



BlackBerry AtHoc

Release Notes

7.15 (Cloud)

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What's new in BlackBerry AtHoc 7.15

These release notes contain information about new and changed functionality for BlackBerry AtHoc release 7.15. For more information about BlackBerry AtHoc or its related functionality, see the BlackBerry AtHoc documentation here: <https://docs.blackberry.com/en/id-comm-collab/blackberry-athoc>.

Live map

The following improvements were made to the live map:

- **External layers:** Public layers can be viewed on the External Layers panel on the live map. Administrators can add up to 30 external layers in the Map Settings. Once added, data from external layers update automatically on the live map. Feature, Image, and KML layer types are supported. The transparency of external layers on the live map can be adjusted. For Feature and Image type layers, a legend can be displayed if one is present in the layer source. The following external feeds are available out of the box:
 - Floods – NDFD Rainfall Total Forecast
 - Floods – Live Stream Gauges
 - Floods – USA Flood Hazard Area
 - Hurricanes – Forecast Position
 - Hurricanes – Observed Position
 - Hurricanes – Forecast Track
 - Hurricanes – Observed Track
 - Hurricanes – Forecast Error Cone
 - Hurricanes – Watches and Warnings
 - Hurricanes – Hurricane Force
- **Performance improvements:** Various performance improvements to live map flows were made, including caching Esri basemap layers in memory to improve the live map load time.
- **Send a quick alert:** Operators with alert publishing permissions can draw a shape on the live map or select a predefined shape, target users in the shape, and send the targeted users a quick alert. When a shape is drawn or selected on the live map, the User Action panel opens to the Users tab. On the Users tab, select organization and attribute filters and select targeted and blocked users to refine the list of targeted users found in the shape. User information can be exported to a .csv file. Select an alert template and personal devices on the Quick Alert tab of the User Action panel. Alert templates must have the "Available for quick publish" option enabled and have "location" enabled in the alert template settings to be available for selection. On the Quick Alert tab, operators can verify the number of reachable users and publish a quick alert. The sent quick alert appears under the Live Sent Alerts in the BlackBerry AtHoc Layers panel on the live map. Details about the alert can be viewed in the Sent Alerts page in the BlackBerry AtHoc management system.
- **Subscribe to geographic locations:** The ability for end users to subscribe to geographic locations of interest was added. Administrators can create user attributes that are based on shape layers on the live map. When an administrator creates the user attribute, then configures it to be visible in user profiles, users can subscribe to those locations and then be targeted in quick alerts from the live map based on those subscriptions.
- **Zoom to functionality:** The "Zoom to" function was improved so that a single click moves to the street-level view for the following alerts:
 - Live alerts
 - Live accountability events
 - Live incoming alerts (including emergencies, reports, check-ins, and check-outs from the mobile app.)



For more information, see "Live map" in the *BlackBerry AtHoc Map User Guide*.

External event management

System Administrators can now enable the External Events feature in **Settings > Feature Enablement**. When external events are enabled, Organization Administrators can select the locations and types of external events they want to monitor in **Settings > External Events**. External events that impact the selected locations appear in the Organization Administrator's Inbox in the management system. Organization Administrators can select administrators to receive alerts about the external events that appear in the Inbox. These alerts can be received on SMS, email, and the mobile app. Only one alert will be sent for each event type every 24 or 48 hours. For more information, see "[External Events](#)" in the *BlackBerry AtHoc System Administrator Configuration Guide*.

Integrations

- **Microsoft Teams, BlackBerry AtHoc client app 1.0.41:**

- **Account credentials requirement:** Microsoft Teams operators must use the same account credentials to sign in to the BlackBerry AtHoc Microsoft Teams app and Microsoft Teams.
- **Adaptive card text in dark mode:** An issue was fixed where the text in the Publish Alert adaptive card did not display when Microsoft Teams was in dark mode.
- **Sign In:** Frequent sign in requests for BlackBerry AtHoc Microsoft Teams operators to connect to the BlackBerry AtHoc server were removed.
- **Icon update:** The BlackBerry AtHoc icon () was replaced with the BlackBerry icon (.

- **ServiceNow:**

- Support for the ServiceNow Quebec and Rome releases was added.
- The ability to send ServiceNow alerts to the BlackBerry AtHoc mobile and desktop apps was added.
- Support for APIv2 was added.
- The use of the BlackBerry AtHoc SDK was deprecated.

