NotifyMDM for BlackBerry Release Notes

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The *Notify Technology Mobile Device Management* application for BlackBerry is a device component of the NotifyMDM enterprise system. The *NotifyMDM* device application communicates with the *NotifyMDM* server.

NotifyMDM was designed to enable users to keep up-to-date with company security policies and management features, ensuring confidentiality and integrity of wirelessly transmitted corporate information. *NotifyMDM for BlackBerry* will enable you to access a User Self-Administrative dashboard to locate a misplaced device or issue a lock/wipe command to a potentially compromised device.

This document provides a history of releases including dates, known issues, and notes for the NotifyMDM administrator.

Revision History

Date	Author	Description of Changes
2014.10.06	Anthony Costello	v4.11.3 (V3.7.0 NotifyMDM) Release
2014.05.14	Anthony Costello	v4.11.2 Release
2014.05.01	Anthony Costello	v4.11.1 Release
2014.04.07	Anthony Costello	v4.11.0 Release
2013.10.07	Anthony Costello	v4.10.17 Release
2013.08.29	Anthony Costello	v4.10.16 Release
2013.07.29	Anthony Costello	v4.10.15 Release
2013.07.08	Anthony Costello	v4.10.14 Release
2013.06.03	Anthony Costello	v4.10.13 Release
2013.04.29	Anthony Costello	v4.10.12 Release
2013.04.22	Anthony Costello	v4.10.11 Release
2013.04.08	Anthony Costello	v4.10.10 (v2.8.0 NotifyMDM) Release
2012.12.19	Anthony Costello	v4.10.9 Release
2012.11.07	Anthony Costello	v4.10.8 Release
2012.09.10	Anthony Costello	v4.10.7 Release
2012.05.03	Anthony Costello	v4.10.6 Release
2012.04.09	Anthony Costello	v4.10.5 Release
2012.03.29	Anthony Costello	v4.10.4 Release
2012.02.08	Yuanchao Lu	v4.10.3 Release
2012.01.26	Yuanchao Lu	v4.10.2 Release
2011.12.14	Yuanchao Lu	v4.10.1 Release
2011.11.11	Jodie Grazier	v4.10.0 Release

2011.09.08	Jodie Grazier	Updated to show support for OS 7.0
2011.06.21	Jodie Grazier	v4.9.2 Release
2011.04.22	Jodie Grazier	v4.9.1 Release
2011.04.04	Jodie Grazier	v1.5.0 (v4.9.0) Release

Installation Information

Date: 10/06/2014
Product: NotifyMDM for BlackBerry Devices

Requirements

This is a brief summary of the requirements; see the User Guide for the full set of requirements.

- BlackBerry Operating System versions 4.5 – 7.1

Installation Package

NotifyMDM app is available on the NotifyMDM portal: https://notifymdm.notify.net.

Known Issues

1. When a BlackBerry device is registered with WiFi and does not have sim card, the "Network Type" field may display the network type associated with the cell tower it connected to for its emergency services. Where you would expect to see "WiFi," you may see another network type.

Version History

Version: 4.11.3 (v3.7.0 NotifyMDM Server)

Description: Application Update
Date: 2014.10.06

Changes/New Features

1. Added the ability to display an Acceptable Use Policy. When enabled on the NotifyMDM server, users must accept the policy before they can enroll.

Version: 4.11.2

Description: Application Update
Date: 2014.05.14

Changes/New Features

1. Changed SD card wipe behavior when a Selective Wipe is performed from a NotifyMDM server. The card will only be wiped when a full wipe is performed.

Version: 4.11.1

Description: Application Update
Date: 2014.04.07

Bug Fixes

1. Fixed an issue when locking a Blackberry with a slider, such as the Torch 9800, where the device locked ever time the slider is activated.

Version: 4.10.17

Description: Application Update
Date: 2013.10.07

Changes/New Features

1. Adjusted the NotifySync lock screen size so that the battery indicator, text message and email message notifications at the top of the screen can be seen while the device is locked.

Bug Fixes

1. Addressed an issue with BlackBerry OS 7 devices which resulted in all HTML messages displayed at 100% zoom level, regardless of the ZoomScale setting that was passed from the server to the device's HTML renderer. HTML messages now display with the correct ZoomScale, after a slight delay, during which the message is being re-rendered to the correct zoom level. [11894]

Version: 4.10.16

Description: Application Update
Date: 2013.08.29

Changes/New Features

1. Changed the "Mobile Apps" label to "Managed Apps."
2. Changes were made to accept time-based policies on the device based on the device time zone.

