



BlackBerry AtHoc

Release Notes

7.18

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What's new in BlackBerry AtHoc 7.18

These release notes contain information about new and changed functionality for BlackBerry® AtHoc® release 7.18. 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>.

Super Enterprise

- Administrators in super enterprise and enterprise organizations can now create alert templates in the super enterprise or enterprise and configure them to be inherited to their sub enterprises and suborganizations.
- Alert folders and alert placeholders created in a super enterprise organization are now automatically inherited by sub enterprises and suborganizations.

For more information, see "[Inherited content and settings in the enterprise or super enterprise](#)" in the *BlackBerry AtHoc Plan and Manage Enterprise Organizations* guide.

Section 508-compliance improvements

The following 508-compliance improvements were made:

- Keyboard navigation in the following areas:
 - Diagnostic Log settings page
 - System Jobs settings page
 - Inbox
- Keyboard navigation, text-to-speech readability, color contrast, accessible images and form elements in the following areas:
 - Top navigation bar
 - Change Organization page
 - Change Password page
 - Log In page
 - Sent Alerts page

API

Modified APIs

The following APIs were modified to support bilingual alert publishing:

- **GET /orgs/{orgCode}/alerts/{auld}**: Returns alert details for the specified organization.
- **GET /orgs/{orgCode}/alerttemplates/{templateCommonName}**: Returns alert template details for the specified common name.
- **POST /orgs/{orgCode}/alerts**: Publishes an alert using a template.

Management system

- **Advanced reports performance**: The load time for advanced reports for sent alerts in organizations that have a large number of sent alerts was improved.
- **Alert template type**: A new "Exercise" type was added for alert and accountability event templates.

- **Integrated Weather Alerts filtering:** Test alerts sent from the NWS CAP system are now automatically filtered out from Integrated Weather Alerts to prevent end users from receiving too many irrelevant test alert messages.
- **Live map shape file:** A descriptive error message displays on the Map Settings > Add Shape Layer dialog if an attempt is made to import a shape file that contains invalid parameters.
- **Preview and Save page:** A Reset Content button was added to the Preview and Save page that enables operators to reset edits made to alert content for Email delivery.
- **Publisher map user export:** Batch user exporting was added to the publisher map. When exporting more than 25,000 users, operators must select a batch of users to export from a drop-down menu. Only 25,000 users can be exported from the publisher map in a single export.
- **Sent alerts:** The default order of alerts displayed on the Sent Alerts page was updated so that live alerts are displayed before draft, scheduled, or ended alerts. Previously, draft and scheduled alerts were displayed before live alerts.
- **Service operator accounts:** A new Service Account option was added to operator profiles. Use this option to designate an operator account as a service account for use in other features such as the API, User Sync, or SMS Opt-In. Service accounts cannot be disabled, deleted, or have their operator permissions revoked automatically. For more information, see "[Grant operator permissions to a user](#)" in the *BlackBerry AtHoc Operator Roles and Permissions* guide.

AtHoc Connect

Connect alerts with attachments: Incoming Connect alert rules that trigger Connect alerts with attachments are sent immediately after all attachments are received, or after ninety seconds. If any attachments are not processed within the ninety seconds, they are not included in any triggered Connect alerts. The attachments will appear in the Inbox with the received alert after they are processed.

Mobile App 4.13

- **Alert publishing:** The alert details and publishing summary pages were updated so that phone numbers are links that open the phone dialer.
- **OS support:** Support for Android 9 and iOS 14 was deprecated.
- **Scheduled Location Access message change:** The notification message that appears when Scheduled Location Access starts was updated for clarity.
- **Patent notice:** The BlackBerry patent notice was added to the About Us page.

Desktop App 7.5 (Windows)

Patent notice: The BlackBerry patent notice was added to the About Us page.

Integrations

- **UEM Notifications 3.0.1.36:** Support for the Valhalla, Wolverine, and Xalibu UEM releases was added.
- **ServiceNow 2.0.15:** Support for the ServiceNow Utah release was added.

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:

- INFP 16
- DTMF
- **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 for the following integrations:
 - ATI
 - American Signal V2
 - Federal Signal (FedSig)

Behavior changes

Behavior changes are changes in existing functionality that you need to be aware of when upgrading to BlackBerry AtHoc release 7.18. These changes require that you re-learn existing functionality.