- **Workday 1.0.3.7:**

Configurable timeout parameters: The TokenRequestTimeout and WorkerDataRequestTimeout parameters were added to the WorkdayIWS.config file. The TokenRequestTimeout parameter sets the timeout for the access request token. The WorkerDataRequestTimeout parameter sets the timeout for the worker data request. Previously, the timeout values were 60 seconds. Now, these timeout values can be configured.

Management system

- **Audit log:** The payload type for old SDK calls is captured in the audit log.
- **Bilingual alerts:** Operators can now send an alert in two languages. End users can select their preferred language through Self Service or the mobile app. For more information, see "[Add a bilingual alert](#)" in the *BlackBerry AtHoc Create and Publish Alerts User Guide*. The Bilingual Alerts feature does not support the following types of alerts:
 - API
 - Connect rules
 - Mobile events
 - WAM
 - BlackBerry Feed Service (BFS)
 - IPAWS
- **Character count in SMS device Custom Text:** The character count was updated to 1250 characters in the Custom Text field in the Personal Devices Options for Text Messaging devices.
- **Clear Last Known Location:** A **Clear** button was added to user profiles in Self Service and in the BlackBerry AtHoc management system that deletes the user's last known location.

- **Delivery locales:** The following delivery locales were added or modified: Korean, Russian, Chinese, Swedish, Greek, Polish, Portuguese, Dutch, and Turkish. For more information, see ["Supported delivery locales"](#) in the *BlackBerry AtHoc Localization Guide*.
- **Google phone library:** The Google phone library was updated to version 8.12.38.
- **IPAWS WEA 3.0:** When sending an alert to an IPAWS WEA 3.0 mass device, the number of polygons and circles that can be selected is limited to 10 circles or polygons and 100 total points. One circle equals approximately 70 points.
- **Mobile App gateway:** An option was added to the Mobile App gateway settings page to enable or disable showing the preferred language option in users' My Profile pages. The preferred locale option supports bilingual alerts. For more information, see ["Configure the mobile app gateway settings"](#) in the *BlackBerry AtHoc Mobile App Administrator Guide*.
- **More Info link field update:** The automatic "http://" prefix was removed from the "More Info" link field when a placeholder (indicated by \$) is used as the first character. When an operator enters a standard URL in the "More Info" link field, the "http://" prefix will continue to be added automatically. When an operator uses a placeholder in the "More Info" link field, the "http://" prefix is no longer added automatically. Any placeholder entered in the "More Info" link field are saved as-is, without any additional prefixes or text. This ensures that when a receiving organization sets up an alert template with a placeholder in the "More Info" link field, it can correctly display the URL provided by the sending organization's alert template.

The "Test URL" button continues to function, but displays an error if a placeholder is used instead of a valid URL.

- **Operator audit trail message:** The entry in the operator audit trail when a mobile user connects was improved. The "Additional Info" column now displays the following message: "Username (*userID*) connected using AtHoc Mobile app."
- **Operator import error message:** The error message that is displayed when double quotation marks ("") are missing in the userbase conditions during an operator import was updated for clarity.
- **Organization subscription:** If an operator subscribes a user to an organization and that organization is not enabled for subscription on that user's organization, the subscription is displayed on the user's profile in read-only mode in Self Service.
- **Picklist smart search:** Smart search, where search results are presented as you type characters into a picklist search box, was added for searches in these areas:
 - User manager
 - Disabling or deleting users
 - Setting advanced criteria for alert publishing and targeting
 - Creating distribution lists
 - Setting operator restrictions
 - Selecting attribute values when editing a user profile in Self Service or in the user manager
 - Selecting organizations for user move in Self service or in the user manager
 - Selecting organizations for organization subscription in Self Service or in the user manager
- **Reset button:** A Reset button was added to new alert templates. On enterprise organizations, Enterprise Administrators, Organization Administrators, and System Administrators can use the reset functionality on the alert template to synchronize the Content section template settings to the out of the box default settings. On suborganizations, the reset functionality synchronizes the Content section template settings to the enterprise organization settings.
- **Test alerts:** The **Test** button is now available to all operators who have alert publishing permissions on an organization. Previously, operators could only send test alerts on their home organization. For more information, see ["Test an alert"](#) in the *BlackBerry AtHoc Create and Publish Alerts User Guide*.
- **Updated login error messages:** When an operator whose account has been disabled, deleted, locked, or has revoked permissions attempts to log in to the BlackBerry AtHoc management system, an error message is displayed. These error messages were updated for clarity. The updated error messages are logged in the operator audit trail.

