

AlertLink Connect Known Issues (iOS v. 3.0.4/Android v. 3.1)

This document outlines known issues and workarounds (if available) in the latest version of the AlertLink Connect mobile application. Unless otherwise noted, the issues below are expected to be resolved by **Q4 2019**.

Android

- (#2272) Push notifications are occasionally not sorted by date.
- (#2450) The app occasionally crashes or becomes unresponsive when performing multiple actions in quick succession, such as tapping refresh repeatedly or quickly going in and out of message details.

Workaround: *Close the app and restart.*

- (#2451) Messages may not be received depending on the current state of the app. Specifically:
 - When the app is open and running in the foreground, messages are received intermittently.
 - When the app is closed but is running in RAM, messages are received intermittently.
 - When the app is closed and not running, messages are not received.

Workaround: *Keep the app open and running in the background.*

- (#2465) Message alerts are received on the device when the app is running in the background, but the messages don't appear in the inbox.

Workaround: *Keep the app running in the foreground.*

iOS

- (#995) Response option values are not displayed when those values contain more than 50 characters.

Workaround: *Limit response option values to 50 characters or less.*

- (#2448) Messages intermittently reappear in the list after deletion.

Workaround: *Delete the message to remove it from the list. A refresh-related issue causes the message to reappear; however, deleting it a second time will remove it permanently.*

- (#2451) Messages may not be received when the app is running in the background.

Workaround: *Keep the app closed or running in the foreground.*

- (#2465) Message alerts are received on the device when the app is running in the background, but the messages don't appear in the inbox.

Workaround: *Keep the app running in the foreground.*

- (#2466) Intermittent errors occur when updating a task's status.