



NetMotion Diagnostics - Known and Resolved Issues

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This document describes known and resolved issues in Diagnostics v4.60. Issues are grouped by product component, and the numbers in square brackets are internal issue numbers.

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The Diagnostics client uses a number of third-party items, such as the adapter and driver for the carrier connection, a GPS receiver (optional), and a connection manager. Some combinations of adapter, GPS receiver, and connection manager cannot provide data to Diagnostics; refer to the [Network Adapter and GPS Receiver Matrix](#) in the *System Administrator Guide* for a list of all the third-party combinations that have been validated in our test lab. The list also identifies devices that have not been tested by NetMotion, but that customers have reported are compatible with Diagnostics.

Before Upgrading Client Devices to Windows 10

The Diagnostics client is supported on Windows 10 (Pro and Enterprise Editions) for 32- and 64-bit operating systems. Clients running on Windows 10 should connect to a Diagnostics server running v3.0 or later.

Upgrading from Windows 7 or Windows 8.x to Windows 10 with Diagnostics installed is not supported. If you plan to upgrade the operating system for any of your Windows devices, first uninstall the Diagnostics client, upgrade the operating system, and then install the Diagnostics client for Windows.

Known Issues: Diagnostics Client

iOS 13: System repeatedly prompts user to continue allowing location access [LOC-18430]

In order to function properly in the background, Diagnostics needs location access. In iOS 13, every few days a pop-up informs the user that Diagnostics is using location in the background, and asks for confirmation to continue to allow this. Instruct your users to select *Always Allow* whenever they see this message.

iOS: Diagnostics configuration icon is intermittently unavailable [LOC-18425]

After navigating to the main page of the Diagnostics client from a different page, the configuration icon may be unavailable. Close and reopen the app to restore the configuration option.

Android: No support for Android devices configured with multiple profiles

NetMotion Diagnostics does not currently support the use of multiuser mode on devices running Android.

Cannot collect data from Sierra Wireless mobile router

Newer Sierra Wireless adapters and adapters that are upgraded to the latest firmware have the ALEOS feature MSC1 disabled by default. For information on configuring these adapters to work with Diagnostics, see this [help topic](#).

Dell laptops using Dell DW5800 Mobile Broadband Modem may require a firmware update

For a short time, Dell Laptops containing an early version of the Novatel E362 4G / LTE modem were sold for use on the Verizon network. These modems were identified as the *Dell DW5800 Mobile Broadband Modem*, but were quickly replaced with an updated model, the DW5802. The original DW5800 modems are supported by Diagnostics, provided the firmware is updated to version 3.0.32 or later. The firmware update for the DW5800 Mobile Broadband Modem is available on the Dell Support website.

Android: Pre-configured APK or MDM-distributed client does not connect to Diagnostics server until app is opened [LOC-17537]

When the Diagnostics client is installed on Android devices using a pre-configured APK or through an MDM, the client cannot connect to the server until the application has been opened on the device. There are a few ways to work around this issue:

- Instruct client users to manually open the application after it is distributed.
- If your deployment includes NetMotion Mobility, you can define a Mobility policy to launch the Diagnostics application when Mobility connects. For details, see the [Mobility help](#).
- If you are using AirWatch MDM software, you can use AirWatch Launcher to configure the Diagnostics client to launch automatically. For details, consult AirWatch documentation.

iOS: no prompt to export generated support data [LOC-17277]

Occasionally, the *Generate support data* function on the iOS client does not prompt the user to export the logs. To work around this issue, instruct the client user to reboot the device and generate support data again.

Android: scheduled tests run on an irregular schedule [LOC-17155]

Android devices, especially devices that are mostly inactive, may run scheduled client reports and bandwidth tests on an irregular interval. For example, a client scheduled to run tests every 60 minutes may sometimes have a 45-minute interval between tests, and sometimes a 70-minute interval.

Multiple client settings profile entries for a single client device [LOC-17088]

The *Client Settings* tab of the Diagnostics console may display multiple client settings profile entries for a single device (*System > Client Settings > Assign Profiles*). This may occur if a device is reset to factory settings and then reconnects to the Diagnostics server, or if the SIM card is changed. To change the settings profile used on the client, select all entries for that device and apply the desired profile.

Android: One Plus devices frequently stop collecting data [LOC-16969]

Due to restrictions on the number of services that can run concurrently on some Android devices, the Diagnostics data collection service may be shut down by the device operating system. When the service turns off, the Diagnostics icon disappears from the action bar on the device. To restart the service, open the app and tap **Start** next to the message *The Collection Service is not running*.