- **URL referrer whitelisting:** System Administrators can now add URLs for external domains or websites to enable users to access the BlackBerry AtHoc management system and Self Service from them. URLs must be in the HTTPS format. Separate URLs by commas, not spaces. The maximum number of characters allowed is 2000. For more information, see "[URL Referrer Whitelisting](#)" in the *BlackBerry AtHoc System Administrator Configuration Guide*.
- **View all sent alerts from an enterprise organization:** Enterprise Administrators can view sent alerts from their suborganizations on the Sent Alerts screen when logged in to the enterprise organization. When an Enterprise Administrator is logged in to the enterprise organization and exports alerts from the Sent Alerts page, sent alerts from their suborganizations are included in the export. A new "Organization" drop-down menu was added to the search options on the Sent Alerts page. Enterprise Administrators and System Administrators can search by organization from the enterprise organization. The default value is "All Organizations." When an Enterprise Administrator publishes an alert from the enterprise organization that was published originally at the suborganization level and that alert includes a fill count, the following error message is displayed: "This feature is disabled because the attribute specified for Fill Count and Escalation from the original organization is not available here."
- **Weather alert rule:** The Message Type "Update" was added to weather alert rule conditions.

API

New APIs

- **GET /orgs/{orgCode}/AccountEvents:** Returns the details of published accountability events.
- **GET /orgs/{orgCode}/AccountEvents/{eventId}/Officers:** Returns the accountability event officer list for the specified event ID.
- **GET /orgs/{orgCode}/Alerts/Folders:** Returns all available folders for the specified organization.
- **GET /orgs/{orgCode}/IncomingEvents:** Returns inbound external and user events. Inbound user events include check-ins, check-outs, reports, and emergencies.
- **GET /orgs/{orgCode}/IncomingEvents/{id}:** Returns details about a specific inbound external or user event.
- **GET /orgs/{orgCode}/operators:** Returns the list of operator details, including accessible organizations (enterprise and suborganization) and roles.
- **GET /orgs/{orgCode}/operators/{loginId}:** Returns the operator permissions, roles, and restrictions for the specified login ID.
- **GET /orgs/{orgCode}/Users/{login_ID}/Profile:** Administrators with the correct user roles can retrieve basic, distribution list, device, and attribute information for a specified user.
- **GET /orgs/{orgCode}/Users/Roles:** Returns the user roles for the specified organization.
- **GET /SelfService/{orgCode}/Lists/Static:** Returns static distribution lists that an operator has manage or publish access to, or that an end user is a member of.
- **POST /orgs/{orgCode}/EventLogs:** Creates an event log for the specified organization.

Modified APIs

- All valid users can now use the following APIs:

- GET /orgs
- GET /orgs/{orgCode}

Previously, only Organization Administrators, Enterprise Administrators, and Connect Agreement Managers could use them.

- **GET /orgs/{orgCode}/AccountEvents/{eventId}:**
 - Missing fields were added for Event Details.
 - The Reporting Summary was updated.
 - User Messages and Workflow are included in the event details.

