

Zebra OneCare Support Services

Device Diagnostic Tool Release Notes

Release R1

Revision Number	1.0 (Tool 1.03.8)
Date	June 23 rd 2015



Internal Information

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1. RELEASE DETAILS

1.1. Intended Audience

The intended audience of this document is all support or field resources relying on the Device Diagnostic Tool (DDT) being launched as the key component for Zebra Help Desk representatives to provide more comprehensive device status verification while assessing our customer’s request for support on our Enterprise Mobile Computers.

1.2. Introduction

Zebra provides access to the Device Diagnostic Tool, which is an application that runs on supported Zebra Mobile Computers. Where appropriate, Zebra Help Desk will use the Tool for troubleshooting device issues. The Tool may be downloaded to Mobile Computers covered under Service Contract with Zebra. Customer must accept Zebra’s End User License Agreement prior to download. Zebra provides Help Desk support for the Device Diagnostic Tool and may require Customer to download the latest version as made available.

1.3. Features in this Release

At a high level, the following features are available in the Device Diagnostic Tool version 1.03.8:

- WiFi Test – Displays information concerning the WLAN Radio on the device.
- WAN Test – Displays information concerning the WWAN Radio on the device.
- GPS Test – This is a time consuming test (lasts 10 minutes) to check on the health and status of GPS.
- Bluetooth Test – Displays information concerning the WPAN Radio on the device.
- Run All Tests – Execute the WiFi, WAN, System, Battery, GPS, and Bluetooth Tests in sequence.
- Exit – Exit the program.

This release supports the

1.4. Known Issues and Recommendations

ID	Description	Recommendation
1	GPS Diagnostic Test not reporting data	Allow a minimum of 10 minutes for device to stabilize. If possible, ensure device close to an open area
2	Not all Battery report fields are populated	Rely on the Battery

		Features matrix in section 2.
3	Customer can't find the Rapid Deployment Client	Confirm if it's a PSION device. Suggest relying on MDM client if available to customer. Suggest copying installation .CAB file manually
4	WLAN Test fails when MC75A is installed on single slot cradle + WMDC is configured to not allow data connection on device when connected to PC	Device Diagnostic Tool is not designed (yet) to operate while device on cradle. Please remove device from cradle and re-run the test.
5	Resulting Test showing green while detailed result was not 100% Green	Allow test to complete before exiting. Verify the Log file to confirm reported status.
6	WWAN Test reporting incomplete fields	Verify SIMM is for GSM service. Tool not enabled for CDMA yet.

1.5. Supported Devices and OS versions

The Device Diagnostic Tool has been developed for Windows Mobile and WinCE Operational Systems, in an attempt to reach the vast majority of device installed base serving our customers YTD. The following table provides an overview of the device models that have been validated YTD. *(Future releases will include additional devices)*

Device Model	Operational System (OS)	Special Remarks
EP10	WEH6.5	Need to copy .CAB file on Device. No remote staging.
ES400	WM65 (3.44.0000)	
MC2100	CE6.0	
MC55	CE6.0 (82.32.0000)	Not WWAN Capable device
MC65	WM 6.5 (03.46.0039)	
MC67	WM65 (3.46.39)	
MC75	WM6.5	
MC75A	WM6.5	
MC9090	WM61 (01.09.0000)	
MC9100	CE6.0	

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MC9190	CE6.0 (3.37.002)	
MC919Z	WM6.5	
MC9200	CE7.0 (00.33.06)	May produce installation error. Once installed tool operates normally.
VC70	CE7.0	
WT41NO	WM6.5	
XT15	CE6.0 / WEH6.5	Need to copy .CAB file on Device. No remote staging.

2. ZEBRA'S MOBILE COMPUTERS BATTERY MATRIX

The following table provides a quick view of the different variables reported by the different batteries our MC portfolio carries YTD. The fields reported by the Device Diagnostic Tool represent the most relevant ones required while troubleshooting the status of a device in active operational mode. Some of the features listed below remain available for our Hardware Repair Depots to analyze, for example, in case a Battery Maintenance option is purchased by our customers.

Gifted (in battery)	Smart	Maxim	Gifted (in terminal)	QCOM - TC55	QCOM - TC70
MC18, VC70	MC17, MC21, MC31, MC55, MC75, MC91, MC95, VC50, VC60, SB1, and MC40, MC67, MC32, MC92, WT41NO	ES400, ET1, MC45	MC65	TC55	TC70
MPA3	MPA2/i.MX35	OMAP4/QCOM	QCOM	QCOM 8960	QCOM 8960
Temperature	Temperature	Temperature	Temperature	Temperature	Temperature
Voltage	Voltage	Voltage	Voltage	Voltage	Voltage
Remaining Capacity			Remaining Capacity		
Full-Charge Capacity					
Average Current (updated every 1 sec)		Current (every 3.515s)	Average Current (updated every 1 sec)	Current	Current
Time To Empty					
Time To Full					
Time to Partially Full					
Standby Current					
Standby Time To Empty					
Max Load Current					
State Of Health!!!	State of Health			State of Health	State of Health
State Of Charge	State of Charge	State of Charge	State Of Charge	State of Charge	State of Charge
Cumulative Charge from all chargers					Battery Charge Cycle Count
Cumulative Charge from Mot chargers	Cumulative Charge from Mot chargers			Cumulative Charge from Mot chargers	Cumulative Charge from Mot chargers
Elapsed Time		Remaining Active Relative Capacity			
At Rate Time To Empty					
Battery Part Number and Revision	Battery Part Number and Revision	Battery Part Number	Battery Part Number	Battery Part Number and Revision	Battery Part Number and Revision
Battery Serial Number	Battery Serial Number	Battery Serial Number	Battery Serial Number	Battery Serial Number	Battery Serial Number
Pack Manufacture Date	Pack Manufacture Date	Battery Manufacture Date	Battery Manufacture Date	Battery Manufacture Date	Battery Manufacture Date
Design Capacity	Design Capacity	Design Capacity	Design Capacity	Design Capacity	Design Capacity
Battery Levels	Battery Levels		Battery Levels	Battery Levels	Battery Levels
Discharge Low Temp Limit	Discharge Low Temp Limit*				Discharge Low Temp Limit
Discharge High Temp Limit	Discharge High Temp Limit*				Discharge High Temp Limit

Note: This table does not represent a commitment from Zebra to provide a Diagnostic Tool that will reproduce all fields shown. It's being shared so any field resource can relate their specific device battery to the capabilities listed.

3. ACCESSING THE DEVICE DIAGNOSTIC TOOL INSTALLATION FILES AND USER GUIDE:

Zebra representatives, Partners or end Customers, entitled for Essential or Select service, may download the Device Diagnostic Tool from the Zebra Technologies Enterprise Support Portal (“Support Portal”) at <https://portal.zebra.com/Support/US-EN> (Login required)

1. Go to Software Downloads, Mobile Computers and Developer Kits and Software Tools.
2. Download up to date:
 - a. Staging Barcodes & .CAB file for EMC Mobile Computers
 - b. .CAB installation file for INC (former PSION) Mobile Computers
 - c. User Guide is available as well.

Revision History

Revision	Comment	Date
A	Initial revision – Device Tested List	05-29-2015
B	Updated Device Tested List – Added Known Issues	06-08-2015
C	Updated Tool Main Menu as per Version 1.3.8	06-23-2015
D		
E		

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