Received Bytes on Lenovo - ThinkPad Tablet 2 [LOC-15036]

The Lenovo ThinkPad Tablet 2 consistently underreports received bytes (rx) from the embedded Sierra Wireless EM7700 adapter.

A DW5808e modem is reported as a Sierra Wireless EM7355 [LOC-12078]

The DW5808e modem is a rebranded Sierra Wireless EM7355; this means that a device running the Diagnostics client that has a DW5808e modem will be listed in the Diagnostics console and reports as having an *EM7355* modem.

Diagnostics "Name Resolution" tests pass when redirected to a search page [LOC-9971]

When a name cannot be resolved, some network operators return a search page instead of returning a DNS lookup failure. In these cases, Diagnostics *Name Resolution* tests can appear to succeed, when in fact they have not. The tests "pass" because the redirected address succeeds, when they should have failed because the original address was invalid.

Diagnostics cannot share the AirCard 341U GPS port with other applications [LOC-6803]

With most GPS devices, Diagnostics can share access with another application. When Diagnostics is using the GPS on the Netgear AirCard 341 USB adapter, other applications are blocked from accessing the port.

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Missing export data after upgrade

When you upgrade to the current version of Diagnostics and use your existing Splunk or syslog tools to analyze exported data, it may appear that data is not being exported. All event IDs (*sourcetype* in Splunk or *STRUCTURED-DATA element* in other syslog servers) for exported data have changed; as of v4.0 they include the prefix **nm_**. Exported data from an earlier version of Diagnostics (before v4.0) does not have that prefix. To work around this issue, include both event IDs in your searches; for example, a search for Diagnostics client report data requires searching for both `nm_MobileDiagnosticsReportData` and `MobileDiagnosticsReportData` to see all results.

Search for Diagnostics shortcuts returns no results [LOC-17032]

In Windows Server 2016, searching from the Start menu or Cortana may return no results or inconsistent results. This is a known issue with Windows Server 2016: see this [Microsoft Support info](#).

Multiple entries for single adapter in console inventory reports [LOC-16651]

Some adapter manufacturer names have been changed to match their branding; for example, *CradlePoint* is now reported as *Cradlepoint*, and all Dell-branded adapters now display *Dell Wireless*. Inventory reports display multiple entries for adapters where the manufacturer name has changed.

Server certificate is not trusted after upgrade [LOC-14669]

When you upgrade a pre-4.0 Diagnostics server that is authenticated by a self-signed certificate, the certificate is unbound from Diagnostics sites and a new certificate is generated. If you have configured your Diagnostics clients to trust the self-signed server certificate, you will need to export the newly generated certificates and distribute them to your clients to restore server authentication.

Database restore fails when attempting to restore a 3.x database in 4.x [LOC-14253]

Do not attempt to restore a database backup made by Diagnostics v3.x or v2.x on a 4.0 Diagnostics server. If you want to change the location of the database while upgrading Diagnostics, you must upgrade Diagnostics first, then relocate the database. See this [help topic](#) for more information.

If you need to restore a backup made by Diagnostics v3.x or v2.x, you must restore through a 3.x Diagnostics installation, and then upgrade to 4.0. For more information, see this [help topic](#).

Alerts and Messaging test email not sent [LOC-12930]

To enable the Alerts and Messaging module you must configure an SMTP server email account so that Diagnostics can send messages. If you have an SMTP setup that does not require a username or password, test messages will incorrectly indicate that they were sent, but in fact they were not. Alerts and messages will arrive as expected, only the test message will not. If this is an issue for you, contact NetMotion Technical Support for a workaround.

Date and time data incorrect when a database is restored in a different time zone [LOC-11923]

If you back up the Locality database and then restore it to a computer that is configured for a different time zone, date and time data in console maps and reports will be incorrect or missing. Always restore the backup on a computer that is configured for the same time zone as the backup you created.

Resolved Issues

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4.51	Wi-Fi is reported as the active interface when disconnected	LOC-17732	Rare instances when Diagnostics would report a Wi-Fi adapter as the active interface even after it was disconnected have been fixed.

