



# **BlackBerry AtHoc**

## **Release Notes**

7.19



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# What's new in BlackBerry AtHoc 7.19

These release notes contain information about new and changed functionality for BlackBerry® AtHoc® release 7.19. 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>.

## Dynamic hierarchy attributes

A new dynamic hierarchy type of user attribute was added. Dynamic hierarchy attributes are linked attributes that are displayed as a single field in a user profile but contain multiple levels of data. Operators can create and modify dynamic hierarchy attributes and define the levels and values (nodes) in them. When an operator or end user selects a dynamic hierarchy attribute, they can step through a selection of levels within the attribute. When a user selects an attribute node, the next available selections are dependent on the selected node. For more information, see "[Create a dynamic hierarchy attribute](#)" in the *BlackBerry AtHoc Manage Users* guide.

## Alert templates

- **Alert rule warning:** If an operator edits an alert template that is currently being used in an active alert rule, and the edits would cause the template to no longer be ready to publish, a message is now displayed informing the operator that their changes will deactivate the alert rule.
- **Inheritable check box:** The "Inheritable" check box is no longer displayed on the Alert Template screen when creating a template in a suborganization.
- **Location check box:** In the alert template settings, if the Location check box is selected on the Content tab and the operator unchecks the enable targeting By Advanced Query check box in the Target Users tab and clicks Apply, an error message is displayed and the change cannot be applied.

## Management system

- **Attribute value import:** The help text on the "Import Values" dialog that appears when importing attribute values was improved to provide additional information about reordering values in an existing attribute.
- **Desktop Popup behavior options (Windows only):** For Desktop Popup delivery templates, in the Popup Settings section, the option to choose "None" for the Entrance Motion was added. When this option is selected, the alert immediately appears in the selected location of the screen without motion. The Exit Motion option was removed.
- **Fallback authentication option for desktop app:** The option to fall back to Windows Authentication for the desktop app was added. When selected, Windows Authentication is used if the authentication method for the desktop app is set to "LDAP attribute" and authentication with LDAP fails.
- **User move and organizational hierarchy:** When a user is moved, their position in their organizational hierarchy is removed. If the user is later moved back to their original organization, their place in the hierarchy is reinstated if the node still exists. However, if the node the user was associated with no longer exists in the original organization, the user is associated with the root node.

## AtHoc Account

**Target Accountability Officers:** The ability to add Accountability Officers in an account template or event by distribution list, advanced query, and location was added. For more information, see "[Add Accountability Officers](#)" in the *BlackBerry AtHoc Account* guide.

## AtHoc Connect

**Support for Call Bridge:** Call bridge numbers and their passcodes in Connect alerts are now shared across organizations.

### Section 508-compliance improvements

508-compliance improvements for keyboard navigation, text-to-speech readability, color contrast, image accessibility and form elements were made in the following areas:

- Alert Preview and Save page
- Alert Preview and Publish page
- Live Map
- Operator audit trail
- My Profile page
- User manager page
- Operator permissions profile page
- Profile edit page

## API

**GET /orgs/{orgCode}/DeliveryTemplates/{DeliveryTemplateName}:** This API was updated to include "None" for the EntranceMotion option.

## Mass devices

A new CAP Feed device was added. The CAP Feed device is a collection of multiple CAP feed payloads which can be accessed through a single URL by mass devices such as digital signs. Operators can use the CAP feed device to render alerts based on the values of CAP payload fields such as category, event, type, urgency, severity, and certainty. For more information, see "[CAP Feed](#)" in the *BlackBerry AtHoc System Settings and Configuration* guide.

## Desktop App 7.6 (Windows), 2.6 (Mac)

- **Desktop Popup behavior options:** For Desktop Popup delivery templates, in the Popup Settings section, the option to choose "None" for the Entrance Motion was added. When this option is selected, the alert immediately appears in the selected location of the screen without motion. The Exit Motion option was removed.
- **Fallback authentication option for desktop app (Mac 2.6):** The option to fall back to Windows Authentication for the desktop app was added. When selected, Windows Authentication is used if the authentication method for the desktop app is set to "LDAP attribute" when authentication with LDAP fails.
- **macOS Sonoma support (Mac 2.6):** Support for macOS Version 14 Sonoma was added.
- **Patent notice (Mac 2.6):** The BlackBerry patent notice was added to the About Us page.

## Integrations

### ServiceNow 2.0.16

- **Log purging:** Logs are now purged after 15 days.
- **Support for Vancouver:** Support for the ServiceNow Vancouver release was added.

### ServiceNow 2.1.1

**Support for domain separation:** The BlackBerry AtHoc ServiceNow integration supports domain separation.

- BlackBerry AtHoc ServiceNow applications now support domain separation.
- BlackBerry AtHoc application-related data such as alerts (incidents), settings (device pairing, AtHoc-related), and diagnostic logs are all domain-aware.
- Tenants' data in a domain related to AtHoc follows ServiceNow domain separation business logic.

## **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 Zetron pager integration.
- **IIM version support:** IIM versions prior to 6.0.X are no longer supported.
- **IIM EOL/EOS:** Java-based IIM devices are end of support and end of life as of March 31, 2024.
- **.NET code base:** All IIM devices are now available on a .NET code base.

## **SMS**

**SMS vanity codes:** Support for SMS vanity short and long codes by account was added.

# Behavior changes

Behavior changes are changes in existing functionality that you need to be aware of when upgrading to BlackBerry AtHoc release 7.19. These changes require that you re-learn existing functionality.

