: Launch

android

Set your default configuration

Zero Touch

group test

Configurations

Devices

Users

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Configurations

1

Default configuration

Choose a configuration

PACE test

Test DPC

PACE test

Martin Test

APPLY

? Your default configuration will be applied to any new devices added to your account by a reseller.

ID	Configuratio...	EMM DPC	DPC extras	Company na...	Support em...	Support pho...	Custom me...	
435265535	Test DPC	com.afwsampl	Not set	Group Test Inc	garethv@googl	+44779541477	Set	EDIT
516060616	PACE test	com.afwsampl	Not set	Google Test	garethv@googl	+44779541477	Set	EDIT
868387235	Martin Test	com.google.an	Set	Cygan ORG	support@cygar	+49123456789	Set	EDIT