



Lenovo Device Intelligence 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 | 1.2.3 | 15 June 2022 |

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Table of Contents

| | |
|--|----------|
| Introduction | 3 |
| <i>New Features and Enhancements</i> | <i>3</i> |
| <i>Known Issues.....</i> | <i>3</i> |

Introduction

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.

- The Managed Service Provider (MSP) feature allows you to create parent-child organizations' hierarchy and hence provides multi-tenancy support.
- In the **Device Lookup** page, the **Windows Device Manager Errors** section is added to see the error codes in Device Manager.
- In the **Dashboard** page, the **Windows Device Manager Errors** section is added to display the error codes and the devices affected by these error codes. Besides, the filtering option enables you to see the device details related to a particular hardware issue.

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 |

| | | | |
|---|-----|-------------------------------------|--------------------------|
| Irrespective of the language settings, the SNOW Incident Rules page appears in the English language only. | Low | No workaround available at present. | PMP – 16684, PMP - 16698 |
| In the Reports page, the Condition column displays Undefined if the value of hoursAtFullCharge is Null. | Low | None at present | PMP - 12098 |