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Silverback by Matrix42

Release Notes 5.1 U3

Version 5.1.3.7

09/12/2016

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1. New Features and Improvements

1.1. Android for Work Gmail App Support

It's been possible to add Gmail settings to an Android for Work app in the App Portal since the Android for Work configuration settings were added in Silverback. However, there were limitations; this meant that you could only configure one Gmail configuration, and this would apply to all users with the App.

We've now moved this to the Tag profile settings where we've added another Exchange Type for Android and SAFE devices. When editing an Exchange Profile for either device type, you can now select "Android for Work – Gmail" as a type. You can define all of the typical exchange settings here, and client certificates deployed from Silverback will also work with these settings.

Note: We've found in testing, that when using Client Certificate authentication, the devices will not always trust the certificates deployed and use them for authentication. Because of this we've added the setting "Trust All Certificates" to the profile settings.

1.2. Secure Enrolment with Device Based VPP

Device based VPP allows you to deploy applications to iOS devices, without the users needing iTunes accounts. Previously this functionality was not available to Companion client users, as this needed to be installed from iTunes in some cases.

We've added an additional option to the Companion settings for a Tag that allows you to nominate that VPP licensing should be used for Companion enrolment. This requires that you have enabled VPP in your system, and also that you have purchased (free) Companion licenses through the VPP program.

Silverback will automatically assign VPP licenses to users enrolling when Companion is enabled. If there are no licenses available, or any other issue for that matter, you will see warnings in the device information pop-up explaining this.

1.3. Additional iOS Restrictions

Additional restrictions have been added for iOS devices. It's now possible to control the ability of the user to modify settings for:

- Bluetooth Settings
- Notification Settings

Both of these restrictions require iOS 9 and above, and also require the device to be supervised.

2. Known Issues

With this release, we recommend Android for Work customers migrate from the Divide application for email, to the Gmail application.

There are currently some known issues with deploying Gmail however and Matrix42 is working with Google for a resolution.

- Calendar and other applications from Divide might not appear automatically. This is due to changes in how Gmail handles Calendar integration. If Calendar does not appear automatically for your users, this can be pushed down as an Android for Work app.
- Mail configuration might not be removed on blocking a device. It's been seen that when a device is blocked in Silverback, privileges are removed as normal, however the Gmail configuration may stay on the device, even though it is blocked. This is caused because of an issue with Gmail and deactivating configured mail settings.

3. Minor Changes and Fixes

- Resolved issue with Windows Phone devices not checking in when configured thumbprints are left blank
- Resolved issue with Windows Phone devices not receiving a push to connect when the user's LDAP information changes
- Resolved UI issue with App Portal section not appearing as selected when it was selected
- Resolved UI alignment issue with provision user screen when using French as language
- Resolved issue when saving more than one custom data field for the M42Mobile App
- Resolved issue generating OTP via the API, Hotfix is also available for 5.1 Update 2 for the same issue
- Resolved issue that could make an Android device go into a loop while checking in if queue inventory was enabled for Companion
- Improved Per-App-VPN settings payload handling. In iOS 10, the device now requires this payload to be sent after the applications are installed. Silverback should now handle this
- Resolved an issue where the Preview UI could crash when being accessed for the first time
- Removed extra logging from Android client logs