

## Request App Diagnostics

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When sending a message to a driver using the Strategy Live Mobile app or a carrier's driver using the Strategy Live Carrier app, there is a new Type of Message option labeled, "Request App Diagnostics."

This will request diagnostic information about the app.

The user must be using the following versions of the app:

- iOS Mobile App version 1.3.7 or higher.
- iOS Carrier App version 1.2.9 or higher.
- Android Mobile App version 1.20.0 or higher.
- Android Carrier App version 1.3.1 or higher.

If the user has an appropriate version of the app, they then have to open the app (bring it to the foreground) before it will respond, but no further action is required by the user. In other words, if they're driving, they will hopefully not open the app until they get to their next stop.

It will send back the following information:

- The version of the app they're using and the operating system (OS).
- The User Agent string (primarily to determine what version of the OS they have installed, which can be useful when diagnosing an issue with the app).
- Which permissions the user has granted to the app. The information returned depends on the type of phone and the OS installed on it. It will include some combination of the below:
  1. Location – whether or not the user has authorized the app to access their location. During field testing, we've seen the following values returned:
    - a. Granted – this means the user selected Always Allow
    - b. Authorized – this also means the user selected Always Allow
    - c. Authorized\_when\_in\_use – the user has granted access "once" or "while using the app".
    - d. Denied\_always – the user denied access to their location to the app.
  2. Notifications – whether or not the user has authorized the app to display notifications.
  3. Background Refresh – whether or not the user has authorized allowing the app to refresh when it is in the background (that is, when the app is not open). This must be granted for the app to be able to track when it is in the background (that is, the phone is off, or it's on, but another app is being actively used).
  4. Camera – This is whether the user has allowed the app to access the camera. This value has the most variance of any we've seen in field testing. It also doesn't appear to reliably work on some phones at all (for example, the phone might say "not\_requested" when in fact, access has been granted). We've seen the following values during field testing:

- a. NOT\_REQUESTED
  - b. not\_determined
  - c. DENIED\_ONCE
  - d. Authorized
5. Motion – whether or not the user has allowed access to the motion tracking in the phone. This is used for detecting when the user has stopped and started (like at a stop light). Much like the Camera permissions, whether or not the phone actually returns the actual permissions seems to vary by model and OS version.