



# Technical Information

## SwissCovid app: Known Issues

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The complete source code of the SwissCovid app is available on GitHub [1] and can be accessed by all interested persons. Any errors found or suggestions for improvement are also posted there.

This document explains the currently most common known problems and how to deal with them. The problem descriptions on GitHub are also linked.

### Overview

Overview.....	1
Known Issues; up-to-date .....	2
Known Issues; fixed with SwissCovid 1.0.9 .....	2
iOS 13.7 und iOS 14 Beta: no successful synchronization.....	2
iOS 14 Beta: SwissCovid does not work with iOS 14 Beta.....	2
Known issues; fixed with SwissCovid 1.0.7.....	2
Android: The error "AGAEN 39508" is displayed .....	2
Android: The error "AGAEN10.-2" is displayed.....	2
Known issues; fixed with Google Play Services .....	3
Android: 0 key displayed under "Check for possible encounters .....	3
Known issues; fixed with iOS 13.7.....	3
iOS 13.6: Misleading translation in "Weekly Update Notification .....	3
Known issues; fixed with iOS 13.6.....	4
iOS: «Region Changed» system popup .....	4
iOS: «Too little memory to provide COVID-19 contact messages» system popup .....	4
iOS: Background update is partially not executed.....	4
Sources.....	5

## **Known Issues; up-to-date**

There are currently no known open problems.

**Please note: iOS 13.7 requires SwissCovid 1.0.9**

## **Known Issues; fixed with SwissCovid 1.0.9**

### **iOS 13.7 und iOS 14 Beta: no successful synchronization**

GitHub Issue #290: No successful sync on iOS 13.7 and iOS 14 beta [11]

On devices with iOS 13.7 or iOS 14 Beta and the SwissCovid App version 1.0.8 or smaller, the exchange of random IDs with other devices works. However, checking for a possible encounter with a person who tested positive for the new corona virus fails.

The problem can be solved by updating the app to version 1.0.9 or higher.

### **iOS 14 Beta: SwissCovid does not work with iOS 14 Beta**

GitHub Issue #187: App is not fully compatible with iOS 14 [3]

On devices that already have the beta version of iOS 14 installed, COVID 19 contact messages cannot be enabled. Apple writes in the Release Notes for iOS 14 beta 2 [4] that this functionality is not yet supported in the beta version: «*ExposureNotification isn't currently available in iOS 14 beta. Use iOS 13.6 beta to preview the latest functionality. (64433241)*»

## **Known issues; fixed with SwissCovid 1.0.7**

### **Android: The error "AGAEN 39508" is displayed**

GitHub Issue #100: Synchronising report error (AGAEN39508) [6]

The error message AGAEN 39508 was observed sporadically in the SwissCovid app. This was caused by an unexpected error during key matching.

This problem has been fixed with version 1.0.7 of the SwissCovid app.

### **Android: The error "AGAEN10.-2" is displayed**

GitHub Issue #133: An unexpected error occurred when synchronising the notifications (AGAEN10.-2) [7]

The error message AGAEN10.-2 was observed sporadically in the SwissCovid app. This is an unexpected error in key matching. Since this error occurs only sporadically, the functionality of the app is not limited. The problem has been reported to Google and will be fixed in a future version of the Google Play services.

Starting with version 1.0.7 of the SwissCovid app the error is no longer displayed.

## Known issues; fixed with Google Play Services

### Android: 0 key displayed under "Check for possible encounters"

GitHub Issue #169: 0 keys displayed in "Exposure checks" menu [5]

Under "Settings > Google > COVID-19 Notifications > Check for possible encounters" Google displays the requests from the SwissCovid app to check for a possible encounter with COVID-19 infected persons. On some Android devices the "Number of keys" and "Number of hits" is always 0. This is an error in the display, the app still checks with all keys and the functionality of the app is not limited.

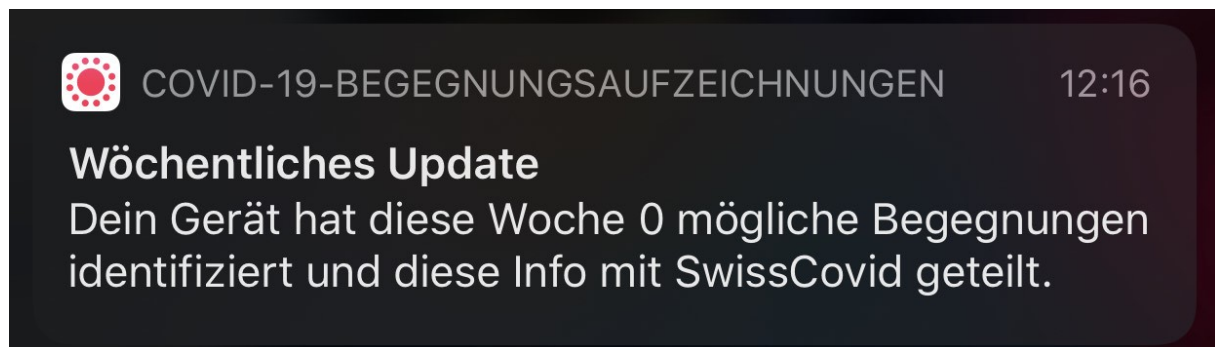
The defect has been reported to Google and was fixed.