Version: 4.10.15

Description: Application Update
Date: 2013.07.29

Changes/New Features

1. Added emergency dialing changes where an option to dial a number manually is now present.
2. The email folders to sync are now preserved when "Sync Email" is unselected. [11637]
3. When the screen is locked, the entire BlackBerry screen is now blacked out. [11706]

Version: 4.10.14

Description: Application Update
Date: 2013.07.08

Changes/New Features

1. Added support for Time-based policies from a 3.0.0 NotifyMDM server.

Bug Fixes

1. Fixed an issue when deleting an HTML email where the email displays a network error in its message body. [11614]

Version: 4.10.13

Description: Application Update
Date: 2013.06.03

Bug Fixes

1. Fixed an issue where searching within NotifySync, HTML email was not being accounted, so all results for the search criteria were not being returned. [1570]

2. Fixed an issue where all day events appear on the device calendar a day early when in a GMT '+X' time zone. [2311]

    a. Note: When in a GMT +13 or -12 time zone, the events will still show up on the calendar on the wrong days.

3. Fixed an issue where birthdays appeared on the device calendar a day early when in a GMT '+X' time zone. [6108]

    a. Note: When in a GMT +13 or -12 time zone, the birthdays will still show up on the calendar on the wrong days.

4. Fixed an issue when syncing with a Kerio mail server where the display name does not show in the To: field for the email. [11552]

    a. Note: This is fixed for replying to an email. For composing or forwarding, if NotifySync doesn't have the corresponding name for the email address, the email address is still going to be shown.

5. Fixed an issue where being on a phone call is not considered an activity, so the device invokes the inactivity timeout and locks. [11575]

Version 4.10.12

Description: Application Update
Date: 2013.04.29

Bug Fixes

1. Fixed an issue when sending a "Stop Managing Device" command from a NotifyMDM server clears the email from the personal email account. [11508]

2. The ActiveSync password field on the NotifySync registration screen will now accept a space as a character. [11521]

Version: 4.10.11

Description: Application Update
Date: 2013.04.22

Changes / New Features

1. Changed the way background threads to the ActiveSync server process in order to avoid locking out an account after an authorization error (401) is returned. [11431]

Version: 4.10.10 (v2.8.0 NotifyMDM)

Description: Application Update
Date: 2013.04.08

Changes / New Features

1. Added support for the new user and device administrator options (Suspend Device and Stop Managing Device) added to the 2.8.0 NotifyMDM server.

2. Changed the look and color of the authentication screen to red so that it is significantly different than the lock screen. [11013]

3. Added a message on the screen stating that there is a problem logging into the mail server before displaying the authentication screen. [11013]

4. A check box for enabling Autodiscover has been added in the account settings screen and registration screen for manual setup. [11076]

Version: 4.10.9

Description: Application Update
Date: 2012.12.19

Changes / New Features

1. Modifications have been made to the NotifySync lock screen to prevent accidental use of the Emergency Call button. [10044]

Bug Fixes

1. Addressed an issue where reloading the server configuration under Account Settings caused a duplicate alert prompt. [6936]

2. Fixed a couple of issues so that server address updates are handled correctly on an ActiveSync server that supports Autodiscover. [8349, 9886]

Version: 4.10.8

Description: Application Update
Date: 2012.11.07

Changes / New Features
1. An option has been added under Lock Settings to allow the use of the keypad for responses to voice automated calls if the device is locked. The option label is "Allow keypad responses during phone calls when locked". [9685]

Bug Fixes

1. Fixed an issue where users connecting to an IPSwitch IMail server may experience their Inbox not repopulating when using the Resync All command. [9634]

2. Fixed an issue where NotifySync does not successfully register to a Lotus Notes Traveler server when a non-standard port is being used. [9686]

Version: 4.10.7

Description: Application Update
Date: 2012.09.10

Changes / New Features

1. There is now an option within NotifySync under Password Settings to change the number of complex characters required for the password. The option will be available if the ActiveSync server does not already have it set. [2718]

2. There is now an option within NotifySync under Email Settings where 'Smart' commands can be disabled called "Enable Smart Commands". This option is for the 'SmartForward' and 'SmartReply' commands. When this option is disabled, a 'Sendmail' command will be issued in their place. [9140]

Bug Fixes

1. Fixed an issue where changing the server address to another valid server address under Account Settings would display an error and not sync successfully. [8974]

2. Fixed an issue where NotifySync will not register properly when the ActiveSync server returns an authentication failure code during the check for a NotifyMDM server. If this occurs now, the app will assume that it's in NotifySync only mode and proceed with the registration process. [9139]

Version: 4.10.6

Description: Application Update
Date: 2012.04.26

Bug Fixes
1. Addressed some issues with performance to prevent the app from crashing. [7167]