- **No status common name:** The common name of the user status "no status" was changed to "SYS:NOSTATUS" for the following APIs:
 - GET /orgs/{orgCode}/AccountEvents/{eventId}
 - GET /orgs/{orgCode}/AccountEvents/{eventId}/StatusSummary
 - GET /orgs/{orgCode}/AccountEvents/{eventId}/EventUsers
 - GET /orgs/{orgCode}/AccountEvents/{eventId}/Users/{loginId}
 - PUT /orgs/{orgCode}/AccountEvents/{eventId}/EventUserStatus
- **GET /orgs/{orgCode}/Alerts:** New fields were added to enable Enterprise Administrators to see sent alerts from the suborganizations in their enterprise organization.
- **GET /orgs/{orgCode}/alerttemplates/{templateCommonName}:** This API response now includes the `IsAvailableForMobile` field and modifies the value of the "TargetCriteria" field instead of "null." If the Target Criteria field is not available, then it returns "null."
- **GET /orgs/{orgCode}/alerttemplates:** This API's response now includes the `IsAvailableForMobile` field.
- The following SelfService APIs now consider the `Home_Org` parameter in the access token when executing operations:
 - GET /SelfService/{orgCode}/OrgSubscriptions
 - GET /SelfService/{orgCode}/Devices
 - GET /SelfService/{orgCode}/{loginId}/Profile
 - PUT /SelfService/{orgCode}/{loginId}/Profile
 - GET /SelfService/{orgCode}/{loginId}/OrgSubscriptions
 - GET /SelfService/{orgCode}/Attributes
 - POST /SelfService/{orgCode}/{loginId}/OrgSubscriptions/{addOrgCode}
 - DELETE /SelfService/{orgCode}/{loginId}/OrgSubscriptions/{deleteOrgCode}
 - GET /SelfService/{orgCode}/Lists/Static
- **GET /SelfService/{orgCode}/{login_ID}/Profile?Fields=X,Device:Y,SDL:Z:**
 - Support was added to retrieve distribution lists, attributes, and device information for a user with the `Field` parameter value. Examples:
 - Use "Attribute:All" to retrieve all attributes that have a value for the user.
 - Use "Device:all" to retrieve all devices that have a value for the user.
 - Use "SDL:all" to retrieve all static distribution lists assigned to the user.
 - The "INVAL1278" error message was updated to "[<Invalid Field values>]: Invalid user attribute/device/distribution list common name(s)."
- **PUT /orgs/{orgCode}/alerts/{auld}:** This API was updated to support ending an alert and changing the duration of an alert.
- **Operator access:** The following APIs were modified so that any operator with a valid access token can access them:
 - GET /orgs/{orgCode}/attributes
 - GET /orgs/{orgCode}/attributes/{commonName}
 - GET /devices
 - GET /devices/{deviceId}
 - GET /orgs/{orgCode}/devices
 - GET /orgs/{orgCode}/massdevices
 - GET /orgs/{orgCode}/lists
 - GET /orgs/{orgCode}/lists/static
 - GET /orgs/{orgCode}/lists/dynamic
 - GET /orgs/{orgCode}/lists/static/NestedLists
 - GET /orgs/{orgCode}/alert/Types

- GET /orgs/{orgCode}/alert/Severity
- **Authentication flow:** The API authentication flow was updated so that when a user signs in and provides the organization code for an enterprise or suborganization, the authentication succeeds regardless of which organization (enterprise or suborganization) the user's profile exists in.
- **Devices and Profile API:**
 - The Devices and Profile APIs now return common names in Same case. Previously, attributes that did not have a value for the user were returned in Pascale case.
 - The order of the attributes was updated so that FIRSTNAME and LASTNAME are returned at the top followed by other attributes.
- **AtHoc Query Language (AQL):**
 - AQL functionality was extended in the Publish Alert, Get Alert Details, and Get Alert Template Details APIs to support roles, geolocation, and additional Datetime flows.
 - AQL functionality was extended in the User Search APIs to support roles, geolocation, datetime special values, and CSV values in Organizational Hierarchy.

Deprecated APIs

POST /orgs/{orgCode}/users/SyncByDisplayNames: The SyncByDisplayNames API is deprecated. Use the SyncByCommonNames API instead.

Attributes

- **Last Known Location Updated:** The Last Known Location Updated user attribute is now visible on user profiles, in advanced searches, and is available for user exports and alert targeting. When a user checks in from the BlackBerry AtHoc mobile app, a timestamp of the check-in is added to the Last Known Location field in their user profile.
- **My Info Updated:** The My Info Updated attributes were added. The My Info Updated attributes are updated automatically when a user updates their profile in Self Service or on the BlackBerry AtHoc mobile app. The My Info Updated attributes are visible on user profiles, in advanced searches, and are available for user exports and in advanced reports. These are read-only attributes. End users cannot update them manually, and they cannot be edited by operators in the management system.
 - The My Info Updated By attribute displays the name of the person who last updated a user profile.
 - The My Info Updated On attribute displays the date and time a user profile was last updated.
 - The My Info Updated Source attribute displays the source of a user profile update. For example, Mobile.
- **Organization Subscription:** The organization subscription Start Date and End Date attributes can be included in CSV imports, User Sync Client, or API bulk user updates. The Start Date and End Date attributes can be imported and exported. Export and bulk update of the Start Date and End Date attributes are available on enterprise organizations and suborganizations. For more information, see "[Subscribe multiple users](#)" in the *BlackBerry AtHoc Manage Users Guide*.
- **Preferred Language:** The Preferred Language user attribute was added. This is an out of the box enterprise attribute with the common name "User-Preferred-Language." It is a single-select attribute that is searchable in advanced searches and can be exported and imported as part of a user import or export. Set the "User Can Update" option on the Preferred Language attribute to enable users to specify their preferred language in Self Service. This attribute cannot be used as a response option.
- **Subscribed Organizations:** The Subscribed Organizations user attribute is now visible in read-only mode on the User Attribute page. This enables operators to view the Common Name of the attribute for use in the User Sync Client and API.
- **User Last Updated:** The User Last Updated attributes were added. These attributes display user profile updates made by users, operators, and other sources. The User Last Updated attributes are visible on user profiles, in advanced searches, and are available for user exports and in advanced reports. These are read-only attributes. End users cannot update them manually, and they cannot be edited by operators in the management system.

