

Maintenance Release Notes

BlackBerry Enterprise IM for Cisco app
Version 4.0.4



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Fixed issues

1

When users were outside their wireless coverage area, the message indicating that the connection was lost was not displayed in the pop-up window. (JI 1078809)

When a user specified a custom notification for received messages, the default notification was played instead. (JI 773092, JI 712578)

Resolution: Upgrade to BlackBerry 10 OS version 10.3.1 or later.

Known issues

2

When users try to log out from the Enterprise IM for Cisco app, the Enterprise IM for Cisco app might stop responding and display a black screen. (JI 1423329)

When users with Wi-Fi network and wireless network coverage are logged in to the Enterprise IM for Cisco app and the user turns off the Wi-Fi network, a pop-up window appears indicating that the network connection was lost and users are not able to send or receive messages. (JI 1159564)

If a user uninstalls the Enterprise IM for Cisco app, it might still appear in the BlackBerry Hub. (JI 597672)

If a user's account ID is different from their primary email address, the user's mobile phone number is not displayed on the user's profile screen when it is viewed by another user. (JI 597668)

When a user views the profile of another user, the Home phone number disappears after a few seconds. (JI 597667)

If users change the device language setting and then start the Enterprise IM for Cisco app, a message might appear asking users to restart the device, and text within the app might appear in multiple languages. (JI 597659)

If users' devices are left idle for more than twenty minutes, their availability statuses remain set to Available - Mobile. (JI, 597656)

If you change the display name of a user in Active Directory who has a device with BlackBerry 10 OS version 10.2 installed, the new display name might not appear in the Enterprise IM for Cisco app. (JI 597654)

If a user's device goes to sleep, when the device is woken up the user's availability status might be reset to Available even if it had been set differently. (JI 597651, JI 597642)

If a large number of contacts are added to the Enterprise IM for Cisco app at the same time, the usernames in the Contacts list appear slowly. (JI 597645)

When users try to log in to the Enterprise IM for Cisco app with the wrong domain name, the wrong error message appears. (JI 597804)

The Home phone number does not appear on a user's profile screen. (JI 597640)

Users using a smaller screen BlackBerry 10 device cannot view the groups that are not displayed on the screen when the groups are collapsed. For example, if you have two groups that are not displayed on the screen when the groups are collapsed, you cannot scroll to these groups and expand them. (JI 597644, JI 597806)

Workaround: Expand a group before scrolling to the bottom of the group list. For more information, visit support.blackberry.com/kb to read article 37669.

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