Version: 4.10.5

Description: Application Update
Date: 2012.04.09

Changes / New Features

1. Added a hot key combination, 'Alt' + 'LK', to lock the device. [8036

Bug Fixes

1. An issue where the Security password prompt will not always be in front of all other dialogs. [7287]

2. An issue where calendar items don't leave the Outbox when the device is in Direct Push. [7533]

3. An issue where after moving a message or multiple messages to a different folder, the focus from where it was before the message(s) were moved is not maintained. [7957]

4. An issue where after deleting a message from the device Inbox, focus is not returned to the next message. [8025]

5. An issue where after deselecting a folder to sync, the messages in the folder are not being removed. [8050]

6. An issue where the "Resync All" option under Sync Settings does not appear to remove the Inbox before reloading it. [8088]

7. An issue where the device Inbox does not reflect what is actually in the Exchange Inbox. [8090]

8. An issue when cycling between the different "Download the Past" options for Sync Emails, not all emails are removed that should be. [8091]

9. An issue where the zoom feature does not work for 5.0 non-touch devices. [8211]

10. An issue where clicking on a hyperlink in an email attempts to use the BlackBerry device's native email account. [8265]

11. An issue where the message icon doesn't go away once NotifySync has been opened when using Direct Push. [8273]

12. An issue when no "Require Password" policy is set on the server, a blank password unlocks the device after a Lock is sent from a NotifyMDM server. [4773]

13. An issue where location data is not being returned to the NMDM server. [8132]

Version: 4.10.4

Description: Application Update
Date: 2012.03.29

Changes / New Features

1. This update allows for seamless NotifySync account integration with the NotifyMDM solution by unlocking the NotifyMDM application capabilities without requiring device re-registration. [7953]

Version: 4.10.3

Description: Application Update
Date: 2012.02.08

Changes / New Features

1. Updated the copyright year to 2012. [7718]

2. Added instructions in the update notification email for how to get an update. [7743]

3. Added support for reporting the IMSI number to the NotifyMDM server.

4. Added support for reporting the user's current network type to the NotifyMDM server.

5. Added reporting account type to the NotifyMDM server during the registration process.

Bug Fixes

1. Fixed an issue where NotifySync could lock up for several minutes after changing SIM cards. [7669]

2. A user-friendly error message will be displayed when the connection is failed because of a wrong server address. [7723]

Version: 4.10.2

Description: Application Update
Date: 2012.01.26

Bug Fixes

1. A user-friendly error message will be displayed when the enrollment is failed. [7386]

2. During registration, if an invalid server is entered for an MDM only account, an error message will be displayed. [7418]

Version: 4.10.1

Description: Application Update
Date: 2011.12.14

Bug Fixes

1. Added handling for device log request back [6968]

2. Fixed an issue where NotifySync would use the wrong network type in direct push [7052]

3. Removed the send device info menu item for NotifyMDM only account [6967]

Version: 4.10.0

Description: Application Update
Date: 2011.11.11

Changes / New Features

1. Improved registration process including removal of the Account Type prompt.

2. File Share now has a Home button to return to the root of the File Share directory.

3. Added NMDM information on Account Settings and Status screens.

Bug Fixes

1. Corrected an issue with Remote Wipe when there is no ActiveSync account for the enrolled user [6325]

2. Mobile App improvements:

    a. When a Mobile App is selected, using the Return/Enter key will now open the view [5523]

    b. When attempting to download an app while there is no network connectivity, the user is now notified [4804]

3. File Share improvements:

    a. If the file being downloaded has already been downloaded, the user will be prompted to overwrite the existing file [5437]

    b. When attempting to download a file while there is no network connectivity, the user is now notified [5463]

    c. Added a setting for the default folder in which to save downloaded files (Set Download Folder) [5442]

Version: 4.9.2

Description: Application Update
Date: 2011.06.21

Changes / New Features
1. Added handling for the device log request. The request is issued by the administrator in the NotifyMDM dashboard. Logging must be enabled on the device for this to work correctly.

Version: 1.5.0 (v4.9.1)

Description: Application/Library Update
Date: 2011.04.22

Bug Fixes

1. Corrected issue with selecting "Do Not Sync" for Memos during the last stage of NotifySync registration.

2. "Resume Composing" menu item was restored.

3. Fixed an issue where NotifySync would crash when rapidly switching between multiple HTML formatted email messages that contained either inline images or links to external resources.

4. Corrected behavior and error message when registration against a NotifyMDM server failed.

5. Null Pointer Exception was addressed.

6. Improved display of embedded images within HTML-formatted messages.

Version: 1.5.0 (v4.9.0)

Description: Initial Public Release
Date: 2011.04.04

Changes / New Features

1. Management of policies on the device.

2. Reporting of device statistics to the NotifyMDM server.