What’s New in the VisibilityIQ (Release Notes)

REVISED: FEBRUARY, 2020

The following release notes contain information regarding new enhancements and patches that were deployed to the VisibilityIQ platform. We continuously improve the usefulness and usability of the VisibilityIQ OneCare and Foresight, 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 VisibilityIQ, including training resources, FAQs, and a schedule of available training sessions, visit the Zebra VisibilityIQ Support page on Zebra.com.

February 2020 Patch Release 2.7.7

What’s New in this Release?
An update was deployed to the VisibilityIQ OneCare dashboard with the following:

New Enhancements – All VIQ
1. LifeGuard Analytics Report
   a. Within the LifeGuard analytics report you now have the ability to expand a row in the Updates Recommended tab to see the list of serial numbers contained in the group. Hover over the row to show the “View Details” button where you can click to expand the row and see the applicable serial numbers. From here, the list can be exported to excel if desired.

2. Sortable Aggregation for Grouping Feature
   a. The Grouping feature in the data grid has been expanded to not only allow you to group the data grid by particular columns, but also sort by those columns in ascending or descending order.

3. Data Grid Column Header Changes
   a. Column header changes were implemented in 10 VisibilityIQ reports to better align names across the VIQ reports. The 10 reports impacted were Repair Lifecycle, Repair Return Rate, Total Devices, Devices in Operation, Out of Contact, Predictive States, Application Analytics, Smart Battery, Battery Swaps and Critical Battery Events. Be aware that if you were utilizing an export of these reports to feed additional reporting, you may need to make a change to your scripts. A future release will align the remaining 13 reports. Click here for a detailed list of changes.

January 2020 Release 2.7

What’s New in this Release?
On January 10th, an update was deployed to the VisibilityIQ OneCare dashboard with the following:

New Enhancements
4. Repair Return Rate report
   a. The Repair Return Rate report was updated with two new views: Return vs Failure Rate and Damage Rate. Return vs Failure Rate compares the Return Rate to the Failure Rate as a percentage of units under contract over a 12-month period. Damage Rate shows the damage rate for a specific product against the product’s units under contract cumulatively over a calendar year. Note: these values may not be accurate prior to January 2020.

5. Repair Lifecycle
a. To the Repair tab, a column was added to show the Remedy associated to the repair
b. To the Shipped tab, columns were added to show the Expected Serial Number and the Received Serial Number.

March 2019 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 2019 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 2018 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.
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.