Lenovo Device Intelligence Plus Release Notes

Components	Release Version	Availability Date
Lenovo Device Intelligence Services	2.16	15 June 2022
User Device Services (UDS) Cloud Portal/Frontend	1.23	15 June 2022
Universal Device Client (UDC) Agent	22.5.0.33	15 June 2022
ServiceNow Integration Toolkit	1.2	15 June 2022

Table of Contents

Introduction

The LDI Plus Release Notes describe changes in the latest product. The following types of Release Notes are included for this release:

New Features and Enhancements

The following features and enhancements have been added in the tool.

- The Managed Service Provider (MSP) feature allows you to create parent-child organizations' hierarchy and hence provides multi-tenancy support.
- For the LDI Plus and unlicensed devices, the **Health Score** field is removed from the **Devices** and **Devices Tray** pages. You can still see the Overall Health Score in the **System Health** page in the **Overview** module.
- You can create an automation in the **Automations** page to fix critical device errors detected by sensors. Click the **Add Automations to Fix Sensors** link in the **Device Lookup** page, the **Configuration → Automations** page appears.
- The **Label** drop-down list is removed from the **Dashboard → Fleet Overview** and **App Vision** pages.

ServiceNow Integration

- Now, you can integrate the ServiceNow feature into LDI Plus tool, which allows you to raise a ticket and assign it to the LDI Support team when an incident occurs.
- Now, the **Issues & Reports** page is synced with the ServiceNow resolution page.

  Note: If the connection of ServiceNow is broken with the LDI Plus device for more than 24 hours, you are unable to see the updated issue resolution details.

Known Issues

The following table displays the issues, which existed in one or more previous versions, or in the current version.

Issue Description	Severity	Workaround	Jira ID
Though the provisioning package appears as installed in the device tray, the folder in the device is empty because the provisioning package is quarantined by the 360 Total Security antivirus.	High	Limitation of the 360 Total Security antivirus. This issue does not happen with Symantec Endpoint Protection.	PMP - 11796

The **Run From** column in the **Device Lookup** tab displays the incorrect names of the functionalities. Resolve Tools is displayed instead of Device Lookup and AIOPs (Artificial Intelligence for IT Operations) is displayed instead of Discover & Resolve functionalities.	Medium	None at present	PMP - 11276
The **Filter By Labels** drop-down list does not work in the **Dashboard** module for the following sub modules: • Remote Work • Proactive Support	Low	In the **Group** drop-down list, select the label by which you want to filter the dashboard.	PMP - 14422, PMP - 15216
When you remove the license of a MacOS device, the Web Performance, Boot/Logon Time, Logon Process links are still displayed in the second level side bar menu in the **Device Lookup** page but pages are not available.	Low	No workaround available at present.	PMP – 15827
Data visualization for a registered device can take up to 24 hours.	Low	Wait for 24 hours.	PMP – 7055
When you create a survey without providing details in the **Intro Text** field, and click **Save**, you get a server error.	High	Provide details in the **Intro Text** field.	PMP – 15981
Irrespective of the language settings, the **SNOW Incident Rules** page appears in the English language.	Low	No workaround available at present.	PMP – 16684, PMP - 16698
When you change the option from Disabled to Auto at **Organization Settings → Device Policy → Update Option**, the Installer Part 2 in the **Agents and additional packages**	Low	Onboard the device again.	PMP – 16887

section in the **Device Manager →** **Devices** page displays the following message: Installation has failed, try to reinstall the package.			
The device is not registered to the portal before retrieving the claim code.	Low	Select **Services →** **Universal Device Client Service →** **Restart** to restart the UDC Service.	PMP – 14395
In the **Issues & Reports** page, the **Condition** column displays Undefined if the value of hoursAtFullCharge is Null.	Low	None at present	PMP - 12098