

Device Diagnostic Tool 2.1.0.12

Release Notes – May 2020

Highlights

Device Diagnostic Tool (DDT) 2.1.0.12 is an extension of DDT 1.17 with the addition of new tests (Scanner, Touch Screen, Audio and Button), removal of two tests (GPS and System), new admin/user modes, and ability to import/export configuration files.

Device Support

Newly supported devices in this release: **MC32 (L), TC55 (KK), TC56 (M, N, O), TC51 (M, N, O), TC70 (KK, L), TC75x (M, N), TC57(O), TC52(O), TC20 (N, O), TC25 (N, O), TC8000 (L), MC18 (KK, L), MC67 (KK), MC33 (Non-GMS N), TC75(KK, L), TC70x (M, N)**

New in Device Diagnostic Tool 2.1.0.12

- Introduced 2 modes of operation: admin mode and user mode.
- Changes in supported tests:
 - Tests added: Scanner, Button, Touch Screen, Audio
 - Tests removed: GPS, System
- Added capability to import/export configuration files.
- New Settings and Configure Tests app screens for administrators.

Resolved Issues

- None

Usage Notes

- On TC55, when performing the Scanner Test the user must long press the scanner button for it to be detected.
- When using multiple Android user accounts on a single device, Diagnostic Tool use and functionality only applies to the active primary user.
- Diagnostic Tool is only supported in the default orientation of the device. It does not support switching between both portrait and landscape modes.
- Diagnostic Tool does not support split screen mode.
- If hard key buttons are remapped, the Button test does not work as expected.
- For Android O and above, Wi-Fi extra info “ESSID” requires the location to be enabled in device settings due to Android restrictions. If device location is not enabled, the value returned is <unknown SSID>.
- Audio test cannot be performed if the device does not have a microphone, e.g. MC18.

Known Issues

- On TC20 and TC25 Android Nougat, when performing the Battery test the Decommission status may return incorrect information
- On TC20 and TC25 Android Oreo, when performing the Button test the scan trigger press fails
- On TC75x Android Marshmallow, Data State in WWAN test may display “Data Disconnected” even though mobile data is enabled on the device.
- While sending the EMM command to run the test while the app is already running in the background, unexpected behavior may occur.
- On TC25 Android Nougat, when performing the Button test the Time Remaining value for the parameter timeout does not take into effect for PTT or scan buttons.

Important Links

- Device Diagnostic Tool TechDocs link: <https://techdocs.zebra.com/ddt/2-1/guide/about/>

About Device Diagnostic Tool 2.1.0.12

Device Diagnostic Tool instantly tests and diagnoses the hardware operability on Zebra mobile devices to determine system health and functionality. Where appropriate, Zebra Help Desk uses this tool for troubleshooting device issues, relying on the results to provide optimum steps to reach a resolution. It is useful for quickly troubleshooting device issues, resulting to increased worker productivity, limited device downtime, and unnecessary returns to the Zebra Repair Center