## Known issues; fixed with iOS 13.7

### iOS 13.6: Misleading translation in "Weekly Update Notification"

GitHub Issue #228: iOS 13.6: Misleading German translation of "Weekly Update" notification [2]

On iPhones with iOS 13.6 in German, Apple displays a weekly notification with the following content:



The translation into German is misleading. What is meant is that there are no (0) encounters with other users who tested positive for the new coronavirus in the past week. For this reason, the app did not generate a message about a possible infection. However, the app has recorded contacts normally and compared them with the keys of the people who tested positive.

The problem was reported to Apple and fixed with iOS 13.7.

## Known issues; fixed with iOS 13.6

### iOS: «Region Changed» system popup

GitHub Issue #127: Geofencing active: Exposure Notification Region Changed [8]:

It has been observed that iOS switches a message about the changed region («Region Change») when the COVID-19 contact protocol is enabled, even though one was only within Switzerland. According to Apple, this popup should only appear if the user is in a foreign mobile phone network.

The bug was reported to Apple and was fixed in iOS 13.6.

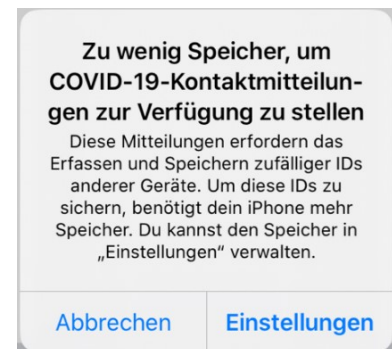


### iOS: «Too little memory to provide COVID-19 contact messages» system popup

GitHub Issue #162: IEN11 and Insufficient Memory popup [9]:

The error message IEN11 was observed sporadically in the SwissCovid app. In addition to this, a system popup was displayed on these devices to indicate insufficient free memory space. Both errors could not be reproduced reliably.

The bug was reported to Apple and was fixed in iOS 13.6.

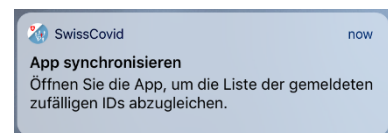


### iOS: Background update is partially not executed

GitHub Issue #163: iOS 13.5 Background Task not always triggered consistently [10]

In order for the app to download published private keys of persons tested positive for the new coronavirus, the app must be run periodically (either by active opening of the users or in the background according to normal functioning). Under iOS 13.5, it was observed that the background activity was sometimes not running reliably, so the published keys could not be retrieved.

To ensure that the app works properly, users receive a message after 48 hours of inactivity to open the app manually.



As long as users click on the app's hint, the functionality is guaranteed. However, it may result in a slightly delayed message about a possible infection.

The bug was reported to Apple and was fixed in iOS 13.6.

## Sources

- [1] SwissCovid source code: <https://github.com/DP-3T/>
- [2] iOS 13.6: Misleading German translation of "Weekly Update" notification #228 <https://github.com/DP-3T/dp3t-app-ios-ch/issues/228>
- [3] App is not fully compatible with iOS 14 #187 <https://github.com/DP-3T/dp3t-app-ios-ch/issues/187>
- [4] Release notes iOS 14 Beta 2: <https://developer.apple.com/documentation/ios-ipados-release-notes/ios-ipados-14-beta-release-notes>
- [5] 0 keys displayed in "Exposure checks" menu #169 <https://github.com/DP-3T/dp3t-app-android-ch/issues/169>
- [6] Synchronising report error (AGAEN39508) #100 <https://github.com/DP-3T/dp3t-app-android-ch/issues/100>
- [7] An unexpected error occurred when synchronising the notifications (AGAEN10.-2) #133 <https://github.com/DP-3T/dp3t-app-android-ch/issues/133>
- [8] Geofencing active: Exposure Notification Region Changed #127 <https://github.com/DP-3T/dp3t-app-ios-ch/issues/127>
- [9] IEN11 and Insufficient Memory popup #162 <https://github.com/DP-3T/dp3t-app-ios-ch/issues/162>
- [10] iOS 13.5 Background Task not always triggered consistently #163 <https://github.com/DP-3T/dp3t-app-ios-ch/issues/163>
- [11] No successful sync on iOS 13.7 and iOS 14 beta #290 <https://github.com/DP-3T/dp3t-app-ios-ch/issues/290>