

Datalogic Shield FAQ

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1. What products are covered by Shield?
 - Initially Joya Touch A6, Memor 1, and Memor 10
 - All future Android handheld mobile computers from Datalogic are planned to offer Shield coverage.
2. How do I buy Datalogic Shield?
 - Datalogic Shield is included as part of our mobile device maintenance plans (Ease of Care) or by purchasing a separate software-only Datalogic Shield contract.
3. When should Shield be purchased?
 - Shield should be purchased together with the mobile computer hardware from the beginning. Datalogic may consider a late purchase of Shield depending on the specific case. But customers should not wait to buy Shield only when they need a Shield update (as there will be an added cost).
4. What if a customer doesn't have Shield and wants to upgrade to a new Android major version when made available by Datalogic ("Dessert Upgrade")?
 - Dessert upgrades are part of the Shield offering. If a customer doesn't have Shield, they are not entitled to our dessert upgrades (e.g. Android 8 to 9).
5. How often are Shield security updates released?
 - Shield updates are normally released once a quarter.
6. What is the difference between Datalogic Shield and the Android Enterprise Recommended (AER) program led by Google?
 - AER is a program from Google that enlists select manufacturers' devices based on a set of minimum requirements (and rigorous testing). The AER program promotes these devices as "enterprise ready" and "enterprise recommended" by Google. Datalogic Shield is a software service by Datalogic that offers a subscription for recurring firmware updates, security patches, and OS upgrades. Datalogic Shield meets and even exceeds the base requirements of the AER program. With that said, AER includes additional requirements that are outside the scope of Shield (hardware and software specs).
7. What if there is an urgent need for a firmware hotfix that can't wait until the next quarterly release?
 - Datalogic may decide to release a hotfix to address a severe issue that can't wait for the normal release cycle. If you subscribed to automatic notifications for the affected product, you will get an email once it is posted.
8. When a unit is sent in for repair, what firmware do we put on it?
 - Regardless if the unit is covered by Shield or not, we would install the firmware version on it that is in the Bill of Materials (BOM). In the special case that the device is a SPR (Special Part Number), then typically the firmware loaded on it is a specific version approved by the customer.

9. What is the “Transition Period”?
 - When Datalogic releases an Android major version upgrade for a product (e.g. Android 9 for Memor 10), the current version (e.g. Android 8) will be supported for 12 more months (quarterly security patches and updates covering at least critical severity level). This is intended to provide adequate time for our customers to migrate from their current Android version to the new version. After the “transition period” is over, Datalogic cannot promise any security patch support to the previous Android versions.
10. What does “dessert upgrade” mean?
 - Android’s versions are named after desserts (e.g. KitKat, Marshmallow, Nougat, Oreo, Pie). For this reason, new version upgrades for Android are called “dessert upgrades” e.g. going from Android 8 to Android 9 is considered a dessert upgrade.
11. How do I get notified when there is a new firmware release posted for my device?
 - To sign up for automatic notifications, users need to log in to developer.datalogic.com, go to their account settings, and choose the “Notifications” tab. Then select the desired notification alerts about new Shield firmware updates (by product). An automated email will be triggered as soon as Datalogic provides a new update.
12. How do Shield updates get pushed out to devices?
 - Shield updates are downloaded from www.datalogic.com/shield. Once downloaded, users can push out the updates to all their devices by using their Mobile Device Management (MDM) tool, DXU (Datalogic Xplatform Utility), or via a local installation (tethering the update through USB or through an SDCard).
13. What patch severity is covered by Shield?
 - Datalogic typically covers all severities that are applicable to the device during the coverage period (with exception of Transition Period as noted separately).
14. Why do I need to buy Shield service?
 - Shield provides you with protection for your Android investment. Numerous Android vulnerabilities emerge every month. Shield enables you to keep your devices protected against these security risks. Shield also provides you access to major version (dessert) upgrades as well as Datalogic continuous firmware improvements and bug fixes.
15. Am I required to install every single firmware update?
 - Datalogic highly recommends that you stay current with the Shield updates to protect your devices and have the latest and greatest firmware from Datalogic. Datalogic will typically offer incremental firmware updates in addition to full firmware images. However, if any incremental update is skipped, you must install the full firmware image.
16. What is the “Android Security Bulletin”, and what are CVE’s?
 - Android Security Bulletin is a website maintained by Google that publishes the newly identified Android vulnerabilities every month and provides fixes for them (for the device manufacturer to integrate in their firmware). Vulnerabilities are listed as Common Vulnerabilities Exposures (CVE’s) categorized by severity level (i.e. Critical, High, Medium). See <https://source.android.com/security/bulletin>
17. Are there any special terms & conditions related to Datalogic Shield?
 - Yes, see the Datalogic Ease of Care Terms & Conditions or the Datalogic Shield Terms & Conditions at <https://partnernet.datalogic.com>
18. Where can I get more info on Datalogic Shield?
 - Visit www.datalogic.com/shield