

Spok Mobile Server Version 4.4.3 - FAQ

Will messages to my end users be affected after end users update to Spok Mobile Client version 4.5.1?

No. Message delivery to end users will not be impacted.

The new client version 4.5.1 resolves the following issues:

Spok Mobile 4.5.0 for iOS

- Alarm tones are heard or felt only once, instead of many times. This can cause users to miss messages.
- Playback of the alarm stops due to how the app communicates with the server after notifications arrive.
- Our solution is to correct the background app service so it cannot mistakenly stop alarms.

Spok Mobile 4.5.0 for Android

- Alarm tones are briefly heard or felt, but quickly stop and do not repeat. This can cause users to miss messages.
- Halted playback is caused by, and affects, Android 8 Oreo devices that aggressively turn off the screen to save power.
- Our solution is to use a better way of keeping the device “awake” to restore the repeating alarm tones functionality

Why do I need to apply the server update and what will happen if I don't?

The release of Spok Mobile 4.4.X introduced better message audit logging: to record the specific time a message was "DELIVERED" to an Apple IOS device, whether or not the end user took action on the message.

In previous versions, the "DELIVERED" status for Apple iOS devices was not logged until the end-user interacted with the message.

However, the new 4.5.1 version of Spok Mobile Client (without the 4.4.3 server version update) reverts back to how the previous versions worked--where the “DELIVERED” status is not logged until the user interacts with the message.

Example:

Situation: A nurse is paged at 1:00PM. The nurse receives the message at 1:00PM, but is speaking to a patient and has silenced her phone. At 1:05PM the nurse finishes her conversation and reads the message.

Intended behavior: The “DELIVERED” status is logged as 1:00PM.

Actual behavior: The “DELIVERED” status is logged as 1:05PM.

Resolution: Installation of the 4.4.3 Spok Mobile Server update will restore “DELIVERED” status logging back to its intended behavior.



When will the update be available?

Spok development is targeting August 15th for the release. We will start reaching out to each client to discuss next steps.

Will there be downtime associated with this update?

There may be downtime in your environment depending upon the Spok Mobile configuration that was purchased. The Spok Engineer performing the update will discuss this with you in detail.

Does the problem affect all clients?

No. Only Apple iOS devices are affected by the update to Spok Mobile client version 4.5.1. Android devices are unaffected and the "DELIVERED" status for messages sent to those devices will continue to update appropriately when the notification reaches the device as it has in the past.

Can this update be applied during a low volume time consistent with my organizations change management window?

Spok Engineers make every effort to ensure that impact from updates to Spok solutions is as minimal as possible. Please consult the [Spok SLE](#) for details when updates can be applied based upon the maintenance tier your organization purchased, which is detailed on page 28.

When will this update be applied?

A support case has already been created for your organization and a Spok Engineer will be in contact with you to schedule a time to apply this update to the servers at your organization. If you have questions related to this process, please contact Spok technical support by opening a case on www.spok.com/myspok or by calling 1-800-420-9705 (Americas and EMEA) or 1800 016 719 (Asia Pacific).

How do I determined the version of Spok Mobile installed at my organization?

Please refer to the following article on Spok's Customer Community site for assistance:

https://knowledge.spok.com/Spok_Product_Lifecycle_Information/Determining_Your_Software_Version/Determining_Your_Spok_Mobile_Version