- The User Last Updated By attribute displays the name of the person who most recently updated a user profile.
- The User Last Updated On time attribute displays the date and time a user profile was last updated.
- The User Last Updated Source attribute displays the source of a user profile update. For example, Management System.

The User Last Updated attributes capture user profile updates from the following sources:

- A user updates their profile on the mobile app
- A users sends a report, check-in, check-out, or emergency from the mobile app
- A user enables tracking on the mobile app
- A user responds to an alert or event from a targeted device such as email, desktop app, mobile app, or SMS
- An operator updates a user profile in the management system
- An accountability officer responds to an event on behalf of a user
- A user profile is updated via the User Sync Client
- A user profile is updated via the API
- A user profile is updated via a CSV import

Account

Accountability Officer search: Advanced search capability was added to filter the list of Accountability Officers displayed on the Add Accountability Officers dialog. When adding Accountability Officers to accountability templates, any Accountability Officers who are targeted in the Affected Users section are preselected. If affected users are targeted by advanced query in the Affected Users section, the same search criteria are prepopulated in the Add Accountability Officers dialog. The number of rows displayed on the Add Accountability Officers dialog was increased to 15.

Mobile device management

Device deletion: BlackBerry AtHoc now notifies PSS when a user device is deleted.

Self Service

- **Option to hide Organization Subscription and User Move:** Administrators can hide the "Move to organization" and "Organization subscription" options for users in Self Service. These options can be selected in Settings > General Settings in the BlackBerry AtHoc management system. For more information, see "[Enable user move](#)" and "[Select organizations for subscription](#)" in the *BlackBerry AtHoc System Administrator Configuration Guide*.
- **Self registration:** Administrators can select the fields that appear on the registration screen for users to self register in Self Service. Up to 10 attributes and personal devices can be selected for inclusion on the self registration screen. Administrators can select that an email device be used as the username. For more information, see "[Self Service](#)" in the *BlackBerry AtHoc Manage Users Guide*.

Security

.NET Core Runtime version: To install the latest security enhancements, update the .NET Core Runtime version to 3.1.25 after upgrading to BlackBerry AtHoc release 7.15.

User sync client

Full sync attribute: The default value of the <isFullSync> attribute is now "true" in the user sync client configuration file.

Mobile App 4.10 for iOS and Android

- **Mobile app registration:** Users can now register to use the BlackBerry AtHoc mobile app without having an existing user account in BlackBerry AtHoc. End users can register by providing only their email address. If the user account exists, the mobile app registration is complete. If no user account exists, one is created automatically using the provided email address as the username. If the "Email - Work" device is enabled on the organization, the user's email address is populated in their user profile as the "Email - Work" device. If the "Email - Work" device is not enabled in the organization, any enabled email device is used.

To enable this functionality, select the "Create New User if an Account is not Found" option in the BlackBerry AtHoc management system at **Settings > User Authentication > Assign Authentication Methods to Applications > Mobile App**.

