

What's New in the Support Dashboard (Release Notes)

REVISED: MARCH 5, 2019

The following release notes contain information regarding new enhancements and patches that were deployed to the Support Dashboard. We continuously improve the usefulness and usability of the Support Dashboard, so if you have identified an additional issue or improvement suggestion, please do bring these to our attention by contacting the [Zebra's Portal Support Team](#). For additional information about the Support Dashboard, including training resources, FAQs, and a schedule of available training sessions, visit the [Support Dashboard](#) page on Zebra.com.

March 5th Release 2.12

What's New in this Release?

On March 5th, an update was deployed to the Support Dashboard with the following:

New Enhancements

1. User Tags
 - a. User tags are a feature available to all dashboard users. It allows a user to select a device or group of devices and assign a user tag to those devices. The user tag can then be utilized for filtering within reports that allow for filtering. All user tags are visible and available to all users of the dashboard. See attached documentation.
2. Email Notifications
 - a. Email notifications allow a user to receive a daily email summarizing the changes in threshold alerting for each applicable report. The notifications can be turned on/off for any report for which a threshold is available up to a maximum of 8 thresholds. By default, Email Notification is disabled. See attached documentation.
3. Advanced Filtering
 - a. Advanced filtering is a redesigned way of applying a filter at the report level. The new drop down allows the user to apply multiple filters to a single report.
4. Excel Export Filter Enhancement
 - a. When exporting a report to excel, the excel title page will now show the system tags, user tags and column filters that have been applied to the report.

Notable Changes

5. Corrected an issue where in the Case Lifecycle report the search for site function was not showing all sites listed in the report.
6. Fixed an issue where there was a Case Lifecycle count mismatch between the graph and the data grid.
7. Resolved an issue where Case Lifecycle was not populating Model Number for some customers.
8. Corrected an issue for some Site Assignment users where a site would remain highlighted after it was unselected.
9. Fixed an issue that was causing company logos to be distorted when a report was exported

10. Corrected an issue where for some Essential customers, the Repair Lifecycle Expected tab was showing a “Y” in Replacement Shipped column, when it should have shown “N” for a Repair and Return customer.
11. Fixed an issue in Lifeguard Analytics report where some devices were not getting updated with the correct update recommendations.
12. Corrected an issue experienced by some customers where the Open Orders and Expected tabs did not have data populated in the data grid up first opening of the report.

Known Issues

13. In Case Lifecycle report, Repair Reference field displays the Service Order number instead of a Y/N value.
14. In Case Lifecycle report, when using the Search by Site function, site names other than the searched site name may show in addition to the desired site.
15. In the Contract report, the Contract Details tab when grouped by contract shows a blank grouping value for some customers.
16. In Contracts report, when exported to excel, the contract number is formatted as text instead of numeric.

February 28th Patch Release

What's New in this Release?

On February 28th, a patch was deployed to the Support Dashboard

Notable Changes

17. Fixed an issue where certain contract expiration categories were not adding up the contracts correctly in the Contracts report.
18. Fixed an issue where the Contracts report summary tab did not display the contract expiration category in the graph.
19. Fixed an issue where the Contract report when exported would not show data for all tabs in excel.
20. Fixed an issue where some company logos were being distorted within the excel export title page.
21. Outage Notification banners will now remain on the screen when the user scrolls down the page.

November 19th Release

What's New in this Release?

On November 19, Zebra's existing Repair Dashboard re-launched with a new look and feel, new and enhanced reports, and a new name – the **Zebra OneCare Support Dashboard**. Zebra's powerful, configurable, web-based, self-service tool is a benefit available to all Zebra OneCare Essential, Select, & SV for TC2X contract holders. Prior to the re-launch, current users of both the former Repair Dashboard and the Operational Visibility Service (OVS) Dashboard received separate email notification of the changes

Notable Changes for Repair Dashboard Users

1. Partners and Customers have access to a series of dynamic repair, support, contract, and device reports.
2. A new Lifeguard™ Analytics Report helps ensure devices are protected with the latest security updates. The LifeGuard Analytics Report supports visibility of devices and recommended updates for devices with Android version N and above.
3. New dashboard features including a customizable dashboard home screen, modular reporting tiles with color-coded status indicators, intuitive navigation, and custom report views and filters

Notable Changes for OVS Dashboard Users

4. Have access to the same repair, support, contract, and device reports as Repair Dashboard users, which are temporarily accessible through the Support Dashboard

5. Coming in 2019, a refreshed OVS Dashboard will launch with additional enhanced and new reports, and all reports will be in one place again

Known Issues:

1. The Contract Report, summary tab, currently displays the count of part numbers shown in the data grid. This will be corrected to display the count of unique contract numbers.
2. Duplicate site names may appear in the Site Assignment feature as a result of different Zebra sources using the same naming convention for the site.
3. Currently, utilizing the refresh button while viewing a dashboard will cause an “Access Denied” error message. You will need to start a new login session to view the dashboard.
4. Currently the Expected tab of the Repair Lifecycle Report includes repairs that are classified as Ship Only.
5. Contracts report does not export the Quantity field as a number format in excel. **Workaround:** User will need to change the cell format manually in the excel export.
6. The same value is incorrectly used for Problem Code 1 and 2 in the Open Orders tab and the In Repair tab of the Repair Lifecycle report.
7. Currently dashboard will timeout after 30 minutes of inactivity. This will be lengthened to 60 minutes.
8. In the Case Lifecycle report, the Repair Reference column is not getting consistently populated.
9. In the Repair Lifecycle report, the Replacement Ship column is showing a value of “Yes” for customers with Essential contracts. This is incorrect.