- **Alert publishing:** When a user publishes an alert, their "Last Updated On" attribute is no longer updated.
- **Change Organization page:** A Switch button was added to the Change Organization page. Clicking the Switch button or on the row for an organization opens the change organization dialog.
- **Super Enterprise updates:** When mapping enterprise organizations to a super enterprise organization, if there are inherited entities such as attributes, placeholders, alert templates, accountability templates, folders, delivery templates, and audio files that have duplicate names, a Duplicate Entities Found dialog appears informing the operator about the duplicates. The operator has the option to continue mapping with the duplicates or to export the list of duplicate entities to a CSV file.

When entities with duplicate names are inherited from the super enterprise to its mapped enterprise organizations, on hover-over, a tool tip appears that indicates that the entity was inherited and from which organization the entity was inherited. These tooltips appear in these areas:

- The Folder drop-down menu on the New Alert, Sent Alerts, and Alert Templates pages.
- The Folder drop-down menu when creating a new alert template or a new blank alert.
- The Placeholder drop-down menu when creating a new alert or accountability template, or a new blank alert.
- The Delivery Template selection in the personal device options on alert preview pages.
- The Audio File selection when selecting personal device options for an alert or accountability event.
- All drop-down menus when selecting or filtering user attributes.

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

# Breaking changes

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

There are no breaking changes in BlackBerry AtHoc release 7.19.



# Resolved issues

The following issues were resolved in BlackBerry AtHoc release 7.19.

Jira ID	Description
IWS-65365	If there are more than 18 records on the Geocoding Summary and Logs settings page, scrolling is not available and not all records can be viewed.
IWS-65685	When importing users with geo addresses, the batch geocoding postprocessor system job fails and the import remains in an "In Progress" state.
IWS-65778	Tool tips added when creating a single-select picklist, multi-select picklist, or geo-aware single-select picklist user attribute are not displayed on user profile pages in Self Service or the BlackBerry AtHoc management system.
IWS-65950	When a dependent user is disabled through a user import, they no longer appear on the dependents display page.
IWS-66109	If there are more than 9 response options, only the first nine are displayed.
IWS-66076	Disabled weather alert rules attempt to publish alerts with templates that are not ready to be published.
IWS-66463	An operator with Draft Alert Creator permissions is able to publish an alert using the Alerts API.
IWS-66526	If all users are deleted from an alert template, and an alert targeting those users is published from the live map, the operator is not redirected to the alert edit page and error messages are displayed.
IWS-66939	Performance issues occur with large shape files on the publisher map caused by unneeded multi-polygon points.
IWS-66963	An error is displayed when the SSO Self Service URL is clicked.
IWS-67049	The DetailsByUsersDevices alert tracking API displays an unhandled exception for datetime.
IWS-67083	When targeted users for have different preferred languages, bilingual alerts sent to the desktop app do not honor the users' preferred languages.
IWS-67199	On a user profile page, the More Actions > View Activities page can take more than 2 minutes to load.
IWS-67419	Changes made on the desktop popup delivery template are not honored on the Preview and Save page.

Jira ID	Description
IWS-67571	When viewing a Distribution List Report from the Advanced Reports on an alert summary page, clicking the link in the Sent or Targeted column displays a pop-up that shows the number of recipients. Clicking the "Show Recipient List " link on the pop-up opens a User Tracking Report. When the "Show User & Device Level Report" link on the User Tracking Report is clicked, an error is displayed.
IWS-67591	The preview button for an email delivery template configured with a Japanese locale starts loading but does not complete.

# Known issues

This section lists known issues in BlackBerry AtHoc releases.

## 7.17

Jira ID	Description	Workaround
<b>IPAWS</b>		
IWS-66615	When an IPAWS alert is created with a geolocation selected and the selected location is outside or partially outside of the authorized areas that the operator is allowed to target, the alert fails and the <geocode> element is missing from the payload.	—
<b>Users</b>		
IWS-66989	Geo imports fail when an address containing a line feed/carriage return is included in the import. The following error message is displayed: "the remote server returned an error: (400) Bad Request."	—

## 7.14

Jira ID	Description	Workaround
<b>Alerting</b>		
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.	—
<b>External event alert</b>		

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.
<b>IPAWS</b>		
IWS-58653	IPAWS COG to COG alerting does not function.	—
<b>Reporting</b>		
IWS-62851	The Alerts Usage report should not count silent ping alerts.	—

## 7.9

Jira ID	Description	Workaround
<b>Alerting</b>		
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 through alert content is not in a sequential order and the user is unable to navigate through all response options.	—
<b>Desktop App</b>		
IWS-56942	The the CheckUpdate payload for the desktop app should be updated to remove unused nodes.	—
<b>Delivery Templates</b>		
IWS-65737	The BlackBerry AtHoc logo is broken on the System Generic Template delivery template when viewed on the Preview and Save page.	—
<b>Organizations</b>		

Jira ID	Description	Workaround
IWS-66608	If the time zone for an organization is changed in the General settings, the "Created On" date and time are not displayed correctly for newly created organizations on the Organizations Manager settings page.	—
<b>508 Compliance</b>		
IWS-53421	Tool tips are missing for many of the buttons, links, and search boxes in the alert and Account areas in the management system.	—

# 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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