- **Registration flow improvements:**
 - When a System Administrator has configured an organization to allow users to modify their user profiles via the mobile app, when a new user successfully registers, they are directed to the My Profile page so they can update their user profile immediately. The email address used during registration is populated in the user's profile automatically.
 - When a user enters their email address to register the mobile app, BlackBerry AtHoc checks for a mapped domain for the entered email. If one is found, the user can complete the registration without entering an organization code. If the entered email address does not match a mapped domain, the user is presented with a screen to enter their organization code.
 - When a user enters their email address to register the mobile app, BlackBerry AtHoc checks whether a user account already exists for the user. If no account is found, one is created automatically.
 - When a user updates their user profile on the mobile app and taps to save the changes, a "Changes have been saved" pop-up is displayed. Users can click OK on the pop-up to go to the Inbox.
- **Show Preferred Language:** The My Profile page was updated to include a Show Preferred Language option. Users can choose from these supported languages:
 - English (US)
 - English (UK)
 - Español
 - Español (Latinoamérica)
 - Français
 - Français (Canada)
 - Deutsch (German)
 - Italiano (Italian)
 - Nederlands (Dutch)
- **Deprecated Mobile App versions:** The following mobile app versions are deprecated: 3.5.x, 4.0, and 4.1.x.
- **OS support updates:**
 - Support was added for iOS 15.
 - Support was added for Android OS 12.
 - Apple iOS 13 and iOS 12 are no longer supported.
 - Android OS versions 8.0.x, 7.0.x and 7.1.x are no longer supported.

Desktop app 7.3 (Windows)

- **Branding updates:** The following BlackBerry branding updates were made for the desktop app:
 - The desktop app is installed in the "BlackBerry" folder.
 - The Windows Start menu displays the desktop app as "BlackBerry AtHoc Desktop Notifier."
 - In C:\Program files\, the folder name is "BlackBerry AtHoc Desktop Notifier."
 - In C:\ProgramData\, the folder name is "BlackBerry AtHoc Desktop Notifier."
 - In Add/Remove Programs, the publisher is "BlackBerry."
 - When the desktop app is not connected, when hovering-over the icon, "BlackBerry AtHoc Desktop Notifier" is displayed.
 - When the desktop app is connected, when hovering-over the icon, "BlackBerry AtHoc Desktop Notifier - *organization-name*" is displayed.
- **Failover improvement:** The desktop app was updated so that failover URL values are returned to the desktop client as part of GetUpdate. Previously, updated failover URL values were downloaded to the client as part of the base URL call. If an operator updated the failover URL, the change was not downloaded to the client until a client machine was restarted, went offline and then back online, or a session became invalid.
- **Multiple browser sessions:** The desktop app no longer launches a new browser window in incognito mode. When multiple desktop app editions are running on the same computer, you must close the browser window for one edition before you can launch a browser window with a different desktop app edition.
- **Self Service menu items:** A new "Access My Profile" menu item was added. This menu item opens the My Profile page in Self Service in read-only mode. The "Access My Profile" menu item appears in the system tray by default.
- **508 compliance:** The About menu option screen was updated to improve screen reader capabilities on the About and System Information tabs.

Desktop app 7.2 (Windows)

- **Support for multiple certificates:** Support was added for multiple certificates for CAC authentication. This enables users in multiple-user environments to authenticate on a shared computer.
- **Support for multiple desktop client editions:** Support was added for multiple client editions on the same computer. When requesting a new desktop app, there are now multiple editions available for BlackBerry AtHoc and BlackBerry Alert. Multiple editions can run on the same computer and can point to different organizations on the same BlackBerry AtHoc system or on different systems. Multiple instances of the same edition on the same computer are not supported.

The following client editions are available:

- BlackBerry Alert: 0_BlackBerryAlert
- BlackBerry AtHoc: 1_BlackBerryAtHoc
- BlackBerry AtHoc Alt: 2_BlackBerryAtHocAlt
- BlackBerry AtHoc Aux: 3_BlackBerryAtHocAux

Desktop app 2.4.1 (Mac)

Packaging utility update: The packaging utility for the Mac desktop client was updated to support Mac OS (Apple Silicon) and the latest macOS releases including macOS 12 Monterey, macOS 11 Big Sur, and macOS 10.15 Catalina.

Desktop app 2.4 (Mac)

Safari permissions: Safari no longer requests permission to access web pages when the URLs are launched from the desktop app menu.

IIM

- **6.0.0.x:**
 - **Migration to .NET:** The IIM is made of the following modules: Relay input card, text-to-speech, serial port, interface to BlackBerry AtHoc, encoders, logging, UI, license manager, and watch dog. Each of these modules were translated into .NET from JAVA. During the migration from Java version to .NET version, the design and architecture of all IIM modules and interfaces were not modified. The features and functionality are unchanged in the .NET version of the IIM from the Java version. IIM was migrated from a Java to a .NET code base on Windows 2012 and 2016 for the following integrations:
 - American Signal (AmSig)
 - ATI
 - Federal Signal (FedSig)
 - IPBS
 - Whelen
 - **API retry:** API retry enhancement was added.
 - **API v2:** The SDK API was upgraded to API v2.
 - **Relay indicator:** The following relay indicators were added:
 - Push button
 - Success alert publish
 - Alert publish failure
 - Strobe Activation
 - Network Failure/Silent test
 - **IIM FIPS 140-2 compliance:** IIM was made FIPS 140-2 compliant by removing the Md5.cs library and replacing the SharpZip library with a secure FIPS 140-2-compliant library.
 - **Enhanced IIM mass device capabilities:** The following mass devices were enhanced with the ability to configure pre-recorded audio, pre-tones, post-tones, and text-to-speech:
 - Federal Signal
 - ATI
 - SiRcom
 - Whelen V2
 - American Signal V2
 - Monaco
 - Motorola ACE360

