Environment: SmartOffice for Good upgrade to v2.3.x on iOS devices (iOS 7 and iOS 8)

Information: Locked Screen will occur after upgrading SmartOffice for Good to v2.3.x on iOS devices. New installs are not affected.

Date: October, 8th, 2014

Summary: The issue occurs because the previous version of SmartOffice was built using GD SDK 1.4.4100 which used a different device identifier than the current version of the GD SDK. There is no data loss and re-provisioning is not required.

Problem: After upgrading SmartOffice for Good to the latest version (v2.3.1), the application may get locked (See image 1.)
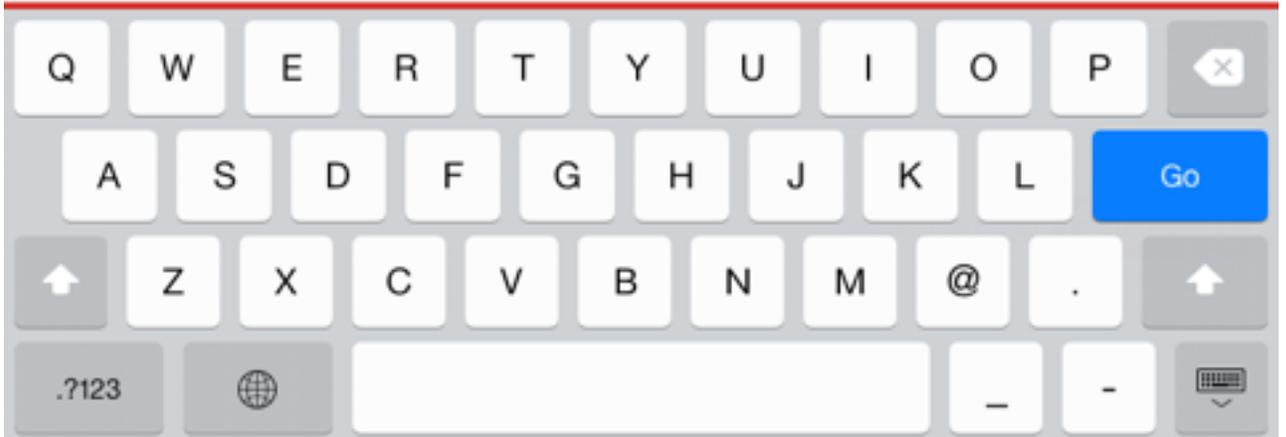Image 1. Locked Screen:

SMART OFFICE

Email Address
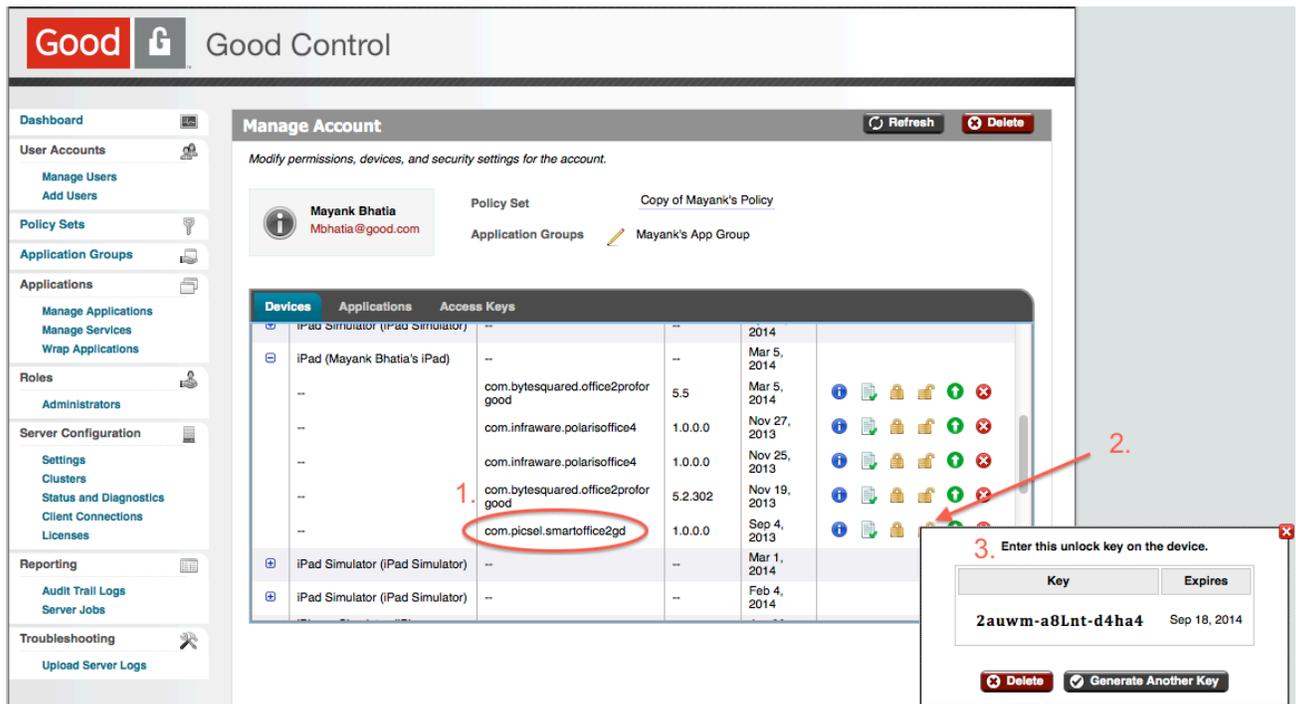
Unlock Key

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Impact: The application will have to be unlocked but will preserve documents from the previous version

Workaround: If the application displays the locked screen, please obtain an unlock key from Good Control (if self-service is enabled) or from your IT administrator. After typing in your email address and unlock key (not access key), the application should unlock itself, preserving all documents from the previous version (See image 2.)

Image 2. Generating an unlock key:

The steps depicted above are:
1. Login to Good Control
2. In the user's devices tab expand the device and for the SmartOffice container (circled), click the unlock icon
3. Type in the generated 15 digit unlock key into your app. The unlock key will also get emailed to the user.

Resolution:
IT admins have 2 options for Users:

1. Users who have had their SmartOffice app locked on update and need access to data within the app can use the unlock workaround above.
2. Users who have had their SmartOffice app locked on update and can afford to lose data within app may delete and reprovision with the new version of the app that will be submitted to the App Store soon.

Additional Information:
The unlock screen looks very similar to the provisioning screen. Applications can be unlocked only with an unlock key, not an access key.