

Google Cloud Messaging

1. What is it?

Google Cloud Messaging for Android (GCM) is a mechanism to send push notifications to Android devices. Notifications enable features like remote start, ping, job dispatch, etc.

2. Is it 2-way messaging?

No. Though the name has the term 'messaging' in it, GCM does not enable 2-way communication.

3. What does it mean for me?

- More reliable notifications

4. Do I need to do anything to use it?

Android users running Froyo (2.2), Gingerbread (2.3) and Honeycomb (3.x) must add a Google account to their devices. If your device runs Ice-cream Sandwich (4.0) and Jellybean (4.1) do not require a Google account.

5. What will my mobile workers need to do?

Your mobile users must upgrade to the latest version (v17.1.3) of the FFM Mobile App. You can download the latest build from Play Store.

6. What changes will my mobile workers see?

Your mobile users will not see any change in behavior. GCM is enabled by default and all initializations are done in the background. If your mobile users do not receive notifications, they can check status (GCM Status) in the device summary screen (Settings > Device Summary).



7. What are the other statuses?

This table explains the various Status codes and what they mean

Status Code	What should I do?
SUCCESS	No action required
PROCESSING	Wait for GCM Processing to complete
UN_REGISTERED	User should add a Google account to the device
FAILURE	Exit and restart the application
ACCOUNT_MISSING	Add/modify a Google account to the device
PHONE_REGISTRATION_ERROR	Exit and restart the application
INVALID_PARAMETERS	Exit and restart the application
INVALID_SENDER	Exit and restart the application
AUTHENTICATION_FAILED	Add/modify a Google account to the device

8. What if my mobile user’s Android phone runs Froyo, Gingerbread or Honeycomb?

Users can still use the app and all its capabilities. The mobile app will detect the version of Android and if there is no Google Account it will prompt the user to create one. The prompt will disappear after 3 secs and will not interfere with use of the app.



9. What will happen if I don’t want my employees to download the latest version (V17.1.3)?

This is not a mandatory change. The FFM app will continue to work in the same manner as it currently does today.