SDK specification

SDK Specification Guidelines: The BlackBerry AtHoc SDK specification guidelines were removed from docs.blackberry.com.

Behavior changes

Behavior changes are changes in existing functionality that you need to be aware of when upgrading to BlackBerry AtHoc release 7.15. These changes require that you re-learn existing functionality.

- **Last Known Location attribute:** For location-based targeting, users with any geolocation attribute and users whose Last Known Location attribute has been updated within the last 4 hours are targeted. When an operator adds a location to an alert, the following message is displayed below the map: "Locations selected here will target all user geolocation attributes, plus Last Known Location Updated within the past 4 hours."
- **Legacy desktop templates support:** In BlackBerry AtHoc release 7.6, support for the following legacy desktop delivery templates were removed:
 - Amber Desktop Popup
 - Gray Desktop Popup
 - Green Desktop Popup
 - Red Desktop Popup
 - Yellow Desktop Popup
 - Black Desktop Popup
 - White Desktop Popup
 - Tan (Brown) Desktop Popup
 - Blue Desktop Popup
 - Orange Desktop Popup

In BlackBerry AtHoc release 7.15, support was reinstated for these desktop delivery templates, with the exception of the Weather Template. After migration to 7.15, any custom alert template that uses the Weather Template will be updated to use the default severity template instead of the custom template. These reinstated desktop delivery templates do not support attachments or including a map in 7.15.

- **Live map support for IE:** The live map is not supported on the Internet Explorer browser.
- **Next Occurrence timestamp:** The Next Occurrence timestamp in alert and event templates was a static field. Now, this field changes automatically when Daylight Savings Time (DST) occurs.
- **Operator audit trail:** The operator audit trail now retains data for up to six months. A purge job runs once a month to remove data older than six months. If you need to retain data in the operator audit trail for longer than six months, you can use the API or export functionality to export and archive the data locally.
- **Organization Administrator access on the System Health page:** Organization Administrators can view health monitors on the System Health page. Organization Administrators cannot access modified or created health monitors, or add, delete, or edit health monitors. Ownership of any existing health monitors created by an Organization Administrator will be transferred to the Enterprise Administrator and System Administrator.
- **Self Service My Info Updated On:** The "Self Service My Info Updated On" attribute was renamed to "My Info Updated On." This attribute is updated when an end user manually updates their user profile through Self Service or the mobile app. The My Info Updated On attribute is searchable in advanced queries and is displayed on user profiles in the BlackBerry AtHoc management system.
- **SMS URL domain name change:** The number of characters for the SMS URL was reduced, so that more characters are available for SMS messages and the number of additional SMS pages is reduced. The SMS URL is included in SMS alerts to view the entire alert content and reply. The URL was updated from d1.athoc.com and d2.athoc.com to athoc.io.
- **Suborganization user move:** Operators who are End Users Managers, Organization Administrators, Alert Managers, or Advanced Alert Managers in a suborganization can move and subscribe users from their suborganization to other suborganizations. For more information, see ["Enable user move"](#) in the *BlackBerry AtHoc System Administrator Configuration Guide*.
- **Two-factor authentication:** When two-factor authentication is enabled and the "User must change password at next login" option is selected, users are prompted to select a delivery method for receiving an activation code, then use the code to change their password.

- **User export:** The number of users that can be exported to a .csv file is limited to 25,000. When exporting more than 25,000 users to a .csv file, select a grouping of 25,000 users to export.

Breaking changes

Breaking changes are changes that will cause existing integrations and functionality to break unless you take remedial action.

- **Alert templates:** The New Alert Template was renamed to ~*** New Alert Template - Configuration Use ***~. The New Template was renamed to ~*** New Template - Configuration Use *** ~. These changes were made to prevent operators from accidentally overwriting the system alert templates when creating a new alert template.