- **Logout message:** When logging out from the management system, a logout page with a message that the user has successfully logged out is displayed. Previously, after logging out, users were presented with a Log In page.
- **Organization Hierarchy attribute:** Organization Hierarchy attribute names can no longer contain a comma (,) character.
- **Operator import:** Operator import does not support these fields: Firstname, Lastname, Displayname, Password changed date, and Last login date. If the import file contains these columns, they are ignored and the import proceeds without error. These columns may appear in your import file if you exported operator information and then modified the export file for import.
- **Unique alert placeholder names:** Alert placeholders are inheritable in super enterprise and enterprise organizations. Due to this inheritance, all alert placeholder names must be unique across all organizations within an enterprise or super enterprise. New alert placeholder names must be unique. An error message is displayed if a duplicate name is entered when creating a new alert placeholder.
- **User profile fields update:** The "Do not Auto Disable" attribute was updated to the "Do not Disable." The "Do not Auto Delete" attribute was updated to "Do not Delete." These attributes prevent users from being manually disabled or deleted.

Breaking changes

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

API: The EventLog/Post API is no longer supported.

Resolved issues

The following issues were resolved in BlackBerry AtHoc release 7.18.

Jira ID	Description
IWS-62529	On the Sent Alerts page, response options are not visible on the tool tip for draft and scheduled alerts.
IWS-62791	Entries are not being captured in the operator audit trail for events that are marked as reviewed or unreviewed.
IWS-63252	When exporting the activity log, the export CSV file has incorrect dates when the DD-MM-YY or DD/MM/YY date formats are used.
IWS-64776	The desktop app transmits session variables required to perform authentication to the "Enterprise Administrator" account via plaintext.
IWS-65264	When an alert is sent from an enterprise organization that is part of a super enterprise organization, the Type field is blank on the Sent Alerts page of the super enterprise.
IWS-65439	The Organizational Hierarchy and Preferred Language user attributes are not translated to the selected locale on the My Profile page in Self Service.
IWS-65502	Alert publishing through the API does not support bilingual alerts.
IWS-65565	The sequence of keyboard tab navigation in the Inbox is incorrect.
IWS-65566	A scheduled accountability event that is configured with the "Last [day of the week]" recurrence interval reverts to the "First Sunday" interval when the accountability event is reviewed.
IWS-65568	An alert template uses the default delivery template when an accent character is used in the title.
IWS-65622	When an alert is sent from the "Resend an alert to these Recipients" link with the "Not Responded" option selected in a User Tracking Report, all of the original targeted users are targeted.
IWS-65653	On the Live Map, sometimes the default map location displays an incorrect location.
IWS-65736	After modifying the recurrence schedule of an alert template, if an alert was already published from that template, the recurrence does not happen.
IWS-65748	If a duplicate alert is created and a placeholder is added to or removed from the Title or Body, the Email preview section on the Preview and Save page displays the details of the original template.

Jira ID	Description
IWS-65857	A delivered email alert does not contain alert placeholder values if the alert template was edited from the Preview and Publish page.
IWS-65866	Response options are not displayed during result-based targeting for an alert on an enterprise organization that was mapped to a super enterprise organization.
IWS-66161	When performing an advanced search from the Users tab of an accountability event details page, selecting a Geo-aware Single-select Picklist attribute causes the page to crash.

Known issues

This section lists known issues in BlackBerry AtHoc releases.

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Jira ID	Description	Workaround
Users		
IWS-65685	When importing users with geo addresses, the batch geocoding postprocessor system job fails and the import remains in an "In Progress" state.	—

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Jira ID	Description	Workaround
Alerting		
IWS-66109	If there are more than 9 response options, only the first nine are displayed.	—

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Jira ID	Description	Workaround
Alerting		
IWS-58156	Alerts triggered from the mobile app do not display the icons on the map that are defined in the mobile event rules.	—
IWS-61074	Tabbing does not navigate correctly in alerts sent to the Desktop app using the default template.	—
IWS-62371	When an initial attempt to send an SMS alert fails, but then is successful upon retry, the user tracking report continues to display an error message.	—
External event alert		

Jira ID	Description	Workaround
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.
IPAWS		
IWS-58653	IPAWS COG to COG alerting does not function.	—
Reporting		
IWS-62851	The Alerts Usage report should not count silent ping alerts.	—

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Jira ID	Description	Workaround
Alerting		
IWS-61005	The Respond & Close button is not displayed correctly in an alert published using a legacy template with more than 4 response options.	—
IWS-61053	On the BlackBerry AtHoc desktop app, when tabbing using a keyboard, navigation on alert content is not in a sequential order and the user is unable to navigate through all response options.	—
Desktop App		
IWS-56942	The the CheckUpdate payload for the desktop app should be updated to remove unused nodes.	—

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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