

Lenovo
Device Intelligence

Release Notes

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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

- Introducing a new product LDI Plus with additional features like Device Look up, Discover and Resolve, UX Surveys, User Experience and App Vision. View the [User guide](#).
- View the number of devices, predicted to crash.
- Filter out resolved and unresolved predicted BSOD crashes.
- Resolved and no longer valid predicted crashes are grayed out.

Enhancements:

- Updated description of "Overall Health Score" section on the dashboard.

Bugs Fixed:

- Fixed an issue where user cannot send feedback when the language is not set as English.
- Fixed an issue where unresponsive devices cannot be grouped in device list.
- Fixed an issue where unassigned licenses included the expired licenses.
- Fixed an issue where no validation was required/raised on special symbols filled in the fields while raising a support ticket.

Caveats, Open Issues, and Workarounds:

	Issue Description	Severity	Workaround
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.
4	A device will fail registration if a recovery is performed on the machine previously registered in the solution.	Major	If planning a factory recovery on a device registered to the organization, the device needs to be deleted from the organization before initiating factory recovery.
5	The status of device appears as active in the device tray and on the dashboard but in real the status is unresponsive.	Minor	The real or true status of the device is displayed in the device list. The status of the device in tray and on the dashboard will change to real or true state after the device becomes active again.
6	Unable to create a support ticket when portal language is set to Portuguese, Chinese Simplified or Chinese Traditional.	Minor	Change portal language to English.
7	There is no validation of telephone number for creation of support tickets in some of the cases.	Minor	None at this time.