4.51	Failing data export caused memory leak on the Diagnostics server	LOC-17697	There is now a limit on the amount of memory that can be consumed by queued data export messages. When the limit is hit, data is held on the clients.
4.50	With FIPS enabled, server cannot be licensed	LOC-16835	One of the encryption modules NetMotion Software uses was not FIPS compatible.
4.50	Windows client silent install displays prompt	LOC-16704	When you install or upgrade the Diagnostics client silently, certificates are now automatically installed in the Trusted Publishers store.
4.50	Maps and controls blank when data cannot be downloaded	LOC-16632	When data cannot be downloaded, the coverage map now displays an error message.
4.50	Coverage data export samples count is always 1	LOC-16537	Coverage data exported to a CSV file incorrectly shows the number of samples as 1.
4.50	Carrier missing from coverage map	LOC-16088	The list of carriers can now accommodate a much larger number.
4.10	Irregular reporting interval for iOS devices	LOC-16011	iOS devices running in low data collection mode now report all new data to the server each time the app connects. (Note: low mode is no longer available in 4.50 clients.)
4.10	iOS devices: configuration not pushed from the Diagnostics server	LOC-15957	Client profile settings configured from the Diagnostics server are now successfully being pushed to iOS clients.
4.00	GPS error from Cradlepoint IBR900	LOC-15686	The Cradlepoint IBR900 is now fully supported. Previously the client status page intermittently displayed "No location source found" while location was being collected.
4.0	Signal quality on Microsoft - Surface 3	LOC-13713	The Microsoft - Surface 3 Windows Mobile Broadband adapter now reports accurate signal strength. Previously signal strength was underreported.
4.00	Mobile router with multiple modems only report one	LOC-12613	A mobile router with multiple modems would only include one modem in the Network Interfaces test in Diagnostics client reports. Reports now include details on all modems in the device.

3.31	Exported SINR values are misreported	LOC-14116	The maps and reports accurately report SINR (Signal to Interference plus Noise Ratio), but exported SINR values were ten times what they should be.
3.30	RSSNR reporting for Android devices added	LOC-13659	On LTE networks Android devices now report RSSNR, which is useful in understanding signal quality on device maps and in device sample data.
3.30	Home Carrier not reliably updated after a SIM change	LOC-13407	The <i>Home Carrier</i> value now updates reliably in reports. In earlier releases changing SIMs in a device could cause the value to be incorrect.
3.30	Too many notifications when launching a Diagnostics client report	LOC-13285	When programmatically launching Diagnostics client reports, the /notify parameter resulted in redundant messages.
3.30	Active interface not reported with multiple WWAN interfaces	LOC-13098	When there were multiple WWAN interface(s) on a multi-WAN router, Diagnostics was not reporting the active interface.
3.30	Verizon not recognized as the carrier on a GX440 modem	LOC-12994	Using a Sierra Wireless AirLink GX440 modem and Verizon as the carrier, the carrier sometimes appears blank.
3.30	Server certificate not checked during Diagnostics Connect Setup	LOC-12840	When the Diagnostics Connect wizard is run it now verifies that the Diagnostics server certificate is valid.
3.20	Devices without WWAN cards have unknown agent version	LOC-12076	Devices without WWAN cards did not show an agent version in the licensing table.
3.20	Cannot sort licensing table by users, device name, licensed state or IMEI	LOC-11983	The table of devices on the licensing page of the console did not allow the administrator to sort by user, device name, licensed state or IMEI column.
3.20	Diagnostics console displayed errors when the decimal symbol was a comma	LOC-11717	Diagnostics now correctly handles and displays data that uses a comma as a decimal mark.
3.20	Changing the MySQL port caused	LOC-11293	If the MySQL port was changed manually (not with the recommended method of using the Configuration

	database backups to fail		Wizard) database backups were failing.
3.20	Mobility Analytics data over-reported	LOC-10975	Diagnostics can use Mobility analytics data to report on application usage and compression. For Diagnostics deployments that included external broadband devices - for example, a mobile hot spot or mobile router - the reported data was not always restricted to the WWAN interfaces specified in the console. As a result, you could see byte counts that were larger than the ones in other Diagnostics network usage reports.
3.20	Diagnostics Connect client error message unclear	LOC-10968	When Diagnostics Connect for Mobility is unable to communicate with the Diagnostics server the error message was not very clear.
3.20	Filtering devices list by name failed if the user hit Enter during the query	LOC-7244	On the System License page we show the devices that are licensed. For a query involving many devices, it takes a while for the data to be filtered; during this period, pressing Enter will no longer have an effect.
3.20	Internet Explorer 10: you can select days without data	LOC-7194	In the Diagnostics console, the Calendar shows dates without data in gray. Normally, you are prevented from selecting dates without data, but in Internet Explorer 10 this was not possible. If your selected dates were all gray, you would see an error message.
3.20	Monthly trends data in Dropped Connections report shows a single month	LOC-5671	When the Dropped Connections Time Trends chart was set to a Monthly view, it showed only the most recent 30 days of data.