

Device Diagnostic Tool 2.4.0.3

Release Notes – February 2021

Highlights

Device Diagnostic Tool (DDT) 2.4.0.3 is an extension of DDT 2.3.0.1 with new features and enhancements.

Device Support

No new device support added.

See [all supported devices](#).

New in Device Diagnostic Tool 2.4.0.3

- New feature to upload logs to FTP server. Configuration file and log files can be uploaded on demand from the device to an FTP server.
- New feature to schedule jobs for device tests. Device tests can be scheduled to perform at a specified time. Once a job is scheduled, it automatically repeats at the specified time on a weekly basis.
- New battery threshold value to set the maximum charge cycle count of the battery that triggers "Need to replace battery" in the Decommission Status. Applies only to PowerPrecision batteries.

Resolved Issues

- SPR-41092: Fixed issue on devices with large screens, such as tablets (e.g. ET51/ET56, L10) and vehicle mounted computers (e.g. VC80x, VC8300), to now support both portrait and landscape modes.

Limitations

Android 10 limitations due to security restrictions:

- In the WWAN test details screen, "Device ID" is not visible.
- In the History.log file, "Device ID" and "Device Serial#" is not visible.

Known Issues

- None

Important Links

Device Diagnostic Tool TechDocs link: <https://techdocs.zebra.com/ddt/2-4/guide/about/>

Version History

New in Device Diagnostic Tool 2.3

- New Help option available which links to the Device Diagnostic Tool support portal.
- New data fields captured for Battery test: battery level and battery current capacity.
- New features configurable through the configuration file:
 - perform tests individually
 - capture logs individually for each test performed
- Fixed an issue where DDT does not revert the device back to its original device orientation, landscape or portrait mode, after application exit.
- Enhancements:
 - For the WLAN test, the radio power cycle is replaced by a check to determine if the WiFi radio is enabled. If the WiFi radio is not enabled when initiating the WLAN test, the user is prompted to enable the radio.
 - To display the ESSID from a WLAN test on Android O or higher, *Location* service is required to be enabled on the device due to Android restrictions. If *Location* service is not enabled, the user is prompted to enable it. If the test proceeds without *Location* service enabled, *ESSID* returns "Location not enabled" instead of "Unknown SSID."
 - For the WWAN test, if a sim card is not present in the device, the test no longer fails and now shows *Absent* for the *Sim State* along with the appropriate status for the rest of the WWAN parameters.

New in Device Diagnostic Tool 2.2

- New devices supported - see supported devices for Device Diagnostic Tool on Zebra Downloads.
- Android 10 limitations due to security restrictions:
- In the WWAN test details screen, "Device ID" is not visible.
- In the History.log file, "Device ID" and "Device Serial#" is not visible.
- Fixed Issues:
 - On TC20 and TC25 Android Oreo, when performing the Button test the scan trigger press fails.
 - 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.
- Known Issues:
 - On Android 10 WWAN devices, if a sim card is not inserted and a WWAN test is performed, improper values may be returned for Voice state.
 - When a battery test is performed, improper values may be displayed on the following devices: Devices that require AC Power to operate (no battery exists), such as CC605 and CC610 ET50 devices - the part number, serial number and manufactured date may display improperly

New in Device Diagnostic Tool 2.1

- 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 or export configuration files.
- New Settings and Configure Tests app screens for administrators.
- Known Issues:
 - On TC20 and TC25 Android Oreo, when performing the Button test the scan trigger press fails.
 - On TC20 and TC25 Android Nougat, when performing the Battery test the Decommission status may return incorrect information.
 - 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.
 - On TC75x Android Marshmallow, Data State in WWAN test may display “Data Disconnected” even though mobile data is enabled on the device.
 - When the app is running and the EMM command is executed to run the test remotely, if the user tries to launch the app manually after the test completes, the app may encounter unexpected behavior. In this case the user must manually restart Device Diagnostic Tool to recover.

About Device Diagnostic Tool

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.