Breaking changes (7.15 FE-11)

Breaking changes are changes that will cause existing integrations and functionality to break unless you take remedial action.

- **Integrated Weather Alerts:** In weather alert rules, the weather and message types were redesigned to map to the same or similar fields received from NWS weather feeds. After upgrading to BlackBerry AtHoc release 7.15, most existing weather alert rules are disabled and must be reconfigured to match the appropriate weather and message types. For more information, see "[Create a weather alert rule](#)" and "[Weather alert types](#)" in the *Blackberry AtHoc Integrated Weather Alerts* guide.

Resolved issues

The following issues were resolved in BlackBerry AtHoc release 7.15.

Jira ID	Description
IWS-57501	The "Exempt redirections for users with username containing" option in System Settings > Redirection Settings > Redirection Rules does not work.
IWS-57724	If an operator has restricted permissions to access a specific alert folder and that folder is deleted, an export of that operator still contains the deleted alert folder.
IWS-57905	The following actions appear in the Operator Audit Trail with an Object ID of 0 instead of the user ID: <ul style="list-style-type: none">• Operator permissions revoked• Operator permissions granted• Password changed
IWS-57906	Publishing is unavailable using the publisher map when large layers are selected.
IWS-58093	A different Target Users count appears when drawing a shape that is the same size and location of a Predefined Location.
IWS-58128	Using unsupported desktop delivery templates can cause the following issues: <ul style="list-style-type: none">• "More Info" and "View Location" links open in Microsoft Internet Explorer instead of in the user-defined default browser.• Desktop app users receive alerts, but do not see any maps in the alert.• Responses are not recorded and a white screen with the following message is displayed: close67393ADC22204452BD24EF1E9C0586EF
IWS-58611	When using an SSO login URL, the disclaimer pop-up is off-center and partially off the screen.
IWS-58760	Desktop app clients version 7.x.x.x and above fail when loading the Self Service Inbox or My Info pages.
IWS-58817	If a deleted operator attempts to use CAC to log in to BlackBerry AtHoc, the following error message is displayed: "CryptographicException: m_safeCertContext is an invalid handle."
IWS-59055	Published alerts do not appear in the Operator Audit Trail for some time zones.

Jira ID	Description
IWS-59468	On the Self Service My Profile page, the drop-down menu does not work for single or multi-select picklist user attributes that are the maximum character length.
IWS-59781	When signing on to the desktop app, LDAP authentication falls back to domain\username authentication when the LDAP value is empty.
IWS-59783	The Distribution List Report page does not render correctly for an accountability alert that targets a large number of distribution lists.
IWS-60112	The Personnel Report summary does not work as expected for large single picklists.

Known issues

This section lists known issues in BlackBerry AtHoc releases.

7.15

- There are no additional known issues in release 7.15.

7.14

Jira ID	Problem	Workaround
Alerting		
IWS-62434	The Custom Field section for alert placeholders is not visible after duplicating a draft alert when logged in as an Advanced Alert Manager.	—
External event alert		
IWS-58065	Alerts are not triggered for external events when placeholders are added to the alert title in the out of the box External Feeds Template. The External Feeds Template contains a [BFSTitle] placeholder by default. Adding additional placeholders to the title field can cause the title to have more than the maximum number of characters.	Do not add additional placeholders to the title field.

7.13.1

- There are no additional known issues in release 7.13.1.

7.13

- There are no additional known issues in release 7.13.

7.12

- There are no additional known issues in release 7.12.

7.11

- There are no additional known issues in release 7.11.

7.10

Jira ID	Description	Workaround
Collaborate		
IWS-51450	After a mobile user is disabled or deleted, they are still able to send messages and attachments in collaborations.	Manually remove the disabled or deleted user from the collaboration.

7.9

Jira ID	Description	Workaround
Alerting		
IWS-61042	In a Basic organization, saving a draft alert more than one time causes an error.	—

BlackBerry AtHoc Customer Support Portal

BlackBerry AtHoc customers can obtain more information about BlackBerry AtHoc products or get answers to questions about their BlackBerry AtHoc systems through the Customer Support Portal:

<https://www.blackberry.com/us/en/support/enterpriseapps/athoc>

The BlackBerry AtHoc Customer Support Portal also provides support via computer-based training, operator checklists, best practice resources, reference manuals, and user guides.

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