



# Lenovo Device Intelligence Release Notes

Components	Release Version	Availability Date
Lenovo Device Intelligence Services	2.13	15 March 2022
User Device Services (UDS) Cloud Portal/Frontend	1.20	15 March 2022
Universal Device Client (UDC) Agent	3.12.0.56	15 March 2022
ServiceNow Integration Toolkit	1.2	15 March 2022

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## Introduction

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The LDI 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.*

- When you click **Download Pack** to download a provisioning package, a green colored loading progress bar appears indicating that the download is in progress. Until the download completes, the progress bar continues to display, and you can navigate to other modules in the meantime.
- Now, you can search for VM and MacOS devices in **Device Manager** → **Devices** page in the same way as you do for other devices.

**Note:** Onboarding Windows devices using InTune will be available soon.

### 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 <b>Run From</b> column in the <b>Device Lookup</b> 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

<p>The <b>Filter By Labels</b> drop-down list does not work in the <b>Dashboard</b> module for the following sub modules:</p> <ul style="list-style-type: none"> <li>• Fleet Overview</li> <li>• Device Overview (only for User Experience Trend widget)</li> <li>• Remote Work</li> <li>• Proactive Support</li> </ul>	Low	<p>In the <b>Group</b> drop-down list, select the label by which you want to filter the dashboard.</p> <p><b>Note:</b> For Fleet Overview, no workaround is available at present.</p>	PMP - 14422, PMP - 15216
<p>The claimcode.csv file (C:\ProgramData\Lenovo\Udc\privileged) is generated on the local device after install-ldi.bat is run, but the device is not added in the portal.</p>	High	<p>Execute install-ldi.bat again or restart UDC service or reboot the device.</p>	PMP – 14395
<p>While onboarding a virtual machine when you run install-ldiagent script, it displays an error message.</p>	Low	<p>Execute powershell script again or directly run setup.exe. The package will be installed successfully.</p>	PMP – 15067
<p>When you delete a MacOS device, the SysTrack does not uninstall.</p>	Low	None at present	PMP – 15643
<p>When you delete a device, the device is still shown in the <b>Device Manager</b> page.</p>	Low	<p>Reload the page in a minute.</p>	PMP – 15785
<p>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 <b>Device Lookup</b> page but pages are not available.</p>	Low	<p>No workaround available at present; links will be removed from the menu in 2.14 release.</p>	PMP – 15827
<p>The format of naming convention for the Windows devices is changed from &lt;hostname&gt; to &lt;DeviceType&gt;_&lt;SerialNumber&gt;</p>	Low	<p>No workaround available at present.</p>	PMP - 15898