

# Release Notes

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## 2.2 - February 2021

### Overview

This release introduces new device-level insights and workflow enhancements for IT Admins using Lenovo Device Intelligence.

It is recommended that devices enrolled in *Lenovo Device Intelligence* be upgraded to the latest version of *Lenovo UDC Agent* (available on the [Lenovo Support page](#)). The LDI Portal will attempt to initiate a self-update of the Agent (running version Lenovo Universal Device Client 2.11 or later), however a manual update through your ITSM tool is recommended in the event devices are not reachable during this self-update.

### What's New in this Release

1. **"Unsafe Shutdowns"** - new module in the Device Tray
  - a. This provides a count of the number of times the end user has performed an unsafe shutdown/forced reboot of a PC in the past 30 days.
2. **"Installed Components & Versions"** - new module in the Device Tray
  - a. Installed device drivers and their corresponding versions can be viewed on any Active devices. Clicking on this list will show a list of the drivers in a popup modal.
  - b. Current version for installed drivers, BIOS, Firmware components will also be shown.
3. **Issue Commenting** - Comments can be added to device issues help IT Support Analysts to track progress on addressing device issues.
  - a. Comments can be viewed on the Issue Tray
  - b. Comments will also include user name, role, and date/time. Comments can be deleted by an Org Admin.
4. **Lenovo Auto-ticketing** - customers can elect to have hardware Support tickets sent to Lenovo Support automatically.
  - a. Customers can define "Service Groups" to specify devices and default contact/shipping information for auto-created tickets on their side.
5. **Filtering "pills"** now displayed on each of the Reports pages showing the fields that are being filtered

### Enhancements:

- Issue category titles have been updated: e.g. "Windows Device Manager" is now "Device Errors", "HDD/SSD" is now "Storage Drives"
- A search box has been added to the Group selector drop down on the Dashboard
- Certain Dashboard widgets can now be Exported as well as viewed in an "Expanded View" using the vertical ellipsis button
- Welcome Emails for new users have been revised to provide more helpful information for getting started.
- The Left-Hand Nav bar now displays an "Issues" section with links to each of the Issue Reports.
- "Device Status" widget on the Dashboard has been updated, now includes count of devices that have been Activated
- New "Unresponsive" status to designate devices that have not communicated with LDI in >3 days
- "Support Ticket" widget on the Dashboard has been updated.
- "Last Updated On" date/time on Dashboard now corresponds to when the data was last refreshed on the backend, not when the page itself was reloaded.
- Improvements to BSOD prediction models.
- Improved accuracy for detecting SATA SSD issues.
- Lenovo Support Ticketing will now use forms for Device and Platform tickets instead of e-mails.
- The Device Errors widget (formerly Windows Device Manager) is no longer shown in Potential View
- Added an error message to the Device Tray instead of displaying an empty window in the event any data fails to load.

### Bugs Fixed:

- Fixed an issue where the Portal default language preference displays "Deutsch" when actually set to "English"
- Fixed an issue where incorrect validation messages would appear after uploading a bulk device CSV file
- Fixed an issue where any trailing spaces in any of the fields in the "Add a Device" form would cause a failure. This is also fixed in the Groups Creation page.
- Fixed an issue where device information in the Frequently Crashing Devices BSOD report would display as "Not Available"
- When reloading the Dashboard or an Issue Report page, the system will now update the date filter to look at the last 24 hours based on the time of page reload.
- A message will be shown that some devices will remain unlicensed if not enough licenses were available for auto-assignment. This would occur when adding devices into the LDI portal through the Import feature, LDI will attempt to automatically assign any available licenses to devices as they get processed by the uploader and there are more devices being added than licenses available,

### Caveats, Open Issues, and Workarounds:

	Issue Description	Severity	Workaround
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1	Language for Auto-Ticketing Email notifications will only be in English	Minor	None. In a future release, preferred languages for e-mail notifications would be settable in the Service Group settings.
2	Support Tickets can only be submitted for a particular device once per week.	Minor	None at this time.
3	A device with a Battery with an expired warranty appears in the "Warranty Expiring Soon" issues list.	Minor	Wait 24 hours. The device will no longer appear in the Warranty Expiring Soon list 24 hours after its warranty has expired.